

**URBANA WELFRE ASSOCIATION
MINUTES OF GENERAL BODY MEETING**

VENUE: CLUB URBANA – B1 Conference Hall		Date: 23-07-2023
Attended by 69 Members.		
Item No	BRIEF DESCRIPTION OF ISSUES DISCUSSED AND APPROVED BY GENERAL BODY	By
1	<p>INTRODUCTION</p> <p>The AGM WAS HELD AT THE B1 Auditorium at the Club Urbana and was conducted with physical attendance, 69 Members attended the meeting. The Annual General Body meeting was convened at 11:00 AM. Tarun Basu, Secretary of UWA called the meeting to order.</p>	Secretary
2	<p>DECLARATION OF QUORUM</p> <p>Secretary stated that in accordance with sub clause (v) Clause 11 of Rules & Regulations of the Association, the quorum of this meeting is 21 members present in person. Since the quorum is present, accordingly, he requested the President Mr. Kisor Nadhani to take the chair and deliver President's address.</p>	Secretary
3	<p>Presidential Address:</p> <p>The UWA President for 2022-23, Mr. Kisor Kr. Nadhani, thanked all the UWA Members for attending the AGM, also highly appreciated his team members who worked relentlessly during the tenure of this Committee Urbana Year 2022-23, from Aug'22 to July'23.</p> <p>He stated that a year back, responsibilities were entrusted to us. During last 12 months, we focused to accomplish our mission 'Quality facilities and Quality Life at Urbana'</p> <p>Aesthetics & Hygiene</p> <p>There have been substantial upgradation/improvement of all the elements from Gate to Flat - here is a short list:</p> <ul style="list-style-type: none"> • No more Que at main gate, cars with RFID zip past through Gate#2. The 2 channels at gate # 1 handle non-RFID vehicles much faster. • Upon pre-notification though MyGate, booked cab or Guests get through without further call/query. • Smart barriers, cones and chains have replaced the worn cones and rusty iron guards at the main entrance, giving a classy look. • As you enter Urbana, pass by the mist Rotary, seasonal flower/decorative plants in pots greet you with a dash of freshness. • New signage to guide the Visitors and cabs. • New Speed breakers installed; few damaged speed breakers replaced with Bituminous humps – the remaining damaged ones will be replaced soon. • As you move towards Towers, lily plants give a lively feeling - replacing the bamboo and rusty iron wire fencing. • Smart Barriers protect the 'Fire Tender' movement path around Towers. • Uplighting/Downlighting of Trees in front of Tower gives a magical effect. 	President

- Fresh plantations done in the islands around the Towers, properly trimmed humps add beauty of the landscaping.
- When you return home in the evening, the new light fixture at the driveway accords a warm welcome.
- The new panel lights at Tower canopy creates the mood.
- Renovated Lobby with fresh coat of paint gives a sense of home coming– no more eye soring damaged ceiling, peeled off paint.
- No more seepage from ceiling - concrete slab cast over ground floor to prevent any seepage.
- New Doormats at all gates at Ground floor.
- Frosted films applied on Glass Door; defective floor springs fixed.
- Neat & tidy security reception desk, no more sight of long que of domestic help waiting for cards or frisking.
- Domestic help security station shifted near Service Lift/ back gate
- The Community Hall and the Driver Rooms too renovated with fresh coats of paint upon fixing damaged ceilings, lights & fans also fixed. 2 Benches provided by UWA in each driver’s room for their comfortable seating.
- Fans provided at all Security stations for relaxed work environment.
- Defective bolts replaced for plumbing shaft doors.
- Door Closure at all Fire Door functional.
- Panel lights with sensor being installed as replacement at Lift lobby.
- Since Sept’22, two rounds of Façade Cleaning have already been done, third round ongoing and expected to be completed by Aug’23 in all Towers. A proper process has been set to continue the operation in rotation - in the coming days cleaning has been planned thrice every year.
- Each Tower now has a dedicated scrubbing machine for regular floor cleaning; periodic deep cleaning is done for lift, stairs, lobby.
- Twin Bins placed in front of each Tower on periphery Road for Waste Mgmt.
- Domestic water Supply and Flush water supply feed pipe at each Tower replaced for permanent resolution.
- Net being fixed at Plumbing Shafts to prevent damage by falling objects from fit-out apartments.
- Mosquito magnets are regularly checked for proper functioning.

Healthcare

With 5000+ daytime population, including many senior citizens and children, Healthcare was one of the top priorities.

- **Emergency Medical Help:** For any emergency, e.g., cardiac problem, snake bite or any accident, golden hour is most important. Ruby Hospital, being the closest one, have agreed to send **Ambulance within 30 minutes** of call and provide emergency services. Ruby is also offering the Doctor’s paid visit at Apartment on call. Oxygen cylinders, ECG facility available at our Medical Room.
- A **General Physician** from Ruby Hospital visits in the morning and evening session, for free consultation to all residents, domestic help, support staff at Medical Room.
- A trained **Nurse** is available at Medical Room from 9 AM to 6 PM for First Aid, Blood pressure checking, Injections, Blood Sugar testing and ECG – all complimentary. UWA/UFM provides all consumables at Medical Room.
- Urbanite Doctors visit Medical Room on prior appointment.
- The Medical Room is properly equipped with 2 Doctor’s cabin, Medical Beds, Waiting Area.

Safety, Security and Traffic Management

- New CCTV installed at Basement parking and Driver Rooms for improved monitoring.
- Black top laid at ramp between Tower 5 and 6, between Tower 6 and 7, near Club House and Tower 1 to prevent water logging during rain.
- Paver blocks on road fixed at multiple locations.
- Convex Mirror installed near Club
- Signage upgraded near mist fountain.
- UWA provided 40 Smart Barriers, 40 Cones and Chain to UFM for better in-campus traffic management, no more sight of ugly looking rusty iron rail guards, broken cones.
- Security features of MyGate fully implemented now, being used by residents on regular basis. Next, Helpdesk features of MyGate planned to be implemented upon initial training..
- Use of RFID stickers being encouraged, large number of residents have already braced for.

Community Welfare:

Urbanites are proud of the community which also encompasses the domestic & support staff who serve the residents and people living in localities around Urbana.

This year, UWA in its history, made the highest investment in Community – in terms of involvement as well in monetary terms – funded by UWA, UFM and Donors. Here is a brief list:

Support Staff:

- **Driver Room** had no seating arrangements, 2 Nos. 'Supreme' make benches provided in every driver room by UWA. Fans are functional, fresh coat of paint applied in Driver Room.
- **Security Staffs.** Pedestal fans have been provided at all 3 Security stations at each Tower: also another fan at Visitor zone.
- **Drinking Water:** Purified drinking water was not available to Drivers, Security, Housekeepers as all the purifiers were out of order at Towers. Now, with AMC, all the Purifiers at Tower are functional, quality being monitored through periodic testing.
- On eve of Durga Puja, 365 **Sarees** were distributed to UFM Staff; also handed over take away Bhog packets on Ashtami

Society/Adjoining locality:

- UWA donated 2 Water Purifiers to school.
- 45 children from one NGO visited Durga Puja@Urbana, served sit-in lunch to them at Community hall.
- Notebooks & Stationery distributed to 204 students of Anandapur Free Primary School.
- 1500 Blankets distributed in Jan'23 to the needy around Urbana.

Own Community:

- UWA procured 9 Tables for 7 Towers, 10 chairs for Tennis court.
- 1 Medical Bed and 1 ECG machine at medical room, received from Donors.
- 9 Wheelchairs at Tower, Medical Room and Club, received from Donors.
- Handed over 40 Smart Barriers, 40 Cones and Chain to UFM for better in-campus traffic management.

All-round improvement on infrastructure & maintenance front - shared in various newsletters, a snapshot was also shared by UFM on 22nd July'23 in their Annual Performance Report. The success mantra was close integration of Tower Team, UWA Committee, UFM Team, also BNRI Project in technical matters, proper co-ordination, open communication and above all mutual trust that enabled us to work as a focused TEAM to deliver results.

Urbana Welfare Association (UWA) was formed in 2016, it was high time to plan for strengthening the foundation by adopting proper systems & process and a long-term vision. This year, we initiated many initiatives in this direction - appended in the Appendix for future reference with firm belief the same will be religiously followed and cemented further for a firm foundation to the Institution.

Urbanites participated in large numbers in more than 20 community events/Utsav and 7 sporting events - bonded like *Fevicol* and emerged as a very strong community. All events have been fully covered in 7 issues of Newsletters and a glimpse in the Annual issue also ([https://urbanawa.com/newsletter/UWA%20Annual%20Edition%2022-23.pdf](https://urbanawa.com/newsletter/UWA%20Annual%20Edition%202022-23.pdf)).

At end of the year, we can surely feel, we are a notch closer to our Vision “**Urbana – the best place to Live@Kolkata**”

For the last 3 years, in every AGM or meeting with BNRI, formation of Apartment Owners Association was an important agenda but unfortunately till July’22, there was not much progress. Immediately after assuming charge, we identified and discussed with multiple lawyers/consultant to understand the precise roadmap, thereafter met the Competent Authority (CA) to get complete clarity. We had multiple meetings with BNRI Directors and top officials, got full support to expedite the process at BNRI end in submission of application in Form A which has been accepted by the CA on 10 May’23. With that, our mission to *expedite formation of Association* has been fulfilled. Now, the Urbana Apartment Owners in a meeting need to declare formation of the Association by opting a name, post which registration certificate will be issued by CA.

His address was highly appreciated by the members.

AGM BUSINESS

PRESENTATION OF THE ANNUAL REPORT FOR THE PERIOD 2021-2022.

Secretary Tarun Basu presented the annual report before the house which was circulated along with the AGM notice. He also stated that we are going to complete our tenure after a week time. Having goals for things we want to do and working towards them is an important part of running any organization. The path towards our goals may not always run smoothly or be easy. We set three points to achieve our goals. They are:

- First, to set priorities and stay focused.
- Second, to never give up. To keep believing ... and to keep working hard until we achieve progress.
- Third, to keep the focus on the wellbeing of the residents.

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Details of Management Committee Meetings during 2022-23

During the Urbana Year 2022-23, 15 Committee meetings and 2 EGM were held. MoM of each Committee meeting as well EGM uploaded at UWA website and can be accessed by UWA member.

Srl No.	MoM No.	Date	Link
1	1	25 th July,'22	https://urbanawa.com/link/UWA_MC_MEETING_24_JULY_2022.pdf
2	2	6 th Aug'22	https://www.urbanawa.com/link/MOM-02.pdf
3	3	20 th Aug'22	https://www.urbanawa.com/link/MOM_NO_03.pdf
4	4	22 nd Sep'22	https://www.urbanawa.com/link/UWA_MoM_04_22_SEPT%E2%80%9922.pdf
5	5	11 th Oct'22	https://www.urbanawa.com/link/MoM_No_5_.pdf
6	6	28 th Oct'22	https://www.urbanawa.com/link/MoM_-06.pdf
7	7	15 th Nov'22	https://urbanawa.com/link/MOM_07_15-11-22.pdf
8	8	17 th Nov'22	https://www.urbanawa.com/link/MOM_08_28-11-22.pdf
9	9	28 th Nov'22	https://www.urbanawa.com/link/MOM_-09.pdf
10	10	16 th Jan'23	https://www.urbanawa.com/link/MOM_-10.pdf
11	11	11 th Feb'23	https://www.urbanawa.com/link/UWA_MC_MoM_No.11.pdf
12	12	1 st Mar'23	https://www.urbanawa.com/link/UWA_MC_MoM_No.12.pdf
13	13	12 th Apr'23	https://www.urbanawa.com/link/UWA_MoM_13_Dt_12_April_23.pdf
14	14	19 th May'23	https://www.urbanawa.com/link/MoM_14_19th_May_2023.pdf
15	15	22 nd Jun'23	https://www.urbanawa.com/link/UWA_MoM_15_22_JUNE_2023_t.pdf

LIST OF EGM HELD DURING 2022 – 2023

Srl No	MoM Dated	Link
1	20 th November'22	https://www.urbanawa.com/link/EGM_on_20th_Nov_2022.pdf
2	12 TH March'23	https://www.urbanawa.com/link/UWA_MoM_EGM_12_MAR23_K(1)_PDF.pdf

UWA NEWSLETTER PUBLISHED DURING UY 2022-2023

Newsletter is an extremely important medium to keep updated UWA members and residents about each activity and improvements. The team led by Satish Jalan published 7 issues of informative & illustrative Newsletters, besides an Annual Issue creating a history for UWA. Digital versions of the Newsletters circulated over WhatsApp, displayed over TV at Towers, uploaded at UWA website for easy reference and future repository. Hard copy Newsletters placed at each Tower as well Club reception. By clicking the links below, you can have instant access to each of newsletter.

Srl No	Published for the month of	Link
1	Aug '22	https://www.urbanawa.com/newsletter/Urbanites%20Speak%2008_22%20Ed.pdf
2	Sept '22	https://www.urbanawa.com/newsletter/US%20September%202022%20Ver%203.pdf
3	Oct – Nov '22	https://www.urbanawa.com/newsletter/Urbana_Oct-Nov%2022.pdf
4	Dec '22	https://www.urbanawa.com/newsletter/Urbana_Dec_22.pdf

5	Jan '23	https://www.urbanawa.com/newsletter/Urbana_January%20%6023_Final.pdf		
6	Feb-Mar '23	https://www.urbanawa.com/newsletter/UWA%20Newsletter%20Feb-Mar%202023.pdf		
7	April '23	https://www.urbanawa.com/newsletter/UWA%20April%202023.pdf		
8	Annual	https://urbanawa.com/newsletter/UWA%20Annual%20Edition%2022-23.pdf		

**ANNUAL ACTIVITY REPORT
FOR THE URBANA YEAR 2022-2023**

SECURITY COMMITTEE

We must agree that our team members worked diligently to ensure the safety and the security of the residents. Major areas of improvements are:

- Full-fledged operations of MyGate App and optimal utilization of the same.
- Implementation of RFID.
- Replacement / Fixing of Speed Breakers.
- Paver fixing of entire Central lawn has been done once and it is a continuous process.
- New 65 CCTV Cameras installed at various areas of the complex as well as basement 1 and 2.
- 10 new security guards recruited to ensure of having adequate security personals are at right place for proper vigilance.
- UWA gifted smart Barriers, chains, cones to UFM to improve traffic management as well aesthetics inside the complex.
- Frisking area in all the Towers shifted from front.

For detailed Reports on Security, please refer to following links to Newsletter:

- Page 17 at https://urbanawa.com/newsletter/Urbanites%20Speak%2008_22%20Ed.pdf
- Page 37 at https://urbanawa.com/newsletter/Urbana_Oct-Nov%2022.pdf
- Page 20 at https://urbanawa.com/newsletter/Urbana_Dec_22.pdf
- Page 14 at https://urbanawa.com/newsletter/Urbana_January%20%6023_Final.pdf
- Page 23 at <https://urbanawa.com/newsletter/UWA%20April%202023.pdf>

HOUSE KEEPING

This committee worked hard to ensure the cleanliness and aesthetic appeal of all Towers and its periphery areas, central lawn and utility infrastructure. Achievements at a glance:

- Window / Façade Cleaning – Currently work being done by (a) Spiderman (b) by usage of Cradle. This year 2 rounds of Facade Cleaning are already done in all Towers (as against none during past 2 years).
- Scrubbing Machines – Improved House-Keeping with dedicated scrubbing machines at each Tower. Periodical deep cleanings are happening in the lobby as well as all floors of each Tower.
- Reallocation of Security Desk for domestic help queuing for frisking and waiting to deposit or collect ID cards. Now main entrance is neat and tidy.
- Renovation of Tower Lobby, Community Hall and Driver's room done, also well lit Driveway.
- Landscaping
Hundreds of potted flowers welcome when you pass through mist fountain and club.
Re-plantation done at the small islands in front of Towers.
Fencing around Towers were made of bamboo and iron wire which was looking quite awkward. Those are now being replaced with lily plants.
- Driver's rooms were in a very disappointed condition, even the basics like drinking water and seating arrangements were missing. UWA has been vehemently pursuing UFM to improve the

conditions. Now AMC has been done to ensure supply of quality drinking water. UWA have gifted 2 seating benches in each of 7 driver's room.

For detailed Report on Housekeeping, please refer to following links to Newsletter:

- Page 18 at https://urbanawa.com/newsletter/Urbanites%20Speak%2008_22%20Ed.pdf
- Page 17 at <https://urbanawa.com/newsletter/US%20September%202022%20Ver%203.pdf>
- Page 35 at https://urbanawa.com/newsletter/Urbana_Oct-Nov%2022.pdf
- Page 19 at https://urbanawa.com/newsletter/Urbana_Dec_22.pdf
- Page 9 at https://urbanawa.com/newsletter/Urbana_January%20%6023_Final.pdf
- Page 24 at <https://urbanawa.com/newsletter/UWA%20Newsletter%20Feb-Mar%202023.pdf>
- Page 19 at <https://urbanawa.com/newsletter/UWA%20April%2023.pdf>

CLUB (B2 & SWIMMING) INITIATIVES

- BASIC DISCIPLINE
- CLEANLINESS DURING AND POST COVID WITH EXTRA SANITISATION INTRODUCED
- GYM TIMINGS EXTENDED TILL 10:00 PM WHICH WAS EARLIER 9:30 PM FOR THE PAST THREE YEARS
- RE POSITIONING OF B2 MAIN ARENA LIGHTS AND REPLACEMENT WAS FULLY COORDINATED AND CONCLUDED
- IN THE GYM, DUMBELLS OF HIGH QUALITY WERE PROCURED AFTER MARKET RESEARCH FOR THE BEST ONES AVAILABLE
- FULL COORDINATION REGARDING CLUB/ B2 AIRCON DUCT OVERHAULING
- SQUASH COURTS WERE RENOVATED AND POLISHED
- INTRODUCTION OF YOGA, ZUMBA AND SALSA IN THE CLUB
- IN THE SWIMMING POOL, FULL CO-ORDINATION TO UPGRADE QUALITY OF WATER AND OVERALL CLEANLINESS
(PUMP WAS REPLACED WITH BOTH POOLS HAVING WATER OVERFLOW MECAHNISM
REGULARISED ALONG WITH TEMPERATURE CONTROL
- TWO SUCCESSFUL ZUMBA EVENTS WELL RECEIVED BY RESIDENTS
- BADMINTON NETS WERE REPLACED AND COURTS WERE REPAINTED
- FOR TABLE TENNIS, LIGHT UNIT HEIGHT WAS ADJUSTED

PENDING RECOMMENDATIONS:

- GYM EQUIPMENTS AS PER FEEDBACK FROM MEMBERS TO BE PROCURED. LIST HAS BEEN SHARED WITH UFM ALONG WITH BEST MARKET PRICE / ORDER PENDING SINCE MAR22
- RACKS /UNIT TO KEEP PERSONAL BELONGINGS INSIDE THE GYM . CURRENTLY MEMBERS USE THE BENCHES AS NO SPACE TO KEEP GYM BAGS. LOCKERS ARE NON FUNCTIONAL AND AWAY FROM MAIN ACTION AREA .
- TT ROOM LIGHTS NEED TO BE ADDED/CHANGED

Discussions with BNRI Directors/Management:

- Multiple meetings held in connection with Apartment Owners Association.
- On 16th March'23, in a meeting with 5 BNRI Directors, following points were discussed:
 - Discussion on 4 points for Apartment Owners Association
 - Conversion of Leasehold Land to Freehold
 - Potable Water Supply from KMC to Urbana
 - Renovation of Tower Lobby and Lighting
 - Green fencing around Tower

- Enhancement of Club facilities
- Revamp of Children Park
- Annual Leasehold Rent

Shared in Page 16 at <https://urbanawa.com/newsletter/UWA%20Newsletter%20Feb-Mar%202023.pdf>

MoM: https://urbanawa.com/link/Minutes_of_the_Meeting-BNRI_UFM_and_UWA-16th_March_2023.pdf

EVENTS DURING UY 2022-2023

We have conducted the following events / programs keeping in mind the wellbeing of the residents as well as to keep the bonding amongst us.:

1. 15th August – 75 years of Indian Independence, Azadi ka Amrit Mohotsav –

Urbanites participated wholeheartedly in the campaign and more than 700 flats hoisted National Flags at their balconies. Independence Day celebrations were unique in Urbana, with tri-color illumination of Towers and huge enthusiasm to celebrate the occasion in a grand manner.

[Report: Page 6 at

https://urbanawa.com/newsletter/Urbanites%20Speak%2008_22%20Ed.pdf]

2. Covid Vaccination Drive –

UWA and UFM in association with RB Diagnostic organized a COVID-19 vaccination drive for second dose / booster dose on 6th August, 2022.

[Report: Page 14 at

https://urbanawa.com/newsletter/Urbanites%20Speak%2008_22%20Ed.pdf]

3. Urbana Library –

Thoroughly renovated library with barcoding and creating computerized catalogues have been reopened on 29th September, 2022. Over 1200 books, neatly organized in brand new bookshelves.

[Report: Page 17 at https://urbanawa.com/newsletter/Urbana_Dec_22.pdf]

4. Fire Drill:

A preliminary fire drill was organized for the residents of Tower 5, 6 and 7 on 22nd September, 2022. The fire drill was followed by a very informative talk on the fire safety awareness.

[Report Page 16 at

<https://urbanawa.com/newsletter/US%20September%202022%20Ver%203.pdf>]

A preliminary fire drill was organized for the residents of Tower 1, 2, 3 and 4 in April'23. We were successful in completing the fire drill for all 7 towers.

[Report: Page 15 at <https://urbanawa.com/newsletter/UWA%20April%2023.pdf>]

5. Gopashtami –

Gopashtami rituals took place on 1st November, 2022 in our complex. It was greatly accepted and more than 150 families worshiped Cow Puja.

[Report: Page 27 at https://urbanawa.com/newsletter/Urbana_Oct-Nov%2022.pdf]

6. **Treasure Hunt –**

UWA acted as a venue partner in the BNI Event- Spinning Wheelz on 20th November, 2022. 97 cars participated. It was a successful event with almost 500 people present during flag-off and award function.

[Report: Page 42 at https://urbanawa.com/newsletter/Urbana_Oct-Nov%2022.pdf]

7. **Republic day –**

Republic Day was celebrated with large participation by the residents with great fanfare. Urbanites sang patriotic songs.

[Report: Page 25 at: https://urbanawa.com/newsletter/Urbana_January%20%6023_Final.pdf

8. **Panel discussions on Budget –**

UWA in association with Urbana CA Forum on Union Budget 2023 on February 4, 2023 to discuss on Budget proposal and its implications. Around 100 Urbanites attended

[Report: Page 12 at <https://urbanawa.com/newsletter/UWA%20Newsletter%20Feb-Mar%202023.pdf>]

UTSAV:

Our Utsav committee performed extremely well and conducted to a very high standard.

- **Khuti Puja** was organized on 7th August'22. It was attended by 300+ Urbanites.
[Report: Page 10 at https://urbanawa.com/newsletter/Urbanites%20Speak%2008_22%20Ed.pdf
- **Janmashtami** was celebrated with adoration and devotion at the Club Banquet Hall on 19th August'22.
[Report: Page 11 at https://urbanawa.com/newsletter/Urbanites%20Speak%2008_22%20Ed.pdf
- **Ganesh Chaturthi**- The birthday of Lord Ganesha was observed on 31st August'22.
[Report: Page 15 at https://urbanawa.com/newsletter/Urbanites%20Speak%2008_22%20Ed.pdf
- **Mahalaya** the beginning of Durga Puja was observed on 25th September'22.
Report: Page 6 at <https://urbanawa.com/newsletter/US%20September%202022%20Ver%203.pdf>
- **Anandomela** was celebrated on 30th September'22.
Report: page 9 at <https://urbanawa.com/newsletter/US%20September%202022%20Ver%203.pdf>
- **Durga Puja**- the festivities, rituals and cultural programme were as usual spread across the five days of Durga Puja starting with the grand inauguration of Maha Panchami on 30th September'22. More than 350 residents took part in our various cultural programs during Durga Puja
Report: Page 6 at https://urbanawa.com/newsletter/Urbana_Oct-Nov%2022.pdf
- **Laxmi Puja** – Celebrated in traditional way with large participation
- **Rangoli Competition** – Diwali was heralded by the Inter Tower Rangoli competition.

Report: Page 28 at https://urbanawa.com/newsletter/Urbana_Oct-Nov%2022.pdf

- **Kali Puja** was observed in a traditional way. A large number of residents took part in this Puja. Report: Page 29 at https://urbanawa.com/newsletter/Urbana_Oct-Nov%2022.pdf
- **Deep Utsav** was celebrated on 23rd October'22. Urbanites in their finest Diwali outfits ushering in the Diwali spirit with synchronized fireworks adorning the skies. Diwali celebration in Urbana are never complete without the grand Deep Utsav which all of us looking forward to each year not only for the guest performances but also the Urbanites talent display. Report: Page 30 at https://urbanawa.com/newsletter/Urbana_Oct-Nov%2022.pdf
- **Christmas** – Santa on the morning of 25th December'22 went from tower to tower distributing gift and love to all from his big bag. 2 weeklong festivities started with movies for kids to cake mixing and finally a carnival ox X-mas with giant sized 30-pund cake. Most enjoyable Christmas at Urbana. Report: page 6 at https://urbanawa.com/newsletter/Urbana_Dec_22.pdf
- **New Year Eve** – Urbana welcomed year 2023 in grand style. The entire set-up was extremely impressive and can easily be compared to any glittering award. Urbanites truly enjoyed the evening. Report: page 11 at https://urbanawa.com/newsletter/Urbana_Dec_22.pdf
- **Lohri** – Urbanite celebrated Lohri festival on 14th January'23 by lighting a bonfire, performing rituals in traditional fashion. Report: Page 23 at https://urbanawa.com/newsletter/Urbana_January%20%6023_Final.pdf
- **Saraswati Puja** was celebrated on 26th January'23 with great zeal and generous spirit, Community lunch was arranged for the 700+ residents. Report: Page 24 at https://urbanawa.com/newsletter/Urbana_January%20%6023_Final.pdf
- **Hasya Kavi Sammelan** – As part of Holi celebrations Urbana's first ever Kavi Sammelan was organized at Club Pool side. All in all, it was a complete evening for Urbanites. Report: Page 4 at <https://urbanawa.com/newsletter/UWA%20Newsletter%20Feb-Mar%202023.pdf>
- **Holika Dahan** – The initiation of the celebration of the festive of colors begins from burning of Holika that is observed on day before the Holi. We have witnessed huge residents participating in this festival. Report: Page 7 at <https://urbanawa.com/newsletter/UWA%20Newsletter%20Feb-Mar%202023.pdf>
- **Basanto Utsav** – More than 100 residents participated in the colourful dance & singing procession along the periphery road and presented popular Tagore songs and dance. Report: Page 6 at <https://urbanawa.com/newsletter/UWA%20Newsletter%20Feb-Mar%202023.pdf>
- **Rangotsav** – Holi was celebrated with lot of funfare. A huge decorative cabana was set up. Food court was offering diverse options. Residents enjoyed Holi immensely.

Report: Page 8 at <https://urbanawa.com/newsletter/UWA%20Newsletter%20Feb-Mar%202023.pdf>

- **Hanuman Janmotsav**- was celebrated on 6th April'23 at Club Banquet Hall. The program was attended by 500 devotees staying in Urbana.

Report: Page 14 at <https://urbanawa.com/newsletter/UWA%20April%2023.pdf>

- **Poila Baisakh** – Houseful show by legendary Mamata Shankar troupe that made the spectators spell bound. Eye pleasing décor and mouth watering food was icing on the cake.

Report: Page 12 at <https://urbanawa.com/newsletter/UWA%20April%2023.pdf>

- **Souvenir** – An illustrative 112 pages Souvenir was published covering major events, inaugurated on 26 Jan'23 (Page 25 at

https://urbanawa.com/newsletter/Urbana_January%20%6023_Final.pdf)

A copy of hard cover Souvenir was presented to all the subscribers. Digital copy uploaded at UWA website at: https://urbanawa.com/pdf/Utsav_Suvenior_2022.pdf

IN-HOUSE SPORTS ACTIVITIES:

1. Under **Khelo Urbana** series, various sporting competitions were organized from time to time with active participation by residents.

- **1: 24-25 Sept: Chess, Carrom, Pool game, Swimming**

Report: Page 4 at

<https://urbanawa.com/newsletter/US%20September%202022%20Ver%203.pdf>

- **2: 15-18 Dec: Table Tennis, Squash, Lawn Tennis**

Report: Page 4 at https://urbanawa.com/newsletter/Urbana_Dec_22.pdf

- **3: 1-2 April'23: Badminton**

Report: Page 4 at <https://urbanawa.com/newsletter/UWA%20April%2023.pdf>

- **4:24-25 June'23: Basketball**

Report: Page 31 at

<https://urbanawa.com/newsletter/UWA%20Annual%20Edition%202022-23.pdf>

2. **UPL Premier League 4.0** from 10th to 15th Jan'23 was the biggest cricketing extravaganza in a residential complex in India. The event is scaling new heights every year and this year the event saw cricket over 5 days with 16 teams for seniors and 6 junior Teams.

Report: Page 16 at https://urbanawa.com/newsletter/Urbana_January%20%6023_Final.pdf

3. **Annual Sports Day** was celebrated on 29th January 2023, the carnival brought grandparents, parents and children out on the fields altogether to participate in the various events.

Report: Page 21 at https://urbanawa.com/newsletter/Urbana_January%20%6023_Final.pdf

4. **Urbana Football Frenzy 2.0** was held from 28th to 30th April, 2023. The event was having 8 teams. More than 180 residents have participated across the three categories.

Report: Page 7 at <https://urbanawa.com/newsletter/UWA%20Annual%20Edition%2022-23.pdf>

Community Welfare

Current committee was very much focused on community welfare.

- On the occasion of Durga Puja and to bring smiles on the faces of all staff under UFM, 365 sarees were distributed.
- 45 children from NGO visited Durga Puja and had lunch at community hall.
- All UFM staffs were provided with take-away Bhog packets on Ashtami.
- 1500 blankets were distributed amongst the needy locals during the extreme cold in the month of January'23.
- Note Books and Stationery distributed to 204 students of Anandapur Free Primary School
- 2 Water Purifiers donated to school
- Additional 9 Tables and 10 chairs procured for Towers for use by residents.
- Medical Bed and ECG Machine provided at Medical Room
- 9 Wheel chairs added at Towers, Medical Room and Club.
- 2 new Benches provided to each driver's room by UWA.
- UWA provided smart Barriers, Cones and Chain for better in-campus traffic management.

In monetary terms, the value of the above out to appx 8 lacs.

For detailed Report on Community Services, please refer to following links to Newsletter:

- Page 20 at <https://urbanawa.com/newsletter/US%20September%202022%20Ver%203.pdf>
- Page 4 at https://urbanawa.com/newsletter/Urbana_January%206023_Final.pdf
- Page 15 at <https://urbanawa.com/newsletter/UWA%20Newsletter%20Feb-Mar%202023.pdf>
- Page 32 at <https://urbanawa.com/newsletter/UWA%20Annual%20Edition%2022-23.pdf>

UWA DIGITAL NETWORK:

Our Digital Team maintain the following.

1. UWA Website (www.urbanawa.com)
2. UWA Facebook (Urbanawelfareassociation)
3. UWA Instagram (Urbanawelfareassociation)
4. UWA Twitter (UrbanawelfareA)
5. UWA YouTube (urbana welfare association)

This team is giving support to UWA as well as UFM by generating revenue through in-house digital TV and other UWA digital platforms. Also all our major events such as Utsav and Sports activities are covered. UWA Newsletter and UFM Notices are also displayed.

The Digital Network, not only shares important information with residents, also provides wide coverage of events & activities and is becoming major revenue earner. With proper curation, it has potential to generate revenue in millions in the coming days.

For detailed Report on Digital Network, please refer to following links to Newsletter

- Page 20 at <https://urbanawa.com/newsletter/US%20September%202022%20Ver%203.pdf>
- Page 28 at https://urbanawa.com/newsletter/Urbana_January%206023_Final.pdf
- Page 26 at <https://urbanawa.com/newsletter/UWA%20Newsletter%20Feb-Mar%202023.pdf>

INHOUSE MEDICAL FACILITIES:

Medical Room:

From day one continuous efforts are being made to equip the Medical room for primary health care. Many infrastructural additions were done recently. Equipment & Device currently available are:

- Oxygen Gas Bank
- ECG Machine
- Glucometer for sugar level testing
- Blood Pressure meter
- Nurse available from 9am to 6pm
- General Physician available in morning and evening session.

For detailed Report on Medical facilities, please refer to following links to Newsletter

- Page 14 at https://urbanawa.com/newsletter/Urbanites%20Speak%2008_22%20Ed.pdf
- Page 12 at <https://urbanawa.com/newsletter/US%20September%202022%20Ver%203.pdf>

PREMIUM HEALTH SERVICES FOR URBANITES IN ASSOCIATION WITH RUBY HOSPITALS

For a comprehensive Health Services to Urbanites, Ruby being the closest Hospital, **UWA** had worked out a plan titled **Urbana Premium Care**. To know more please refer our Newsletter for the month of April'23 by clicking the link below;

<https://www.urbanawa.com/newsletter/UWA%20April%2023.pdf>

Association Formation Update

Form 'A' for registration of "Association" under West Bengal Apartment Ownership Act, 1972 was submitted which has been accepted by the Competent Authority on 10th May'23.

Now, in a meeting of Apartment Owners, the Name of the Association to be decided and formal announcement of formation of Association need to be made. Post which, Form 1 need to be submitted for issuance of Certificate by the Competent authority.

Report: Page 12 at <https://urbanawa.com/newsletter/UWA%20Annual%20Edition%2022-23.pdf>

TRANSPARENCY:

Transparency means sharing and acting in an open manner. Free access to information is a key element in promoting transparency. This report will support our claim of maintaining 100 % transparency.

- All Committee MoM can be accessed by UWA members.
- All discussions with BNRI/UFM and MoM therefor can be accessed by UWA members.
- All information/updates are published in Newsletter, shared through WhatsApp, display over TV and hard copy at Tower reception, also available at UWA website.

CO-ORDINATION BETWEEN TOWER TEAM AND UFM

The Tower teams worked very hard to maintain quality services by UFM. Regular review meetings took place with the UFM Team. We must express our sincere thanks to them for taking out time from their busy schedule to look after the wellbeing of their respective tower's residents.

Please refer to:

- Page 16 at https://urbanawa.com/newsletter/Urbanites%20Speak%2008_22%20Ed.pdf
- Page 41 at https://urbanawa.com/newsletter/Urbana_Oct-Nov%2022.pdf
- Page 21 at https://urbanawa.com/newsletter/Urbana_Dec_22.pdf

- Page 26 at https://urbanawa.com/newsletter/Urbana_January%20%6023_Final.pdf
- Page 27 at <https://urbanawa.com/newsletter/UWA%20April%2023.pdf>

UWA Membership Drive –

With new members added during the year we now have 640 registered UWA Members

Adoption of Audited Financial Statement for the Financial year ended 31st March, 2023:

The Audited Financial Accounts 2022-23 which was circulated along with the AGM notification, was presented by the Treasurer Sunil Singhanian before the house for approval. He also shared Event-wise Accounts with members.

Members actively participated in the discussion.

As per observations communicated by Debabrata Ghose following points were raised and discussed:

Poila Boishakh Expenses Rs.6.21 Lacks

- 1) Expenses booked in current year whereas the event took place in April 2023.
The Treasurer in his response stated that since the revenue was received in FY 2022-23 as part of Utsav subscription, hence the relevant expenses were charged in FY 2022-23 itself. The amount mentioned is clubbed numbers of Poila Baisakh celebrated in April'22 and expenses for Poila Baisakh in April'23 booked in FY 22-23.
- 2) **Provision for expenses of Rs.6,73,220/-** Harish Kabra gave the breakdown of the subject amount which includes Statutory Auditors Fees, Expenses, Newsletter, Rewards & Recognition expenses for which budget provision made in Admin Budget, and Football frenzy for which collection already made. Hence expenses booked during FY 22-23.
- 3) Rewards & Recognition– The Treasurer stated that Rs.1,00,000/- was included in the admin budget for 22-23 in Aug'22 and accordingly a provision made in the Accounts for FY 22-23. R&R done on 22nd July'23. The objective was to motivate UFM staff and to recognize the Urbanites who selflessly contributed towards the wellbeing of the residents.

Raja Saraogi expressed his concern about the nominal surplus fund against a huge amount of revenue of 2.5 Cr. Hardly 1% surplus fund available. Historically it is established that UWA is spending substantial amount for social services which had happened for FY 2022-23 also. But it was desirable to have a decent surplus fund which could have add-on to the existing deposits for emergency requirements. In response MC member Harish Kabra stated that if the proposed savings were made then it would have attracted 31% tax and only 69% could be added to Member's Fund.

The house approved the financial statement for FY 2022-23.

Notes:

Since last 4 terms, new UWA committee is elected in the month of July that upon assuming charge, start working from August and continue till July in next year, hence all revenue and expenses are planned for 12 months period from Aug to July and budgeted accordingly, which is the Urbana Year (UY). Hence the financial performance of the team should be considered for relevant Urbana Year (Aug-July), since all commitments for the next 4 months in the next FY also to be honored from the budget for the respective Urbana Year (UY).

When the MC for Urbana Year 2022-23 assumed charge in July'22 end, it inherited a deficit (excess of Expenses over Income), i.e., negative balance in the Income & Expenses Account for FY 22-23 to the tune of Rs 381103 (refer to Appendix –D).

During the first 8 months of Urbana Year 2022-23, i.e. Aug'22 to Mar'23, not only this opening deficit of Rs 381103 was made good, additionally a surplus of Rs 67655 was also generated, by the UWA team 22-23, thus surplus for the period Aug'22 to Mar'23 was actually Rs 448758.

During the last 4 months of UY 22-23, i.e., Apr'23-Jul'23, surplus of appx 7.86 lacs (previous year: deficit of Rs 3.81 lacs) generated which has been kept in the Income & Expenses Account at end of July'23 while handing over to the next team for Urbana Year 2023-24. Thus, upon meeting all expenses and highest ever investment in Community Welfare, the team for UY 2022-23 generated a record surplus of appx. Rs 12 lacs during the 12 months period of Aug'22 to July'23.

Reappointment of Auditor M/s Jindal Pankaj & Co., Chartered Accountants for the year 2023-24.

Debabrata Ghose raised the point that General Body has not appointed / re-appointed Auditor for the FY 2022-23 but the FY2022-23 has been audited by Statutory auditor. What process has been followed!

In response, the Treasurer stated that in the last AGM which was held on 24th July, 2022, reappointment of Auditor M/s Neha & Agarwal & Co. was not approved and it was resolved that a new Auditor be proposed and appointed by the UWA committee for UY 22-23, which should have been ratified in subsequent AGM/EGM. Unfortunately, that ratification has not been done. The chair accepted this unintentional error on the part of the MC.

To comply with the rules No. 11 and 14, Treasurer proposed the ratification of appointment of Statutory auditor M/s. Jindal Pankaj & Co. for the FY 2022-23 with an annual fees of Rs.30,000/-. The house approved it.

Treasurer proposed to re-appoint M/s. Jindal Pankaj & Co, Chartered Accountant as Statutory Auditor for the year 2023-24 with an annual fees of Rs.30,000/-. The house approved the appointment of the auditor for FY 2023-24.

Any other matter with the permission of the Chair:

Members expressed their concerns for not inviting all UWA members to the Reward function. The chair explained that it was the first time UWA took such initiative to recognize and motivate UFM staff as well as residents who contributed immensely to the wellbeing of the residents. The committee would love to invite all the UWA members but due to limited seating capacity in the Hall, it was not made open to all since open air venue in the rainy season was not viable.

Raja Saraogi (RS) pointed out there seems to be an "encroachment" by BNRI on the road adjacent to the roundabout opposite to the club house as part of Phase 2 constructions. RS sought the opinion/stand of the current MC on this issue.

The Chair responded that the current MC is unaware of any "encroachment" in Phase 2. After discussion, it was resolved that the UWA President for 2023-24 will review this issue and will act appropriately.

Handing Over and Installation of newly elected MC.

Handover by President UY 22-23 to President Elect for UY 23-24 was done on 18 July'23, followed by detailed Knowledge Transfer (KT) session and passing of the official e-mail account president@urbanawa.com in the evening in presence of outgoing and incoming committee members – Handover details appended in Appendix C. Since the Secretary and Treasurer of UY 22-23 are continuing to UY 23-24, thus the responsibilities from the current MC to the newly elected MC of UY

23-24 have been transferred on 18th July'23 upon assumption of charge by the new committee.

The Committee members for UY 23-24 were installed by Mr. R S Upadhaya upon taking the Oath of Office. Outgoing President extended his best wishes to the new Committee and assured all support.

Upon installation, President for UY 23-24 Mr. Pradeep Bhatia announced Mr. Sanjeev Nandwani to continue as Convener of Association formation committee. He then invited SN, who briefed the house that now in a meeting of Apartment Owners, the Name of the Association to be decided and formal announcement of formation of Association need to be made. Post which, Form 1 need to be submitted for issuance of Certificate by the Competent Authority. House resolved that SN to go ahead with the notice to Owners calling the meeting at the earliest and complete the formalities that are needed to submit Form 1.

SN also suggested that new faces should be involved in conducting various UWA events since the number of residents has increased manifold.

Closing of Meeting

President expressed his heartfelt thanks to all the members who participated in this AGM and declared termination of the meeting.

URBANA WELFARE ASSOCIATION


President

URBANA WELFARE ASSOCIATION


Secretary

Appendix

- A. Brief History of Urbana Welfare Association
- B. Strengthening Foundation of the Institution
- C. Charge Hand Over
- D. Urbana Year 21-22 Opening Balance
- E. Open Issues

A. Brief History of Urbana Welfare Association (UWA)

- In Nov'15, BNRI (the Promoters) sent letter to Allottees asking for balance 20% payment with interest & other charges. At this stage, couple of Owners formed a group and upon internal discussions gave a letter to BNRI, protesting the demand and raising issues & concerns
<https://urbanawa.com/link/01.Urbana%20Issues%2023.12.15.pdf>
- Follow-up letters were given on 15th and 25th Jan'16 -
<https://urbanawa.com/link/03.Letter%20to%20the%20Director%205012016.pdf>
- Thereafter 1st meeting between BNRI Directors and Urbana Flat Owners took place on 26th Feb'16
<https://urbanawa.com/link/BNRI%20MOM%2026%20FEB%2016.pdf>

First social gathering of Urbana flat owners was organised on 27th of March' 16 at 4 Short Street for grand celebration of HOLI MILAN under the banner 'URBANA FLAT OWNERS ASSOCIATION' - <https://urbanawa.com/holi.php>

Formation of an Association comprising of Urbana Flat Owners was conceptualized, on 15 Apr'16, 21 Urbana Apartment Allottee, decided to form an Association under the Name and Style of URBANA WELFARE ASSOCIATION, drafted Memorandum of Association and Rules & Regulations, set their hands and presented it before the Registrar of Societies for Registration as a Society under the WB Societies Registration Act.

The list of 21 **Founder Members** available at: <https://urbanawa.com/images/committee1617.pdf>

That's how UWA was born. Though UWA was not registered under WB Societies Regn Act, the *Memorandum and Rules & Regulations* adopted on 15 April'16 are the guiding force for UWA.

In June'16, website for Urbana Welfare Association was developed and launched (www.urbanawa.com)

Roll of Honour: Past Presidents

Year	From	To	President
2016	Apr'16	Nov'16	Avinash Malpani
2016-18	Nov'16	Mar'18	Kisor Kumar Nadhani
2018-19	Apr'18	Jul'18	Ravi Shankar Agarwal
2018-19	Aug'18	Apr'18	Pradeep Bhatia
2019-20	Apr'18	Jul'20	Sanjeev Kr. Ganeriwala
2020-21	Jul'20	Mar'21	Sujit Bhattacharya
2020-21	Apr'21	Jul'21	Dr Archana Sinha
2021-22	Jul'21	Jul'22	Pradeep Bhatia
2022-23	Jul'22	Jul'23	Kisor Kumar Nadhani

B. Strengthening Foundation of the Institution (UWA)

In Jul'22, when the UWA Committee for Urbana Year 22-23 commenced its tenure, UWA was no longer a new-born baby as it had already completed 6 years of existence. However, till then not much thought was put to have a long term continuity plan with proper systems & processes in place. Each team had basically worked on silo, neither did long term planning nor evolved a proper hand over process for passing knowledge to the next team with complete documentation and knowledge transfer (KT); as a consequence, each team commenced from scratch –the progress made by the previous team virtually went in vain, open/pending issues at the time of changeover could not be followed up properly, nor there was legacy or precedence to follow.

In 2018, while handing over charge of President, Kisor Kr Nadhani did proper handover to the successor by handing over a file containing 152 pages documents, followed by proper KT with a recommendation to continue the practice, however there is no any evidence of similar act by any succeeding President. When he took charge President in Jul'22, other than an e-mail with EV charging proposal nothing else was passed to him, not even the dedicated e-mail account used by the President for 21-22.

e-mail:

In initial years, each UWA President used own personal e-mail to correspond, hence it was not practical to transfer the e-mail account to the successor.

- In 21-22, UWA President created dedicated e-mail id uwa.president@gmail.com to correspond as UWA President but while handing over charge, the mail account was not transferred to the successor as part of charge handover.
- In 20-21, a mail account uwa.camteam2020@gmail.com was created but was not passed to the successive UWA committee.

Therefore, all the correspondence that was made from such mail id was buried since the successors did not have access to the mail account to look for open items and for reference or for precedence.

Initiatives:

Upon assuming charge, our focus was on priorities and concentrated on implementation of proper systems & process, building repository, apt process for handover to the successor and continuation plan for strengthening UWA as an Institution.

e-mail Accounts

At the beginning of 2022-23, as a step towards continuity plan, 3 additional mail ids were created for President, Secretary and Treasurer at UWA's domain, i.e. *urbanawa.com* as official email id, namely president@urbanawa.com, secretary@urbanawa.com, treasurer@urbanawa.com. It was decided that as part of charge hand over, the mail accounts will be passed on to the successive office bearer who will continue to use the respective official e-mail id for all official correspondence and shall pass the e-mail account to the next successor to continue; to have access to all previous correspondence, pursue the open/pending ones - the mail account will act as repository in future, serve as reference as well precedence to maintain legacy for all successive office bearer.

[As part of charge hand over, Kisor Kr Nadhani have transferred the mail account president@urbanawa.com to UWA President 2023-24 by sharing the log-in credentials on 18 July'23 evening]

Transparency, Documentation and Communication

UWA being an Association of Persons (AoP), transparency, compliance, and accountability is of utmost importance. Every effort has been made to maintain complete transparency, proper documentation, compliance, and communication. Some of the steps in this direction:

- A team of Expert was entrusted to review and recommend *GST applicability on the subscription* paid for various Utsav by residents <https://urbanawa.com/link/MOM-02.pdf> #5. Based on their advice, 18% GST was charged on all subscription received as well as on revenue from all other sources (except for food coupons) to be fully compliant.
- Quotations from 7 vendors were received for (a) Decorator items (b) Graphic designing and Printing work. <https://urbanawa.com/link/MOM-02.pdf> - #4. Graphic design and Printing orders were placed throughout the year with the L1. Lot of Decorator works was also awarded to the L1, basis his capabilities.
- Budget for Utsav and Admin approved upon thorough discussions as beginning of tenure on 6 Aug'22. <https://urbanawa.com/link/MOM-02.pdf>, which was later revised as required, formula for realization above original budget target was also discussed and agreed upon. https://urbanawa.com/link/UWA_MoM_04_22_SEPT%E2%80%9922.pdf #6
- Guidelines for Event was presented, discussed and approved to follow https://urbanawa.com/link/UWA_MoM_04_22_SEPT%E2%80%9922.pdf #3. Offers from multiple vendors were obtained for major events.
- All important matters that were discussed at the Committee, recorded in the Minutes of Meeting (MoM), any Notes or presentation relied upon was also made part of MoM, which were uploaded at UWA website for future reference. During 2022-23, access to all Committee MoM since inception was granted to each UWA member (upon logging at UWA website as Member). Many MoM for earlier period was not uploaded which have also been uploaded for a complete repository. https://urbanawa.com/committee_meetings.php
- All aspects related to Urbana were covered and published in monthly/ bi-monthly Newsletters. The 8 issues of the Newsletters were widely circulated in UWA as well Tower official WA groups, displayed on TV and uploaded at UWA website for reference in future. <https://urbanawa.com/newsletter.php> . Also, hardcopy placed at each Tower lobby.
- To motivate and encourage good performance by UFM and Tower teams, also the Committee members. Rewards & Recognition was announced in Aug'2, Rs 1 lac was planned for in the Admin budget. Categories of Awards were shared in Aug'22 Newsletter and repeated in Nov'22 issue. (<https://urbanawa.com/link/MOM-02.pdf>, https://urbanawa.com/newsletter/Urbanites%20Speak%2008_22%20Ed.pdf).
- Since first discussion with BNRI in Dec'15, all Discussions, mails and MoM with BNRI has been uploaded for access by UWA Members (<https://urbanawa.com/achievements.php>)

- All AGM, EGM and Committee meeting MoM are uploaded and accessible by UWA Member at: https://urbanawa.com/committee_meetings.php
- All Souvenirs are also available at: https://urbanawa.com/utsav_souvenir.php

Thus, all UWA records & documents, IP are digitally stored at UWA website and accessible by UWA members. There are also host of Useful information also at UWA website that are of great help to residents.

All Accounts (Event, Sports, and Admin) with supporting documents, Audit Reports since inception are stored by the Treasurer at UWA office. All Secretarial records are properly preserved by the Secretary at the UWA Office.

Proper Handover process was planned at beginning of the tenure and executed as planned at end of the tenure that included passing of e-mail account also – Refer to C below

Performance for Urbana Year

Since last 4 terms, new UWA committee is elected in the month of July that upon assuming charge, start working from August and continue till July in next year, hence all revenue and expenses are planned for 12 months period from Aug to July and budgeted accordingly, which is the Urbana Year (UY). Hence the financial performance of the team should be considered for relevant Urbana Year (Aug-July), since all commitments for the next 4 months in the next FY also to be honored from the budget for the respective Urbana Year (UY).

The Audited Accounts reveal fiscal transactions till March while the Urbana Year continues till July end in next Financial Year. Hence, it's essential that the performance of 12 months, from the date of taking over charge till handing over charge is accounted for and presented to the Members.

Note: The Audited Accounts have been presented till 31st March'23 and for the remaining 4 months till July'23 end will be compiled by Treasurer upon filing of GST Return for July'23 and shared to reflect the performance of 12 months of UY 2022-23, i.e., Aug'22 to July'23

A Comprehensive Performance Report for Urbana Year 2022-23 from Aug'22 to July'23 will be shared soon upon compiling closing numbers for UY 2022-23.

Rewards & Recognition

To cement the Institutional foundation further, an Award ceremony was organised on 22 Jul'23 - first time in UWA's history. In the glittering event, 30 UFM employees were awarded, all the 14 Tower Captains w and the Committee Members were also awarded.



Felicitation of:

Founder Members (who were present at the ceremony):

Avinash Malpani, Tarun Kumar Basu, Sanjiv Ganeriwala, Nikhil Kothari, Ravi Shankar Agarwal, Anand Chand

Past Presidents (who were present at the ceremony):

Sanjiv Ganeriwala, Dr Archana Sinha, Avinash Malpani, Kisor Kumar Nadhani, Ravi S Agarwal, Pradeep Bhatia

Pride of Urbana: **Sarbajit Kr. Rakshit**

Special Appreciation: **Kalpajeet Basu Mallick**

Changemaker of the Year: **Sankar Pd Mukherjee**, UFM GM

Urbanite of the Year: **Rajesh Singhal**

Towers:

Best – Overall: **Tower 1**

Most Active Tower: **Tower 4**

Best Security & Traffic Mgmt.: **Tower 7**

Best HK & Waste Mgmt.: **Tower 5**

Best Tower Captains:

1st: **Jyoti Sapru** (T3)

2nd: **Ritu Agarwal** (T1)

3rd: **Rijula Dasgupta** (T5)

UFM Awardees

Appreciation awards:

Housekeeping Boys:

- Nasi Mondal
- Animash Mondal
- Raja Mondal
- Arup Halder
- Biswanath Mondal
- Alok Das
- Madhuram Pramanick

Security Guards:

- Animesh Ghosh
- Dayamoy Rajak
- Biswajit Parui
- Ashima Majhi
- Rajkumar Ghosh
- Swarup Halder
- Madhusudan Ghose

Plumber:

- Krishna das sardar
- Manikchand Mandal,

Electricians:

- Sujit Gayan,
- Biswanath Roy.

Fire Technician: Arshad Ali,

Waste Management:

- Rajkumar Tanti
- Swarup Kr Neogi

Gardener:

- Rakesh Mandal
- Amit Makal

Supervisors:

- Housekeeping: Kishore Halder
- Security: Somnath Ghoshal

Managers/Officers:

Horticulture Asst Manger: Soumen Pal

Sr. Fire Officer: Debkumar Modak

Senior Facility Executive: Mrinmoy Saha

Senior Eng – Plumbing: Suman Santra

UWA Committee Members:

Best Convenors:

- Syed Imam (Sports)
- Sujoy Chattaraj (Utsav)
- Ankit Choudhary (Landscaping)
- Pradip Kr. Sinha (Digital)

Best Co-convener (Security): **Manish Hirawat**

Best Tower Co-ordinator: **Abhishek Jalan**

Outstanding Performers:

- Harish Kabra
- Satish Jalan
- Anil Jhunjunwala

Outstanding:

Mentor: **Nikhil Kothari**

Secretary: **Tarun Kr Basu**

Treasurer: **Sunil Kr Singhanaia**

Appreciation Awards to:

- Prabir Paul
- Archit Sonika
- Ritesh Singh
- Yash Pal Mehra
- Rajeev Ganeriwala
- Gopi Ram Dhuwalia
- Nirmal Saraogi

Tower Captains

Appreciation Awards to:

- Alka Tibarewal
- Sunita Mundra
- Mridula Jalan
- Pratyush Jhunjunwala
- Suruchi Choudhary
- Suchismita Mukherjee
- Shyam S Sonika
- Tanima Mallick
- Tanuja Bhaduri
- Proteeti Mallick
- Nidhi Goenka

A special Bulletin for the RRR Award Ceremony was published on this occasion, a hard copy was shared with each awardee as a Souvenir. Digital copy of Newsletter can be viewed at following link:

<https://urbanawa.com/newsletter/UWA%202022-23%20Award%20Ceremony%20Bulletin.pdf>

Issue Resolution

With close to occupancy at 1000 apartments, issues of diverse natures arises and for a good communication and process can reduce time gap and prompt response. After brain storming sessions, we devised mechanism and implemented which brought down Turnaround time substantially and residents could directly reach to the concerned person at UFM. The following table shows the changes or improvements carried out.

ISSUE RESOLUTION

Better Process & Communications for faster resolution

TOWER WA GROUPS

	21-22	22-23	Changes/Improvement
Residents Group	This group existed since very beginning—initially all residents were part of this group. All sorts of communications, posts were used to be done in this group.	At beginning of 22-23, it was decided the residents group should not be used for any official posts/updates, rather be kept for free wheeling chit-chat, friendly interaction between residents, promotional posts etc.	The Residential group was free for chit chat, promotions etc, Thus no duplication.
Official Group	A new group was created in July'20. UWA President and Secretary were part of this group for posting all UWA and UFM posts/updates. However, since majority of residents continued in the old resident's group, all such posts were made in both groups to keep residents updated at the cost of duplication.	In the official group, family members from each apartment were added and all posts/updates by UWA and UFM were made exclusively in this group. To attend residents' issue immediately, following officials from UFM were added in the Tower Official group: Prasun Das Sujay Mazumdar Rahul Biswas Sankar Mukherjee Convenor/ co-convenors from Security, Housekeeping and few other teams were also present in official group besides the Secretary .	All official posts by UFM were done directly by UFM officials. The presence of relevant UFM officials, kept them updated about residents issues and attend immediately. Resident could interact directly with respective UFM official for faster resolution. The presence of Convenors also made them aware of issues faced by residents and to take up with respective UFM officials at their level.
Tower Team Group	This group was created in 22-23 comprising of following: - All Tower Captains - All Tower Co-ordinators - Following UFM Officials: - Prasun Das - Sujay Mazumdar - Rahul Biswas - Sankar Mukherjee - Deb Kumar - Soumen Pal Most of the Convenors, President, Secretary and Treasurer		The issues that were not resolved in time was raised in this group by Tower Team (TC or Co-ordinators). PST and Convenors were escalating the issues with relevant UFM officials and asking faster resolution of pending issues.

Interaction/ Meetings / Communications:

Conveners of different sub-committee were regularly interacting with respective UFM officials for resolution and improvement of services.

Tower Co-ordinators were taking up with UFM officials and/or respective conveners as well at Committee level.

PST was having regular interaction with highest level at UFM.

Periodical meetings:

Tower level Residents and UFM meeting: Held from time to time where residents shared their worries and issues to which UFM officials. Usually, Housekeeping and Security Supervisors also take part besides the Conveners for fruitful discussions and faster resolution. [At Tower 3, Rodents issue was rampant which was raised at one such Residents meet and was finally resolved by UFM is one such example]

UFM and Tower team Meetings: From time to time such review meetings are held to discuss issues and way of improvement. President, Secretary and convener of Security, Housekeeping, Mentors also attended such meeting, chaired by President. Periodic review yielded results and many plans for improvement were discussed and evolved in such meetings.

Residents' Issue:

1. Individual Issue/problems, e.g., require Plumber, Electrician services etc.
2. Complaints about quality of services in Tower, non-fulfillment of individual complaints
3. Suggestions and Grievances/complaints to UWA

Individual Issue like e.g., need Plumber, Electrician etc. for specific Apartment

- Please
 - Call HelpDesk - 090739 26080; or
 - WhatsApp HelpDesk@90739 26080; or
 - e-mail at helpdesk@ufm.net.in, listing Tower/Flat No and detailing the Issue [with e-mail or WhatsApp, you may also share photos explaining the issue]
 - At 'Adda' app, 'Raise a Request' {More > Helpdesk}
- If no response even after reasonable time, follow up with them.
- No resolution or in case of inordinate delay; may escalate to Tower Captain.

Complaints about quality of services in Tower, non-fulfillment of specific complaints

1. Tower Captains [2]

- Overall, in-charge of the Tower including the UWA assets kept at the Tower.
- Will monitor services at Tower and co-ordinate with UFM team to ensure quality services.
- In case of specific issue, shall escalate to concerned UFM official; co-ordinate with UWA Convener overseeing for the specific function, for continuous monitoring and improvement.
- To keep residents posted with all UFM notices, updates, information, events/festivals etc.

Tower coordinator will be assisting the Tower Captains to ensure quality services and will keep UWA MC updated about facilities at the Tower. They are the link between Tower team and concerned person(s) at UFM, also UWA Conveners & Committee

GENERIC - UWA

All updates/information will be communicated by UWA/UFM over Digital TV, UWA Bulletin Board/WA groups and in Tower groups through Tower Captains, besides periodical Newsletter.

Should residents have any suggestion/feedback/complaint, they are encouraged to post at following Form (About UWA > Members Suggestion):

http://urbanawa.com/members_suggestions.php

It will be shared with concerned UWA team member for necessary action.

Tower Level

- Any issues related to House Keeping, Tower Captains to take up Tower/Shift Supervisor first.
- If unresolved, Tower Captains, escalate to level 1 and share with UWA HK team (Convener/co-convener)
- If still unresolved, escalate to level 2, also involve Tower Coordinator in the process
- If still unresolved, UWA HK team should take up Level 3 and keep Tower Coordinator in loop.

C. Charge Hand Over

In true spirit, we adhered to proper systems & process to strengthen Institutional foundation. Just after declaration of election results on 10/7/23 by EO, outgoing President started sending mails dealing with individual subject forwarding with relevant e-mails & documents for better absorption of individual subject starting from 10th July'23 evening through 10 e-mails spanning over 8 days to President Elect. On 18th July'23 final hand over mail was sent with the complete charge forwarding a comprehensive document listing 15 topics – copy of mail appended.

Charge Hand Over 2022-23 : Comprehensive

president@urbanawa.com <president@urbanawa.com>

Tue, Jul 18, 2023 at 6:38 PM

To: Pradeepbhatia20 <pradeepbhatia20@gmail.com>

Cc: sujoy.chattaraj@gmail.com, Rajiv.ganeriwala@maheshwaree.com, tkbasu2000@yahoo.com, archit@sunitaimpex.com, chaudharyankit1987@gmail.com, sunilsinghania1962@gmail.com, prabirenterprise@rediffmail.com, avishek.jalan@gmail.com, hkabra19@gmail.com, dhuwalia@yahoo.com, nikhil_kothari2@yahoo.co.in, pragativpl@gmail.com, caaniljhunjhunwala@gmail.com, dtc.ritesh@gmail.com, rahul.think@gmail.com, singhalrajesh11@gmail.com, manish.hirawat@gmail.com, nksushma2001@yahoo.com, kpc_sinha@yahoo.com, satishjalan1@gmail.com, kisor.nadhani@gmail.com, secretary@urbanawa.com

Dear Bhatia ji,

With this mail, I attach a comprehensive document listing following 15 pointers, as part of handing over for 2022-23 to UWA President 2023-24:

1. Health Services
2. Stench Issue
3. Water Issue
4. Conversions of Leasehold land to Freehold
5. Annual Leasehold Rent
6. Shifting of Security Stations at Tower 2 and 3
7. Digital revenue/Assets
8. MyGate
9. Owner's Deposits
10. Aadhar Camp
11. EV Charging
12. Misc Pending Works at Basement & Ors: Mobile Signal, PA/Hailing System, Professional car Washing
13. Aamphan expenses
14. CAM
15. AoA formation

All mails exchanged by me as UWA President were from the mail id: president@urbanawa.com. I encourage you to please go through the mails in 'Inbox' and 'Sent items' to get a complete overview of the correspondence, there are couple of mails from UFM intimating issues related to individual apartments.

I'll share with you log-in credentials for the mailbox during today's meeting at 7.30 PM and recommend to change password; you may take help of Mr Pradip Kr Sinha to get the *Signature* updated with yours. FYI: Secretary and Treasurer also have similar mail boxes, being used as their official mail id.

All discussions at MC Meetings are minuted in the respective MoM - I recommend to go through the same to have a fair view of discussions during 22-23.

I must say, you are truly lucky that Secretary and Treasurer of 22-23 are continuing in 23-24, so also many experienced members from 22-23 team like Messrs Nikhil Kothari, Pradip Kr Sinha, Harish Kabra, Anil Kr Jhunjhunwala, Prabir Paul and Satish Jalan continuing in 23-24, who are thoroughly aware of the activities as well discussions during 22-23.

I'm happy to see that veterans like Messrs R S Bansal, K L Lalani and Shyam Sonika from 21-22 team are back to strengthen the 23-24 team. And possibly crown in the Jewel is joining of Mrs Debjani Mukherjee who knows everything about Urbana at back of her palm.

Wishing you all the best for a successful term.

Thanks

Kisor Kr. Nadhani
UWA President 2022-23
Mob : 9831060176
www.urbanawa.com

The comprehensive Handover report dated 18 July'23 covering the 15 pointers uploaded at:

https://urbanawa.com/link/HandOver22-23_Comprehensive.pdf

On 18 July'23 evening, had detailed Knowledge Transfer (KT) session in presence of the Incoming Committee members (2023-24) and outgoing committee members (2022-23), also handed over the log-in credentials of e-mail account president@urbanawa.com to President elect conveying to continue use it as UWA President's official e-mail id. Sharing below the Hand-over Note - signed by both the Presidents (outgoing and Incoming).

URBANA WELFARE ASSOCIATION

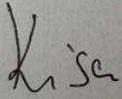
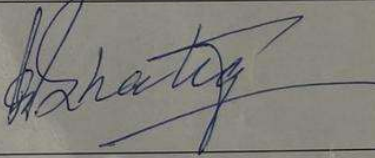
Handling over of President's Charge

I, Kisor Kumar Nadhani, hereby handover charge of **President** of Urbana Welfare Association to

Mr Pradeep Bhatia on this 18/7 day of July 2023 at _____ Hours at _____

Mr Pradeep Bhatia hereby confirm having received the charge of *President* of Urbana Welfare Association from Mr. Kisor Kumar Nadhani and henceforth will be working in the capacity of President of Urbana Welfare Association (UWA) for the term 2023-24.

All relevant & pertinent information / Documents / Notes / correspondence and log-in credentials for the official mailbox president@urbanawa.com has been shared by Mr. Kisor Kumar Nadhani with Mr Pradeep Bhatia as part of handover process, which is hereby acknowledged. Knowledge Transfer (KT) also done.

Charge Giver	Charge Receiver
Name: Kisor Kumar Nadhani	Name: Pradeep Bhatia
Signature: 	Signature: 

Place: Kolkata

Since Secretary and Treasurer are continuing, there was no formal hand over of their charge.

D. Urbana Year 2022-23- opening Balance

Handover by Treasurer UY 2021-22 to Treasurer UY 2022-23 on cutoff date, i.e., 23-07-22:

URBANA WELFARE ASSOCIATION REGD. OFF. ROOM NO. 225, CENTRE POINT BUILDING 21 HEMANTA BASU SARANI KOLKATA - 700 001			
Income and Expenditure Statement 1-Apr-2022 to 23-Jul-2022			
Particulars	1-Apr-2022 to 23-Jul-2022	Particulars	1-Apr-2022 to 23-Jul-2022
Direct Expenses	9,79,456.46	Direct Incomes	6,73,715.00
Aadhar Camp	1,400.00	Voluntary Contribution	50,800.00
Banquet Hall Charges	35,000.00	Advertisement Charges	4,67,486.43
Election Expenses 2022	36,045.00	Sale of Food Coupon	1,55,428.57
Football Frenzy	4,67,276.46		
Jumba Event	8,400.00	Indirect Incomes	20,298.00
Pohela Boishakh	3,24,339.00	Bank Interest	265.00
Racquet Carnival	1,06,996.00	FIXED DEPOSIT INTEREST	20,033.00
		Excess of expenditure over income	3,81,103.67
Indirect Expenses	95,660.21		
GST Expenses	800.00		
BANK CHARGES	17.70		
CONSULTANCY & SERVICES CHARGES	3,400.00		
Conveyance	150.00		
EGM	12,987.12		
General Expense	3,689.37		
Interest on Income Tax	8,140.00		
Internet Expense	2,557.00		
Meeting expenses	5,429.00		
Printing & stationery expenses	1,990.00		
ROUND OFF	0.02		
Suraj Salary	45,000.00		
Website Expenses	11,500.00		
Total	10,75,116.67	Total	10,75,116.67

Income & Expenses Account for the period from 1 Apr'22 to 23 Jul'22

URBANA WELFARE ASSOCIATION

REGD. OFF. ROOM NO. 225,
CENTRE POINT BUILDING
21 HEMANTA BASU SARANI
KOLKATA - 700 001

Balance Sheet

1-Apr-2022 to 23-Jul-2022

Liabilities		as at 23-Jul-2022	Assets		as at 23-Jul-2022
Capital Account		25,35,359.04	Current Liabilities		68,019.71
LEGAL FUND	40,000.00		Duties & Taxes	76,838.71	
MEMBER'S FUND - SURPLUS	11,47,130.32		Sundry Creditors	(-),8,819.00	
MEMBERSHIP FEES	3,70,000.00				1,60,604.70
RESERVE & SURPLUS	9,78,228.72		Fixed Assets		
			CHAIRS	1,09,949.10	
			COMPUTER (ITC 18%)	3,770.28	
			FAN Purchase	30,089.88	
			PRINTER (ITC 18%)	1,551.24	
			Tables @ 18%	15,244.20	
					15,62,033.00
			Investments		
			FIXED DEPOSIT	15,56,978.00	
			ACCRUED INTEREST ON FD	5,055.00	
					3,63,597.96
			Current Assets		
			Loans & Advances (Asset)	4,100.00	
			Sundry Debtors	56,300.00	
			Cash-in-hand	1,095.29	
			Bank Accounts	3,02,102.67	
					3,81,103.67
			Excess of expenditure over income		
			Opening Balance	(-),5,48,470.79	
			Current Period	3,81,103.67	
			Less: Transferred	5,48,470.79	
Total		25,35,359.04	Total		25,35,359.04

Balance Sheet as on 23 July'22

E. Open/Pending Items

1. To ascertain "encroachment" on the road adjacent to the roundabout opposite to the club house and take up with BNRI – as discussed and decided in the AGM
2. Aamphan expenses Review
3. Owner's Deposits
4. EV Charging
5. Mobile Network at Basement
6. PA/Hailing system for Drivers

[Note: Item 2 to 6 are Part of Handover Report - reproduced below for ready reference]

Charge Handing Over by UWA President 2022-23 to UWA President Elect 2023-24

13. Aamphan Expenses

It was discussed in detail at the MC Meeting #15 held on 22 June'23 – Item # 3 (https://urbanawa.com/link/UWA_MoM_15_22_JUNE_2023_t.pdf).

Subsequent to Mr Kabra's mail sent on 22 June'23 to Mr Anjan Bardhan, on 23 June'23, UWA President had sent a top-up mail to Mr Anjan Bardhan requesting to provide detailed information as sought; follow-up mails were sent by him on 29 June'23 and again on 9 July'23.

On 10 July'23 evening, Mr Anjan Bardhan sent following reply. Mr Kabra shared Mr Bardhan's reply in the CAM sub-committee group, was also shared in UWA Committee group.

"Sorry for the delay in responding to your mail.

Regarding Amphan insurance claim I would like to mention that our the then committee members of UWA were very much informed and involved in the process of lodging the claim. Claim was settled at an amount of Rs 5.43 Cr after through inspection by the surveyor engaged the insurance company. Actual expenditure is Rs 6.29 Cr. All the work orders, name of contractor, nature of work, bill value etc are shared with you in tabular form by Mr Sankar Prasad Mukherjee in his mail dt 7.6.2023. These documents are available in our office for further inspection and verification as well if necessary.

Regards,

Anjan Bardhan"

In his mail, Mr. Bardhan has stated that relevant documents are available at their office for inspection and verification.

He also mentioned "*the then committee members of UWA were very much informed and involved in the process of lodging the claim*". Apparently, he is referring to 2020-21 when the claim was lodged, thereafter settlement amount of Rs 5.43 Cr was received from Insurance Company few months later.

Coincidentally, the then UWA President of 2020-21 is now a committee member in UWA 2023-24 MC team; Mrs Debjani Mukherjee, another committee member in UWA MC 2023-24 team was then representing BNRI during 20-21. Thus, 2 key members who were thoroughly acquainted with the subject matter (lodging of claim, settlement, work & purchase orders and expenses incurred) in 20-21 are now part of the UWA 23-24 MC team.

Further, in the meeting held between BNRI and UWA Executive committee on 6 Dec'21. in which MoM it has been noted '*All funds have been utilised. Zero balance now against compensation amount received*', Mr Pradeep Bhatia had represented UWA MC in the capacity of President and Mr K L Lalani as VP' - both are now part of 2023-24 MC team and again Mrs Debjani Mukherjee who had represented BNRI in that meeting in now part of UWA MC team 2023-24.

Thus, 4 key members who were actively associated with Amphan accounts in 20-21 and 21-22 are now part of the UWA MC Team 2023-24.

Additionally, Mr Tarun Basu was Secretary during 20-21 and Mr Shyam Sundar Sonika was Secretary during 21-22, both are also part of UWA MC Team 2023-24 as Secretary and Jt. Secretary respectively.

Hand Over Notes on Aamphan Expenses shared with UWA President 23-24 on 18 July'3 while forwarding the mail thread below.



Kisor Nadhani <kisor.nadhani@gmail.com>

Charge Handing Over: #13: Aamphan expenses

president@urbanawa.com <president@urbanawa.com> Tue, Jul 18, 2023 at 4:09 PM
To: Pradeepbhatia20 <pradeepbhatia20@gmail.com>
Cc: sujoy.chattaraj@gmail.com, Rajiv.ganeriwala@maheshwaree.com, tkbasu2000@yahoo.com, archit@sunitaimpex.com, chaudharyankit1987@gmail.com, sunilsinghania1962@gmail.com, prabirenterprise@rediffmail.com, avishek.jalan@gmail.com, hkabra19@gmail.com, dhuwalia@yahoo.com, nikhil_kothari2@yahoo.co.in, pragativpl@gmail.com, caaniljhunjhunwala@gmail.com, dtc.ritesh@gmail.com, rahul.think@gmail.com, singhalrajesh11@gmail.com, manish.hirawat@gmail.com, nksushma2001@yahoo.com, kpc_sinha@yahoo.com, satishjalan1@gmail.com, kisor.nadhani@gmail.com, secretary@urbanawa.com

Dear Bhatia ji,

In continuation to my previous 9 mails sent on above subject, this being 10th and last in the series.

I attach a file containing a Note '#13: Aamphan expenses'. while forwarding the mail received from Mr Anjan Bardhan, BNRI on 10th July'23 with all trail mails thereto.

Thanks
Kisor Kr Nadhani

----- Original Message -----

Subject:RE: Amphan
Date:10-07-2023 19:27
From:Anjan Bardhan <anjan@urbana.co.in>
To:"president@urbanawa.com" <president@urbanawa.com>, Gm <gm@ufm.net.in>, Anirban Mitra <anirbanmitra@urbana.co.in>, "Ujjwal Kr. Bose" <ujjwal@urbana.co.in>
Copy:Hkabra19 <hkabra19@gmail.com>, Secretary <secretary@urbanawa.com>

Dear Kishorji,

Good Evening.

Sorry for the delay in responding to your mail.

Regarding Amphan insurance claim I would like to mention that our the then committee members of UWA were very much informed and involved in the process of lodging the claim. Claim was settled at an amount of Rs 5.43 Cr after through inspection by the surveyor engaged the insurance company. Actual expenditure is Rs 6.29 Cr. All the work orders, name of contractor, nature of work, bill value etc are shared with you in tabular form by Mr Sankar Prasad Mukherjee in his mail dt 7.6.2023. These documents are available in our office for further inspection and verification as well if necessary.

Regards,

Anjan Bardhan

From: president@urbanawa.com <president@urbanawa.com>

Sent: Sunday, July 9, 2023 11:04 AM

To: Anjan Bardhan <anjan@urbana.co.in>; Gm <gm@ufm.net.in>; Anirban Mitra <anirbanmitra@urbana.co.in>; Ujjwal Kr. Bose <ujjwal@urbana.co.in>

<https://mail.google.com/mail/u/0/?ik=02eff3b29e&view=pt&search=all&permmsgid=msg-f:1771754528539898853&simpl=msg-f:1771754528539898853> 1/

7/20/23, 1:09 PM

Gmail - Charge Handing Over: #13: Aamphan expenses

Cc: Hkabra19 <hkabra19@gmail.com>; Secretary <secretary@urbanawa.com>

Subject: Re: Amphan

Dear Anjan da,

Good Morning.

I wish to draw your attention to the mail sent by Mr Kabra on 22/6, my trail mail of 23/6/23, follow-up mail sent on 29 June'23.

It has been more than a fortnight since then but we are yet to get the desired information. Request to please share the information without any further delay by hitting 'Reply to All' in this mail.

Thanks

Kishor Kumar Nadhani

On 29-06-2023 12:38, president@urbanawa.com wrote:

Dear Anjan da,

Good Morning.

Invite your attention to the trail mail and earnestly request to please provide all the information sought, at the earliest.

Thanks

Kisor Kr Nadhani

On 23-06-2023 12:29, president@urbanawa.com wrote:

Dear Anjan da,

This refers to the discussions our team had with you from time to time since 29th May'23, your trail mail and the mail sent by Mr. Harish Kabra on 22nd June'23 forwarding message from one of the member seeking additional information.

Our team reviewed the Excel shared by you listing expenses by UFM and BNRI for Amphan and was not convinced. Sharing their observation:

Prima-facie it appeared that list may have some items of substantial value which are not relevant to Amphan insurance related issues. Hence it is essential that the expenses are co-related to the damages caused by Amphan. In view of the same, a detailed comparative report required with following columns:

1. Nature of loss / Damages
2. Amount as assessed/claimed by UFM
3. Amount as approved by Insurance Surveyors
4. Final Claim paid by Insurance Company
5. Amount actually spent by UFM
6. UFM spent details - vendor invoice reference etc
7. Amount yet to be spent by UFM (planned / provision)
8. Reason for delay in completing (for provisions in column 7)
9. Final status - completed / in progress/ dropped.

They are also asking the data should be supported by *UFM claim bill to insurance (pre/post survey), surveyors assessment report, final claim settlement documents*

<https://mail.google.com/mail/u/0/?ik=02eff3b29e&view=pt&search=all&permmsgid=msg-f:1771754528539898853&simpl=msg-f:1771754528539898853> 2/5

/20/23, 1:09 PM

Gmail - Charge Handing Over: #13: Aamphan expenses

We request you to please provide a comparative report co-relating to the damage caused by amphan, covered by insurance claim- as requested above; also please provide copy of UFM claim bill to insurance (pre/post survey), surveyors assessment report, final claim settlement documents.

Request to please share the above early.

Thanks

Kisor Kumar Nadhani

UWA President

----- Original Message -----

Subject:Fw: Emailing: Amphan

Date:07-06-2023 13:39

From:Sankar Prasad Mukherjee <gm@ufm.net.in>

To:"hkabra19@gmail.com" <hkabra19@gmail.com>

Copy:"anjan@urbana.co.in" <anjan@urbana.co.in>, "president@urbanawa.com" <president@urbanawa.com>

Sir,

As discussed, please see the attached Amphan accounts statement.

Thanks & Regards,

Sankar Prasad Mukherjee

General Manager Operation

Urbana Facility Maintenance Pvt. Ltd.

Mobile: (+91) 9836351188

E-mail: gm@ufm.net.in



Change your world

Project - Urbana.

Bengal NRI Complex Ltd.

783, [Anandapur](#), Madurdaha,

P.O. East Kolkata Township Project,

KOLKATA - 700 107.



Kisor Nadhani <kisor.nadhani@gmail.com>

Charge Handing Over: #9 Owner's Deposit

president@urbanawa.com <president@urbanawa.com>

Sat, Jul 15, 2023 at 4:25 PM

To: Pradeepbhatia20 <pradeepbhatia20@gmail.com>

Cc: sujoy.chattaraj@gmail.com, Rajiv.ganeriwala@maheshwaree.com, tkbasu2000@yahoo.com, archit@sunitaimpex.com, chaudharyankit1987@gmail.com, sunilsinghania1962@gmail.com, prabirenterprise@rediffmail.com, avishek.jalan@gmail.com, hkabra19@gmail.com, dhuwalia@yahoo.com, nikhil_kothari2@yahoo.co.in, pragativpl@gmail.com, caaniljhunhunwala@gmail.com, dtc.ritesh@gmail.com, rahul.think@gmail.com, singhalrajesh11@gmail.com, manish.hirawat@gmail.com, nksushma2001@yahoo.com, kpc_sinha@yahoo.com, satishjalan1@gmail.com, kisor.nadhani@gmail.com, Secretary <secretary@urbanawa.com>

Dear Bhatia ji,

In continuation to my previous 5 mails sent on above subject, this being 6th in the series.

I attach a file containing my Notes on 'Owner's Deposit' while forwarding the mail sent to BNRI on 9th July'23 alongwith all trail mails thereto.

Thanks

Kisor Kr Nadhani

----- Original Message -----

Subject:Re: Fwd: Deposits

Date:09-07-2023 11:15

From:president@urbanawa.com

To:anjan@urbana.co.in, gm@ufm.net.in, ujjwal@urbana.co.in, dnandi@urbana.co.in, anirbanmitra@urbana.co.in

Copy:hkabra19@gmail.com, secretary@urbanawa.com, sujoy.chattaraj@gmail.com, Rajiv.ganeriwala@maheshwaree.com, tkbasu2000@yahoo.com, archit@sunitaimpex.com, chaudharyankit1987@gmail.com, sunilsinghania1962@gmail.com, prabirenterprise@rediffmail.com, avishek.jalan@gmail.com, hkabra19@gmail.com, dhuwalia@yahoo.com, nikhil_kothari2@yahoo.co.in, pragativpl@gmail.com, caaniljhunhunwala@gmail.com, dtc.ritesh@gmail.com, rahul.think@gmail.com, singhalrajesh11@gmail.com, manish.hirawat@gmail.com, nksushma2001@yahoo.com, kpc_sinha@yahoo.com, satishjalan1@gmail.com

Hi Anjan da,

Good Morning.

I invite your kind attention to the trail mail of 27th June'23 and still waiting for your confirmation that the MSD and IFSD by Tower 1 to 7 owners in full will be transferred to Apartment Owners Association of Urbana Tower 1 to 7 on it's formation and there will neither be any split of deposits with Federation nor any sort of deduction and full amount of Deposits will be transferred to the Association.

Thanks

Kisor Kr Nadhani

Following Hand Over Notes on **Owner's Deposit** shared with UWA President 23-24 on 15 July'3 while forwarding the above mail thread.

Charge Handing Over by UWA President 2022-23 to UWA President Elect 2023-24

9. Owner's Deposits

At UWA's persuasion. on 7 June'23, BNRI/UFM shared summarized report of Apartment Owners Deposits - forwarded by GM, UFM

From: Anjan Bardhan <anjan@urbana.co.in>
Sent: 07 June 2023 13:44
To: Sankar Prasad Mukherjee <gm@ufm.net.in>
Subject: Deposits as on 31.3.2023

Deposits for Towers

1. Corporate Tax Deposits – Rs 5.34 Crs
2. Maintenance SD & Int Free SD --- Rs 15.07Crs

TOTAL Rs 20.41 Cr

On 17 June'23, Kisor Kr Nadhani sent following mail to Mr Anjan Bardhan seeking a confirmatory mail that the total non-refundable deposit (MSD and IFSD) by T1-7 Owners amounting to Rs 15.07 Cr will be handed over AoA (T-17) upon it's formation by citing relevant clause from the Agreement for Phase-II (Tower 8-9-10).

From: Kisor Nadhani <kisor.nadhani@gmail.com>
Sent: Saturday, June 17, 2023 1:18 PM
To: Anjan Bardhan <anjan@urbana.co.in>; Sankar Prasad Mukherjee <gm@ufm.net.in>; Ujjwal Kr. Bose <ujjwal@urbana.co.in>; D Nandi <dnandi@urbana.co.in>; Anirban Mitra <anirbanmitra@urbana.co.in>
Cc: hkabra19@gmail.com; secretary@urbanawa.com
Subject: Fwd: Fw: Deposits as on 31.3.2023

Anjan da,

Thanks for your trail mail dated 7th June'23 confirming Maintenance Security Deposit & Interest Free Security Deposit from Phase I (Tower 1 to 7) Apartment Owners at Rs. 15.07 Crs as on 31st March'23.

In the Sale Agreement for Phase II (Tower 8-9-10), under para 11. *MAINTENANCE OF THE SAID APARTMENT*, it is mentioned as under:

1. Maintenance Security Deposit (to be collected by BNRI and later handed over to Association)
2. Interest Free Security Deposit (to be collected by BNRI and later handed over to Association)
3. Corporation Taxes and/or Deposit (to be collected by BNRI and later refunded to the Assignee after Mutation & adjustment of any tax/liability, if any)

So, BNRI's intent is clearly stated above to hand over the MSD and IFSD to Owner's Association upon it's formation.

We request for your confirmation that the Maintenance Security Deposit & Interest Free Security Deposit from Apartment Owners of Tower 1 to 7 at Rs 15.07 Crs will be handed over to Apartment Owner's Association for Phase I (Tower 1 to 7) upon it's formation.

Thanks in advance.

Kisor Kumar Nadhani

Charge Handing Over by UWA President 2022-23 to UWA President Elect 2023-24

On 27 June'23, Mr Anjan Bardhan replied by e-mail as under.

From: **Anjan Bardhan** <anjan@urbana.co.in>

Date: Tue, Jun 27, 2023 at 6:58 PM

Subject: RE: Fw: Deposits

To: Kisor Nadhani <kisor.nadhani@gmail.com>

Cc: hkabra19@gmail.com <hkabra19@gmail.com>, secretary@urbanawa.com <secretary@urbanawa.com>, Sankar Prasad Mukherjee <gm@ufm.net.in>, Ujjwal Kr. Bose <ujjwal@urbana.co.in>, D Nandi <dnandi@urbana.co.in>, Anirban Mitra <anirbanmitra@urbana.co.in>

Dear Sir,

Please find below the table containing the fund position of three types of security deposits as on 31st May 2023 and the same is self-speaking.

Tower (1-7)

Particulars	Maintenance Security Deposit	Interest Free Security Deposit	Corporation Taxes/Deposits
Rate/Sq. Ft. (Rs.)	20.00	25.00	20.00
Balance as on 31/05/2023 (Rs. in Lakhs)	669.93	837.42	526.50
Receivable as on 31/05/2023 (Rs. in Lakhs)	1.18	1.47	1.18

All the security deposits shall be allocated and distributed amongst the Associations and the Federation, however the mode and manner of the same shall be collectively decided on the formation and operationalization of the Associations and the Federation.

Also, kindly note that the Corporation Tax deposits are refunded to the apartment owners on completion of mutation of their apartments.

To meet the cashflow and working capital requirement, we have obtained an overdraft facility of Rs. 3.60 Crore from ICICI Bank and also have substantial CAM outstanding recoverable from the apartment owners.

Regards,

Anjan Bardhan

Charge Handing Over by UWA President 2022-23 to UWA President Elect 2023-24

On 27 June'23, Kisor Nadhani, in reply to his mail of 27 June'23 sent the following mail to Mr Anjan Bardhan.

Anjan da,

Thanks for your mail sharing Owner's deposit details as on 31st May'23 and also indicating further amount receivable under these heads (though miniscule).

Again I invite your attention to the Sale Agreement for Phase II (Tower 8-9-10), under para 11. MAINTENANCE OF THE SAID APARTMENT, it is mentioned as under:

1. Maintenance Security Deposit (to be collected by BNRI and **later handed over to Association**)
2. Interest Free Security Deposit (to be collected by BNRI and **later handed over to Association**)
3. Corporation Taxes and/or Deposit (to be collected by BNRI and later refunded to the Assignee after Mutation & adjustment of any tax/liability, if any)

In the Agreement for Urbana Phase-II, formation of *Association* as well *Federation* has been clearly spelt. But as shown above, in unambiguous terms, it's clearly mentioned that MSD and IFSD will be handed over to Association. We could not find any statement that the deposit will be distributed amongst the Associations and Federation.

In same spirit, we surely expect entire amount of MSD and IFSD will be handed over to Association for Phase I (Tower 1-7), upon formation & opening of accounts and there will be no question of any sort of sharing with the Federation. We request a line in confirmation to this extent.

We fully agree with you that Corporation Tax deposits will be refunded to the apartment owners on completion of mutation of their apartments, and as such will not be handed over to Association.

We wish to reiterate that any overdraft taken by UFM has no relation with Owner's deposit. Entire Deposit money must be handed over to Owner's association upon it's formation without any deduction, whatsoever.

Please acknowledge and confirm per return e-mail.

Thanks
Kishor Kumar Nadhani

On 9 July'23, a reminder mail sent to Mr Anjan Bardhan

Hi Anjan da,

Good Morning.

I invite your kind attention to the trail mail of 27th June'23 and still waiting for your confirmation that the MSD and IFSD by Tower 1 to 7 owners in full will be transferred to Apartment Owners Association of Urbana Tower 1 to 7 on it's formation and there will neither be any split of deposits with Federation nor any sort of deduction and full amount of Deposits will be transferred to the Association.

Thanks

Kisor Kr Nadhani

The mail dated 9 July'23 with above mails in trail thread, sent to UWA President Elect 23-24.

EV Charging

Charge Handing Over by UWA President 2022-23 to UWA President Elect 2023-24

11. EV Charging

UFM was discussing with TP SOLAPUR LIMITED (A subsidiary of Tata Power Renewable Energy Limited) for multiple EV Charging Stations in Urbana for which draft Agreement alongwith Addendum was discussed and ready for execution, as mentioned in mail 11 May'23 from GM Legal, his mail with all annexures is forwarded to UWA President Elect 2023-24.

The proposal by UFM was for a charging station in front of each Tower, however initially it was planned to start with charging stations at 2 Towers. A Poll was conducted in Tower Official WhatsApp group in 3rd week of May'23 and the Poll result was as under:

Polls Result

	Yes	No
Tower 1	14	5
Tower 2	0	21
Tower 3	14	4
Tower 4	41	12
Tower 5	27	12
Tower 6	12	16
Tower 7	13	16

In view of hesitation of residents in few Towers, alternate options were also thoroughly explored and discussed with UFM GM on 24/6/23, as listed in mail sent of 26 June'23.

Excerpts from UWA mail dated 26 June'23 to UFM GM.

EV Chargers at Basement Parking:

We discussed at following points:

- Currently EV chargers are installed on wall or pillar near to the concerned residents parking. You said that all chargers are connected to the resident's own meter for which in many instances long wire has been drawn, UFM levies a charge for doing the eclectic connection.

Points discussed:

- (a) Please ensure that every EV Charger is connected to the residents meter and not connected to common power point (provided by UFM)
- (b) As EV population will be going up with passage of time, a robust plan for EV Charging facility is needed.

The 3rd party (e.g., Tata Power subsidiary) Charging Station proposal at ground floor might have multiple limitations, e.g., (i) each time vehicle need to placed for charging at designated station and move out upon charging - a daily hassle (ii) acceptability in view of higher charges (iii) blocking already stressed parking space near Tower.

The best option can be if residents can charge their vehicle at their own parking space with their charger, as is being currently done. UFM should plan to provide power source nearby at basement, from where the residents need to draw wire to connect their charger. This is very much possible if UFM runs wiring across the basement and install a sub-meter to bill the resident for the power consumed and realise from them. To recover the capex, UFM may levy a reasonable charge as one time installation charges and add a nominal service fee over the actual power cost. This will facilitate easy connection, reduce one-time cost as well recurring cost (as compared to 3rd party charging station). You have agreed to work on this plan and share details soon.

On 14 July'23, UFM responded as under:

1) Special Prices for Go-Charge EV - MOQ 300 are given below:

a. INR 18500 - 3.3KVA

b. INR 38000 - 7KVA

Wiring charges will be extra as per the final measurement.

2)The quotation details Mitty Enterprises:

a) Supply of EV CHARGE Point, IP-65, 3.3 KW Bluetooth support - Rs. 3150/ unit.

b) Installation of EV charger - Rs. 1500/unit (Including 1 year AMC)

Wiring charges will be extra as per the final measurement.

3) The quotation Details of Joule Point:

a. IP750 60K – 60 kW DC Fast Charger 3-Ø,CCS2, Dual Gunwith OCPP 1.6 / 2.0 with all accessories and wiring (At a time two cars can charge and max. charging time - 1 Hr.) -- Rs. 1351000/ set.

Slow charger quotation will send on 17.07.23.

4) The Quotation of ERO EV:

Client: Urbana Maintenance						
S.No	Particulars	UOM	Qty	Model No	Net Rate	Amount
1	Providing & laying - 3.5c *120 sq mm AL AR Cable FRLSH	Mtr	1,000		680	680,000
2	Providing & Laying - 3c*4 sq mm Copper flexible cable FRLSH	Mtr	1,000		181	181,000
3	8 Way VTPN DB DD	Nos	2	507,747	13,744	27,488
4	12 Way TPN DB DD	Nos	4	507,673	7,259	29,035
5	DP Enclosure	Nos	100	507,791	527	52,700
6	32 Amp DP MCB	Nos	100	408,636	412	41,230
7	20/40 Ap 220v mitar	Nos	100		1,756	175,600
					Total	1,187,053
Other Terms and Conditions :-						
GST	Extra @18% as per GST Norms					
Payment	30% Advance with order, 50% against delivery, 20% against invoice					
Price Basis	Free to your site within 7 Days					
Tolerance	-0.05					
Validity	15 Days					
Installation	Included in the above prices					

Proposal from ERO EV shared by UFM GM on 18/7/23 appended below:

ERO EV

2023 January

05

Professional Job 700 Nos EV Charging Points

1	Providing & Laying - 3.5c *120 sq mm AL AR Cable (1000 meters)	→	5,80,000/-
2	Providing & Laying - 3.5c *4 sq mm Cu flexible cable (1000 meters)	→	1,81,000/-
3	8 Way VTPN DB DD (14 Nos)	→	1,92,416/-
4	12 Way TPN DB DD (28 Nos)	→	2,03,257/-
5	DP Enclosure (700 Nos)	→	3,68,900/-
6	32 A DP MCB (700 Nos)	→	2,88,400/-
7	20/40 Amp 220V Energy meter (700 Nos)	→	12,29,200/-
TOTAL		→	31,43,108/-

Includes :- EV Charger & Network system price installation

Exclude :- CT Meter with 800 A Breaker Panel

A copy of mail dated 14/7/23 received from UFM is attached for reference.

It is recommended that options for EV Charging at the owner's parking slot be explored first; in case not feasible, only then alternate be considered. 3rd Party Charging station at different location has multiple limitations as explained above.

Mobile Network, PA/Hailing Systems

Charge Handing Over by UWA President 2022-23 to UWA President Elect 2023-24

12. UFM: Misc. Pending works at Basement & Ors

On 24 June'23, multiple points were discussed with UFM GM, and listed in mail sent to him on 26 June'23. UFM response is shown in blue to each point, mainly (EV Charging dealt with separately, hence omitted from her):

- Mobile Signal
- PA/Hailing System
- Professional Car Washing
- MyGate
- AC in Card Room

It may be mentioned here that enough provision made for Capex in the 'FY 2023-24 Projection' to cover all such capital expenditures.

Mail dated 14 July'23 alongwith trail mails being forwarded to President Elect 2023-24.

Dear Mr Mukherjee,

This refers to our meeting on 24th June'23 where following matters was discussed:

Basement Parking:

Mobile Signal: While Airtel and Vodafone mobile signal is available at basement parking but Jio signal does not reach at all or very poor, thus residents are unable to reach Drivers at Basement.

Solutions we discussed and you agreed: You will ask *Jio* to install boosters across the basement to ensure mobile signal across basement; alternately they should install wi-fi access points across the basement to ensure decent wi-fi to make calls over wi-fi. You are requested to take up with *Jio* management and get it implemented asap.

UFM Response: Jio has taken the documents for network improvement at the Basement Car Parking area. Then they inspected all areas and sent emails to their head office to get permission for the installation of AP with their network system. After getting, approval, they will start the job.

PA/Hailing System: You confirmed that as part of existing fire safety system, speakers are installed across the basement and the fully functional audio system is currently connected with knock room. We discussed to add to the existing PA system, one 'hailing station' at each Tower at/near Security reception to call drivers. You confirmed that a quote of around 3 lac for this purpose was received from a vendor earlier which might come down upon proper negotiation. You agreed to go ahead with proper 'hailing system' in coming weeks and the cost will be charged to 'capex' account under CAM.

UFM Response: Electronic trader solutions submitted the quotation for the PA System equipment which amount is Rs. 388320. After a discussion with them, it has been decided that the microphone will be operated through a network system and the cost will be high. They will submit their revised offer.

Charge Handing Over: #12 UFM Misc Pending works at Basement & Ors

president@urbanawa.com <president@urbanawa.com>

Mon, Jul 17, 2023 at 4:06 PM

To: Pradeepbhatia20 <pradeepbhatia20@gmail.com>

Cc: sujoy.chattaraj@gmail.com, Rajiv.ganeriwala@maheshwaree.com, tkbasu2000@yahoo.com, archit@sunitaimpex.com, chaudharyankit1987@gmail.com, sunilsinghania1962@gmail.com, prabirenterprise@rediffmail.com, avishek.jalan@gmail.com, hkabra19@gmail.com, dhuwalia@yahoo.com, nikhil_kothari2@yahoo.co.in, pragativpl@gmail.com, caaniljhunjhunwala@gmail.com, dtc.ritesh@gmail.com, rahul.think@gmail.com, singhalrajesh11@gmail.com, manish.hirawat@gmail.com, nksushma2001@yahoo.com, kpc_sinha@yahoo.com, satishjalan1@gmail.com, kisor.nadhani@gmail.com, secretary@urbanawa.com

Dear Bhatia ji,

In continuation to my previous 8 mails sent on above subject, this being 9th in the series.

I attach a file containing my Notes on 'UFM Misc Pending works at Basement & Others' while forwarding the mail received from GM, UFM on 141th July'23 alongwith all trail mails thereto.

Thanks
Kisor Kr Nadhani

From: president@urbanawa.com <president@urbanawa.com>

Sent: 26 June 2023 08:25

To: Sankar Prasad Mukherjee <gm@ufm.net.in>

Cc: sujoy.chattaraj@gmail.com <sujoy.chattaraj@gmail.com>; Rajiv.ganeriwala@maheshwaree.com <Rajiv.ganeriwala@maheshwaree.com>; tkbasu2000@yahoo.com <tkbasu2000@yahoo.com>; archit@sunitaimpex.com <archit@sunitaimpex.com>; chaudharyankit1987@gmail.com <chaudharyankit1987@gmail.com>; sunilsinghania1962@gmail.com <sunilsinghania1962@gmail.com>;

<https://mail.google.com/mail/u/0/?ik=02eff3b29e&view=pt&search=all&permmsgid=msg-f:1771663745552270132&simpl=msg-f:1771663745552270132> 4/6

8/20/23, 6:19 PM

Gmail - Charge Handing Over: #12 UFM Misc Pending works at Basement & Ors

prabirenterprise@rediffmail.com <prabirenterprise@rediffmail.com>; avishek.jalan@gmail.com <avishek.jalan@gmail.com>; hkabra19@gmail.com <hkabra19@gmail.com>; dhuwalia@yahoo.com <dhuwalia@yahoo.com>; nikhil_kothari2@yahoo.co.in <nikhil_kothari2@yahoo.co.in>; pragativpl@gmail.com <pragativpl@gmail.com>; caaniljhunjhunwala@gmail.com <caaniljhunjhunwala@gmail.com>; dtc.ritesh@gmail.com <dtc.ritesh@gmail.com>; rahul.think@gmail.com <rahul.think@gmail.com>; singhalrajesh11@gmail.com <singhalrajesh11@gmail.com>; manish.hirawat@gmail.com <manish.hirawat@gmail.com>; nksushma2001@yahoo.com <nksushma2001@yahoo.com>; kpc_sinha@yahoo.com <kpc_sinha@yahoo.com>; satishjalan1@gmail.com <satishjalan1@gmail.com>

Subject: Pending and other points

Dear Mr Mukherjee,

This refers to our meeting on 24th June'23 where following matters was discussed:

Basement Parking:

Mobile Signal: While Airtel and Vodafone mobile signal is available at basement parking but Jio signal does not reach at all or very poor, thus residents are unable to reach Drivers at Basement.

Solutions we discussed and you agreed: You will ask *Jio* to install boosters across the basement to ensure mobile signal across basement; alternately they should install wi-fi access points across the basement to ensure decent wi-fi to make calls over wi-fi. You are requested to take up with *Jio* management and get it implemented asap.

PA System: You confirmed that as part of existing fire safety system, speakers are installed across the basement and the fully functional audio system is currently connected with knock room. We discussed to add to the existing PA system, one 'hailing station' at each Tower at/near Security reception to call drivers. You confirmed that a quote of around 3 lac for this purpose was received from a vendor earlier which might come down upon proper negotiation. You agreed to go ahead with proper 'hailing system' in coming weeks and the cost will be charged to 'capex' account under CAM.