

Urbana Facility Maintenance Private Limited

MINUTES OF MEETING

DATE – 21st June, 2021

VENUE: SVP Office - BNRI

BNRI Management Represented by:

1. Debjani Mukherjee - SVP
2. Elangovan Ramachandran- Asst. VP -Project

UFM Management Represented by:

1. Arpita Dasgupta
2. Sujoy Majumder
3. Bidyut Nasker

THE RESIDENT'S GROUP Represented by:

1. Archana Sinha - President
2. Tarun Basu - Secretary
3. Sushil Khatain - Vice President
4. Sourav Roy - MC Member

POINTS DISCUSSED WITH BNRI / UFM TEAM AND THE RESIDENT'S GROUP

No	ISSUES RAISED BY THE RESIDENT'S GROUP	RESPONSE OF BNRI/UFM
1	<u>WATER SUPPLY AND DISRUPTION:</u> a) Residents are facing prolonged disruption in water supply as well as poor quality of water every now and then.	a) To ensure smooth domestic water supply following action plan already prepared and BNRI/UFM team started working on it. 1. Water Flow Meter Installation: Water flow meter will be installed at main domestic water supply line within 7 days to ascertain the performance of the pumps which will enable to take appropriate action well in advance for uninterrupted water supply. 2. WTP Overhauling: WTP overhauling work is in progress and it will be completed within 31st. July'21.

783, Anandapur, P.O East Kolkata Township Project, Kolkata - 700107. West Bengal, INDIA

033 6499 6599/6601/6602/03/04/05/06/07 | ufm@urbana.co.in | The CIN of the company is U70102WB2013PTC207352



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<p>-b) intimations of such occurrences were delayed resulting enormous challenges to the residents.</p>	<p>3. Automatiom System for all tower tanks: Implementation work will start from 1st. week of July'21. After completion, the water level of a tank can been checked from WTP pump room itself instead of current practise of manually checking the water level for every tower separately by going to the top of the towers. This will eliminate the issue of dirty water since proper water level will be maintained.</p> <p>4. Pump Pressure: All three pumps performances have gone down due to long usages for last several years resulting much more hours to fill up the tanks. Pumps need repairing for improvement of it's performances.</p> <p>One new 22KV pump already installed which is having dual advantages:</p> <ul style="list-style-type: none">• overall performance increased.• one spare pump is available now for emergency use.• All existing 3 pumps will be repaired one by one. <p>5. Domestic Water uptake and downtake line needs immediate cleaning:</p> <p>a) Since installation of water lines (5 years passed) the upward and downward lines were never cleaned. Needs urgent cleaning to remove line layer by liquid chemical cleaning. This process required water supply to be shut down for 24 hours. UFM will do this after lockdown is over.</p> <p>b) Another water ring line will be made within three months.</p> <p>Once the above-mentioned works are done water supply as well as quality will improve.</p> <p>b) Usually UFM notify well in advance but few sudden breakdown of certain water supply system could not notified early. In future UFM will ensure to notify on time.</p>
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	<p>c) It was often noticed that water in-flow valve of apartments are damaged / non-functional. To replace that water supply to 10 upper floors apartments to be stopped which is causing huge difficulties for rest of the flat owners. Since the valve has to be purchased by the owners it is usually time consuming. Let UFM keep spare valve and related materials as inventory and use the spare part and the cost will be paid by the flat owners. This will minimise the disruption time and less trouble for other flat owners.</p> <p>d) Status of water supply by KMC</p>	<p>c) BNRI/UFM agreed to have inventory for valve and other related materials for quick replacement. The spares will be paid by the flat owners.</p> <p>d) BNRI is following it up on regular basis. Once again BNRI will send a letter to KMC for immediate water connection to URBANA. As per the information KMC water supply may not be available before last quarter of 2022.</p>
2	<p><u>WATER SEEPAGE FROM WINDOW:</u></p> <p>a) Water seepage is still a common issue for maximum apartments.</p> <p>b)AMC for windows and sliding doors</p>	<p>a) UFM confirmed that silicon application of each window shall be checked periodically maintenance to be done prior to monsoon.</p> <p>B) UFM will explore the possibility to have AMC (without spares) and will revert by July'21.</p>
3	<p><u>BANK ATM:</u></p> <p>Although BNRI agreed in principal to install ATM machine inside the complex but till date it is not placed resulting inconvenience to the residents.</p>	<p>BNRI agreed to process the official procedure by 15th July, 2021. Subsequently ATM machine will be installed.</p>
4.	<p><u>SATELITE BRANCH in URBANA</u></p>	<p>Though BNRI never promised to have a branch inside Urbana, BNRI still have processed the same & received offers from Bandhan Bank and ICICI Bank so far. BNRI will decide and inform the Resident's group because there are lot of statutory clearances to be made as it is a residential property.</p>



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		All revenues generated from Bank contract/agreement, will be coming to UFM account as UFM's revenue.
5	<p><u>CLUB FACILITIES TO REOPEN:</u></p> <p>Club facilities are closed for long time. Since WB Government already relaxed some activities in Club premises, BNRI/UFM should open the facilities for the residents.</p>	<p>Currently 178 security and other staff are accommodated in various halls of the club. UFM do not have any alternate place to accommodate this huge number of staff. In case UFM opens all the facilities (as per the Govt guidelines) these people are needed to be sent back home which may hamper the maintenance service of the entire complex. In case you as a resident's group agree on this we will open the facilities.</p>
6	<p><u>MEDICAL ROOM:</u></p> <p>Currently the medical room is not functioning in a proper way mainly due to non-availability of nurse since BNRI/UFM wanted overall management to be oversee by them. Also Doctor's visit to medical room compromised due to prevailing covid situation.</p> <p>Now, it is high time to provide medical services to the residents regularly in a professional manner. UFM need to provide the nurse or pay the monthly remuneration of the nurse.</p>	<p>Work in progress to finalise the deal with AMRI to manage and provide medical facilities to the residents.</p> <p>BNRI is seeking written legal opinion from it's solicitor and it has been advised that since Urbana is a residential area no monetary transaction can be made in any form. For eg. Doctor's fees or issuing of any money receipt in regard to this and whether any services pertaining to the medical room can be marketed in any offline or digital way.</p> <p>The opinion would take another five working days.</p> <p>Though in the meeting we have discussed about the target date to implement the new system but UFM has not received any details from you and also we are waiting the above mentioned details from the solicitors.</p>
7	<p><u>DIGITAL ADVERTISEMENT IN ALL TOWERS LOBBY BY "ENKON"</u></p> <p>THE RESIDENT'S GROUP submitted a proposal to BNRI received from M/s. Enkon, the renowned Ad agency wherein projected revenue earnings for BNRI/THE RESIDENT'S</p>	<p>BNRI management disapproved this proposal with a note that no outside vendor will be allowed to have absolute right to run advertisements in tower lobbies as on date. Advertisements to run in the lobbies must be dealt by either BNRI or the Resident's Group on case to case basis. Total Revenue will be credited to CAM account and no revenue sharing will be allowed. During UTSAV time special permission will be granted for limited</p>



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		with THE RESIDENT'S GROUP.
8	VACCINATION CAMPS: THE RESIDENT'S GROUP proposed to conduct 2 (Two) vaccination camps during the month of July'21 to cover 1st. and 2nd. dose.	<p>The Meeting held last week and since then many advancements has happened. Due to the fake vaccination camp at Kasba, The Government of WB has changed all the procedures. Be it paid camp with the Hospitals/Nursing Homes or Free camp with Govt there are various Forms (Form A & Form B) which needs to be signed only by the Authorised Signatory and currently it is officially with UFM. All forms, permissions, etc should be in UFM's name since the Residents Group is not registered as of now and if anything goes wrong, it will become UFM's responsibility.</p> <p>Therefore, at least till the time more clarification comes it is mandatory to be organised and coordinated by UFM and definitely in consultation with the Resident's Group.</p>

