



# **URBANA WELFARE ASSOCIATION 2018**

## **HEALTH & ENVIRONMENT/ SOCIAL SERVICE REPORT**

**HEALTH & ENVIRONMENT/ SOCIAL SERVICE (SUB COMMITTEE OF UWA)**

C: Gopa Bhabani

CC: Dr. Deb Kishore Gupta

M: Pradip Sinha

Ravi Agarwal

Meelan Gupta

Suvashis Mukharjee

Debopriya Biswas

Anamika Newar

Mamta Dhandharia

Rachna Banerjee

Suchismita Mukharjee

Sony Sinha

Sanju Thakar

Sweta Gupta

Nidhi Goenka

Dr. Ashmita Deb

## **MOM 18.02.18 AT TOWER 1 COMMUNITY HALL**

Attended by Residents & BNRI Representatives.

### **USES OF LIFT**

- 1) It was suggested that 1 Lift (other than the service lift) should be allowed to be used by the servants / domestic staff / drivers / courier personnel / Housekeeping staff & pets - BNRI is looking into the possibility of desynchronizing 1 lift and with get back to us within 3 weeks as the software / motherboard will need to be changed.

All three lifts will be residents/guests/postman/courier man. Service lift to be used by Drivers/maids/Workers/Garbage disposal (1-3 PM)

- 2) BNRI Representatives have been asked to install CCTV Camera in all lifts.  
***On the process.***
- 3) Mosquito menace in Lift and & reception Area should be tackled more aggressively and should be made mosquito free. BNRI representative was asked to do the needful on priority.

### ***Mosquito control:***

i)Fogging is going on a daily basis. Although it has reduced mosquitoes at the ground level, higher floors are still experiencing problems. It was proposed to fog the higher floors as well. This will be considered but was not assured right now. It was also suggested to avoid fogging during the evening playtime of children.

ii)There is a machine called "Mosquito Magnet" installed in club. As communicated this is a highly advanced technology costing one lac approx. [Mosquito Magnet® traps work by converting propane into carbon dioxide (CO<sub>2</sub>) and then emitting a precise combination of heat, moisture, and a secondary attractant to draw mosquitoes into a vacuum.

This patented Counter Flow™ Technology mimics the exhaled air of humans and other warm-blooded animals that mosquitoes rely on to find their host. Female mosquitoes are sucked into the trap and into a net, where they quickly dehydrate and die – usually within 24 hours.] It has already been planned to buy around 20 such machines but it'll take some time as it involves good amount of expense.

iii)Use of Guppy fish to effectively control mosquitoes in stagnant water has been suggested. It was told that it'll take some time. Members re-emphasised the need specially before the rainy season starts. Mrs. Mamta Dhandharia suggested fogging to be done over the stagnant water till that time. This was readily accepted.

- 4) Each Floor and staircase area should be free of garbage and cleaned regularly. Any grievances should be brought to the notice of the Tower Captain / Vice Captains who should also inspect all the floors at least once a week.

***Regularly being monitored by Tower Captains***

- 5) Garbage Shaft on each floor for disposable of garbage should be put in use at the earliest. BNRI Representatives have been asked to do the needful.  
***As interior work is still going on, it may be misused.***

***Quality of Water –***

Soapy water and TDS is very high. Third Party inspection to be done again to ascertain the quality of water.

***BNRI Representatives have been asked to do the needful. Every month Inspection report will be made available.***

We have been informed that BNRI has entered into AMC for cleaning of Overhead Tank every 3 months and AMC for Cleaning underground tanks every 6 months

***Work schedule will be provided and displayed on notice board.***

***SITTING ARRANGEMENT FOR DRIVERS***

Proper sitting arrangement should be made in the Room reserved for the drivers. ***Dust Bins*** should also be provided in the drivers room. BNRI Representatives have agreed to do the needful.

***Two benches have been provided at Drivers' room***

- 6) ***Proper Table, Dustbin and cupboard*** should also be provided to the security staff sitting in the Ground Floor Service Lift Area  
***New tables and chairs have been provided to security personnel at service lift area.***
- 7) It's been agreed that ***Window Cleaning*** Schedule will be given by BNRI by Wednesday.  
***Only 1 & 7 provided . Rest is yet to be done.***

***IDENTIFICATION***

Tower Number Identification Sign should be put up on each Tower.

***Identification mark at tower entrance has been provided.***

***STRAY DOG***

Stray Dog menace is a very serious issue and BNRI representatives have been instructed to keep Urbana premises free of stray dogs at any cost. They have promised to put up our sentiments to the higher authorities and will get back to us within 7 days.

***Job in progress as per rules and regulations COW CATCHERS ARE FITTED***

***DRINKING WATER***

Drinking water facility at ground floor level.

***Has been done at Driver's room .***

***FIRE ALARM***

Frequent false fire alarm activation at T1 to be attended by BNRI

***Job is incomplete***

Do and Don't to be displayed in reception area.

*Is done*

**Below was the response from BNRI.**

**1.Elevator&CCTV:- Discussed and mailed to Mitsubishi person regarding the possibility of desynchronizing 1 lift and installation of CCTV Camera in all lifts. They will explore the possibility with their factory and revert back with quotation within 3 weeks.**

**2.Pest Control:- The persons are asked to do the needful with additional supervision on priority for mosquito treatment.**

**3.Garbage Chute:- As multiple fit outs are going on in apartments, the Garbage Chute system is non-operational. After decrease of fit out work, it will be operational.**

**4.Water Test:- SGS is engaged for monthly water test at Urbana. Efrac is the third party who is already occupied for cross verification of quality of water.**

**5.Tank cleaning:- The finalization of AMC for tank cleaning (Frequency in a Year – OH Tanks – Quarterly and UG Tanks – Half Yearly) is at the final stage which will be started by 1st week of March'18.**

**6.Window cleaning:- Tower-1 and Tower-7 has been completed. Tower-6 cleaning work is under process & expected to be completed in Feb'18. Next Tower-2 will be started. There after Tower-3, 4 and 5 will be done. As per our observation, completion of each Tower takes 1½ months.**

**7. Light rectification:- All defective lights of lift lobby and service lift lobby and staircase will be replaced or rectified which is under process and will be completed soon.**

**8.FDA System:- False alarm form FDA system will be rectified which is under process and will be completed soon.**

**On 30<sup>th</sup> March**

We posted the emergency numbers of Ambulance/ Near by hospital num(s)/ special emergency doctors num( who will be available after talking to them)/police station/etc.

**04<sup>th</sup> April**

In view of complaints leading to injuries while swimming, although it was found satisfactory overall, the following gaps were observed (few are major):

1. No SOP, no documentation of process flow.

***Under process***

2. Daily monitoring of pH and chlorine level was claimed to be done but was not documented or displayed.

***Under process***

3. Monthly water analysis (including bacterial count) was not found for the month of January. We saw the December report which was satisfactory.

***It was made available later.***

4. Gradient of the temperature controlled pool was defective causing water stagnation at places.

***Not possible now***

We also verified all the health-related engineering controls of the air handling units and found them satisfactory. There are first aid kits available at B1 and B2. Cleaning agent and cleaning frequency of gymnasium floor and mats which come in direct body contact were found okay but needs direction inspection by us at some other time.

Mr. Durga Das extended all the cooperation and promised to come up with SOP, documentation and publication of reports (daily and monthly) ASAP. Will be followed up by us.

**31<sup>st</sup> March – 15<sup>th</sup> April in Small Swimming pool**

**Repair work has been completed for defective tiles in swimming pool.**

**SS Railings have been fitted**

**05<sup>th</sup> April Meeting between Tower Captains**

Main issues are like :

Mosquito Control.

Usage of lift by outsiders.

CCTV in elevator.

Water test report availability.

Drinking water facility at ground level

Random car parking.

***FINDING DIFFICULTY IN IMPLEMENTING SPECIALLY IN TOWER 6 AND 7. WE NEED TO MAKE ELEVATORS TO PARKING LOT OPERATIONAL FOR 3.4 & 5.***

Do and Don't to be displayed in reception area.

Regular cleaning of service lift.

Defective glass entrance doors at T1 and T2.

***JOB IS STILL PENDING . THIS REQUIRE URGENT ATTENTION AS GLASS PANEL MAY BREAK ANY TIME***

Tower specific problems.

Hanging cloths for drying.

***NEED TO EXPLAIN TO RESIDENTS***

**07<sup>th</sup> April meeting with Tower Captains:**

Various issues related to towers were discussed in the meeting. The main concerns were pest, mosquitoes, snakes and stray dogs which need immediate attention. Lack of cleanliness of service lifts and service lobbies was also pointed out. The list is as follows :

**Rats** are a big menace. They enter through utility area, chimney ducts and pipe line also.

**Rat control: Orion pest control PVT LTD** is presently taking care of this. Dr. Gupta expressed his concern over the effectiveness of Orion as very recently their services have been terminated from leading hospitals in the city. PCI may be a better alternative. Durga da assured this will be looked into properly.

Flat owners can directly contact for rat traps to

**Biswajit Bhowmick M: 9903280782**

**Nimai Saha M :8335808829**

**They will be available 10Am to 7Pm. Monday to Saturday**

**Mosquitoes** are still a problem. Lemon grass can be planted in batches. Frequency of fogging is inadequate.

Mostly **snakes** are found near T4, T5 and T6. Snakes are seen almost everyday here. So regular use of carbolic acid is suggested in these areas.

***SNAKE CATCHERS details:***

***Available 24 X 7.***

***They should be contacted immediately, in case you find snake any where inside Urbana compound.***

***Bijay Mondal M: 7998321528***

***Raj M:8017687449***

***Gopal M:8013298967***

**Fish** in ponds. So that water remains clean and not breeding ground for mosquitoes.

**Window** cleaning process is very slow. Measures to be taken to speed up. Schedule of it be provided.

The area around **service lift** in all floors is dirty and stinks many a times.

The brooms, mops provided are in bad condition. The number of housekeeping persons are few as well.



Actions to be initiated towards safety issues. One of them being **Fire Fighting**.

**Report** of water treatment plant must be available on every fortnight.

Monthly **meeting** with Colliers in presence of BNRI representative.

Cleaning schedule of Overhead and Under Ground level **water tank** cleaning schedule.

**Drinking Water** facility at ground level.

Keeping these issue in mind, we need to have a meeting with BNRI at earliest.  
Looking forward to a comfortable and healthy living for Urbanites

#### **12<sup>th</sup> April**

1. Mosquito control:

2. Snake catchers

3. Rat control:.

4. Stray dog issue: Process ongoing.

5. Housekeeping services: **Mrs. Suchismita Mukherjee** proposed use of mosquito and cockroach repellent sprays by Housekeeping personnel. It's was accepted.

#### **18<sup>th</sup> April**

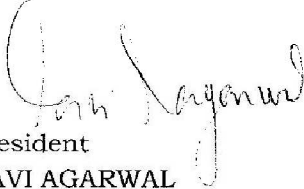
Emergency contact nos., like hospitals /blood Banks etc are now posted in all tower notice boards .

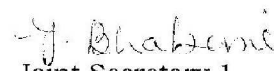
Complain/suggestions books are also now kept in Reception area.

**POSTED IN TOWER 7**

**THE DO'S AND DON'TS FOR TOWER 7 RESIDENTS:**

1. All maids and drivers are supposed to use the service lift at all time. If someone is not following the rule even after being reminded by the security personnel may take photo as proof and next day that person name and the resident he/she works for will be put up on the notice board.
2. Pets-All lifts may be accessed if the owner is accompanying their pets provided the other occupants of the lift do not object at that point of time.  
Any other person other than owners with pets will have to use either lift 3 or service lift only.  
Owners will be held responsible for cleaning after their pets incase their pets relieve themselves in the common areas.
3. No common property should be removed /damaged by the residents intentionally. If found the matter will be immediately taken up to UWA and necessary action will be taken.
4. No furnishing/ interior work is allowed beyond designated hours. On receipt of any such complaint security will take immediate action along with the tower captain. The issue will then be escalated to the UWA and necessary action will be taken.
5. No interior work, specially drilling, hammering during 2 pm to 4 pm, so that the residents are not disturbed.
6. All trolleys/umbrella should be returned immediately after use. The residents should put the trolleys back in the lifts and inform the security.
7. Drivers' toilet should cleaned regularly.

  
President  
RAVI AGARWAL

  
Joint Secretary 1  
GOPA BHABANI

**SIGNATURE CAMPAIGN FOR COMPLAINTS STARTED ON 23<sup>RD</sup> APRIL**

“Dear fellow Urbanites,

Good Morning to you all.

I, on behalf of MC would like to inform you that we are closely monitoring the current issues raised by several Urbanites related to various shortfalls of workmanship, poor materials est. that are encountered by us. We do agree that it is high time for us to take up the issues with BNRI Management and ensure resolution within a given timeframe.

In this context UWA has already taken their first step by issuing official letter dated 23rd. April, 2018 to BNRI stating major issues that are to be addressed by them immediately. Now we intent to have a meeting with BNRI top Management for a speedy settlement of all issues. To place our legitimate claims strongly on the table, it is imperative that we will carry hard copies of complaints / observations by the Urbanites. Hence it is my humble requests to one and all, please come forward and submit your genuine grievances in writings to UWA Office or Tower Captains. We will compile all such documents and produce at the BNRI Management Meeting which will defiantly compel them to act swiftly. Messages posting in Whatsapp are fair enough for internal awareness but writing complaints is a must to move our case to have immediate impact. I hope we will get full cooperation from you in this regard. I am always just a phone call away. Thanks.

***Ravi Shankar Agarwal, President UWA”***



# URBANA WELFARE ASSOCIATION

225 CENTER POINT, 21 HEMANT BASU SARANI, KOLKATA - 700001

Email : [info@urbanawa.com](mailto:info@urbanawa.com) & [ufocm@googlegroups.com](mailto:ufocm@googlegroups.com)

Website : [www.urbanawa.com](http://www.urbanawa.com)

Facebook Link : <https://www.facebook.com/groups/Urbanawelfare/>

**23<sup>rd</sup> April, 2018**

To  
Bengal NRI Complex Limited  
783, Anandapur, Madurdaha PO  
East Kolkata Township Project,  
Kolkata 700 107

Dear Sir,

Greetings for the day!

We take this opportunity to write to you on behalf of the Urbana residents/owners and would like to highlight and/or bring to your kind notice the following issues which have been bothering the residents of Urbana over and over again.

It has been observed that several issues regarding the quality and standard of materials used in URBANA have cropped up over the past few months. The problems have been seemingly attended to, yet they persist/recur too soon indicating incompetence/insincerity of the approach.

- a) The quality of the water supplied at Urbana is very poor.
- b) There is foul smell in the water through the geyser line, which results in an unbearable stench.
- c) There is also foul smell in the drain lines.
- d) The main valve is inoperative for the last three months, which is resulting in great inconvenience.
- e) The garbage is being dumped at the entrance which not only spoils the décor of the premises, but also results in a plethora of diseases and acts as a breeding ground for mosquitoes.



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- f) There is a flanges cracking in Tower 5 causing frequent disruption of water supply, making daily lives inconvenient. This is a serious issue and needs to be addressed as soon as possible. As per our understanding, a flange never cracks unless it is of a sub-standard quality, or excessive force is applied during tightening.
- g) The window stay used is of a very poor quality, unable to hold even normal wind afflouse. The panes then hang/swing free, banging on the frame with dangerous implications, wiz., Glass breakage, window falling etc.. These issues definitely point towards deficiency in the materials provided in Project.
- h) There is also rampage leakage of water from the window during rain, resulting in damage to the furniture and flooring.
- i) CCTV should be installed in the elevator as a part of safety measures.
- j) There should be a provision for ladies washroom for domestic help/menial staff. This is definitely a need of the hour.
- k) BNRI should take strict measures to frame rules to the effect that there is no interior work, specially drilling, hammering during 2 pm to 4 pm, so that the residents are not disturbed.
- l) Interior decorators are using common space which is creating hindrance and causing inconvenience to the other residents. This has to be checked.
- m) There should be pcst control drives for mosquitoes and rodents.
- n) There is also huge power fluctuation during change over from emergency generator to main supply. This also needs to be looked into, because power fluctuations result in damaging electronic devices and appliances.



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There is not an iota of doubt that there are several fallacies, shortcomings and inadequacy in the quality and nature of the materials used, which is required to be maintained by or under the law for the time being in force. Several false assurances have been given to us to address the problem, but the same has not been undertaken or performed by the competent authorities.

Therefore, the points raised above have paved serious doubts in our minds about the quality of materials used as well as the workmanship involved.

We do look forward to a suitable explanation from your end, since residents are paying a hefty amount on account of maintenance.

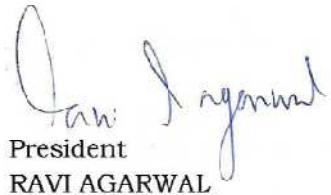
Please try and appreciate that by sending an unskilled plumber on call, the problem is not being addressed from its root. It is just being resolved temporarily. There are no efforts whatsoever on your end to follow up with us after the problem is addressed. You are therefore requested to take a call on the issues highlighted so that the same may be addressed in the forthcoming General Body Meeting.

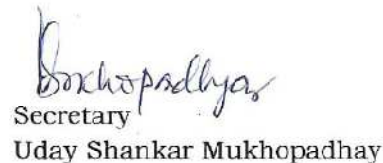
Hence, we request you to look into these points on a priority basis and provide us with adequate solution at the earliest, in writing, with a timeline, to enable us to convey the message to the Urbanites in the General Body Meeting.

Thanking you

Yours faithfully

For Urbana Welfare Association

  
President  
RAVI AGARWAL

  
Secretary  
Uday Shankar Mukhopadhyay

  
25/4/18



**Minutes of Meeting**

**ATTENDEES:-**

Bengal BNRI Complex Ltd.	Colliers International	Tower-7 Residents
Mr. Durgadas Sarcar	Mr. Souvik Sengupta	
Mrs. Arpita Dasgupta	Mr. Tapas Dhara	
Hriday Shankar Mukhopadhyay	Mr. Prasun Das	
Mrs Gopa Bhabani	Mr. Deb Kumar Modak	
Santosh Kumar Ray		
Sushil Agarwal		

22nd April 2018

VENUE: Tower-7 Community Hall

SL No	Concern Areas	Review / Remarks	Action Plan / Commitment	Timeline / Periodicity
1	All of the lifts must be installed the CCTV	UFM to discuss price again with higher authority and also recheck that the provision of CCTV inside the lift of Tower-7. This request was declined earlier		
2	Lift	Any lift can be used when pet is accompanied by owners, delivery staffs e.g. Swiggy, Big Basket, Post Man etc.		Immediate
		Only No.3 lift can be used by caretaker of the pets		Immediate
		Domestic help, driver and support staffs can access only through Service lift.		Immediate
		2 sets of floor mats are required for lifts		24/04/18
		De-synchronizing of the Lifts will not be done as it requires huge investment		NA
3	Notice board in all towers	Owner's name to be put upon notice board for any violation of rules by domestic help / drivers / support staff through tower captain. A fine of Rs 500/- is being imposed by BNRI to the violator		28/04/18
4	Daily garbage cleaning at the compactor area	UFM to have a regular cleaning process in place		Immediate
5	Foul smell in water	UFM to investigate & inform tower captain		28/04/18
5	Foul Smell in Kitchen Waste Drain Pipe	UFM to investigate & inform tower captain		
7	No fit out job is permitted in the common area	UFM to investigate & inform tower captain	It is already in the Do & Don't. It's the responsibility of the residents/ owners responsibility to follow it. If not UFM should inform Tower Captain	Immediate
8	Timing of Fit Out	As per notice of the notice board		Immediate
9	For floor cleaning, chemicals must be used	UFM to carry out		01/05/18
10	Security	<b>To be followed:</b> Trained for better interaction Uniform, age etc. to be taken into account during posting in the towers Communication skills of Security to be improved		
11	Bio-Toilets		At present not possible. Will work out if any provision can be made	
12	Voltage Fluctuation	To be done by UFM		
13	Community Hall Toilet		To be used only during Community activities.	
14	Nidhi Goenka and Dr. Asmita Deb, both will act as Tower Captains			

**AC MAINTAINANCE CONTRACT FINALISED WITH AIR CON ON 28<sup>TH</sup> APRIL**

**WINDOW AND SLIDING DOOR MAINTENANCE WORK IN PROGRESS AS PER BNRI MOM.**

**2<sup>ND</sup> MAY**

MOM Tower 7 community hall on 02nd May at 1800Hrs.

- 1) Complaint book for residents and security
- 2) Service lift should be kept clean
- 3) Housekeeping should be not be hired by residents for personal cleaning during duty hours  
*Tower captains are controlling*
- 4) To keep a record of residents ( Flat no. ,Phone no.)  
*Being prepared*
- 5) To add one per family with towerwise help line group  
*Tower captains are taking initiative.*
- 6) Only service lift to be used by maids, servants and drivers
- 7) Emergency exit should be open and clean
- 8) Car parking and washing to be done only in allotted area
- 9) Drivers room and toilet to be cleaned regularly.
- 10) Drinking water facility to be made available at lobby reception area.
- 11) Minimum 3 umbrellas and 4 trolleys should be available at reception area.  
***NEW NOTICE BOARDS ARE PROVIDED . 2 NEW UMBRELLAS WILL BE PROVIDED AT ALL TOWERS.***
- 12) SSPL electrician etc should carry their tools in proper bags.  
*Instructed*





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**Points discussed with Urbana Team and the Owners representatives on 30<sup>th</sup> April'18 at 4:30 PM at Urbana Board Room**

**Urbana Management represented by:**

- 1 Debjani Mukherjee: Sr VP -Sales & Marketing
- 2 Avijit Bose : Sr GM -Contract and safety
- 3 ArpitaDasgupta – Sr. Manager- Customer Care &Handover
- 4 Aesthetic Team
- 5 NAPL Team

**Apartment allottees represented by:**

- 1 Ravi Shankar Agarwal – T3-2901
- 2 Chandrasekhar Ghosh –T2- 2501
- 3 Uday Shankar Mukherjee – T4-0802
- 4 TarunBasu T7-3003
- 5 Hemant Lodha – T6-1004
- 6 Pradip Bhatia – T1-2004
- 7 ShyamSonika – T5-2302
- 8 Gopa Bhawani T1-3602

**As per the instruction given by the MD of BNRI, Respected Shri. MayankJalan the following point's needs to be addressed by the window vendors (Aesthetic & NAPL team) and BNRI project team shall keep a note of every rectification work on weekly basis:**

- 1) Check list to be made for each apartment based on type and number of openable windows along with fixed glass and the balcony sliding door.
- 2) Total checking and rectification to be completed for all apartments by 12th June'18 by both the vendors.
- 3) Weekly schedule needs to be prepared and submitted by Friday along with manpower details to achieve the target date.
- 4) List of Dos and Don'ts to be made for each type of window and the same will be circulated by Friday.
- 5) There will be one executor and one supervisor present from both the vendors while the rectification work being carried on in each individual units. They will work under the supervision of BNRI project team.



**Bengal NRI Complex Limited**  
(A joint sector company with the Government of West Bengal)

783, Anandapur, P.O. East Kolkata Township Project, Kolkata 700107  
Marketing Office: 033-64996579/601/602/603/604/605/606/607  
Project Office : 033-6496385/386/387/388/389/390/398/399  
E-mail : info@urbana.co.in; Website : www.urbana.co.in  
CIN No. U45201WB1995PLC067263



**Change your world**

- 5) Each Check point is to be signed by the individual vendors' executor, supervisor and BNRI project team member.
- 6) There will be random checking to be done by BNRI project head Mr. Avijit Bose along with his team.
- 7) While the work is being carried on in each apartment the supervisor from the Vendors' team shall provide a 5minute demo about the window operation to the owners/house staff/maids etc.
- 8) If there is any problem regarding Architectural or Structural issue of any apartment, which may obstruct the rectification of any windows, the vendor should provide a solution to the Customer and also information to be passed to BNRI team. This will enable to discuss and resolve the issue amicably.
- 9) Customer observations as provided should also be thoroughly checked which are mentioned below:
  - Screws quality issue (as example they have informed Instead of SS screws, customers has observed GI screws been given in apartment number- 0804 & 1204 of Tower-1).
  - Leakage issue through Openable windows, Fixed Glass Panels and Balcony Sliding Door.
  - Locks of Sliding windows and room openable windows should be properly checked.
  - Cascades, Drainage issue, Joint Problem, Whistling sound etc.
  - Limit Arms and Window Stays to be checked.
  - Alignments problem
  - Section problem
- 10) If any owner fails to provide appointment for three times then the window work in that apartment should be done after 12<sup>th</sup> Of June'2018 and the same is to be also discussed with the president's group.



**Bengal NRI Complex Limited**  
(A joint sector company with the Government of West Bengal)

783, Anandapur, P.O. East Kolkata Township Project, Kolkata 700107  
Marketing Office: 033-64996579/601/602/603/604/605/606/607  
Project Office : 033-64996385/386/387/388/389/390/398/399  
E-mail : info@urbana.co.in; Website : www.urbana.co.in  
CIN No. U45201WB1995PLC067263

29<sup>TH</sup> April

**WINDOW INSPECTION**

**Window Inspection on 29<sup>th</sup> April**

One reputed expert related aluminium window/frame matter , visited the following flats along with our UWA president Ravi Agarwal, Tarun Basu, Hemant Lodha, U S Mukhopadhyay , Gopa Bhabani and concerned Tower Captain

01. T6/2401 :
02. T6/1301
03. T1/0804
04. T1/1204
05. T2/3202
06. T7/1903
07. T7/1103
08. T4/1904
09. T4/1604

Common observations are as below

Weather shield is not there

Channels are blocked by debris

Gapping in the fittings

Gaskets are loose and undersize

No pvc lock / stopper on upper portion and bottom portion.

Hinges are not properly done and dislocated

Screws are loose and fitted of material MS GI instead of SS304

Channel Drain holes are blocked

Some side stopper locks/ latches are not working

Coating peeled off

Lighter sections in floors below 12

Trembling movement of the sliding shutter.

Main reason :

Poor workmanship, Poor maintenance, Used sub quality product, Weak , malfunctioning stays .  
Friction Stays missing in T6&T7 . ( T5/T3 not visited )

Major Problems Observed :

Water/Air Leakage , Seepage , Flooding .

Shutter Derangement/Dislocation/Falling Off .

We also all feel proud of our residents forbearance for enduring such hassle some problems .

**MOM Tower 7 community hall on 02nd May at 1800Hrs.**

- 1) Complaint book for residents and security
- 2) Service lift should be kept clean
- 3) Housekeeping should be not be hired by residents for personal cleaning during duty hours
- 4) To keep a record of residents ( Flat no. ,Phone no.)
- 5) To add one per family with tower wise help line group
- 6) Only service lift to be used by maids, servants and drivers
- 7) Emergency exit should be open and clean
- 8) Car parking and washing to be done only in allotted area
- 9) Drivers room and toilet to be cleaned regularly.
- 10) Drinking water facility to be made available at lobby reception area.
- 11) Minimum 3 umbrellas and 4 trolleys should be available at reception area.
- 12) SSPL electrician etc should carry their tools in proper bags.

## 17<sup>th</sup> MAY

MOM of the combined meeting of tower 4 and 5 conducted on 17.5 .18 are as follows:

- 1) Complaint book for residents and security is kept in the reception
- 2) Service lift should be kept clean
- 3) Housekeeping should not be hired by residents for personal cleaning during duty hours
- 4) To keep a record of residents ( Flat no. ,Phone no.) in the diary provided to the security
- 5) To add one member per family with towerwise help line group. Approach the tower captains **Suchismita** ( tower4) and **Sony Sinha**( tower 5) for any help.
- 6) Only service lift to be used by maids, servants and drivers
- 7) Emergency exit should be open and clean
- 8) Car parking and washing to be done only in allotted area
- 9) Drivers room and toilet to be prepared for these 2 towers
- 10) Drinking water facility to be made available at lobby reception area.
- 11) Minimum 3 umbrellas and 4 trolleys should be available at reception area.
- 12) CCTV to be installed in all the lifts for security reasons
- 13) Parking area should be clean. Residents don't feel like going in the basement because it stinks. It has become a home to many stray dogs.
- 14) Many flats are getting stinking water in their taps like flat 402, 1201, 1802, 4103, 2602 in tower
- 15) In 02 type flats there is a rotten smell of gas coming in the gallery area. Please get the gas chambers checked like in 2602, 1403, 1802, in tower 5.
- 16) Residents have seen that verbal complaints are not being attended to unless posted in helpline group
- 17) Fire alarms are not working.
- 18) Water leakage from the windows during rains continues even after repairs like in tower 4 flat 504.
- 19) Wooden floors are bumpy and uneven like in tower 4 flat 504.
- 20) As per our discussion with the maintenance team, we came to know that the problems we are facing is due to less manpower. They do not have ample staff to switch on the gas switches and for cleaning windows.
- 21) There should be a good doctor provided 24x7 if possible in two shifts for the residents welfare.

- 22) Carbolic acid should be installed at least in front of towers 5, 6 & 7. These towers are prone to snakes from the villa side. This should positively be done before monsoons hits the city
- 23) Record should be maintained for labourers who enter and leave the tower.
- 24) Urbana water bodies should have fishes to keep the area free of mosquito larvae.
- 25) A manhole is open from a long time between tower 4 and 5. It should be covered before any mishap takes place.
- 26) Stair case area should be kept clean. flat 2602 has complained about stinking smell from the staircase area.
- 27) LPG we use doesn't have a smell so even if there is a leakage people don't come to know about it. This may cause an accident as complained by flat 402
- 28) There should be few more gondolas for cleaning the windows and their schedule should be shared. The rate at which the cleaning is going on ,one window will be cleaned once a year. The dirty window creates a very bad impression of the complex.
- 29) Routine of the house keeping staff should be shared. They are appointed for tower 3,4,5.

They want to know that are they supposed to work in other towers too as they are called very often by other towers' staff.



# URBANA WELFARE ASSOCIATION

225 CENTER POINT, 21 HEMANT BASU SARANI, KOLKATA - 700001

Email : [info@urbanawa.com](mailto:info@urbanawa.com) & [ufocm@googlegroups.com](mailto:ufocm@googlegroups.com)

Website : [www.urbanawa.com](http://www.urbanawa.com)

Facebook Link : <https://www.facebook.com/groups/Urbanawelfare/>

MOM OF THE COMBINED RESIDENTS MEETING OF TOWER 4 AND 5 ,AS CONDUCTED ON 17<sup>TH</sup>  
MAY 2018, AT 0530 PM 0630 PM :

Attendees :

01. Mr. Souvik Sengupta of Colliers International
02. Mr. Prasun Das of Colliers International
03. Mrs. Sony Sinha , Tower Captain of Tower 5
04. Mrs. Suchismita Mukharjee , Tower Captain of Tower 4
05. Mrs. Gopa Bhabani , Joint Secretary , UWA
06. RESIDENTS OF Tower 4 and 5

FOLLOWING ARE THE POINTS AS DISCUSSED:

- 1) Complaint book for residents and security is kept in the reception
- 2) Service lift should be kept clean
- 3) Housekeeping should not be hired by residents for personal cleaning during duty hours
- 4) To keep a record of residents (Flat no. ,Phone no.) in the diary provided to the security
- 5) To add one member per family with towerwise help line group. Approach the tower captains Suchismita ( tower4) and Sony Sinha (tower 5) for any help.
- 6) Only service lift to be used by maids, servants and drivers
- 7) Emergency exit should be open and clean
- 8) Car parking and washing to be done only in allotted area
- 9) Drivers room and toilet to be prepared for these 2 towers
- 10) Drinking water facility to be made available at lobby reception area.
- 11) Minimum 3 umbrellas and 4 trolleys should be available at reception area.
- 12) CCTV to be installed in all the lifts for security reasons



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Facebook Link : <https://www.facebook.com/groups/Urbanawelfare/>

- 13) Parking area should be clean. Residents don't feel like going in the basement because it stinks. It has become a home to many stray dogs.
- 14) Many flats are getting stinking water in their taps like flat 402, 1201, 1802, 4103, 2602 in tower 5.
- 15) In O2 type flats there is a rotten smell of gas coming in the gallery area. Please get the gas chambers checked like in 2602, 1403, 1802, in tower 5.
- 16) Residents have seen that verbal complaints are not being attended to unless posted in helpline .
- 17) Fire alarms are not working.
- 18) Water leakage from the windows during rains continues even after repairs like in tower 4 Flat 504.
- 19) Wooden floors are bumpy and uneven like in tower 4 Flat 504.
- 20) As per our discussion with the maintenance team, we came to know that the problems we are facing is due to less manpower. They do not have ample staff to switch on the gas switches and for cleaning windows.
- 21) There should be a good doctor provided 24x7 if possible in two shifts for the residents welfare.
- 22) Carbolic acid should be installed at least in front of towers 5, 6 & 7. These towers are prone to snakes from the villa side. This should positively be done before monsoons hits the city
- 23) Record should be maintained for labourers who enter and leave the tower.
- 24) Urbana water bodies should have fishes to keep the area free of mosquito larvae.
- 25) A manhole is open from a long time between tower 4 and 5. It should be covered before any mishap takes place.
- 26) Stair case area should be kept clean. flat 2602 has complained about stinking smell from the staircase area.





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- 27) LPG we use doesn't have a smell so even if there is a leakage people don't come to know about it. This may cause an accident as complained by flat 402
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- 29) Routine of the house keeping staff should be shared. They are appointed for tower 3,4,5.

They want to know that are they supposed to work in other towers too as they are called very often by other towers' staff.

In addition to above Mr. Tapan Ghosh of T4/40003 have raised certain points through T4 Helpline group as below and pertained to BNRI are as below:

4. For club facilities which have been created by taking money from all residents as a part of the unit cost of the flat its use may be decided in consultation with residents. For any activity whether any extra payments are req say use of swimming pool , tennis court etc May be finalised in consultation with residents. As far as possible we should limit the subscription to a bare minimum.
5. Campus should be kept clean . We find a lot of gutka packs, used bottles in the entry lawn from gate side and also on the roads. We should stop using gutka by workers while in the campus to avoid spitting on road. This will improve the hygiene of the vicinity.
6. Maintenance charges of the flat when become applicable may also be discussed.
7. The last date for flat registration may be taken up. I was told that up to Dec,2018 we can register the flat.

  
President

RAVI SHANKAR AGARWAL

  
Joint Secretary

GOPA BHABANI



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7. The last date for flat registration may be taken up. I was told that up to Dec,2018 we can register the flat.

  
President

RAVI SHANKAR AGARWAL

  
Joint Secretary

GOPA BHABANI

Print Date : 17/05/2018

SAMPLE DRAWN BY SGS INDIA PVT. LTD.

JOE No : KE18-001957

Report No : KE18-001957.002

Report Control No : KER0000102174

Sample Described by Customer as : TREATED WATER

Client Name : URBANA FACILITY MAINTENANCE PRIVATE LIMITED  
 Client Address : 783, Anandapur  
 : PO-East Kolkata Township Project  
 Postal Code : 700107  
 State : West Bengal  
 Country : INDIA  
 Registered : 11/05/2018  
 Received : 11/05/2018  
 Sample Qty. : 2.5 L approx.  
 Recd. :  
 Sampling Date : 10/05/2018  
 Sampling : Tower - 1  
 Location :  
 Sampling Method : APHA 1060B/9060A  
 Test Start/End Date : 11/05/2018 - 17/05/2018

Analysis	Method	Result	Unit
Total dissolved solids	IS 3025 (Part 16) : 1984	1288.00	mg/L
Total Hardness as CaCO3	IS 3025 (Part 21) : 1983	101.20	mg/L
Metals			
Iron (as Fe)	APHA 23 RD EDN :3125 B	<10.00	µg/L
Bacteriological Quality:			
Escherichia coli	IS 1622-1981	Absent	per 100ml
Coliforms	IS 1622-1981	Present	per 100ml

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Print Date : 17/05/2018

SAMPLE DRAWN BY SGS INDIA PVT. LTD.

Report No : KE18-001956.001

JOE No : KE18-001956

Report Control No : KER0000102170

Sample Described by Customer as : SWIMMING POOL WATER

Client Name : URBANA FACILITY MAINTENANCE PRIVATE LIMITED  
 Client Address : 783, Anandapur  
 : PO-East Kolkata Township Project  
 Postal Code : 700107  
 State : West Bengal  
 Country : INDIA  
 Sample Type : WATER  
 Received : 11/05/2018  
 Sample Location : SWIMMING POOL WATER  
 Sample Qty. : 2.5Lt. APP  
 Recd.  
 Sampling Method : APHA 1060B/9060A  
 Sampling Date : 10/05/2018  
 Test Start/End Date : 11/05/2018 - 17/05/2018

Analysis	Method	Result	Unit	Requirement/Limit IS 3328:1993	
				Min	Max
Total dissolved solids	IS 3025 (Part 16) : 1984	1910.00	mg/L		1500
Total Hardness as CaCO3	IS 3025 (Part 21) : 1983	211.60	mg/L		
<b>Bacteriological Quality:</b>					
Escherichia coli	IS 1622-1981	Absent	per 100ml	-	Absent
Coliforms	IS 1622-1981	Absent	per 100ml	-	Absent
Iron as Fe	APHA 23 RD EDN 3120 B	0.06	mg/L		0.1
Residual Free Chlorine	IS 3025 (Part 26) : 1986	<0.1	mg/L		0.5

Remark : RFC Analysed at site

Page 1 of 2

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 Head & Corp. Off: SGS House, 4B, A.S. Marq, Vikhroli (West), Mumbai-400083. Tel: (022) 25798421 to 28 Fax: (022) 25798431 to 35 [www.sgs.com](http://www.sgs.com)

Bacteria were found from water, repeat culture should have been sent immediately after cleaning n increased chlorine dosing. Now one month is over n we don't know the present status.

Mr. Durga Das has accepted our concerns n agreed to forward the reports to us immediately after receipt. He's open to 3rd party evaluation as well. MC to decide further.

We live in this environment and should do everything as possible to keep it safe and beautiful. So there are many ways in which we can improve our environment not just because it's the right thing to do, it will also benefit us as the environment is part of the world we live in because without it where are we going to live?

Environmental awareness is to understand the fragility of our environment and the importance of its protection. Promoting environmental awareness is an easy way to become an environmental steward and participate in creating a brighter future for our children.

FROM

**HEALTH & ENVIRONMENT/ SOCIAL SERVICE TEAM**