

## **Minutes of the Owners Meeting held on 10.10.2021 at 11 am.**

### **Agenda of the meeting**

- Welcome address by the President.
- Update on the non commissioned 66/ 11 KVA Substation by the builder followed by online voting to file a suit on PHL.
- Selection of Vendor for Facility management services (House keeping + Admin + Technical services) followed by online voting to seek owners Consent.
- Selection of the vendor for maintaining the Elevators followed by online voting to seek owners consent.
- Update on the Safety Initiatives taken by the BOARD
- Question and Answer session.

### **Update on 66/11 KVA Substation**

- Technical Team comprising of Mr Keshav Murthy and Mr K Vasudev led by the president met the Chief Engineer BESCO and his team in the customer grievance redressal hearing on 16<sup>th</sup> Sep 2021.
- The team appraised the current power situation in PWC.
- Since the option chosen by the builder is on “self execution mode”, they have informed that it is the sole responsibility of the builder to commission it and BSCOM shall take over 1 year after the commissioning.
- They also recommended to approach KPTCL Chairman and initiate legal action as the same is in the builder scope.
- Further President and Mr K Vasudev also met Executive Engineer on the advice of Superintendent Engineer of KPTCL on 21<sup>st</sup> Sep 2021. The Officials have gone through their records thoroughly and gave the below feedback.
- The technology of our 66 /11 KVA currently has become obsolete and can not be made operational even if the builder takes up the pending installation work at this stage.
- It needs to be taken up as a new project as per the present technology at an estimated cost of approx 25 Crs.
- They have clarified clearly that it is the responsibility of the builder as they have opted for “self execution mode”.
- After obtaining expert legal opinion , the Board has a put a proposal before the owners to vote for token approval to initiate legal action against the builder.

## Owners comments and Presidents feedback

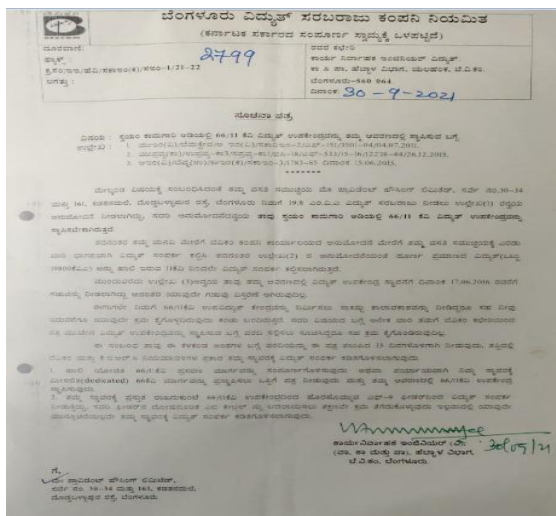
Few owners informed that it is going to be long battle and case may be dragged for many years. Builder may have legal might and PWCAOA need to contest against them. Few suggested that the team should meet PHL executives ones again and also to take legal opinion in this matter. Treasurer informed that all such attempts were made earlier and it did not yield any result. PWCAOA is receiving notices from BESCOM addressed to PHL stating discontinuation of existing power supply and take up appropriate action. The President assured that association will engage best of the lawyers to fight our case.

## Below is the poll result

- % of Participated owners voted for filing the legal suit – 87 %
- % Participated owners against the filing the legal suit - 13%

Since the majority of the owners favored for filing the legal suit, BOARD considers that this resolution is passed.

The latest notice received by us addressed to PHL from BESCOM authorities is pasted below for reference.



## Selection of vendor for House Keeping + Technical services + Admin function

### Criteria Adapted

- Short listing of the vendors based on the service being rendered in similar type of housing society / condominium in Bangalore.
- Scrutinizing their quotes , holding discussions on the financials and other statutory requirements at PWC with shortlisted vendors.
- Background verification of the vendors and obtaining their clients feedback on the service levels.
- Value added services which they are rendering to their existing clients and the extent to which automation is implemented in these areas.

- Site Visit by the team lead by the secretary, treasurer, BOM Member and subject matter experts from the owners side.
- Scrutinizing the staff wages in line with the appropriate Zone and categories in accordance with the Karnataka Minimum Wages act as well as other statutory obligations.
- The Secretary informed, the team has spent quality time in short listing the vendors, scrutinizing the quotes, negotiating the rates, discussions with the vendors at PWC followed by site visits to recommend the top 3 vendors for owners to opt.

Below are the rates quoted by the short listed vendors.

- 1) E2S ----- Rs 17.17 Lakh /- Per month. \*
- 2) Value Adds ----- Rs 16.09 Lakh /- Per month (lowest) \*
- 3) CACS (existing vendor) – Rs 18,68 Lakh /- Per month (Highest)

\* The values after taking in all statutory obligations into consideration. Values Inclusive of management fee and GST.

Below is Poll Result

- % of Participated owners voted for E2S ----- 12 %
- % of Participated owners voted for Value Adds – 82 %
- % of Participated owners voted for CACS ----- 6 %

Since the majority of the owners favored M/s Value Adds , BOARD considers that the resolution is passed for engaging M/s Value Adds for Housekeeping + Technical service + Admin services.

Snap shot of the Management Team of Value adds and their few current clients in Bangalore is pasted below.

 <p><b>Valueadds-Amps Leadership-Global</b></p>	 <p><b>CASE STUDIES</b></p>
<p><b>Uday Kumar-Managing Director &amp; Founder</b>          BE in Electrical Engineering ,aspired to excel in the field of Electrical but growing &amp; challenging FM demand forced His focus to Facility management. The hard and sincere way, by which the company has achieved its present status due to the great contribution from U.R.Uday kumar, the founder of this organization and he started his first business in 1999 at the age of 22years.</p>  <p>Member of Bangalore chamber of Industry &amp; commerce.Awarded "Rashtrita Ratan Award" for meritorious accomplishment in adverse fields that contributed to nations growth, <b>Chairman – ITI Chikamagalore.</b></p>	<p><b>PRESTIGE SHANTHINIKETAN APARTMENT OWNERS ASSOCIATION.</b>          WHITEFIELD, BENGALURU.</p> <ul style="list-style-type: none"> <li>• Total area 68 acres approx</li> <li>• Total 23 Towers</li> <li>• Total 18 Floors in each tower</li> <li>• Total 3200 Flats</li> <li>• Multi Level Car Parking.</li> <li>• 2 club house (Includes Gym, Tennis Court, Community Hall, Library, TT Room,Snookers etc)</li> <li>• Cafeteria.</li> <li>• Swimming Pool,</li> <li>• Sauna &amp; Steam.</li> <li>• Landscaping arias</li> <li>• Transformers yard, DG Room, STP, WTP, OWC, Pump set, Garbage dumping yard, composting yards ,Path ways &amp; other amenities</li> </ul> 

**CASE STUDIES**

**GODREJ WOODSMAN ESTATE**  
DEVANAHALLI HEBBAL MAIN ROAD, BENGALURU.

- Total area 16 acres approx
- Seven twin towers
- Total 1140 Flats.
- 16+2 floors including basements (In Each Tower)
- 1 club house (Includes Sports & Yoga Rooms)
- 1 Canteen
- 1 Party Hall
- Swimming pools
- Landscaping arias
- Gas bunks, Transformers yard, DG Room, Lintel STP, Pump set, Garbage dumping yard, composting yards, Path ways & other amenities



**CASE STUDIES**

**MAHINDRA HOMES PVT LTD,**  
Bannerghatta Road, Bengaluru.

- Total area 8 acres approx
- Total 1021 Flats
- Multi Level Car Parking.
- 1 club house (Includes Gym, Play area, Tennis Court, Community Hall, Library, Indoor Games, Squash room, TT Room, Snookers, Dance Class Room & Yoga Rooms etc)
- Rain Water Harvesting
- Cafeteria.
- 1 Party Hall
- Swimming pools
- Landscaping arias
- Gas bunks, Transformers yard, DG Room, STP, Pump set, Garbage dumping yard, composting yards, Path ways & other amenities



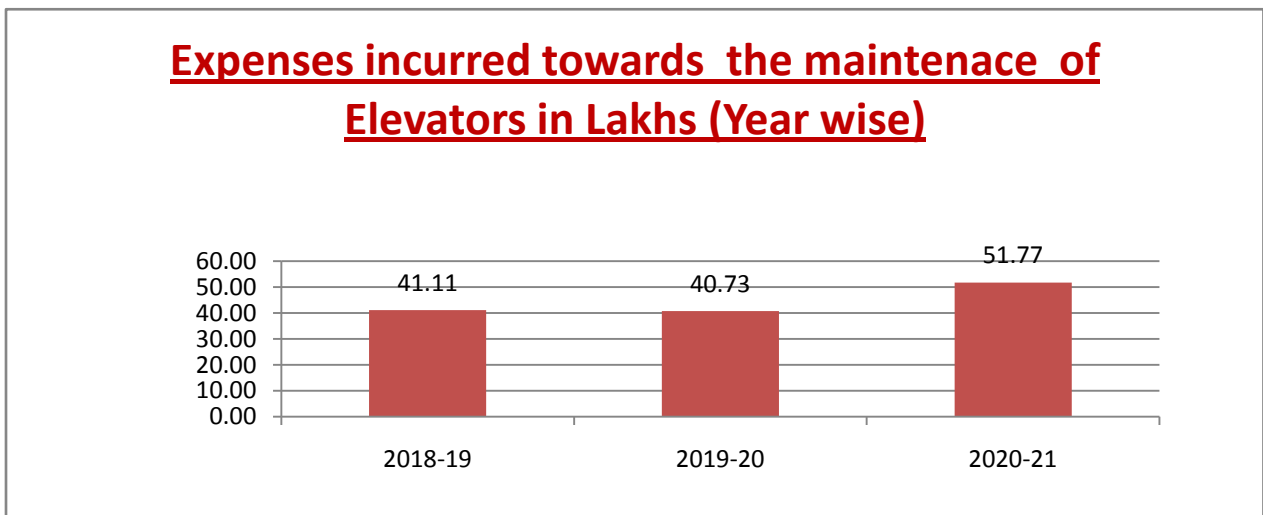
**VALU= ADDS      AMPS      VALU= ADDS      AMPS**

## Selection of Vendors for Elevators Maintenance

### Background

Few members of the BOARD contested the very basic idea of going with comprehensive AMC for elevators due to the exorbitant cost incurred in last 2 to 3 years and also for having engaged a non licensed vendor. The service levels of the vendor drastically deteriorated a over period of time as expressed by the treasurer and also there were many instances high down time . Even the technology of the two of the elevators were altered and now they are not compatible with KONE.

Majority of the Board members strongly recommended to go for Non comprehensive AMC with minimum inventory of critical spares in our custody in order to quickly address any issues with the lifts and make it operational in the shortest possible time . Accordingly the quotes were obtained from the vendors taking in to consideration of the health check report obtained from KONE . Below is the chart indicating the expenses incurred towards maintenance of Elevators in last three financial years under comprehensive contract.



SME Mr Wilson informed the BOARD that useful life of any elevator would be around 25 Yrs. Looking at the condition of our elevators, it is opined that only the vendor who has expertise in handling KONE elevators can maintain our elevators properly and efficiently.

**Criteria Adapted in selecting the vendor.**

- Short listing the vendors who have valid license, authorized and approved by the Govt of Karnataka Electrical Inspectorate.
- Vendors who can able to liaise with Govt authorities to get our licenses renewed for elevators which are due for renewal.
- To liaise with different sourcing agencies to supply critical KONE Spares at a competitive price.

**Rates for Non – Comprehensive AMC**

- Quality Lift and Spares – 15.45 Lakhs (LOWEST)
- Cetra Elevators – 18.79 Lakhs
- Kone Elevators - 23.01 Lakhs (HIGHEST)

Note : The quoted rates are inclusive of the cost for carrying out the health check of all the elevators except M/s Kone as they have already submitted their report.

Since the results of the first Poll for selecting the elevator vendor was tied between Quality Lift and Kone Elevators, President ordered to go for the repeat Poll. Before the repeat poll, the Treasurer appraised the owners clearly that if we want to engage KONE Elevators (though it is an ideal choice by one and all in the overall interest of the PWC), we cannot afford such exorbitant cost due to shortage of funds. He also gave an option to the owners that if we want engage KONE Elevators, there is no other option but to increase the MC charges to a great extent to make good the budget deficit.

**The results of the online repeat poll is mentioned below.**

**% of Participated owners who voted in favor of Quality Lift and Services --- 77 %**

**% of Participated owners who voted in Favor of Cetra Elevators ----- 0 %**

**% of Participated owners who voted in favor of Kone Elevators ----- 23 %**

A resolution has been passed by the BOARD to engage M/s Quality Lift and Spares as the vendor for maintaining our Elevators.

**Update on the Saftey Initiatives**

The BOARD sensitized loss of life in couple of Fire accidents reported recently at some of the apartments in Bangalore and swiftly took the action of refilling the FE equipments which were expired long back. The team has obtained the competitive quotes and initiated the process of refilling and the same will be completed on war footing basis. Further rest of the initiatives to rejuvenate the entire fire system will be taken up in a phased manner.

**PWCAOA**

**Comparison list for FIRE EXTINGUISHER**

Mr. Anoop Kumar member of the board has taken the initiative to obtain quotes from vendors and the unit wise quote is furnished as received from the vendors.

SL. No	Type of Fire Extinguisher	No. of Units Aprx.	Om Sai Fire Services Rs/Unit	Saferos System Pvt. Ltd. Rs/Unit	Shanvi Safety Services Rs/Unit	Accurate Fire & Safety Rs/Unit
1	W CO2 9 Ltrs	360	110	80	90	70
2	CO2 2 Rg	450	120	155	145	120
3	DCP 10 Rg	85	280	380	362	250

Since the quote from **Accurate Fire & Safety** is the lowest, the same may be considered for approve under the following terms & conditions.

**Terms & Conditions:-**

1. WCO2 will be refilled immediately on receipt of the work order.
2. CO2 2kg DCP 10kg will be taken to the filling station in two batches. 1st batch will be delivered with 4 days and 2nd batch in 8 days.
3. Fire agency will conduct Mock Drill and training to the security guards in 2 sessions. Owners will be invited to participate in Mock Fire Drill and awareness programme.

### **Other Points**

- 1) BOM Mr Senthil raised an issue that the Toll authorities at Kadathanamale toll Plaza should not charge any toll fee from the residents of the PWC as it falls within the 2 Kms range. The issue will be taken up in the next BOARD meeting to understand the authenticity of this information and if it is true will be taken up with the concerned authorities and shall update the owners in due course of time.
- 2) There were queries asking why couple of owners are getting involved in the affairs of the association. Pls note BOARD has communicated in various forums that they seek owner's active involvement and participation especially the SMEs to hear their views, to do brainstorming on various issues concerning the association and the way forward. We have owners who served many top corporate houses / Retd state and central govt employees at a much senior positions. The BOARD felt to utilize their services for the betterment of the society. If anyone has any issue, they can speak to the President or Secretary or Finance and Audit committee, Treasurer to get to know their contributions in the matters related Framing the SOP, Vendor evaluation and discussions, site visits, Budgeting and finance data analytics, deliberations with the CA agency related to FI audits, technical scrutiny of the bids received and recommendations and so on during their free time. BOARD shall review the pros and cons of these suggestions / recommendations and will have a final say on these aspects. Transparency and inclusiveness is the prime motive of the BOARD. As the BOARD has taken a tough call to engage new vendors for all the services by benchmarking with those vendors engaged in similar housing condominiums in Bangalore, it is imperative that active participation of the owners who can able to volunteer, contribute, guide and advise the BOARD during this critical transition period is very much needed.
- 3) It was also noticed that certain members including sitting BOM making sarcastic comments about individuals by taking their name in the chat box. The BOARD hereby advices to avoid such kind of comments especially in these kind of forums where focus should be more on points listed in the agenda.

BOARD reserves the right to expel any such member who violates these norms from the rest of the meeting. Constructive criticisms, healthy debates are always welcome for betterment of the society both in short term and also in the long run.

- 4) There were comments saying that No of owners participating in these online meeting is less. Pls note the BOARD is doing its obligation to bring the things in front of the owners and it is absolutely owner's choice either to participate or not to participate depending on their interest. The communication regarding the schedule with detailed agenda is being circulated well in advance and owners can attend the meeting comfortably from their respective homes . This is also to avoid any chaotic situations as experienced in the physical owners meetings. Besides the BOARD is circulating the MOM to all the owners through bulk mail. Also there were few suggestions came from the owners during 1<sup>st</sup> owners meeting that the BOARD need not have to seek owners consent in the decision making processes and they can take call on their own . However BOARD feels that this will set a bad precedent and hence seeks owners consent as and when meeting is called for. Owners can participate in such meetings irrespective of whichever part of the city / state / country they are staying in and the BOARD doesn't discriminate anyone.

#### **Vote of Thanks**

The President and Secretary thanked all the owners who took active participation in the EGM and also who gave valuable inputs to the BOARD. The BOARD led by the President Mr Abdul Sattar, Secretary Mr Harirajan, F & A head Mr Nagesh Rao , Treasurer Mr Samidh Chaterjee , portfolio managers and other active members of the BOARD seeks continuous support from the owners in making PWC a better place to live.

**"The BOARD wishes Happy Dasara and Navrathri to all the owners and their family ".**