

Minutes of the Owners online meeting held on 16th Jan 2022 through Zoom Platform

Board members Present :

President-Mr.Abdul Sattar, VP-Adv.Nitin, Secretary-Mr.Harirajan, Jt.Secretary-Mr.Yusuf Sogi, Head F&A-Mr.Nagesh Rao, BOM-Mr.Pritam Marik, BOM-Mr.Senthil Andavan , AM- K Vasudev , Mr Vijay Tripathi- (Duration of the meeting : 3 hrs)

Agenda Points :

- 1) To discuss on income and expenditure statements for quarter ending with 31.12.21. Debates based on the queries and concerns raised by the owners in advance only.
- 2) Customisation & up-gradation of Tally Accounting System. Creating new account codes for expenditure analysis.
- 3) To discuss on formation of Block committees.
- 4) Review of nominations filed. Briefings on roles and responsibilities of Block committees.
- 5) To discuss on GST category adopted by the Facility management vendor Value-adds.
- 6) Any other issues with the permissions of the chair.

Income and expenditure statement

Mr Nagesh Rao – Head F&A presented the comparative Expenditure statement for the last 3 years and informed that it is made for the financial accounts analysis. Though it is a provisional statement in nature, it is ensured all entries are reconciled, created the liabilities and it is tallying with books of accounts as on 31st Dec 2021.

Any queries with regard provisional expenditure statement, owners can write to the F&A team and the same will be addressed along with publishing it through bulk mail.

The uniqueness of this income and expenditure statement is that the expenses incurred towards capital expenditure are bifurcated from the revenue expenditure not only for the current FI year but for previous years also. This is as per the Standard accounting practice.

Tally Customization and Up gradation

Mr Nagesh Rao informed the owners that now Tally system has been enabled to **auto generate the statement of accounts (SOA) beginning of every quarter and also whenever MC outstanding exceeds 24K with a reminder once in a week. The receipt will also get auto generated along with SOA and shared with the owners as soon as entry is passed in tally.** If any owner is not getting their receipt post making their MC payment, they can write to or contact our accounts dept. Complaints escalated to accounts team will be resolved in max of 30 minutes of time.

Similar to the way we get SMS for our bank transactions, it is also being explored with our Tally partner for an SMS trigger on the payment receipt details , credit or debit balances and also debit notes as soon as entry is passed in tally . This is to the registered mobile numbers of the owners . This is in addition to sending the mails.

Creation of Sub Accounting Heads in Tally.

The F&A team has also made an extensive effort in creating the sub accounting heads with a narration in tally system so that **all our expenditures now can be booked with break ups , be it for wages /**

salary of staff & supervisors, line wise break up for materials receipts, GST amount, statutory benefits and others. The F&A team also felt that It is appropriate to create breakup of expenditures under various sub accounting heads for better control.

Formation of Block Committee

As It is **mandatory obligation on the part of the Board to form the block committee as per the bye law** , Board has taken an initiative in inviting owners from respective blocks to volunteer themselves to be part of the Block committee.

Mr Nagesh Rao informed the owners that post sending repeated reminders the **Board has received 11 nominations from all the blocks except from F, D and H blocks**. He requested the owners from these block also to represent themselves for the block committee. The members need to go through the roles and responsibilities as mentioned in our Bye laws. A meeting shall be held in a week or two with the nominated members to finalize the structure of block committee and the roles and responsibilities.

Issues Raised by Jt.Secretary Mr Mr.Yusuf Sogi on STP

Mr Yusuf Sogi Jt. Secretary raised an issue that since last 5 days he is facing issues with electricity and STP water. He also informed that this will impact the residents who opted for WFH. Also owners may connect with fresh water instead of STP treated water. **He also informed that almost 70% owners have already got this done and this could be main reason behind excess consumption of WTP water.**

VP Adv – Nitin asked secretary as to whose responsibility is to maintain the STP. He informed that **it is the responsibility of Mr Samidh Chaterjee** and since he is away it was delegated to him. Secretary informed that it was **due to malfunctioning of 5 out of 9 Grundfos pump motors which came to notice when earlier vendor M/s Genex left PWC**. Though he said couple of motors got repaired, the Board is taking very slow decision on these aspects.

VP Adv Nitin informed both the Secretary and Jt. Secretary that earlier Boards also spent amount in getting the motor pumps repaired but did not sought any warranty probably due to approaching local vendors. As the **board is accountable for all the expenses made, he said it do takes time in identifying and selecting the right vendor keeping in mind the longitivity of usage** of these motor pumps. Mr Sogi agreed to this point of view.

Dharna by Plumbers and Electricians

It was brought to the notice of the Board that plumbers and Electricians under the direct roles of value add did not switch on the Power supply in time and went on Dharana citing the reasons that their salaries have been deducted. VP Adv Nitin clearly informed other members of the Board that **any issues with their Salary need to be addressed by their principal employer Value add and not by the association**. Many of them are also doing unauthorized activities inside PWC. **This culture of going on Dharna to get their salary increased has been encouraged in the past and now the Association will not budge according to the whims and fancies of employees of the vendors.**

A meeting was held by value add with their employees . The Secretary , Jt, Secretary, and a member of the Board also joined the meeting when value add employees went on Dharna . Since the issue is between the vendor Value add and their employees, any decision taken in the meeting will not come on records of PWCAOA.

GST on Facility Management Services

Secretary informed that E2S under a new entity has approached us with 5% GST for HK services (by using E-com business model) . If we continue with Value add , they are going to charge 18% GST both for HK as well as technical services. In order ensure that association gets some savings to the tune of 3 lakhs , Secretary proposed and recommended to go with E2S for HK services. He is of the opinion that there are no other ways and means to reduce the cost further. The GST notification shared by E2S and their interpretation is pasted below.

Jan 5th 2022
Dear Sir

Greetings from E2S Facility Services!

We are availing the following clause **“GST Rate at 5% on small housekeeping service providers, notified under section 9 (5) of GST Act, who provide housekeeping service through ECO, without availing ITC”**.

We have created a separate sister concern **“E2S Residential Facility Management Services”** for housekeeping service alone where we are having an app also in order to meet the govt requirement of ECO. Hence we will be giving the monthly billing with GST as 5% and subsequent gst return files will be submitted monthly without deviating any statutory requirements.

we want to be unique and to provide economical solution to Residential society since association are Non- profitable organization.

Regards.

Mr Sogi Jt. Sec raised a query, whether charging 5% GST by the vendor is as per the govt guidelines ? For which secretary informed, yes it is as per the notification shared by E2S.

Mr Nagesh Rao – Head F&A cautioned that we should consult our auditor , GST experts before deciding on this matter. He highlighted that our HK services **doesn't fall under the category of “ Small House keeping services”** and can become an issue at a later date.

VP Adv Nitin felt that this is a Jugad business model which vendor E2S **trying to take advantage of GST Notification**.

We have also requested E2S to share their GST registration certificate for their new entity, agreement copies if they have entered any agreement with either exiting clients / new clients under E-com business model, SAC code along with its narration, Copy of a typical bill and also how they meet statutory obligations like PF, ESI, EPS of our existing HK staff and its continuation.

Board shall look in to at all the pros and cons, seek all the necessary clarifications before engaging E2S on board for HK services.

Response to owner's queries from the Board

- 1) Mrs Hazel Mathias owner of Flat No F1-303 raised a query how fast and effective the new tally system would be , having faced an issue of non receipt of MC payment for almost 3 months in spite of sending many mails to accounts . Also she raised a query why can't 19 Board members represent each block and take accountability instead of transferring the responsibilities to owners in the name of block committee members. VP adv Nitin informed that out of 19 members 2 have resigned, one has joined as associate member. Out of 18 members many of the members are not attending any Board meeting and have become inactive. They have attended only couple of meetings with an intent to topple the current Board (single point agenda). This

has made the board to invite Block representatives to take ownership and contribute as stipulated in the Byelaw. He also stated that **BOM members can't play the dual role of both as members of the Board as well as block committee members.**

- 2) Owner Mr Harish Shenoy acknowledged that the quality of STP treated water has improved since switch over to the new vendor. However he complained that he is not getting STP water since couple of days and raised a ticket in mygate . But yet to receive any resolution. Board has appraised the current situation of the motor pumps where in the faulty ones are gone for repair and hence the disruption. **Board shall also communicate through bulk mail if there are any such interruptions due to sudden breakdown of equipments and if it is going to take more than 48 hrs for restoration.** Mr Vijay Tripathi informed the owner that **if the ticket is closed without any resolution asked him to reopen it.**
- 3) Owner Mr Kannan complained to the Board that Spitting of PAN Parag at the basement has become a nuisance especially when HK staff / plumbers come for cleaning / motor repair at the sumps . This has become matter of serious concern due to spread of covid. He told , in spite of raising the ticket in my gate multiple times and escalation to the property manager , no action has been initiated. He also requested to sanitize such area which are prone to spread of Covid. Couple of owners complained that this is also due to uncivilized tenants. The **Board informed him that necessary and appropriate action shall be taken as this is more related with the behavioural issue of the people. Besides Board will advise all our service vendors to counsel their staff appropriately not spit on the walls or at any other area inside PWC and will impose appropriate penalty if anyone found violating such rules. This is applicable to all .**
- 4) Owner Mr Kannan and one more owner have raised the issue related to water leakage / seepage from the terrace and through damaged pipes leading to dampening of the walls. Secretary Mr Harirajan acknowledged existence of such issues and informed that the Board is considering engaging an exclusive Civil supervisor from Value add whose sole responsibility would be to address all issues related to civil works. He said he has **requested value add to engage a Civil contractor to do the survey of all the flats to identify issues arising out problems from the common area.** As for as pigeon droppings are concerned, secretary informed that they shall be **cleaning it using Caustic Soda which has already been bought and handed over to HK Staff.**
- 5) Owner Mr Ravi Sodhi complained that the customer care numbers are not working most of the time. Board informed him that this issue will be looked into. Also there are many children are allowed to play cricket, foot ball near the car parking area of C4 block and his wind shield glass of his vehicle got damaged. President replied that children should play only at the designated places meant for sports activity. **An intimation shall be sent to security agency to be watchful and monitor such activities.**
- 6) Mr Shankarappa owner C07-501 and Mr Arijth owner B02-203 appreciated the all the efforts taken by the current Board. Also raised the issues related with Spitting at the basement as well as in the floors including installation of CCTVs near the lifts (in order to trace and catch the wrong doers inside PWC campus). VP adv Nitin informed that currently Board is facing severe fund crunch due to many defaulting owners. When funds availability improves, they shall definitely look in to.
- 7) Owner Mr Arijth expressed his feelings that he is completely heart broken to see the current condition of our swimming pool and deteriorating beautiful campus. Also wanted to know

when will be the external painting of various blocks shall be initiated as it is more 10 years especially for those who booked the Flats in the first phase. VP Adv Nitin informed that it is all due to non availability of funds. He also gave **some good news that post meeting with the commisionarate of Panchayat Raj by a team led by our President Mr Abdul Sattar, Architect and BOM Mr Keshav murthy , Mr Nagesh Rao , Mr Nitin , Mr K Vasudev and subsequent visit and discussions had with PDO of Arakere Gram panchayat by team led by President , Mr Nagesh Rao and owner Mr K Vasudev, reminder letter shared with Panchayat to extend basic civic amenities to PWC with a Cc to commissionerate of Panchayat Raj, it looks like necessary instructions have been passed on to arakere Gram panchayat to invest in excess of 50 lakhs for betterment of the civic amenities at PWC. A team led by the President and Vice president will meet the PDO at his office to inform the priority areas where PWC require investments (like providing water supply , paying the bescom bills related to street lights, garbage lifting , etc.,)**

- 8) W.r.t Electricity issue VP Adv Nitin informed that if the builder doesn't restore 66/11 KVA substation in next 2 to 3 months time , **Board will proceed with filing a suit on the builder by making KPTCL also a party to it.** He informed Owner Mr Kannan that our earlier efforts in meeting and discussing with the builder did not yield any fruitful results as most of the times the PHL team is represented by inexperienced customer relationship executives who have standard answers like “ we shall check and get back to us” but they never did. VP adv Nitin also informed that association is not in pocation of any of the drawings related to lay out plans , drawings related to LT / HT system , underground drainage systems etc. President informed that the **builder has approached association for a meeting along with their advocates. Due to ongoing covid issue the same got postponed. He said legal option would be the last resort post exploring all other options.**
- 9) Secretary Mr Harirajan informed Mrs Hazel Mathias that the scope of the current security agency is limited only to recommend the strategic locations where CCTVs can be installed. VP Adv Nitin advised owners , they should make their own arrangement of such facilities due to shortage of funds. If any support is rendered by the Panchayat as promised by them association shall definitely look in to this requirement. **As such any thefts or robbery in the common areas comes under the jurisdiction of local police authorities and it is their responsibility to investigate book the miscreants.**
- 10) NRI owner Mrs Caroline D'souza raised the issue of **registration of the association** with the Board. VP adv Nitin informed her , **this is the responsibility of the builder at the first place.** Now in order that association needs to register, collection of Form B is a tedious task as only 60 or 70 owners are attending even in the owners meeting. Mrs Caroline has requested why can't the Board meet Mrs Bhagyalakshmi at her office to pursue the registration process. VP Adv Nitin clarified **since the association and the members are available at PWC , it is better that she visits the association office at her convenient time , select and form a committee of members to take the lead. Board has already extended an invite long back to her and also informed her that the required resources shall be at her disposal including any expenses. Association shall render all the support the needed but has to own the complete responsibility.** Mrs Caroline also requested why can't Adv Nitin himself take the lead being from legal fraternity for which he replied that he is already been preoccupied with many other tasks which are equal importance . It is difficult since many of the Board members are non functional and not contributing. To her query that she will hold the MC payment till the registration is done , Mr Nitin categorically informed that association shall not take any responsibility of such flats and

can't extend any services at the cost of other owners money. Mr Nagesh Rao also gave an option that **any MC amount which is due and pertaining to the previous years shall not be used for current years revenue expenses instead shall be booked under separate account head.** This amount shall be treated as contribution towards the sinking fund. **Mr Nagesh Rao also informed members that since the Board comprising of many professionals drawn from accounts, finance, audit background , GST and customs background , Practising advocate, Architect , Chartered & SW Engineers etc., the funds will be in safe hands and this is the assurance from the Board.**

- 11) VP adv Nitin also informed that the sole responsibility of getting the association registered under KAOA act is that of the builder. **Owners are free to take it up legally with the builder and file a suit.** Association can't file any suit against the builder as it is not registered and **have no local standi in the eyes of the law.** Keeping the above points in mind and also to avoid unnecessary penalties due to late payments, the **Board here by advises Mrs Caroline clear all her outstanding immediately for the betterment of the PWC at large.** Adv Nitin also informed that technically we can not disconnect basic amenities to the flats.
- 12) Owner Mr Vinay Bhardwaj raised a concern that why there is low participation of owners in the meeting. Board informed him that meeting is open to all the owners to participate and it is up to their interest either to participate and not. However the **uniqueness of the current board is that all the decisions are taken with owners consent and hence is organizing owners meeting frequently at least once in a month and appraising the owners on each and every development. Besides Board is also circulating the MOM for non participant owners to go through if they could not able to make it due to any kind of exigencies.** Board feels that there would be more participation by the owners as the day passes.
- 13) NRI owner Mr Lobo sought the details current occupancy and what is the percentage owners who are currently paying on time. BOM Mr Vijay Tripathi informed , **currently 2500 flats are occupied and around 65% of the owners making the MC payments regularly.** The low occupancy is due to covid situation otherwise occupancy would have been much more.
- 14) NRI Owner Mr Glen Fonseca G12 005 informed that he is paying bescom bill of approximately Rs 400 to 500 plus per month and requested the Board check and confirm whether the amount is correct and reasonable. BOM Mr Vijay Tripathi informed that **it depends on the capacity of the meter (3KW or 5KW) and the amount is reasonable.**
- 15) Owner Mr Vinay's queries were not audible due to technical issues and he informed that he shall contact VP adv Nitin directly over phone.
- 16) Owner Mrs Syama Saggare of F01 601 complained that she is a senior citizen and **someone is misusing her car parking slot.** BOM Vijay Tripathi informed that he will address this issue. With regard to her query on e-khatha, president informed that they are **looking at an option of setting up an help desk to facilitate the same.**
- 17) President Mr Abdul Sattar informed the owner Mr Arijth that **GAIL gas pipe line connection** has come up only till yelahanka and once it reaches Marasandra , they will be more happy to extend their services to PWC due to high customer base.
- 18) Owner Mr Gaurav G07 104 complained that the lights are getting switched off very early in the morning at around 5:30 AM itself. President informed that they **shall introduce electronic timer for auto switch off instead of manual mode.**

- 19) With regard to query from Mrs Sital Ashwin of C02 007 regarding the nuisance created by a dog which is being left unabated, president asked secretary to **share the guidelines as framed by the BBMP in Bangalore for dog owners for housing continuum and the responsibilities of such pet owners to follow.** VP Adv Nitin also informed that the issue has taken up with Local panchayat also.
- 20) Owner Mr Prasanna informed that there is a servant's toilet below his flat which is always opened and there is no flush water inside. If someone urinates, it gives a bad smell. Requested the Board get it closed where there is no flush water and **have only one Toilet operational at each of the block for HK staff instead of two. Board has agreed to his views and act accordingly.**
- 21) With regard to a query on keeping the Pots in the balcony on the rails which pose serious threat if it falls down, the Board has made it clear that **fencing the Balcony completely with Grills and locking the door on the way to terrace are against the safety laws. These are meant for emergency exits in case of any fire and not to be locked or closed.** Board shall discuss internally taking in to cognizance of the prevailing law on these aspects and inform suitable guidelines for owners to follow and adhere.
- 22) Owner Mr Arun Gouda of C1 205 has requested **why our outsourced accounts staff can't initiate a process of connecting with defaulted owners to** understand their issues and making them to pay. VP adv Nitin informed that whatever may be the issues of the owners, board is ready to address them including any access for verification association account / any documents.
- 23) President Mr Abdul Sattar informed that the current **QR code for paying the property Tax** carry the individual name instead that of Panchayat. Though it belongs to Panchayat as per the confirmation from the PDO of Arakere, he shall check again and discuss with the concerned bank and revert. Post clarification by PDO only owners are requested make the payment Property tax.

Allegations against the Board Memebers

VP Adv Nitin informed , that few owners / residents have made allegations against some of the Board Members and the same needs to addressed immediately before they become bigger issues at a later date. With regard allegations on **BOMs Mr Pritam Marik, Mr Gouri Shankar , Mr Nabrun Choudhary and Mr Satish K** show cause notices have already been served on them long back and sought their stand / explanations on their respective allegations.

Allegations against BOM Mr Pritam Marik

Secretary Mr Harirajan welcomed the bold move taken by the current board to remove all the registered brokers who are directly or indirectly responsible for lowering the rentals / devaluation of property value. While the board removed all the external brokers , he also insisted that Board members who are in to this activity also needs to be removed as it amounts to clear case of conflict of interest and against the code of ethics. Mr Pritiam Marik who was expelled by the earlier Board for similar reasons but continued do the brokerage activities. One of the non resident owner alleged that he has cheated and harassed her due to which she went ahead and lodged a Police complaint. It was also alleged that Mr Pritam has removed all the fixtures inside her flat, did not return Rs 8,000/-. Allegations also made on Mr Pritam that he has shared fake bill and also obtained power of attorney

from the owner to vote for himself . Secretary informed that all the mail correspondences from the affected party have been forwarded to the Board and requested the Board to remove him immediately.

VP adv Nitin stated that he has received reply / clarification from the Mr Pritam Marik stating that this was a case prior to coming on Board . Mr Nitin requested secretary to present his reply to the allegations for the owners go through and let the owners decide on his continuation as a board member through an opinion poll.

81% of the participated owners voted for removal of Mr Pritam Marik from the Board.

However BOM Mr Pritam pleaded by saying he has not siphoned any association money and informed him that this has happened when he was not in the board and requested go through his reverts. Mr Nitin asked him whether Board can share all the allegations made by the affected party along with his response to all the owners through bulk mail which Mr Pritam said it can be done but post the due diligence and audit and basis the board interaction with the all the parties.

Mr Nitin informed that this issue will be kept open and will be shared with all the owners in the next meeting along with the board's observations. A fresh poll will be held whether to continue as a BOM or not.

Allegations against Mr Gowrishankar and Removal from the Board

VP Adv Nitin informed the owners that Mr Gowri shankar along with security Guards visited the flat on the basis the complaint that students staying there were playing loud music. **He demanded and collected exorbitant amount of Rs 40,000/- in the name of fine.** The Board received a complaint from the students on this incident and the amount collected by Mr Gourishankar . They also shared the details of transactions of amount transfered to Mr Gourishankar. He was served with a show cause notice to explain these allegations and requested him to return back the amount and settle the issue amicably. The security Guards who went along with him were called by the Board and their statements were taken and recorded. **In-spite of all these , he did not return the money back to the students till date.** Students continue to raise the issue with the Board and probably this can become a police case. Considering these all these facts, owners feedback is sought whether to continue Mr Gourishankar in the Board or not through an online opinion poll.

85 % of the participated owners in the meeting voted for removal of Mr Gowri Shankar from the Board. The Board has passed a resolution to this effect

Allegations against Mr Nabrun Chaudhary and Mr Satish K and their removal from the Board.

VP Adv Nitin informed that both of them are involved in an **illegal construction activity initiated on the land where there is a volley ball court which is actually meant for civic amenities.** The department as well as few owners have filed a case against association for initiating illegal construction. Also it was brought to the notice of the association that there is a police case filed and a case in the court also. As many owners objected to this and informed the board to initiate legal action against them . Accordingly show cause notices were served to both of them for which they did not reply till date. Both these two BOMs are not turning up to any of the board meetings except on two occasions only to stake the claim of the President post and on one more occasion when the new security agency staff got beaten up who came to conduct the interview. Attendance of these two members for the Board meeting is pasted below. Owners feedback is sought whether allow these two BOMs to remain as members of the Board through an online opinion poll.

88% of the participated owners voted for removal of both Mr Nabrun chaudhary and Mr Satish K from the Board. The Board has passed a resolution to this effect.

WEEKLY BOM ATTENDANCE FY 2021_22 (JUN'21_DEC'21)		NAME OF ASSOCIATION: PROVIDENT WELWORTH CITY APARTMENT OWNER'S ASSOCIATION, BANGALORE - 562163.																												P	A	TOTAL MEETINGS		
S.No	Board Member Name	13 JUN	20 JUN	24 JUN	27 JUN	4 JUL	11 JUL	18 JUL	25 JUL	1 AUG	18 AUG	26 SEP	3 SEP	10 OCT	17 OCT	4 NOV	13 NOV	20 NOV	27 DEC	4 DEC	11 JAN	18 JAN	25 JAN	1 FEB	8 FEB	15 FEB	22 FEB	1 MAR	8 MAR				15 MAR	22 MAR
12	Mr.Satish K-BOM	A	A	A	A	P	A	A	A	A	P	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	2	21	23
13	Mr.Nabarun Choudhary-BOM	A	A	A	A	P	A	A	A	A	P	P	A	P	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	4	19	23	

Vp Adv Nitin also informed owners that Board is conducting owners meeting periodically to get owners involved in all the decision making processes and Board has paid enough amount to enable Zoom platform to accommodate almost all the owners. Decisions shall be passed irrespective of number of owners present in the meeting.

To a query by one of the owner to publish all the proofs of allegation through the bulk mail, Mr Nitin informed that they doesn't intend to do so, as it could become defamatory and hence being discussed among only the members of the association. If any owner seeks any documentary proof, they are very much available at the club house for scrutiny including the mails proofs, video recordings of the statements, show cause notices served etc., **If any members has any objection or gets offended by the decisions passed by the Board they can very well challenge it either in the Civil court or Criminal court.**

Initiating action against the residents who are carrying out Commercial activities inside PWC

Though byelaw strictly stipulates no **commercial activities are allowed inside the flats**, many catering services are being run inside PWC leading to the excessive consumption of water, electricity besides nuisance to the neighbours. **The Board has already gathered all such information where these activities are carried out and shall be serving the notices in due course of time. It will also lodge a complaint with the Bescom and authorities of the water board to take appropriate action. Also shall initiate legal proceedings against such residents.**

Other Points

- 1) Board has taken a serious note of the root causes of devaluation of our properties / low rentals as highlighted by certain section of the owners. While Board has already removed the registered brokers, **it is also going to inform all the service vendors that their staff also should disassociate themselves in getting involved in such activities** instead focus on their core activities as mandated by their principal employers. **Appropriate clauses shall be included in their service agreements including removal of such staff members who violate such norms. Board requests all owners not to entertain any of the brokers.**
- 2) Additionally **Board also discourages any of the Board member in getting involved in such activities be it directly / indirectly / in the benami's name as this is against the BOARD's code of Ethics. If any of the owner / resident is taken for a ride / feel cheated / betrayed / harassed by any of the Board member, they can feel free to lodge a complaint with the Board in writing**

/ by sending the mail with all necessary proofs. The grievance redressal committee comprising of VP adv Nitin , Mr Nagesh Rao shall look in to all such allegations and shall take appropriate disciplinary actions as deemed fit including expulsion of the BOM and initiating legal proceedings. Board has absolute Zero Tolerance on such deviations.

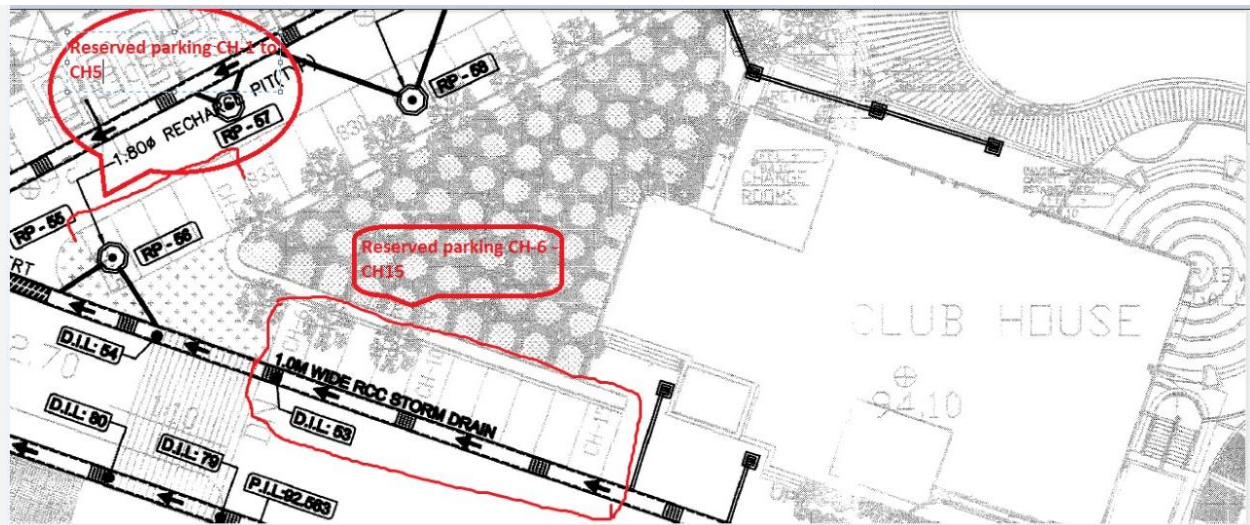
- 3) There are vague allegations being made by certain sitting Board members that F&A team is delaying in certifying the vendor payments which is impacting in speeding up of the services/ activities. **Head F&A Mr Nagesh Rao made it crystal clear that all such materials / service requirements should follow due process of rising a proper indent initiated by technical staff , certified by concerned PFM, obtaining competitive quotes with clear understanding on the payment terms, boards consent, release of work order , verification and certification of the vendor's bill (including imposing any penalty for inferior work / inferior quality of items if found any) , work completion certificate signed by the concerned BOM and putting across with newly designed PAN (Payment advise note).** He said this will ensure smooth release of vendor's payment on time. The specimen format of PAN is pasted below for reference.

Provident Welworth City owners association			
Payment Advise Note			
SL No :		FI Year : 2021-22	
Indent No :		Indent Date :	
Dept Name :		Dept : Electrical / Civil / Plumbing / Admin/ others	
Name of the Portfolio Manager :		Indent Approved date :	
Work Order/ Purchase order No :		Vendor Name :	
Work Order Date :		Vendor GSTIN No :	
Type of Expense (Put a tick Mark on the correct one)		Agreement / Rate contract Available : Yes / No	
a) One Time Expense		Validity of the Agreement / Rate Contract : Upto ___	
b) Recurring Expense		Payment Terms : Immediate, 7 days, 15 days, 30 days	
c) Monthly / quaterly expense (as per AMC)		No of quotes Available :	
d) Advance payment		Comparative statement attached : Yes / No	
e) Petty cash expense		Justification sheet attached in case of single quote : Yes / No	
f) Refund of advance amount		Date of approval by the Board :	
g) Others		Work completion certificate / Goods receipt Note attached (Yes / No)	
		Type of expense : Opex / Capex	
		Stock added to Stock Register / (Transaction No of tally) :	
Bill No :		Cumulative payment made to the vendor during FI Year :	
Bill Date :		Cumulative payment under a/c head :	
Billed Amount :			
Deduction if any (amount) :		Reason for Deduction :	
Net amount Payable :			
Initiated and approved by	Updated and Verified by	Scrutinized by	Payment Authorized by
Portfolio Manager	Accountant	Head - FI and Audit	Tresurer

Other activities which Board has initiated.

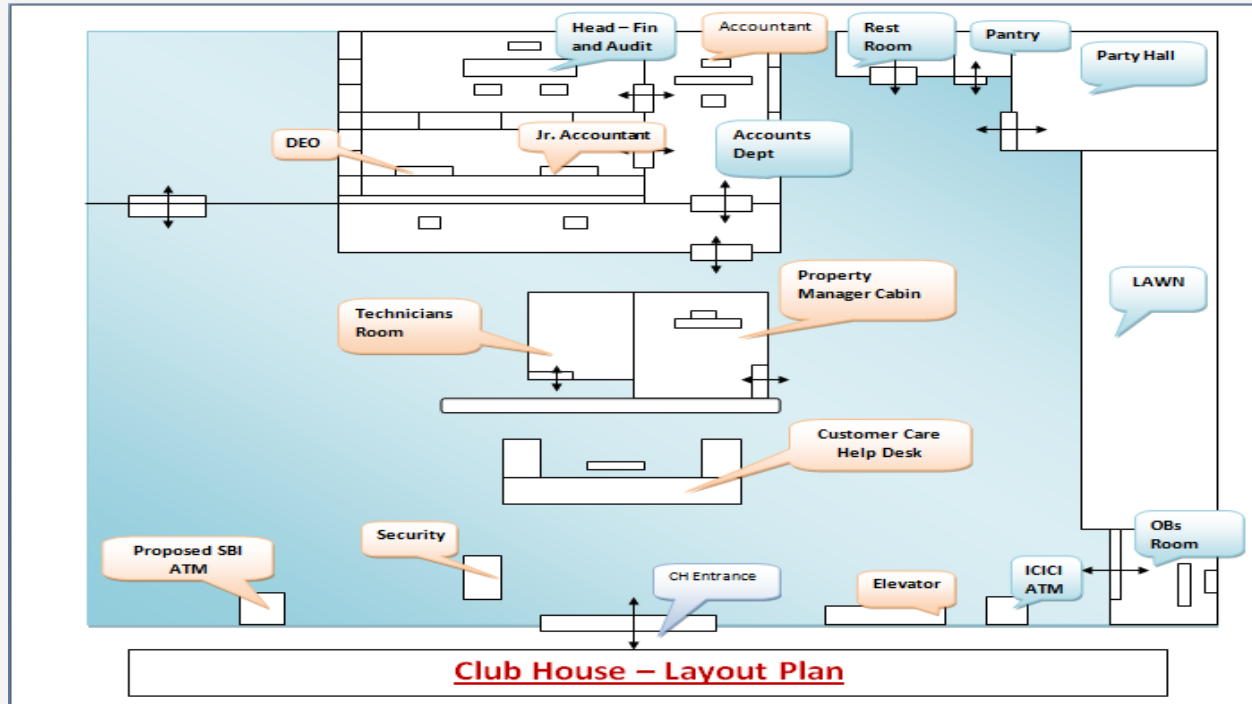
- 1) Fixing the **water flow meters at the STP plant** to understand the consumption of STP treated water vis a vis WTP treated water to check whether Ideal ratio is maintained.
- 2) Covering our **all our DG's (Cummins make) under AMC** only with the authorized vendor.
- 3) Looking for **alternate source of power for Club house operations** by exploring Solar Power / hiring a DG on rental basis / drawing the power from our existing DG / clubbing with power backup solutions such as installing UPS (as the bescom already removed the meters due to the non payment of bills charged at commercial rate that to retrospectively which is under dispute and being challenged legally).
- 4) Fixing **OHT water flow controllers to avoid any over flow** which may lead to seepage of water through the walls.

- 5) **Buying couple of brand new Grundfos motor pumps at STP** to have them as backups in-case of any breakdowns.
- 6) Framing the **Rate contract for all routine items** related to plumbing, electrical, civil maintenance related items, consumables and office stationary with fresh new vendors at Bangalore instead of seeking quotes for each and every purchase and approaching nearby local vendors.
- 7) Any **commercial activity being done in the owners / club house car parking areas** shall be removed with the immediate effect. Besides painting and identification of car parking slots especially those in the open area shall be marked to restore their identity.
- 8) We shall be terminating the vendors M/s Unitel and M/s Universal Foods.




Restructuring the seating arrangements of the various staff at the Club House

The **customer care help desk** shifted to reception area for easy access to owners,. **Property manager** shifted out of accounts section to the **independent Cabin** . Rest of the technicians will be sitting in the adjacent compartment. **Sr. Accountant shall be sitting close to Head – F&A** Compartment and is relieved of day to day entries instead focus on core account reconciliation activities, inventory management in tally, facilitating and addressing to the auditor queries and also on any other specific requirements by F&A Team going forward . **There will be no receptionist post / position henceforth and the name plate at the front desk has been removed.** Instead she will work as Jr. Accountant along with existing responsibilities and also assist accountant on day to day transactions.



EXPENDITURE STATEMENT FOR THE PERIOD OF APRIL TO DECEMBER FOR 3 YEARS

Particulars	2021-22	2020-21	2019-20
AMC - Apna Complex	-	-	56,077.00
AMC - DG	-	-	64,900.00
AMC - Garbage	1,080,000.00	905,000.00	792,833.00
AMC - Lifts & Elevators	1,925,000.00	3,529,167.00	1,925,000.00
AMC - My Gate App	-	-	88,500.00
AMC - Pest Control	388,000.00	436,500.00	200,500.00
AMC - STP	1,321,600.00	1,466,091.00	1,486,800.00
AMC - Swimming Pool	-	59,949.00	364,336.00
AMC - Walky Talky	77,880.00	77,880.00	77,880.00
Bank Charges - Others	2,959.88	3,850.32	11,306.00
Communication Exps - Courier Charges	630.00	658.00	999.00
Communication Exps - Internet Charges	139,068.00	56,431.00	203,757.00
Communication Exps - Postage and Telegram	341.00	776.00	1,191.00
Communication Exps - Telephone and Mobile Expenses	2,194.00	7,498.00	6,307.00
Conference Exps. - GBM & Owners	-	-	13,858.00
Conference Exps - BOM	11,837.00	3,236.00	9,595.00
Conveyance Exps	20,553.00	35,099.00	41,715.00
Durable Utilities	-	-	3,861.00
Drinking Water Expenses	129,989.00	136,719.00	68,010.00
Facility Management Services - Outsourced Labour	17,094,972.00	17,794,744.00	14,400,460.00
Level Expenses - Lawn Mover	12,454.00	10,885.00	8,572.00
GST Closure Charges	-	-	18,740.00
House Keeping Materials	538,780.00	504,885.00	528,111.00
Maintenance Borewells	207,538.00	190,990.00	185,412.00
Maintenance-CCTV	5,174.00	1,475.00	-
Maintenance - Civil	151,665.00	40,950.00	509,101.00
Maintenance - Cleaning	234,910.00	339,313.00	414,484.00
Maintenance - Club House	36,622.00	4,123.00	29,414.00
Maintenance - Common Area	16,537.00	425.00	234,044.00
Maintenance - Electricals Equipments	147,411.00	149,990.00	275,990.00
Maintenance - Fire Equipments	174,947.00	57,430.00	-
Maintenance - Garbage	47,896.00	4,000.00	97,406.00
Maintenance - Garden Area	51,809.00	23,867.00	62,725.00
Maintenance - Genset (DG)	150.00	153,780.00	408,391.00
Maintenance - Lift/Elevators	86,104.00	684,860.00	255,974.00
Maintenance - National Festival	89,840.00	64,050.00	143,419.00
Maintenance - Organic Waste Converter	-	5,540.00	30,515.00
Maintenance - Play Area	1,729.00	-	24,763.00
Maintenance - Painting	-	49,862.00	396,000.00
Maintenance - Pit Cleaning	8,000.00	2,500.00	21,040.00
Maintenance - Plumbing	161,470.00	52,015.00	252,057.00
Maintenance - Security Outsource Labour	10,905,965.00	12,714,298.00	11,196,583.00
Maintenance - STP	889,992.00	309,219.00	362,740.00
Maintenance - Swimming Pool	-	18,000.00	24,706.00

 Maintenance - Valve Connection Charges	-	26,900.00	35,020.00
Maintenance - WTP	104,722.00	20,060.00	6,127.00
Office Expenses	90,289.00	38,276.00	34,380.00
Office Exps - Miscellaneous	1,142.00	15,000.00	94,332.00
Office Exps - Other Exps	30,800.00	48,673.00	66,960.00
Power & Electricity - DG Diesel Expenses	1,944,656.00	948,904.00	1,624,584.00
Power & Electricity - Electricity Common Area	13,168,040.00	13,325,188.00	12,354,734.00
Printing & Stationery (Normal)	45,204.00	53,370.00	112,778.00
Professional Charges - Legal Fees	60,000.00	249,500.00	403,450.00
Property Tax - Panchayath	-	356,224.00	-
Salary to Association Staff - Salary	-	150,806.00	271,452.00
Software	49,029.00	12,744.00	26,760.00
Staff Welfare - Covid-19 Expenses	296,509.00	272,381.00	-
Staff Welfare - Water & Tea Exps	183,962.00	108,040.00	97,055.00
Tally Solution	0.00	-	12,744.00
Tanker Water Expenses	4,897,200.00	3,408,114.00	4,851,375.00
Transportation Charges	26,096.00	28,580.00	66,507.00
Statutory Expenses-Licenses & Fee	5,735.00		343,840.00
Statutory Expenses- Income Tax Paid		320,280.00	454,049.60
Professional Charges - Audit Fees	170,800.00	-	200,600.00
Revenue Expenditure / Maintenance Expenditure (Total)	57,038,200.00	59,279,095.32	56,354,819.60
Capital Expenditure	917,034.00	-	1,594,148.00
Total Amount	57,955,234.00	59,279,095.32	57,948,967.60

Facility Manager



Value add posted a new Facility manager Mr Harish B at our PWC. A diploma holder in Electrical Engineering and he has served Indian armed forces for almost 24 yrs in the area of power and distribution, admin activities, water supply, estimation and executing works related to electrical and Mechanical works, stores management etc.,. Prior to moving to PWC, he was working as property and estate manager at Prestige wellington park a residential Apartment complex in Bangalore.

Vote of Thanks

President Mr Abdul Sattar thanked all the owners and members of the Board who took their time out on Sunday and participated actively in the owners meeting which lasted for almost 3 hrs. He also requested owners to intimate and encourage to other owners also to actively participate to make it successful.