

Upohar Luxury Apartment Owners Association

Annual Report

2023 – 24

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President's Note

Dear Upoharians,

Upohar is a magic cauldron, the same way our country is. While we all look forward to live a smooth and serene life, the challenges are many. With CAM charges pegged at Rs. 3.10/- per sqft from 01.01.2020, we have been running our “household” with minimal expenditure.

Twelve years on, we know the domain experts amongst us and those who have volunteered to walk the extra mile to realise the dreams of Upoharians.

Quite a few jobs remain to be done, but development, as they say, is an ongoing process.

May the spirit of Upohar remain to tide over the unforeseen. May Upohar redeem its pride of place in the city of Kolkata.

Wish you all very well,

Yours sincerely,

Subir Kumar Basak,
President

Treasury Report

Summarizing the financial activities of the Upohar Luxury Apartment Owners Association. This report reflects our commitment to maintaining financial transparency and efficiency.

INCOME OVERVIEW

For FY 2023-24, the total income amounted to Rs. 71,627,351. Key components include:

1. Member Contributions:
 - Common Area Maintenance: Rs. 4,71,76,705
 - Development Expense: Rs. 1,14,87,122
2. Interest: Rs. 36,28,512 from fixed deposits.
3. Sale of Gas: Rs. 42,58,840 from gas sales.
4. Tower Rent: Rs. 15,33,864 from renting tower space.
5. Car Parking Rent: Rs. 1,88,000 from car parking.
6. Facility Rentals: Rs. 54,817 from renting community facilities.

EXPENSE OVERVIEW

Total expenses for the year were Rs. 5,98,45,238. Key components include:

1. Housekeeping: Rs. 74,58,530 for cleaning and maintenance services.
2. Utilities: Rs. 40,58,204 for gas.
3. Security and Staffing: Rs. 93,83,273 for salaries and security services.
4. Water and Sewage Treatment Plant (STP): Rs. 55,90,867 for water and STP expenses.
5. Electrical: Rs. 1,05,66,465 for energy (CESC) and electrical maintenance.
6. Administrative Costs: Rs. 27,51,522 for office supplies, legal fees, and other administrative expenses.

FINANCIAL POSITION

We achieved a positive financial position, ending the fiscal year with a balanced budget and no debts. Our reserve fund increased to Rs. 1,90,21,115, which includes Rs. 1,14,87,122 earmarked for development expenses. This strong reserve ensures we are prepared for future capital improvements and unforeseen expenses.

CONCLUSION

The Upohar Luxury Apartment Owners Association has demonstrated sound financial management throughout FY 2023-24. Our prudent financial strategies have ensured that we are well-positioned to meet the community's needs and future challenges.

Sl. No.	Domain	Vendor Name	PO/ Agreement no	Period	Value
1	Fire	Akash Engineering	ULAOA/KOL/23-24/002	01-04-2023 TO 31-03-2024	RS.60,564/- P.M. + 18% GST
2	Housekeeping	Compass Group (India) Pvt. Ltd.	GOW2023E716	01-04-2023 TO 31-03-2024	Rs.11,72,765/- (Approx.) +18% GST PER MONTH
3	Maintenance	Prime Facility Service	ULAOA/KOL/23-24/005	01-04-2023 TO 31-03-2024	RS.1,103,778/- (Approx.) + 18% GST PER MONTH + Bonus
4	Gas	Calcutta Gas Supply	ULAOA/KOL/23-24/006	01-04-2023 TO 31-03-2024	Depend on Cylinder price fixed by Govt.
5		Pie Line Enterprise	ULAOA/KOL/22-23/045	01-01-2023 TO 31-12-2023	Rs.18,000/- P.M. + 18% GST
6	Security	Group 3 Securities	AP 113393	01-04-2023 TO 31-03-2024	RS.6,30,400/- (Approx.) P.M. + 18% GST
7	CCTV	Aroma Telenet	ULAOA/KOL/23-24/004	01-04-2023 TO 31-03-2024	RS.2,90,000/- + 18% GST PER YEAR
8	Elevator	Schindler		01-04-2023 TO 31-03-2024	RS.34,22,791/- + 18% GST THIS YEAR
9	AC	Meho HCP Air Systems Pvt. Ltd.	ULAOA/KOL/23-24/003	01-04-2023 TO 31-03-2024	RS.1,25,356/- +18% GST PER YEAR
10	DG Sets	Garuda Power Pvt. Ltd.	ULAOA/KOL/22-23/052	01-04-2023 TO 31-03-2024	RS.2,90,448.02/- + 18% GST PER YEAR
11	Gardening	Taraaang Landscape	AP 252211	01-04-2023 TO 31-03-2024	RS.1,69,003/- (Approx.) +18% GST PER MONTH

Fire & Emergency Services

The Fire License of Upohar HIG Complex was up for renewal in 2023. Towards that end and particularly for ensuring Upohar is fire safe, a concentrated campaign was undertaken to address the shortcomings that exist in Fire Detection and Firefighting equipment, several of which were already identified in the Fire Safety Audit.

1. **Panel:** Panels of T2~4 was replaced; the entire Siemens system of T5 was replaced with Honeywell system. The working detectors of T5 are now being used to replace the defective detectors of other towers. Completed in Jan 2023 @ ₹ 8.48 lakhs.
2. **Multi detectors in electrical shafts:** In the event of a fire, the escape routes are the two staircases which should be devoid of flammable materials or sources of fire. Unfortunately, these staircases have electrical ducts having circuit breakers which are potential sources of fire. Hence, multi-detectors were fitted in these electrical shafts to alert us of fire in the escape routes. Completed @ ₹ 12.5 lakhs.



3. **Multi detectors in pump house:** The Fire Pump House in the basement and the Water treatment plant above it did not have any smoke detectors in them despite those sites having machinery, electrical panels and even a diesel engine with fuel tank. Multi-detectors were fitted in them with a Manual Call Point in each of the above two rooms.



4. **Door Closers:** A floor-by-floor inspection in each tower revealed that in August 2022, 85 doors with the door closers either missing or broken. 95 door closers were purchased. However, between Aug 22 and now, more door closers have become inoperable and in the coming year there is a need to buy 100 more to replace the ones not working and keep some as spare.

5. **Safety Signages:** Evacuation signs like Emergency Exit, Emergency Assembly Point and their direction, etc have been put at convenient locations to guide residents. Completed @ ₹ 66,980.
6. **Fire Extinguishers:** Since the time Upohar was built, the Fire extinguishers were never tested for their functionality as mandated by regulations. All of them were hydraulically tested and refilled in Jan ~ Mar 2023. The ones that failed the Hydraulic Test were replaced with new extinguishers. 47% of our Water-CO2 type extinguishers, the ones found in every staircase landing, failed the hydraulic test. At present all our extinguishers are functional. Completed @ ₹4,03,790.



7. **Diesel Engine Powered Fire Pump:** There are four Pumps - three electrical and one diesel operated, dedicated for providing water for firefighting. The Diesel Engine since its purchase 10 years back was never serviced; even its lubricating oil was not changed. This engine was completely overhauled, its turbocharger was replaced with a new one and its exhaust pipe was modified to prevent water from entering the engine crankcase. Completed @ ₹1,13,750.



8. The Fire Pump room was open to the basement with the result that in case of a fire in the basement, the pump room becomes inaccessible. This was pointed out in the Fire Safety Audit and also by the WB Fire & Emergency Service Dept. officer. It is now an enclosed room with brick-and-mortar wall, isolating it from the basement and fitted with two fire doors for access from basement. Cost of 2 Fire Doors - ₹35000.



9. **Pipelines:** The fire main pipe in the basement as well as the underground pipeline is in poor condition. Almost every other week a new leak is detected. Last year three sections of pipe were replaced with new pipe with better specification. One section of leaking underground pipe between T1 & 11 was replaced with heavy duty seamless pipe.
10. **PA system Amplifiers, microphones and Speakers:** Identified faulty equipment was replaced with similar or better ones so that in times of emergencies alarms and announcements can be heard loud and clear. Completed @₹ 1,30,440

Areas of improvement	Future Plan
<ol style="list-style-type: none"> 1. Safety Posters: The safety posters posted on each floor doors and around the complex are not of good quality. The L1 vendor with lowest quotation and the result was substandard posters. Better quality posters maybe installed in the next upgrade. 2. Clearing all lobbies and staircase has been an extremely difficult exercise. A door-to-door clearance drive was conducted with moderately satisfactory result. While most residents were convinced to keep access to the fire doors and the staircases clear, all residents are appealed to comply with regulations and safety norms. 3. Regular Fire Drills: Conduct Fire Drills on a regular basis to make residents aware of the firefighting equipment in our premises and how to use them. The couple of drills conducted last year met with very feeble responses from the residents. Residents are requested to participate in drills conducted in future so that the first response time in case of fire is minimised thus greatly reducing the chance of fire going out of control. 	<ol style="list-style-type: none"> 1. Pressurised Staircase: Pressurised staircase is now mandatory for high rises in Kolkata. To retrofit the facility will be a huge challenge but since it has been laid as a condition in the Fire safety Certificate, it is to be done before the renewal of the certificate in 2026. 2. The T1 & T6~11 Fire Detection and Alarm system (FDAS) is of Siemens make, which is outdated and not serviced by Siemens anymore. These will gradually be replaced, starting with T11. 3. Fire Doors: The fire doors are misaligned, either due to hinges coming out or the frame coming out. These doors need to be repaired/replaced. We are negotiating with a vendor at present. 4. Servicing Fire Pumps and Motors: The three electric motor operated Fire Pumps will be serviced this FY. The Jockey Pump is in poor condition and will be replaced. 5. Pipeline Replacement: Replacing the existing Fire Main pipeline phase wise and plan to replace at least 3 sections of pipe (60' total) in this FY. 6. The Butterfly Valves in the Fire Main Pipeline that can isolate each tower and section of the pipeline, are in poor condition. We plan to replace some of these valves so that in the event of pipeline breakdown a section can be isolated without hindering service to other towers.

Sewage Treatment Plant

BACKGROUND

The waste water generated in Upohar is discharged into a Sewage Treatment Plant (STP) that is operated by Bengal Ambuja Housing Development Limited (BAHDL). This STP is a shared facility, utilised by Upohar Luxury, Upohar LIG and MIG, Upohar Town Centre and Club Verde. Towards that Upohar Luxury pays BAHDL 66% of the Operation and Maintenance costs. Upohar Luxury also has deposited 20 lakhs as security deposit. The Land on which this STP has been constructed is not part of any 4 entities but ironically, the entry and exit to the STP is through the HIG complex which is a security concern to us.

STATUS

The STP is in a state of utter disrepair and requires major overhaul, renovation/replacement and rectification to Civil and Electro-mechanical items, which was pointed out by ULAOA to BAHDL during a joint meeting with ULAOA on 02/06/2023. Moreover, inlet to STP goes very high (higher than its capacity of 800 m3/day) sometimes a year, during monsoon period. The STP caters to commercial eateries in the Town Centre and the Club Verde and is not designed to treat such effluent.

It was conveyed to ULAOA by BAHDL that an Apex Committee will be formed consisting of representatives from HIG, MIG/LIG, UTC & Club. A Draft of the handing over notes and O&M procedure will be prepared by BAHDL & will be shared with all the 4 stake holders for their comment/input, if any. The entire HOTO (Hand Over Take Over) will be coordinated under the leadership of BAHDL. BAHDL in its letter dated 18/09/2023 informed us to pay for our outstanding maintenance dues of 15.02 Lacs and it also mentioned that UPOHAR MIG/LIG has an outstanding of 32.52 Lacs. There was no detail of outstanding amount of UTC and Club. They have informed us that some urgent repair /replacement work will be carried out in STP if they get the outstanding payment from us. We released 6,33,895 on 27/11/2023. We are not aware how much have MIG/LIG paid. But on 05/01/2024, BAHDL wrote to us threatening to close down operation of STP from 01/02/2024 in case we, HIG, do not pay our outstanding dues. They have put the blame solely on us for their inability to run the STP including accusing us of non-forming of quadripartite APEX committee which was supposed to be done by BAHDL as mentioned above. They are showing an attitude, as if for everything, it is HIG who is at fault. While we pay 66% of the Total Operation Charges but we are not the owner. BAHDL has also retained a security deposit of 20 Lacs from HIG towards maintenance of STP (for which they are also earning interest annually). When we asked them to adjust the balance outstanding of HIG from this 20 Lacs, BAHDL has not accepted the same.

Alternatively, we also informed them that we are ready to take over and start maintaining the STP provided it is handed over by BAHDL solely for the Sewage Treatment of HIG habitants and entry of Sewerage and gray water from other 3 stakeholders are cut off/diverted to somewhere else for which HIG will have no concern. But BAHDL by their subsequent letters date 05/01/2024 and 19/01/2024, kept on threatening us of closing down operation of STP from 01/02/2024.

Taking into cognizance the irrational deadline set forth by BAHDL, ULAOA approached West Bengal Pollution Control Board (WBPCB). WBPCB organized a joint hearing between ULAOA and BAHDL on 05/03/2024 at Paribesh Bhavan. The Minutes of the meeting (Chaired by the Chief Engineer, WBPCB) is still awaited.

While the Minutes of the Meeting is still awaited and there has been no directive, whatsoever issued by the WBPCB, BAHDL on 15/05/2024 sent us draft MOA for the formation of the APEX Body. Needless to mention that draft MOA has been prepared without any discussion with ULAOA. They also asked ULAOA to pay the outstanding maintenance charges of Rs 17.44 Lacs.

Housekeeping

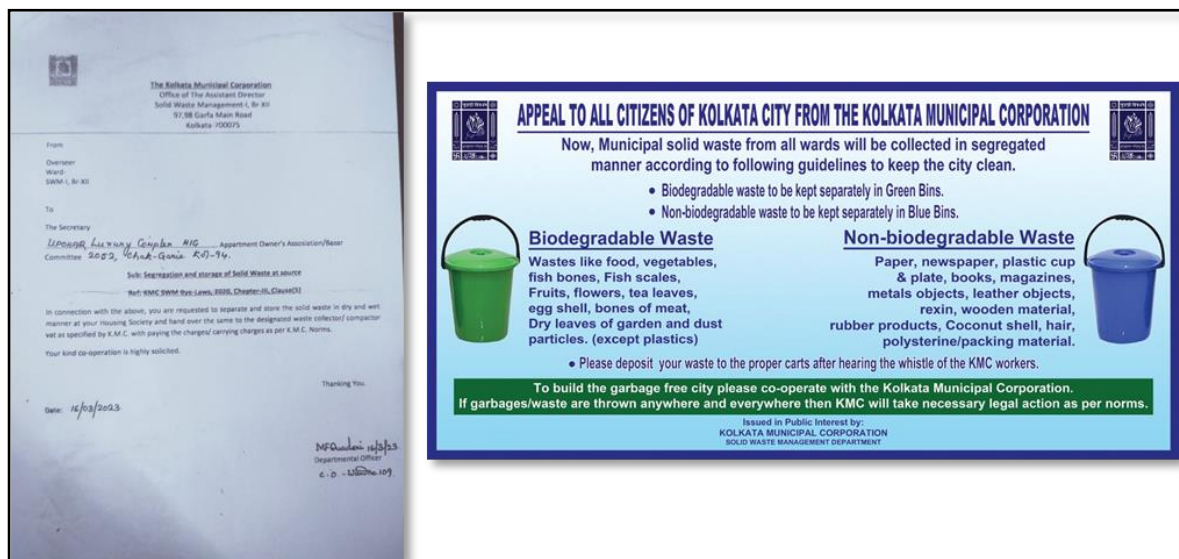
Housekeeping impacts the lives of Upohar residents like no other domain. Continuous monitoring and follow up with and by the maintenance staff is done to assure us of clean surroundings.

Housekeeping services is provided by Compass India Support Services Pvt Ltd through provision of one housekeeping executive, one supervisor and 39 housekeeping personnel of which two are women. For this ULAOA is in an Annual Maintenance Contract with them, which has been renewed once again for the FY 2024-25 for ₹1,65,79,164.

Apart from regular cleaning of the common areas, monthly deep cleaning of lift lobbies and staircases is undertaken under the supervision of the Facility manager, the Housekeeping Executive and Supervisor. Lifts are being cleaned twice every day in tower where workmen are engaged in painting activities.

SOLID WASTE MANAGEMENT

Based on KMC SWM Bye-Laws 2020, Chapter III, Clause V, ULAOA received a directive from the Kolkata Municipal Corporation Borough XII, Ward Office to segregate solid dry and wet waste. In response to the directive source segregation of solid waste was started in Upohar from June 20, 2023. ULAOA provided residents green and blue biodegradable waste bags for biodegradable/ compostable and non-biodegradable domestic waste respectively. Awareness posters were put up in tower lobbies and awareness sessions with domestic helps were conducted. However, it must be noted that success of such environmentally critical programmes is always dependent on awareness and willingness of all stakeholders.



Termite treatment: In September 2020, ULAOA had engaged Orion Pest Control Services for termite treatment within the complex. Since termite infestation has reappeared in several common areas their services were requisitioned once again to treat termite infestation in the following areas: tower 4 - common gents, toilet, 13th floor lift lobby; tower 7 - security reception, 5th floor lift lobby, tower 1 & 11 - ground floor lobby.



Areas of improvement	Future plans
<p>Regular cleaning of common spaces is much dependent on the cooperation of residents. Keeping lobbies clear of personal belongings and staircases free of belongings and accumulated household junk is the responsibility of residents, as much as it is the duty of the housekeeping staff.</p>	<p>As a part of the Development projects, it is planned to renovate the common toilets.</p> <p>Over the last 12 years since handing over of the towers by BAHDL, regular maintenance & repair of common toilets in ground floor have been grossly neglected. There are 22 toilets in ground floor - 2 in each tower with one each for gents and ladies' use. Plaster and paint needs complete redoing in all the 22 toilets. In many of these, Basins, Western Closets, Eastern Closets, Cisterns, Bibcock, Angular cocks, Basins, Urinals, Light fixtures etc needs replacement along with floor & wall tiles.</p> <p>Work has commenced. Completion - By November2024.</p>
<p>Cleanliness of common spaces, especially elevators when workers are employed by residents for renovation and interior decoration work is an added pressure on the Housekeeping and Liftmen. It has been seen that the floor and the walls of the elevators are soiled and sometimes even scratched.</p>	
<p>When residents move in or out of the complex, the relocation agencies engaged rarely care to clear elevators of packaging material debris; sometimes tower lobbies are littered to such an extent that other floor residents find it difficult to get in and out of their apartments.</p>	

Gas

Renewal of license for storage of cooking gas cylinders (LPG) in the gas banks amounting to 980 kg under section 12 of the West Bengal Fire Services Act, 1950 in the premises of Upohar Luxury Complex valid for three years.

Health checkup of gas pipelines by Pie Line Enterprise was undertaken in all apartments. As the pipelines and the associated infrastructure are old, the owners/ occupiers need to be vigilant and if any gas leak is detected, inform the Maintenance immediately for locating the source. Corroded pipeline/ accessories inside the flats need to be replaced by the owners at their own cost. Since April 2023 ULAOA has standardised the cost so that owners are not fleeced by the service providers.

The owners of locked apartments were requested to inform the maintenance office about their availability at their respective residence in Upohar for inspection of gas pipelines at a later date.

A 24x7 gas technician is housed in Upohar Luxury Complex (as per AMC with Pie Line Enterprise) to attend to any emergencies due to leakage of reticulated gas supply. A portable natural gas leak detector device has been procured by ULAOA and given to the technician for instant leakage detection.

The reticulated gas supply in the complex is under annual maintenance contract and regular repair of gas risers when required along with maintenance of the gas banks is being done by them.

WAY AHEAD

- Supply of DPNG (Domestic Piped Natural Gas) is still awaited as supply from Panagarh to Kolkata by BGCL is yet to commence. Once the supply starts, Upohar will be benefitted as registration has already been completed.

A POINT OF CONCERN

A substantial amount is lost each month due to gas leakage from locked flats and this is going undetected. The consumers bear the cost of the gas lost in the process as an average amount is added to the individual gas bill of the consumers.

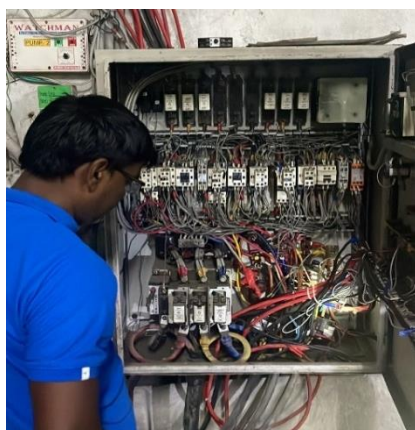
The cost of a potential fire hazard for ill-maintenance of the gas pipelines in individual flats is unfathomable and awareness amongst residents (owners/ occupiers) is the only way out.

Electrical & Elevator

The electrical committee has worked on aspects to improve illumination in the ground floor parking spaces, changed the globe/ spherical street lights with LED spot lights. Defective circuit breakers in damaged panels identified were identified and replaced.

In November 2023, the old electrical panel of the lifting pump broke down plunging Upohar to severe water shortage. Fortunately, the electricians were able to replace it with a new panel within a short time, thus enabling uninterrupted water supply.

AIR CONDITIONERS



Lift Pump Electric Panel



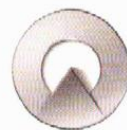
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tower lobby (11 nos, 4 ltr capacity), activity rooms (18nos, 1.5 ltr), maintenance office and BSNL room air conditioners are all under annual maintenance contract with Meho HCP Air Systems Pvt. Ltd. In total there are 34 air conditioners. Meho HCP has informed time and again about the poor condition of the air conditioners, which are prone to frequent break downs and may need to be replaced in near future.

In preparation of the summer season, in February 2024, a thorough servicing as well as functionality check of ACs was done. It showed that barring three ACs all other ACs may need replacement.

Location	Status	Additional comment
Lobby AC status		
Condenser health as well & cooling efficiency poor	Tower 1, Towers 4 to 10; Maintenance office, BSNL room 1	<i>In May 2024, new AC purchased for Tower 3 and 6</i>
Healthy	T2, T11, BSNL room 2	
Activity rooms	2 ACs in each room, all with insufficient cooling	

Apart from these, the elevators are under annual maintenance contract with Schindler and the Diesel Generators are with Garuda Power Pvt Ltd. There were some reports of DG sets not switching on or of Automatic Change Over switches malfunctioning. There complaints are followed up by Garuda as well as in-house electricians. The report for the same was shared with residents.



Schindler

Services Included in the All-in Maintenance Contract (Annex 1)

1. Schindler ALL-IN Maintenance

SCHINDLER undertakes to regularly check, inspect, and preventatively maintain the installation(s) and to perform the repair work described herein.

a. Inspection and Preventative Maintenance

While observing IS14665, 14671, 15785:2007 & relevant applicable state rules SCHINDLER performs on the elevator installation(s) regular inspection and preventive maintenance. This comprises:

- functional checking and adjustment of the drive unit, means of suspension, gearbox, brakes, traction sheave and drum, ropes, deflector sheave, hoistway doors, and guiderails of the elevator installation(s);
- greasing the aforementioned subassemblies to the extent appropriate for the use made of the elevator installation(s);
- checking and adjustment of the travel properties of the elevator installation(s), especially of their stopping accuracy;
- visual and functional check of the switching, control, monitoring, and other safety equipment, and of the display and lighting equipment;
- checking of the elevator installation(s) for functioning and damage;
- checking the oil level of the drive unit;
- to the extent required to preserve their functioning, cleaning the aforementioned subassemblies of the elevator installation(s) of dirt originating within the installation;
- cleaning the machine room, car roof, and dry hoistway pit of dirt originating within the installation. Lubricating of guide rails and wire ropes will be carried out by Housekeeping team.

LIGHTNING ARRESTOR

As we all know in recent times reports of loss of lives and property due to lightning strikes are becoming common. The BoM therefore planned a health check-up of the lightning arrestor system installed in Upohar.

In Upohar the lightning arrestors are installed on Towers 2, 6, 8, and 11. M/s Chitra Electrical Controls Pvt. Ltd. was awarded the job of health check-up of all the lightning arrestors. The vendor undertook the inspection around Oct-Nov 2023. Based on the inspection, the vendor reported that two of the counters were defective. These counters measure the number of lightning strikes received by the respective arrester. The defective counters were subsequently repaired by them. Overall, the vendor reported that the lightning arrestors are working fine. Further, the counters have recorded a number of lightning strikes on Upohar so far. This further indicates that the arresters have worked as desired and have prevented any untoward incident in Upohar.

Security & Surveillance

The security and surveillance team in Upohar is provided by G3S. In normal situations 40 security guards, both male and female guard the complex. At present due to the implementation of development projects, we have requisitioned extra security guards for regulating traffic around the towers where work is being carried out, monitoring labour movement, checking staircase and overseeing clearance.

SECURING THE PERIMETER

The low height boundary wall between the Club Verde and Upohar was being surreptitiously used by outsiders to gain access into the complex without registering their entry. This was stopped by putting up barbed wire on the existing low height boundary wall.

The door connecting Upohar and the Club Verde tennis court has been padlocked as it was being used by some residents to bring in construction workers without seeking necessary permissions from the Security Officer at the Main Gate.

LIFT CAMERAS

In 2022, ULAOA had installed cameras in all 22 lifts in the complex with the intention of having an added layer of surveillance and also prevent damage to lift interior. There is a need¹ to upgrade these cameras and it is planned under the Development Projects to Wi-Fi enable the existing cameras. In Tower 8, a Wi-Fi enabled lift camera was piloted. Further checks will be done before scaling up.

Proposed optimization works under the capital expenditure will be taken up in 24-25 subject to completion of the current ongoing works (Painting and WTP) and enhanced services will be available to the residents.

Tower 8, a Wi-Fi enabled lift camera was piloted. Further checks will be done before scaling up. With reference to previous year's proposed fixed expenses actual cost for the domain of security and surveillance has occurred at actual as stated below: -

AMC of Security cameras	2,90,000.00
Consumables (Security and Surveillance)	33,896.00
Manpower (Security (G3S))	89,32,487.92
Uniform (Security and Surveillance)	88,900.00
TOTAL	93,45,283.92

Proposed optimization works under the capital expenditure will be taken up in 24-25 subject to completion of the current ongoing works (Painting and WTP) and same will be delivered to the residents.



DE projects related vis-a-vis Regular Security Guards

¹Lift cameras installed in 2022 were connected using flat CAT-6 cable supplied by Schindler. On discussion with the CCTV AMC holders, it was found that these cables were incompatible from the very outset. Had the lift cameras been installed while installing the lift, these may have worked, but since these were later additions, technical complications always existed. Hence, they recommend upgrading to Wi-Fi enabled cameras.

Gardening & Aesthetics

Upohar Luxury Complex is endowed with more than fifteen acres of greenery making it a home to a variety of flora along with some varieties of fauna as well. ULAOA has engaged TARAaang Landscape (an ISO 9001:2015 certified company –www.taraaanglandscape.com) during the period 2023-2024 and right from the beginning, ULAOA had engaged 11 gardeners (1 supervisor, 3 expert gardeners and 7 gardeners- cum- helpers) with an assignment for:

- ➔ Strengthening greeneries, including watering plants regularly
- ➔ Recovering erosion of soil
- ➔ Planting lawn grasses
- ➔ Setting up nursery inside Upohar Complex
- ➔ Implementing IPM strategies for management of insect pest and diseases (fungi, bacteria and viruses)
- ➔ Landscaping at the location, including planting season specific flowering plants.
- ➔ Cleaning of the open areas and gardens, pruning hedges
- ➔ Recycling the foliage for Vermi-composting in “Waste to Wealth” established unit and its proper application for enrichment of microbiota in soil in order to improve the soil and plant health
- ➔ Doing any other non-specialized menial-type jobs to assist (by helper cum gardeners), when and if required by ULAOA.

In the wake of engaging new service provider, it was imperative to hold discussion with their Proprietor and Director from time to time to discuss the scope of improvement in service delivery as per agreement and also documenting the action plan as per season, the existing landscape at Upohar. Five such meetings were held by the Gardening committee during the period. As all our efforts were being made to rejuvenate the greenery and foliage, the Gardening Committee also emphasised TAARANG experts to visit Upohar every fortnight to monitor the progress in the Complex as decided.

ACTION UNDERTAKEN

- After completion of boundary walls near T3, T4, and T5, all stone materials mixed with soil have been thoroughly taken out. Vermicompost has been amended with soil followed by watering in order to make soil samples ready for planation.
- More than 45 Bougainvillea (assorted colours) saplings, 25 Allamonda , 200 Ixora (dwarf pink variety), 11 Nilmonilata and 20 flame vine (venusta)-creepers have been planted near T3, T4, T5 boundary walls which are growing profusely.
- In order to strengthen greenery, regular watering is being done including above activity rooms of all towers as above each gas tank. Sprinklers are being used mostly for watering lawn grass.
- Attempts have been made very meticulously for planting lawn grass in sports field and successfully growing. Area is being maintained with proper lawn mowing, watering with sprinklers, time to time Urea as well as cow dung solution treatment.
- Often snakes are sighted along the jogging tracks and outer road along the boundary wall. Professional advice from Manosha Biotech was sought and a workshop for creating awareness among residents and support staff was organised in December 2023. A few of them were given training on how to deal with snakes if spotted. As advised by them, the drainage holes on either side of the jogging track were covered with nets.

- Permission for felling a dead tree between Towers 7 and 8 was obtained from the concerned authorities and as per the direction of DFO Utilization, Forest Utilization Division, Kolkata one of the new plant species *Casia nodosa* has been planted in the area and another near T5. The surrounding area of the dried tree has been developed into a flower bed.
- A nursery for nurturing saplings and seeding plants was built near the main gate. This year, summer flowers such as Cochia, Vinca, Cosmos etc. as well as winter seasonal flowers such as Marigold, Dahlia, Crysanthemum, rose etc. added a splash of colour to the green landscape of Upohar. Beli, Jui, Gandharaj and Mussaenda have been transplanted covering each tower.
- The Activity room roof tops were cleared of potted plants with active co-operation from the residents and planted elsewhere in the premises to stop water seepage into the Activity Rooms.
- The pond in between Towers 2 and 11 has been beautified by planting flowering shrubs along the edges. *Victoria amazonica*, second largest in the water lily family, provided by Botanical Survey of India (BSI), Shibpur, Kolkata as well as Lotus were grown in this pond. Efforts are being made to further develop the aesthetic of the waterbody by planting water lilies and lotus.
- Five vermicomposting units, which include three vermin-beds and three pits are being used to make vermicompost. During this year we have utilized this biofertilizer directly amended in the gardening soil for the improvement of greenery.

TROUBLE SHOOTING

1. We had constructed nursery set up (30X8X8) with agro net cover on bamboo-based frame. Due to environmental hazard twice during this tenure, the nursery set up was damaged. However, restructuring was made to raise nursery sapling within the complex for quick transfer and refilling hedges in various locations.
2. Earlier “Waste to Wealth” unit was set up on top of old waterfall area near sports field. During every storm/cyclone the top roof used to break and fall. This structure has been dismantled and newly set up in the nursery zone with provision of two vermin-beds. One more vermin-bed will be procured and placed in this zone.

The existing pond has Crab, fish and Lily plant roots are their food items. Due to this problem, though we had covered the specific plant areas with net but that was not successful to protect plant roots. Once again attempts will be made to take proper measures.

3. Due to sudden rise in temperature which continued for a week above 40°C plants have been exposed with such abiotic stress. Seasonal flowering plants have suffered and died without proper blooming.
4. Besides, there was a sudden fall in manpower deploying by service provider. Gardening committee has taken all necessary steps to maintain the work flow.

LOOKING AHEAD

- **Rose Garden:** The area designated by BAHDL for a waterfall near the sports field had a perpetual problem of water logging which created the risk of mosquito borne diseases like Malaria, Dengue etc. That area has been developed as a rose garden to develop aesthetic appeal. Proper care is being taken for their successful growth and flowering.

- **Edible Mushroom Project:** Plans are in progress to grow initially Oyster mushroom *Pleurotus* sp. (year-long)) and then Button mushroom (*Agaricusbisporus*) during winter (December –March) as well as Milky mushroom (*Calocybe indica*) during Summer (April – July) at a designated location which could help to earn revenue which again could be used to beautify the landscaping.
- **Vermicompost:** This year we are planning to produce vermicompost which will be available to the owners for their gardening at a much lower price in comparison to the market rate. This could also earn revenue.
- **Labelling of Trees:** The premises of Upohar are rich with various species of trees and shrubs. Nature friendly labels will be put on the trees so that the residents, particularly children, can learn about them.
- **Flower Show:** To involve children in creating and promoting environmental awareness, a flower show, with in-house season flowers, will be organised in the month of December, 2024 that will encourage children to participate and learn about trees, creepers and flowers.



Welfare Committee

“A nourished heart, body and soul” has been the motto of the welfare committee. In the past year, while we, the Upohar family, proudly celebrated the success of our younger generation, we also expanded on our initiatives for our senior members.

FELICITATION OF STUDENTS

On 18 June 2023, we proudly celebrated the success of Class 10 and 12 board examinees, both residents and staff kids at Club Verde. Peerless Hospital was the event partner. Their empanelled psychologists interacted with the students focusing on the mental health challenges faced, their holistic development and wellbeing.

REPLACEMENT OF KIDS PLAY AREA FLOORING

12 years of continuous use had led to severe wear and tear of the kids play area flooring. It was in such a state of disrepair that the underlying concrete was visible and was liable to cause injury to the kids. The flooring was replaced and a new EPDM rubber flooring in October 2023.



BENCHES INSTALLED

The area by the waterbody is now a favoured spot for our senior citizens. Supplementing the two benches that were installed earlier, two more benches were added in the FY 2023-24.

PRONAM REGISTRATION

The '*Kolkata Police*' (and *the WBP*) has an outreach programme called *Pronam* for senior citizens of Kolkata, addressing their concerns pertaining to their safety and security, health, legal matters etc. ULAOA Welfare Committee has collaborated with Panchashayar police station in order to maintain detailed records of senior citizens staying alone so that they can reach out to them without delay and ensure all possible support to them.

DENGUE DRIVE

In September 2023, in collaboration with KMC ULAOA conducted a dengue drive. The premises were checked for presence of mosquito larva, and spraying of insecticide was undertaken as preventive measure.

SNAKEBITE PREVENTION

A team from Ma Monosha Biotech Trust was present in Upohar campus on 5th & 6th November 2023 to create awareness among residents and support staff on how to deal with snakes, both venomous and non – venomous.

TIE UP WITH Goonj NGO

A book and woollen clothes donation drive with residents was organised.

FUTURE PLANS

Apart from regular activities, in FY 2024- 25 we plan to install new playground equipment.

Development Projects Update

We started conceptualising & preparing project report in early 2023, discussed threadbare in SGM dated 09.04.23 wherein a number of projects were discussed which were the need of the hour in order to maintain structural safety, durability and sustainability related to External surface of the Towers, Treated water quality, treated water ring main, Fire safety, Security and surveillance etc. Consent of the Members were accorded for carrying out the activities for the upkeep, repair and maintenance of Upohar Luxury Apartment Complex in the Financial Years 2023-2024 & 2024-2025 by raising fund from the Members. It took some time to kick off these projects due to time taken in technical detailing and recommendation from JU. Finally, in August – September'23, we started floating the tenders for various works and the bid collection, scrutiny & evaluation of technical bids followed by opening of price bids happened. A brief detail of major activities carried out till March'24 is depicted below. Further details of progress achieved will be shared by the Domain head.

PROJECT - STRUCTURAL REPAIRING AND RETROFITTING WORKS FOR HIG COMPLEX

As we know, over the last 12 years since handing over of the property by BA, external cracks have generated in various structural members viz, Ground Floor Columns and beams supporting the first-floor terrace and first floor columns over the terrace. Some of the cracks have enlarged to the extent reinforcements have become exposed & corroded badly. This has not only affected the aesthetics of our housing society but is also a cause of threat to the structural strength of the members. In view of this, your BOM embarked upon this very important project as per the recommendation made by Jadavpur University who carried out visual inspection as well as relevant NDT (Non-Destructive Tests) and furnished the report which we had shared with the residents. We also arranged an Open House session on 17/12/23 in Upohar wherein the concerned Professor of JU clarified queries raised by various members who attended this open house session. In the report of Jadavpur University, it was concluded that over all condition of some of the structural members are **alarming**. At many places concrete has been deteriorated due to damages of surface cover of concrete. Due to severe corrosion of reinforcement at some places steel and concrete has lost their bond strength. It was observed that many a columns & beams on the ground floor & first floor need to be properly repaired with the help of grouting, micro concreting followed by carbon/glass fibre wrapping. Unless these repairs were carried out (in ground floor, first floor and first floor terrace garden area), **it would not have been prudent to carry out painting work**. This was one of the reasons for the delay in kicking off with the Painting work. As such, your BOM embarked upon this very important project. Order was placed on 31.01.24, scope being in line with the recommendations of JU. Significant progress made till March end, details will be presented by the Domain Head.

The scope of work comprises of Repair of external wall of each tower followed by painting, Internal staircase & Lift lobby, Ground floor car parking, Flower garden area, Internal & External of Activity room, Gas Bank & Water proofing of roof over Activity rooms. It also includes painting of common areas like Boundary wall and Basement. In basement, painting will be undertaken after water leakage from various areas will be repaired providing cementitious grout as well as PU grout (this work is in progress). Order was placed on 31.01.24. Physical work started on 25.02.24 with a ground breaking ceremony.

Before Renovation



After Renovation

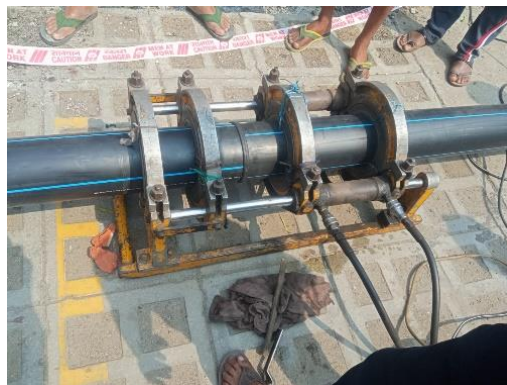


PROJECT – NEW TREATED WATER RING MAIN

The existing buried MS pipeline for carrying Treated Water to all the 11 Towers through Risers has corroded and is experiencing frequent breakdown and leakages which is making the routine maintenance difficult. The condition has deteriorated to such an extent that any moment, there can be a major breakdown leading to a catastrophe. As such, we took up the work of new Treated water Network (Ring main). Order was placed on 02.01.24. Vetting of Ring Main design & drawing was obtained on 02.02.24 from JU. The work is in progress (A separate presentation would be made in AGM depicting the progress made till date). The scope of work comprises of new HDPE Pipeline (Of 160mm OD & PN-16 pressure rating) which resists galvanic corrosion and has excellent self-life ensuring interruption free service for long duration. The Project also includes modification at the pump header to make provision for either of the two lines (the new HDPE Pipe and existing MS Pipe-in case of emergency) to be in operation along with new connections with existing GI Risers for all 11 Towers. HDPE pipes delivered at site in February'24, laying work started initially with Trenchless technology in the lengths where it was possible (around 360M out of 850M), rest by open cut method.



HDD Trenchless Work in Progress



HDPE PN 16 Pipe Jointing in Progress

PROJECT – NEW AUTOMATED WATER TREATMENT PLANT

The source of Raw Water for UPOHAR HIG is ground water which is pumped through Borewell Pumps to the WTP. The raw water samples were tested on multiple occasions & it was found that the ground water contains High level of Hardness varying from 800 to 1000 mg/L. Additionally, the ground water also has Iron above permissible limits. Thus, a Softening WTP is existing in HIG complex to reduce the Hardness. But the existing Softener has deteriorated to the extent that it is unable to handle the high levels of Hardness and its leaking from all sides, the frontal piping has rusted, the Dosing Tank has no Agitator, and entire operation is in manual mode which is resulting in poor water quality.



Status of Existing Water Treatment Plant

So, a new Automated Softening system along with Dosing system with 2X50% configuration was envisaged along with 1 No. Oxidation Chamber to arrest the issue of Hardness and Iron in the Borewell Water. Order was placed on 10.01.24. Vetting of WTP design & drawing was obtained on 09.02.24 from JU. Work started at site on 26.02.24 with ground breaking ceremony. The work is in progress. As a part of the new Water Treatment Plant project, new Salt shed has been built and salt bags is now being stored in the new salt shed. As such, the WTP building wherein the salt was being stored since last 12 years thereby corroding the floor & atmosphere has now been made free. As a part of the project, replacement of old media of MGF (Multi Grade Filter) has been carried out. Accumulated iron in last 12 years in this MGF removed. The MGF has been refilled with 72 bags of fresh multi grade media.

The existing Single Softener including frontal piping had been corroded beyond repair and leakages were observed at multiple location. Present condition was too bad for which the New 2X50% Softeners are to be installed.

Work in Progress

Puja before Commencement of Work



New Salt Storage Shed

New Salt Storage Shed Construction



Salt shifted to New Shed





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