

MINUTES OF SGBM OF THE RWA, GURJINDER VIHAR,
GREATER NOIDA
10 AM ON 24 AUG 23 ADJOURNED TO 27 AUG 23
VENUE : MPH, GVICC

Document control No : SGBM 08/23-24

A handwritten signature in black ink, appearing to be 'Jai Singh', written over a horizontal line.

LIST OF SUPPORTING DOCUMENTS

1. Notice for the SGBM for 24 Aug 23 and 27 Aug 23.
2. Attendance records 27 Aug 23.

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3
MINUTES OF SGBM
OF
RESIDENT WELFARE ASSOCIATION GURJINDER VIHAR
GREATER NOIDA HELD AT 10 AM ON 27 AUG 23
VENUE : MPH, GVCC

1. SGBM started at scheduled time of 10 AM on 27 Aug 23 at MPH, GVCC. A total of 181 members were present. The following Board of Management Members were present during the SGBM on 27 Aug 23:-

1.	Col Montgomery	President
2.	Col Ashish Kumar Mitra	Vice President
3.	Col NK Sharma	Secretary
4.	Capt NK Singh (Ex DIG)	Treasurer
6.	Lt Col Anil Chander	Member Maintenance & House Keeping.
7.	Air Cmde Pushendra Kumar, VSM	Member Lift
8.	Sub Maj MP Singh	Fire Services & Shops
9.	Lt Col Ashok Kumar Singh	Arboriculture

2. **Welcome**. The President welcomed the members of the House and informed about the following agenda:-

- (a) Approval of Minutes of SGBM held on 21 May 2023 and 30 Jul 2023.
- (b) Physical assault on Lt Col Ashok Kumar Singh, Member Arboriculture on 16 Aug 2023 evening by PMC Member.
- (c) Attack on Capt (IN) Raghvendra Rai on 20 Aug 2023 by Sub (Hony Lt) Ved Singh Solanki.
- (d) Lifts.
- (e) Security
- (f) Fascia/Roof Repair.
- (g) Solar Panel/Lights.



(h) Discussion on agenda Points received from Members.

3. SGBM Proceedings started with the Homage paid to the following deceased between 30 Jul 23 to 26 Aug 23 by standing and keep a silence prayer for two minutes.

Ser No	Name	Date of Death	Flat No
(a)	Mrs Indu Ojha wife of Air Cmde Late SP Ojha	31 Jul 2023	3H 402
(b)	Mrs Sushila Devi Rastogi mother of Brig Vineet Rastogi	09 Aug 2023	4P 703
(c)	Mrs Sharbati Devi mother of Brig AS Gahlout	10 Aug 2023	1K 401

Minutes of Meetings

4. The Minutes of Meeting of 21 May 23 was proposed to be passed but there was interruption put in by Col HL Kalra insisting to start the meeting by addressing his agenda point first. Somehow he could be persuaded to allow the passing of Minutes of Meeting of 21 May 23.

5. While giving out the Minutes of Meeting Col PK Sinha stated that this was not an achievement but Air Cmde Pushpendra Kumar insisted that this was an achievement. It was then decided that the slide on achievement will continue however he will deliberate on achievement during the next meeting.

6. Col PK Sinha also said that we have to go into root cause of rowdy conduct of the residents. Assault on member/BoM happened because of repeated taking up case of roof repair etc when it was already decided otherwise during BoM. Col DK Salwan said that previous President had stated that they were in advance stage of negotiations. On this Col DK Salwan said that you can not sign the contract until the House approves it.

7. Col Montgomery, President said that procedure should follow the laid down sequence but when asked by several member of the house to take the assault case first it was agreed and taken. The President started the narration of incident of physical assault on Lt Col Ashok Kumar Singh by Major YVS Shishodia. The meeting on 16 Aug 23 was first held with Lift members/Committee which was followed by another meeting with the Fascia & Roof repairs PMC. Attack on Lt Col Ashok Kumar Singh took place during the discussion on 16 August 23. Roof Repair Tender. It was discussed in BoM meeting held on 11 August 23, it was decided to retender the same. While Lt Col Ashok Kumar Singh objected to the discussion, Maj YVS Shishodia got agitated and pointed finger forward him. It turned out to a heated argument and in a spur of moment Maj YVS Shishodia slapped Lt Col Ashok Kumar Singh. Lt Col Ashok Kumar Singh also jumped to hit him but was held by Col DS Chauhan. Lt Col Ashok Kumar Singh was bleeding through nose. Both were held and kept separate and after this meeting was adjourned.

8. Col DS Chauhan insisted for showing of CCTV camera recording of meeting of 16 Aug 23 evening. There was a one to one heated argument between Col DS Chauhan and Col SK Niranjana.



9. In the meantime Nb Sub SS Chhetri brought out that Lt Col Ashok Kumar Singh was elected on 25 Jun 23 where as he retired on 30 Jun 23. Col SC Kharbanda pacified that there is nothing wrong in election since there was no personal interest involved. Nb Sub SS Chhetri alleged that Lt Col Ashok Kumar Singh tried to attack Brig VK Panday also earlier.

10. After the display of video recording Col Amit Hajela said Audio was not clear ie what was the point of disagreement which lead to the attack should be told. Col DS Chauhan objected to this.

11. Col AK Sharma asked that the aim of the video is to ascertain, who was at fault. Show it once again and again the recording was shown third time. Col MP Singh enquired the purpose of showing the recording.

12. President explained the incident and the purpose of showing the clips.

(a) The incident was during meeting of PMC & BoM of the Fasica & Roof Repair.

(b) Society should know what is happening?

(c) We can be in disagreement on any issue but should not loose temper and raise hand. It is not done in civilised society.

13. Col Mrs Nalini Sharma explained her view and said that she is the only lady in the House and such behaviour in the meeting scares.



EV Charging

14. Air Cmde Pushpendra Kumar- handed over the mike to Mrs Sohita Sreekant. She said that when she wanted for permission for EV Charging, it was not given. She accused RWA of not being helpful.


15. President explained that there is no guidelines by Greater Noida Industrial Development Authority to put EV Charging in the multi storied buildings (flats).

PMC & Roof Repair

16. President explained the reason of altercation between PMC member and BoM member. There were only two members Col DS Chauhan and Maj YVS Sisodia remained in the PMC. No names were sought but nominated. Letter of resignation by Hony Lt SP Singh was shown to the House.

17. Roof repair contract be referred and shown to discuss in SGBM was decided on 11 Aug 23 in BoM in which Hony Lt SP Singh brought out that the quality control norms by the fascia contractor were not followed. The MoM of the same was shown to the House.

18. It was decided that Roof Repair/ Retender to be discussed when Brig VK Panday is available.



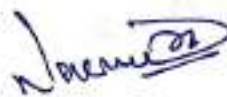
19. Capt (IN) Raghvendra Rai expressed that security guards did not have instructions what to do in case of assault on residents. No camera recording is available. Enough camera should be there. Police complaint should have been by someone else. Sub (Hony Lt) Ved Singh Solanki shall be on bail and the witnesses in Lt Col Jayanti Giri case would be in danger. SOP to be developed.

20. Col DK Joshi suggested that the action in such cases should be by the RWA/Security and not by the family members of the victims. The point was also suggested that security plan of the Township should be holistic. The points were agreed by the House.

21. Wg Cdr HP Vaswan said that Sub (Hony Lt) Ved Singh Solanki got encouraged because Lt Col Jayanti Giri was not allowed to express in SGBM held on 30 Jul 23. It was intimated that she was given a chance to speak.

22. Brig Sanjay Rawal said there was no instance when any body supported the culprit. Lady got all the support. Sub (Hony Lt) Ved Singh Solanki was condemned. Advised to follow the procedure and decorum. No mob mentality should be followed. The President has to conduct the discussion and he should be allowed to do so. We should not have mob mentality.

23. Nb Sub SS Chhetri brought out that the SHO demanded previous complaints against Sub (Hony Lt) Ved Singh Solanki. It was agreed by the House. Col Iqbal Singh-letter to commissioner should be given earliest.



24. Maj Gen Sheonan, Singh VrC, suggested that there was a need for psychiatric treatment. CEO GNIDA should be asked for.

LIFTS

25. **Member Lift.** Mtg with rep of Supriya Elevator on 16 August 23. He did not agree with audit report. He was taken to 2-3 towers alongwith the report. He could not contest a single point given in audit. Only solution is to issue termination notice which has put up to the President.

26. Problem of Lifts was discussed. Member Lifts suggested the way forward. Tender for the lifts should be floated/issued.

27. Col SC Kharbanda enquired about 27 critical lifts which Member lift negated that he is not aware of these critical lifts. Col SC Kharbanda asked , than how do we proceed for maintenance of the lifts.

28. Col PK Sinha asked the Supriya's letter of 15 Aug 23 is put up on MyGate states that time is payment/less payment not in time is putting the lifts maintenance in jeopardy and so is the life of the residents.

29. Member Lifts said that President will reply this question. However, President said that question pertaining to lift should be answered by the Lift Member.



30. Brig Sanjay Rawal brought out that we are discussing lifts in last 2 SGBMs and stated that the technical audit of the lifts was discussed on 26 Jul 23. The presentation by the technical audit team was on 30 July 23. Today we are discussing that Supriya is not maintaining the lifts as per the contract. What are the critical 16 Lifts for which you had asked Rs 80 Lakh for repair. What is the time line for next 3 months when you issue the termination notice to Supriya. Your mtg was very general and not specific. We want you to be specific.

31. Member Lift answered that as per his understanding the lift which goes off very often is critical, say 7-8 times in month. Electronic upgrade is required. Supriya is short off spares. The norm for OM is once in 90 days. Here the lifts going off 7-8 times a month. The repair/replacement of the parts cannot be under taken by third party.

32. Col SC Kharbanda asked than how he (Lift Member) is monitoring the maintenance of these critical lifts. Manpower, spares, use of lifts number and feed back on completion and difficulties should have been known.

33. Col Anil Kumar-3A 208 said that accidents around as are well known to the environment. Remedial measures should be taken. If some one get stuck in lifts whom to contact. Security guard should be responsible.



34. Col DK Salwan stated the following when we brought in Supriya. 54 Lakh was given to bring the lifts at par. Prior to that we gave 1 Cr to JJES.. On 01 April 21 , all lifts were functional. Collecting data is different issue but collating data is very important. Issue is Technical audit shows excel sheet of 84 column , 164 ropes are defective. Issue is the accountability of the Supriya, and accountability of all of us (Supervising the lifts for last two years). We have to blame ourselves. Lifts have about 200 messages every day on whatsapp. Lifts have become a "Hobby House". Nothing tangible has been done.

35. Brig Ashok Kumar brought out that the Supriya is not maintaining the lifts properly and termination notice should be issued to him. Supriya is supposed to hand over all the lifts in same condition as it took over. If not these we should go to consumer court or to Police. Should train our Security Guards in case of man trap to so as to take immediate action.

36. Nb Sub SS Chhetri brought out there should be some floating parts in the contract and lift need not be off for 24 hrs as brought out by Col DK Salwan.

37. President informed the House that notice to Supriya will be issued by 03 August 23 (shown). They have not maintained the lifts properly, they should have sufficient stock spares. Missing items list of Appx A put up (shown). Mr S Jha visited AWHO and



was advised to increase manpower, maintenance to our satisfaction by purchase of worn out parts and Lift engineer from Chennai stayed for about two weeks to streamline the repairs. Reply of 03 Aug 23 received on 15 Aug 23 and put on My gate.

38. Brig Sanjay Rawal brought out, what Supriya letter claims and what member lift briefed the house are contradictory would like lift member to clarify.

39. Member Lift stated, representatives of Supriya, and Tech auditors visited 6 lifts of 3 odd towers. Rep Supriya could not counter any deficiencies/or he said it is not there since beginning (missing parts).

40. Col Rajeev Ghai demanded; if accident takes place who will be responsible whom to sue. Lift Member for filing of the FIR.

41. Brig YK Parashar said that there was a proposal to change 16 controllers of the critical lifts. It was opposed by Lt Col Atul Tyagi and Col MP Singh.

42. Lt Col Atul Tyagi said my humble submission is we are not discussing a person here but the issue and issue is the lift. There are 3-4 lifts members present in SGBM. It is not what has happened today/yesterday. It is legacy last 3/4 years. Accidents are taking place all around in NCR. There is a collective responsibility of BoM for every thing happening in the township. Pointing that Lift member only shall give reply is not correct. In case of accidents all BoM members have been arrested.



43. Col Rajiv Kakkar informed; UP Govt is very strict now against service provider and BoM on lifts accidents.
44. Lift Member said that 16 lifts are getting off 9-10 times a month. Solution is that electric equipment needs to be changed including controllers.
45. Col Rajiv Kakkar are we waiting some mishap to happen ? What about super senior and old people who may suffer with heart attack.
46. Col Amit Hajela stated 16 lifts are critical. All need controllers. Tech auditors takes about mechanical parts., and not of controllers. These points were flagged by Col Rana Gajraj Singh & Brig YK Parashar when they were the members lift. As per CMC Supriya was not to change the controllers. These controllers are more then 15 years old (life span). All controllers in time to come has to be changed. Hence we have to change and that decision is to be taken.
47. Lift Member informed that 36 controllers were changed. 16 to be changed and all will have to be changed in next 7 years and would cost 5 Cr.
48. Brig K Batra reading the contract of Supriya satated that Supriya will replace/repair the parts in the following section as per 2.3 section. The following section is 2.4 (List of items is given in section 2.4). The list includes controllers, which should have been changed/replaced.



49. Lt Col SP Singh commented that ; Supriya is not replacing the controllers because its cost is gone up.

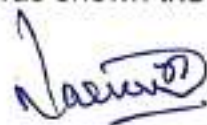
50. Col DK Salwan stated; Lift are off road 4-5 times a day. That means 75-80 % are critical. Whether Supriya does it or not let us take concerns to repair the critical lifts.

51. Nb Sub SS Chhetri stated ; 3 lifts using over size ropes. Pullies are weared may cause serious accident. First we should attend that. We are not from that field our system is wrong we have to set the system right.

52. हमें एक सीनियर अनुभवी लिफ्ट इंजीनियर और कंसल्टेशन लेकर आना चाहिए जो रात- दिन बैठकर कॉन्ट्रैक्ट बनाएगा दो- तीन लाख फीस लेगा | पैसे खर्च नहीं करेंगे तो रोते रहेंगे | हम वो है जो स्टीच टाइम पर नहीं करते | हम बोम में पैसे बचाकर करोड़ो खर्च कर रहे है | सत्यनाश कर रहे है | क्या हमने प्रोफेशनल कॉन्ट्रैक्ट लिया है | बोम नहीं कर सकती है | वे केवल हमारी गाइडिंग फॉर्स हो सकती है | कृपया प्रोफेशनल को कॉन्ट्रैक्ट पर रखे | हम आप को हायरिंग के पैसे देंगे |

53. Col PK Sinha demanded that one of the competent Lift Member has been Col Rana Gaj Raj Singh should, give insite of the problem.

54. Col Rana Gaj Raj Singh states that lift issue is not the issue which cannot be solved. Lifts are critical they were critical when I took over then and now must be few more. Supriya is not performing & lifts is a life line. The way forward is when Supriya took over in 2021, within 3 months, man trap took places. Johnsons men has refused to repair lift for 26 days. 3 years after OEM Johnsons was shown the door.



Thyseenkrup came in after 3 years. Thyseekrup was shown the door. JJES came in after 3 years. They were winding up. Now the Supriya 3 years contract. Change is already in process. Four good OEMs have shown the door. We are where we were the vendor will not perform. We have to take some actions. Supriya was asked if they would change the controllers and give 6 years' guarantee Supriya promised to help us in getting license which we are not required to have. No contract is perfect. We are recommending to lodge complaint. The SHO would ask. Last Para of contract is go to Arbitration. Have you been to Arbitration. 22 Pages AVR's Report. Audit when JJES left and Supriya came, but only five items were mentioned. There is no record that all items were changed. The cost calculated was 1.38 Cr going to Supriya but the cost of 22 pages report items was 1.62 Cr. Hence it was known that Supriya would not perform in loss. Where do we go from here:- Shunt out Supriya. Who will maintain the lifts if they go. Atleast presently we have someone to rescue us if we get stuck. Who would do that if Supriya goes away.

55. I have gone through the Tender Document which is framed says the company should have office in NCR - Top 10 Lift Companies of our country do not have office in Delhi NCR. MSME registered conditions shall not be fulfilled by any MNC Company.

56. Brig K Batra proposed even if 1 Cr spend to purchase controllers to make up 21 Lifts , we must do it and make good through Supriya. We can contest in Arbitration and in Court.



57. Col Nalin Kishore- what BoM has done is absolutely fine. I propose cancellation Notice. We buy controllers 20-30-50 through proper procedure Orkels is Company supplying controllers. Supriya to repair. Give list of defect (by Tech Audit) to Supriya. If they do not respond we purchase items and get them fitted by "Shrestha Bharat". This interim measure. We are not giving contract to Shrestha Bharat.

58. President proposed - Supriya has to go for sure but our lifts have to be good. But we can not wait till Supriya goes. 21 such lifts require immediate change of controllers. we make tender properly. We should not give notice to Supriya of 1 month or 3 months because moment we give notice of 3 months he will not work. We float the tender let Supriya also compete. We should not get L1 but the good one, then give notice of one month/45 days. If House agrees now purchase 10 controllers and get the lifts repaired.

59. Col Rana Gajraj Singh proposed that Not only controller but holistic items issues to make them perfectly alright so as to be confident of these 20 lifts for next 5-10 years. These controllers have to be maintained also. Please come out with holistic proposal.

60. Lt Col SP Singh stated that Audit report does not mention any controllers. It mention controllers parts head immediately repair, Lifts are making noise. If not attend, it shall need 5 Lakh each if attended shall cost Rs 30000/-. 16 Lifts brake



shoes, OSGS, 69 replace, Car bottom safety gears. Ropes-8.6 mm dia or less 3 lifts ropes need replacement. 120 lifts- carry ropes. Other can be taken up in 6-8 months. Deficiencies- are 75 Lakh encoders, ARDs. If some ones says they are from the beginning is 100% wrong.

61. Member Lift recommended that Lifts should have pleasant experience- Like Hospitals in Malls. Controller is not the only items. Comprehensive treatment is the requirement and all lifts need attention. Tender- documents we have identified, bar Coding of Parts. Over use- repaired only 3 times. Every lift analysis every month. Root cause analysis.

62. Col PK Sinha stated that do not agree with Lt Col SP Singh. Controllers is akin to mother board of the computer can not be repaired. But just replacing the controller is not the answer. Controllers items not be repaired. Controllers whole some comprehensive replacement is to be under taken as by Col Rana Gaj Raj Singh. Problem with Supriya- in this environment, when there is no trust, taking work out of them for six month till Mar 2024, see him after wards. Alternative. Placement of parts- not with adhoc. Life saving repairs, delaying- not recommended.



63. Member Lift stated that Audit Report fwd to him (Supriya) with all documents. His letter dt 15 Aug 23 is replied meeting with them on 16 Aug 23. 3 months notice can be changed to 1 month/45 days. Col Vinod Kumar recommended that Show cause notice of performance be given one after another and not the termination notice.

64. Col Inderjeet Kumar there are clauses in new tender. Clauses of Termination should be seen BG-10% of contract value without notice it can be encashed. Next company should not be L1 of the cost.

65. Brig Shailendra Kataria said that min qualification MSME not required. Tender in National Daily English/Hindi. Inform- Top companies by mail. Force Supriya for needful. Committee to be dissolved. Bring in the system.

66. Col Amit Hajela asked - 34 controllers of Arkles, now are they working.

67. Member Lifts confirmed - They are giving the satisfactory service.

68. The meeting adjourned at 2.05PM.



Col NK Sharma
Secretary, RWA AWHO GVGN