

**Text of the Address by the Secretary Sh. Kannan V. Iyer at the AGM of  
The Kendriya Vihar Cooperative Housing Service Society Ltd.  
held on 22<sup>nd</sup> June 2008 at “Sanskriti” Community Centre,  
Kendriya Vihar, Bopal, Ahmedabad – 380058.**

Respected Chairperson of the AGM, invited Guests, members of the EC, my dear members and my dear residents of Kendriya Vihar, kindly accept my hearty salutation to all of you. I would like to express my sincere gratitude to all the residents of Kendriya Vihar for their support and cooperation during the year. I shall be presenting the Annual Progress Report of The Kendriya Vihar Cooperative Housing Service Society Ltd. for the financial year 2007-08. I shall also add to it some of the activities that have taken place till date. I shall be presenting the progress report item wise:

**Society Office**

1. After the selection of EC on 13<sup>th</sup> May 2007 during the GBM, the EC met on 15<sup>th</sup> May 2007 to elect the office-bearers. While majority of the office files of KVAOA and office/common keys were handed over on the very same day, the accounts and the maintenance were actually taken over by May end only.
2. The first and foremost task was to establish the functioning of the society office.
3. All the necessary stationary items including files for every independent flat was procured.
4. In accordance with the discussion in the GBM the society office was kept open from 1<sup>st</sup> to 10<sup>th</sup> of every month during 20:00 to 21:00 in the evening for collection of maintenance charges for the benefits of the residents.
5. Looking at the pattern of MC collection, these timing were later optimized from 6-10<sup>th</sup> of every month with Saturday and Sunday being morning hours 10:00 to 11:00.
6. Duties were assigned to the EC members for MC collection from 6-10 of every month.
7. A letter seeking the copy of the membership forms and possession letters of the members was sent to CGEWHO, the same which were received have been filed in the individual files.
8. In the month of July Sh. Prashanta Das the then Treasurer resigned on account of his official posting abroad and Dr. Arun Bhardwaj took over the charge Treasurer from him.
9. In Feb, 2008 Sh. Mehul Pandya tendered the resignation from the EC quoting personal reasons.
10. **It is to be noted that the balance stationary items of the KVAOA with reference to receipts have been used by the society and they hold the same validity as that of the The Kendriya Vihar Cooperative Housing Service Society Ltd. A resolution to this effect may be required to be passed in the AGM.**

**CGEWHO Related:**

1. Based on the discussion in the earlier GBM a letter to CGEWHO for transfer of the balance corpus funds was sent on 07-06-2007 and the demand draft of Rs.4lac of the Corpus was received on 26-06-2007.
2. In accordance with the discussion in GBM a Letter to CGEWHO addressing cases of excessive seepage in DUs and defects/improvements in common amenities was also sent on 04-06-2007 with supporting photographs. The issues which were addressed in this letters are listed below

*Issues related to individual Dwelling Units (DU):*

3. Excessive seepage: CGEWHO should seriously study these seepage cases and come out with some permanent solutions. These were supported with some of the recent photographs of complaints of seepage to get a feel of the gravity of the situation. *(A separate listing of the seepage cases consisting of internal and external seepages was handed over to CGEWHO for follow-up action)*
4. Missing flexible wires for TV points: CGEWHO should provide the appropriate drawings in this reference and provide the flexible wires in the DUs where these are found missing. *(This was provided in the some of the occupied flats with the consent of the residents)*

5. Re-occurring cracks: CGEWHO should arrange for the study of the lacunae in the hollow brick technology in the context of the prevailing weather conditions in Ahmedabad and find out an everlasting solution to the problem of the re-occurring cracks. These were also supported with some of the recent photographs of the cracks in one of the DUs. *(The cracks have been filled in the some of the occupied flats with the consent of the residents)*
6. Quality of mosaic tiles: CGEWHO should look into the matter and provide the necessary solution. *(Unresolved)*
7. Security Chain Fitting: The security chain had been fitted in all the Dwelling units in the reverse manner. The current fitting enables any stranger to easily open the security latch from outside. *(The security chain have been re-fitted in the almost all the occupied flats with the consent of the residents)*

Issues related to Common Amenities:

8. DG Set Operations: CGEWHO should arrange for the demonstration of the DG set functioning in automatic mode and help in the taking over of the DG set. *(Resolved)*
9. Seepage from over-head tanks: CGEWHO should analyze this problem and take the necessary corrective action. *(Resolved)*
10. Cracks on terrace walls: CGEWHO should rectify this problem at the earliest on account of the forth-coming monsoon. *(Resolved)*
11. Inventory Listing not available: CGEWHO should provide the inventory list of all the items provided in the Community Hall and Common amenities, at the earliest. *(Resolved)*
12. Access problems to underground water valves: CGEWHO should understand the operational problems and provide us with suitable alternatives. *(Resolved)*
13. Faulty/Ambiguous garden valve connection: CGEWHO needs to study the exact functioning of this particular valve and rectify the connections, if faulty and advise us on the same. *(Resolved)*
14. Streetlight Problem: CGEWHO should study the reasons for uneven loading, locate the missing FIVE light points on ground and also update the respective street-light circuits in the drawings and handover a fresh copy of the same to the society. The specification of the consumables of the street-lights and garden lights must also be provided. *(Resolved)*
15. Commercial Meter: CGEWHO should take-up this issue with GEB and do the needful in getting the electricity meter of the Community hall converted from commercial category to domestic category, at the earliest. *(Resolved)*
16. Use of Wooden frames: CGEWHO should investigate into this lapse and arrange for replacing all the wooden frames of doors and windows of community hall with steel frames. *(Resolved by arranging termite treatment of the premises)*
17. Missing Master Key: CGEWHO should ensure the delivery of the master key of the AMF panel of the D.G. Set. *(Resolved)*
18. Drawings of Panels and Controls: CGEWHO should arrange for the delivery of the drawings of the panels for pumps and street-light also demonstrate and provide literature related to the equipped automatic control devices. *(Yet to be Resolved)*
19. Updating of Drawings: CGEWHO should update all the drawings as per its implementation or execution and add on the missing components and provide the updated drawings, at the earliest. *(Yet to be Resolved)*
20. Muddy Area around A-type block: CGEWHO may look into matter as to why the area around A-type block has been left muddy and undertake or guide us on corrective measures. *(Society has now developed lawns in this area)*

Additional Issues before the CGEWHO

21. Initial cleaning of drainage network not done: During the course of cleaning of the drainage network by the Society it was observed that the claim by the CGEWHO site office that initial cleaning has been done was false.
22. Access to the percolation well for cleaning: It was also observed that during the course of cleaning of the Storm water system that the initial cleaning of all the chambers and the percolation well was never done. *(Resolved)*

23. Non-functioning of ball-valves in the over-head tanks: It was observed all the ball-valves in the overhead tanks, except in the A-type block were non-functional while the ball-valve was found missing in the overhead tank of community hall.
24. Broken/Loose Access ladder to the over-head tank: It has been observed that some of the ladders giving access to the overhead tank of the blocks are broken or are having loose fittings. Thus making the access to the over-head tanks more risky for its maintenance. *(Resolved)*
25. Broken fence near the community hall: It has been observed that the fence near the community hall has been broken. The welding has worn out and hence the fencing is hanging. *(Resolved)*
26. Dancing AMF Panel: The AMF panel in the DG room doesn't have any foundation and hence the AMF panel keeps dancing as and when the switches are operated. There is always a fear that the AMF panel may fall down, losing its balance. *(Resolved)*
27. Corroding water pipes: The water pipes in the underground valve chambers have started corroding. *(Resolved by sealing these chambers)*
28. Seepage and provision of fan in Security Cabin: *(Resolved)*
29. Open Live Cable near the Main Gate: During the course of observation it was observed that an live cable from the street-light panel was lying open near the main gate. *(Resolved)*
30. Non-payment of Panchayat Taxes: When the Panchayat office was approached for the Tax Assessment of Kendriya Vihar. It was learned that there were huge dues pending since year 2000. CGEWHO was requested to arrange for the immediate payment of all the pending dues (Rs.47,433/- Land Revenue Tax(LRT) + Rs.30,934/- Local Panchayat Tax) with the Panchayat office till March, 2007 in the interest of the beneficiaries. LRT (Rs.35517/- CGEWHO 2002-2006 + Rs. 11916/- from AOA corpus for 2006-2007) and Panchayat Tax (Rs.28130/- CGEWHO Upto-2006 + Rs.2804/- from AOA corpus for 2006-2007) Totaling an amount of Rs.14720/- from AOA corpus. *(Resolved)*
31. Missing water outlets in A-type Ground Floor: The terraces in the ground floor of the A-type flat didn't have any provision for water outlets. *(Resolved)*
32. Manuals of equipments: It is observed that except for the DG set, manuals for the equipments like Bore pump, submersible pumps, Lifts are not available.
33. Open hollow bricks on the terraces which could be cause of seepage to flats: *(All such openings have now been sealed with cement).*
34. Sub-standard cattle trap: The cattle trap provided on the approach road of KV appears to be of sub-standard material as it had bent thrice during the year and makes lot of noise. A better design with standard GI pipes should provided. *(Unresolved)*
35. Telephone ducts and Telephone wiring: CGEWHO has not done any tagging of the telephone wires provided to the DUs at the junction point. In addition in some DU the concealed telephone wire is either cut or short-circuited in between. *(Resolved in some DU)*

After much persuasion with the Col. R.K. Singh, CEO, CGEWHO agreed to act on the request, expressing the concern that if these problem had been posed earlier could have been resolved at the behest of the contracting agency. Majority of the common and dwelling unit issues have now been attended by CGEWHO.

#### **Lifts**

1. Seek for quotations for the AMC of the C-1/C-2 Lifts and D.G. Set
2. In July AMC of the Lift was given to M/s Nikon Elevators.
3. Change of Lock in C-1 lift
4. Lift open door buzzer system was installed.

#### **DG Set**

1. Purchase of new battery for making the D.G. set operational, Thanks is due to Sh. Krishna Lal (B-28) for his support in the initial operationalisation.
2. Operations of D.G. Set in Automatic mode was later demonstrated by CGEWHO.
3. AMC of the DG set was given to M/s Sai Engineering

## Gardening

1. In July digging and plantation along the approach road of KV was done for ambience.
2. Development of Garden behind A-type was under taken on refusal of CGEWHO for rectify the muddy area with concrete. Suggestion by Sh. Bal Krishna Gupta. Modification in the Garden layout.
3. Plantation behind C-type Blocks was taken up to make KV more greener. Breaking of the concrete layer. Thanks are due to Ms. Swagata and Sh. Devakanth Naidu (C-48) for sponsoring the saplings.
4. Direct appointment of the Mali for money saving and better performance.

## Street-lights

1. Repair of Street-lights / Specs of consumables for the same.
2. Purchase of 20ft. ladder for the maintenance of the Street-lights in KV.
3. Purchase of consumable after knowing their specs.
4. Six streetlight poles were made working and purchase of cable to rectify the cable faults, but multiple cable faults were detected.
5. The multiple cable faults in the Street-light cable were rectified in the month of October by CGEWHO. Load sharing in circuits was also done by making three circuits.
6. Moreover, we also require to establish 1-3 street-lights on the approach road of KV.
7. **However, there are 9 tall street-light poles which are more than 25 ft high are currently not maintainable. As a matter of self-reliance, I propose that the society need to purchase a Aluminum ladder 16-30 ft. extendable which shall be an asset for the coming 20 years.**

## Inventory

1. Inventory listing of all the tube-lights and fans in common areas and plastic chairs in the available in the society office have been done.
2. Moreover, sufficient stock of the tube-light consumable are also available in the office for repair or replacement.

## Sale Deed

1. Designing and Printing of Share Certificates and Letter Heads
2. Share Certificate printing was undertaken in September.
3. Proposed draft for Sale Deed sent for approval to CGEWHO sent on 19-06-2008.
4. Rs.1300/- as the legal charges were fixed after negotiations.
5. The modalities towards the Registration process and smooth execution of the Sale Deed were worked out and finalized with CGEWHO.
6. Provision of Map/Plan drawing as part of the Sale deed.
8. Display of required information on the society website, in the interest of members staying outside.
9. Share Certificate payments have been made by about 52 members, as on date.
10. As per the information available from the advocate 40 registrations are over and so about 34 are left.
11. Currently the new jantri rate are not yet announced by the State Govt., hence the process is on the hold and shall resume with consent from CGEWHO, sooner the revised rates are announced. The legal charges also shall be different.
12. In this reference I would also like to acknowledge the services provided by Sh. Kothari Sir, during in my absence. Moreover, I would like to acknowledge that Sh. Kothari Sir, has been providing his valuable services from time to time in the society office and society matters. He has also been a guiding force during the EC meetings.

## Cleanliness

1. New drums for garbage collection, small and big size procured.
2. Trolley was Purchased for Garbage Collection to ease movement and save drums.

3. There was a major blockade in the main junction drainage line connecting the drainage chambers of C-1 and C-2 blocks during June 2007, blocked by black stones-road.
4. Cleaning of the total drainage network was done before the monsoon
5. Cleaning of the total the Storm water system was also done before the rains (June, 2007)
6. Cleaning of all overhead and underground storage tanks through pressure cleaning was carried out by M/s MD cleaning Systems.
7. The cleaning charges for small gutter were reduced from Rs.50/- to Rs.20/- per gutter.
8. Direct appointment of Sweepers for money saving and better performance.

### **Security**

1. Fresh quotations were invited from different security agencies for fresh appointment for maintenance at KV, 2 Security Guard, 2 Sweepers, 1 Mali and 1 office assistant and M/s Prakash Security Agency happened to be lowest. Office assistant was adding additional finance burden of Rs.3500/-.
2. In October, barbed wire fencing was done on the for security reasons, North side wall and single line fencing all along the wall was done.

### **UGVCL**

1. Letter to UGVCL for tightening of loosely hanging overhead L.T. wires and cutting of trees touching the L.T. wires, before rains and storm which resulted in a better trouble free monsoon at Kendriya Vihar.
2. Letter to UGVCL for clearing of the electrical scrap dumped lying for over an year near the KV entrance.
3. Talks were held with UGVCL along with CGEWHO representative for **transfer of electrical meters to the name of the individuals**. In this respect some modalities have been worked out and shall materialize only on receipt of the signed forms from all the members.

### **Bank Accounts**

1. With reference to discussion in the GBM regarding Transferring of the existing KVAOA savings bank account in BoB to name of the society and providing of electronic fund transfer facility. It was required to seek prior permission from the Dist. Registrar (Cooperative Societies - Rural). A request letter to this effect was sent on 30-06-2-007.
2. The permission letter from the Dist. Registrar was received on 24-10-2007 for opening of account in BoB. It was felt to open a new savings bank account in the name of the society and continue both the bank account for a period of six month, after which the former shall be closed. On 11-Dec-2007 SB A/c was opened in BoB in the name of the Society
3. It was also decided to keep the Corpus Fund untouched and hence put the Corpus Funds in Fixed Deposits in different banks. Hence FD were put in BoB, SBI and CBI.
4. **We require to decide when the KVAOA SB A/c should be closed.**

### **General Maintenance**

1. Time to time cases of repair of water pumps, garden pump, panels, replacement of water valves.
2. Repair of grass cutting machine, purchase of pesticides.
3. Repair of tube-lights in common area and parking area, lifts

### **Recreation Activity**

1. Based on the suggestions of the earlier GBM, Sh. Prashanta Das took the initiative of starting the Magazine club. Thanks is due to Sh. Gopinathan (C-47) for his services for running of the Magazine Club on contributory basis, but had to close down for want of regular contribution and participation..
2. We had the Celebrations on the Independence Day on 15<sup>th</sup> August and Republic Day on 26<sup>th</sup> January with the participation of the residents

3. Navratri celebrations were also held at the behest of the lady member / ladies club on contributory basis.
4. Diwali Bonus was given to all the Maintenance Staff of KV from society funds.

#### **Code of Conduct:**

1. The tenant in B-27 was running a canteen in the flat and this was discussed in the GBM, a letter to this reference was written to the concerned beneficiary and the tenant was made to vacate the flat in July 2007.
2. The usage of the lift in C-1 and C-2 should be done properly. Childrens should be forbidden with playing with the lift. Also servants and workers should also be forbidden from using lifts. Moreover it has also been observed that the Lift is being used for shifting of goods/luggage, which should not be encouraged.
3. Regular Payment of maintenance charges and penalty on non-payment. We would not like to collect penalty if all the members paid the maintenance charges regularly. Some members have evaded paying the maintenance charges for months together and few have not paid any amount towards MC, till date. Some of these members have been making the excuse that since they are not staying in KV, they are not availing any of the services of KV and hence they are not bound to pay the maintenance charges. The EC does not entertain such excuses.

#### **Types of Expenses for the Maintenance of KV**

##### **Fixed Cost:**

1. Security: We have security guard for day-time and 1 security guard for night time for the security of Kendriya Vihar, 24 hours on duty
2. Sweeper: We have sweepers for keeping the KV complex clean. They work 0900 hrs to 1700 hrs, door-to-door garbage collecting, sweeping stair-case, common roads, parking area, terrace, approach road, thus keeping the environment of the KV clean and hygienic.
3. Mali: We have gardeners who maintains the lawns of the KV, water and take care of the trees, plants and sapling in the KV complex and the approach road.
4. Street-light: There are 18 street-light poles and 10 garden light poles in KV complex. They light the KV complex every night and we are optimally using them.
5. Common-lights: There are several tube-lights lighting the stair-case, common area and parking area, which glow all the nights. Again we are optimally using these lights.
6. Land Revenue Tax: We are required to pay annually the Land Revenue Tax to the State Govt. for use of the Land of the KV Complex.
7. Cleaning of Drainage Network: We are required to clean all the drainage chambers annually before the monsoon to keep them in hygienic condition
8. Cleaning of Storm Water System: We are required to clean all the storm water chambers annually before the monsoon to keep the system in good health for rain water harvesting.
9. Cleaning of Storage Tanks: We are required to clean the over-head and underground storage tanks atleast once annually to keep them clean and usable be the residents of KV.
10. AMC of DG Set: We have the Annual Maintenance Contract for the D.G. Set to keep it in working condition.
11. AMC of Lift: We have the Annual Maintenance Contract for the Lifts C-1/C-2 to keep it in working condition.

##### **Variable Cost:**

1. Contingency Maintenance: Contingency maintenance cost comes from unforeseen circumstance like repair of pumps/panels, failure of water valves, choking of small gutters, purchase of diesels for D.G., electrical consumables, gardening requirements, stationary & postal expenses etc.
2. Bore/Pump/Lift Electricity Consumption: Electricity is being consumed in the operation of the Bore and Water Pumps for pumping groundwater to the dwelling units and the operations of the Lifts. But the electricity bill has a very marginal change with season and increase or decrease of residents, as usage of water varies from resident to resident.

All the above expenses are irrespective of the number of members staying in KV and these expenses shall remain unchanged with increase or decrease of the number of residents.

The maintenance of the KV has been taken up on contributory basis and the MC has been fixed in lines with the suggestions and recommendations of CGEWHO. Moreover, the MC rates are very economical as compared to similar MC rates in the housing societies in the neighborhood. The maintenance expenses being contributory, if any member does not pay the maintenance charges regularly they add-on an additional deficit in the funds of the society, affecting the smooth functioning of the society. Hence it is required that every member pays the monthly MC regularly and non-payment of MC deserves a penalty to counter the financial strain on the society. Whatever penalty that is collected goes in the interest of the society in the society funds.

The process of penalty calculation has been implemented right before the 1<sup>st</sup> GBM which was called on 13<sup>th</sup> May 2007, and it was well explained in the GBM letter, also. Moreover, the EC had provided a one time waiver of all penalty on payment of the outstanding dues before 30<sup>th</sup> June 2007 which was entertained till 31<sup>st</sup> Jul 2007. While many members had availed this opportunity and paid their dues, it is really unfortunate that a few of the members still preferred to be defaulters, on the pretext that they are not staying. Under the Acceptance and Undertaking signed at the time of taking possession of the flat all the members had agreed to pay the maintenance charges.

It has been observed that in the process of calculation of penalty, we have now reached a point where the penalty charges on these few flats have exceeded the actual MC due on the flat. This was unlikely if the MC were paid regularly. The EC is firm on the fact that the penalty should not be waived. However, in the interest of such few members, **the EC proposes to relax the penalty regulations such that the maximum penalty charged from the member shall not exceed the actual amount of MC due on the flat. This shall be subject to the approval of the AGM.**

1. Few members who have paid the total due amount and have requested for waiver of the penalty amount paid by them. **Since the amounts were not small we have left the decision to the AGM.** However, waiver of such penalty shall throw open the Pandora box for similar waiver by members who have willingly paid such penalties in past.

2. Few members who have not paid any amount till date. The EC proposes to give them one more opportunity to pay the dues before 31<sup>st</sup> July 2008, **under the proposed relaxation under the penalty clause, subject to the approval of AGM**, failure to which such cases may be referred to CGEWHO in accordance to the Acceptance and Undertaking, for action under the CGEWHO rules.

### **Voluntary Support : Service**

The member in the EC should have mutual faith and support each other in the society's day to day works. If only a few horses keep working and if the others just enjoy horse riding on them, the horses may get totally exhausted and horse ride may become a tragedy.

With this I am ending the reporting and would like to once thank all the resident of Kendriya Vihar. I am for change, when new people come into the EC, new thought and new approaches start flowing giving a totally different outlook and that gives rise to change. Every individual has some or the other weaknesses or lacunas and I am no exception and these weaknesses may have resulted in doing injustice knowingly or unknowingly to some of the members. I express my sincere apologies to all such members. I have tried to deliver to the society to the best of my capabilities but in doing so I have not been able to do proper justice to my family and my office responsibilities. With the hope that the new EC shall bring in a new dawn in Kendriya Vihar I would now request the EC/AGM to relinquish me of my charges as the Secretary of the society. I would also prefer to stay out of the EC and provide my services on need basis.