

Minutes of meeting held at Chennai Ph-II project at 11.00 AM on 19.07.2013

A grievance redressal meeting was held at Chennai Ph-II project site under the chairmanship of CEO, CGEWHO. Director (Tech), Dy. Director (Fin), Asst. Director (Tech)-I Asst. Director (Tech)-II were also present from the CGEWHO HQ along with Project Incharge and Project Engineer of CGEWHO – Chennai. Approx. 50 residents were present in the meeting including the office bearers of the newly constituted Kendriya Vihar-II Apartment Owners Association (KV-IIAOA) with Secretary & Vice President taking the lead during the discussions.

2. At the outset, CEO welcomed the newly elected Apartment Owners Association and beneficiaries to the meeting. It was informed that with reference to the notice dated 05.07.2013 issued by CGEWHO, representations / complaints were received from 126 beneficiaries through e-mail, by post / by hand. CEO also announced that in case any defects are noticed by other beneficiaries in their DUs, they may also submit their complaints to the PIC. The analysis of the complaints were also discussed during the meeting and a chart showing the details of defects as tabulated from the complaints received is placed as Annexure – I. CEO also intimated that since the energization of the last block was completed on 29.12.2012, the Defect Liability Period shall be reckoned from 01.01.2013 and shall be over on 31.12.2013. CEO further informed that during the above period, all original defects shall be attended to the satisfaction of the beneficiaries. In order to stream line the rectification process, it was informed that CGEWHO shall deploy necessary skilled persons to attend to the problems. A job card shall be issued on the basis of the complaints received and after completion of all the defects satisfactorily, the beneficiaries shall sign the job card to confirm the rectification of defects. It was also informed to the residents that CGEWHO HQ shall be directly monitoring the defect rectification activities. The Asst. Director(s) shall also be directly handling / coordinating the activities. Further, Dir (T) shall also visit the site to personally monitor the progress on the defect rectification and will appraise the progress to CEO. The complaints as on date are likely to be rectified by 30.09.2013.

3. During the meeting, AOA also presented photographs displaying the defects in common areas / some DUs. The list of defects in common area was submitted by KV-IIAOA and it was assured that defects informed will be rectified. The officer bearers of KV-IIAOA expressed their all out support to achieve the above target.

4. It was informed that since many of the DUs on which the complaints have been received are in a locked condition, CGEWHO shall take necessary action to inform the beneficiaries to keep it open towards taking the rectification jobs, for this necessary help will be extended by KV-IIAOA. It was intimated that the action plan has already been formalized and CGEWHO shall rectify the defects as intimated. It was also observed that other than seepage complaints which are noticed after occupation of the DUs, other complaints received are largely functional defects and shall be attended to by CGEWHO on top priority.

5. Later on, discussions were held with regard to handing over of the common areas to the Association. Accordingly, it was intimated that action towards rectification of defects shall be taken to complete the activities block wise. CGEWHO shall hand over the common areas of Phase-II project to the Association for which Association shall authorize their representatives to

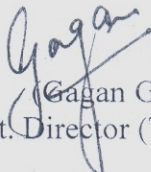
check the common areas and complete taking over. Similarly, the Association shall also identify a representative to take over the common utilities like STP, WTP, DG set, street lights and other common areas / utilities. CEO emphasized the requirement of KV-IIAOA to take over the day to day activities and regular maintenance of the complex for which they should take over the security, housekeeping, gardening, running of DG set, STP, WTP etc. immediately as these all require regular expenditure, both fixed and recurring, which are incurred out of KV-IIAOA funds. Accordingly, KV-IIAOA confirmed that they shall take up this issue at the earliest and shall revert back to CGEWHO. It was also emphasized that the lifts are without warranty and the AMC proposal has already been forwarded to KV-IIAOA on 27.06.2013 and it would be advisable that KV-IIAOA should finalise the same at the earliest for the functionality of lifts and safety to residents. Secretary confirmed that he will take up the issue and ensure that the AMC will be finalized at the earliest.

6. CEO asked the KV-IIAOA to finalize their bye-laws in accordance to CGEWHO rules and open a bank account at the earliest, so that a part of the AOA funds can be transferred to the KV-IIAOA to look after the day to day activities / maintenance and AMC of the lifts. With regard to the functioning of the office of KV-IIAOA till construction and completion of the community centre, CEO suggested that the Association could identify a DU to be taken on rent and send a proposal to CGEWHO, so that the same could be utilized as Association office till the community centre is completed.

7. It was also intimated to the beneficiaries that Govt. of Tamil Nadu had already issued the necessary GOs towards approval of community centre along with proposal towards development of Chennai Ph-III project in the balance land and follow up was done. It is also for information that the proposal has been submitted after delinking it from Chennai Ph-III. The demand is expected to be issued by CMDA within a month. Once the same is issued, the development charges will be deposited towards obtaining formal planning permission to take up construction of community centre.

8. During the meeting, beneficiaries intimated about their dissatisfaction to performance of the PIC as well as PE. It was intimated that a decision shall be taken keeping in mind that the continuity of defect rectification is not adversely affected.

9. The sentiments / concerns of the beneficiaries have been noted and it was also intimated that all issues shall be directly monitored by CGEWHO HQ. It was also decided that another meeting with the office bearers of the KV-IIAOA along with AD(T)s on 20.07.2013 to further fine tune the activities to be taken up in proper way.


(Gagan Gupta)
Asst. Director (Tech)