



Amrapali Village Residents Welfare Association

Amrapali Village, Gyan Khand-II, Kaala Patthar, Indirapuram
Ghaziabad-201014 (U.P.) # Registration Number: I-52637 / 2009

Email: avrwagzb@gmail.com # www.avrwa.com # www.facebook.com/avrwa

Ref: AVRWA/16-17/L26

30-08-2016

To,

The Chairman and Managing Director
M/s Ultra Home Construction Pvt. Ltd.
Amrapali Group
Sector 62, Noida (UP).

Subject: Non-functioning of CCTV Surveillance System in Amrapali Village Residential Society,
Indirapuram.

Sir,

As you would be aware that there criminal activities and incidents in high rise societies in Delhi and NCR are increasing gradually and primarily CCTV surveillance system of the society are verified to ascertain the reason of incidents by local administration and police. In this regard, I want to draw your kind attention towards our letter dated 5th January 2016 wherein we had inter-alia requested for the rectification in the CCTV surveillance system in Amrapali Village Residential society.

During the inspection made by our RWA and maintenance staffs, it was earlier revealed that most of the cameras were not functioning and even recordings were not being held properly. The technician and maintenance in-charge were asked by the residents to make the whole CCTV surveillance system fully functional many times. The matter was brought into your kind notice during the meeting held between our Executive Body members and Amrapali Management on 29.5.2016, wherein it was decided that the issues of CCTV surveillance system will be resolved immediately. Further, after two incidents related to damage of car of some residents in society, we had requested through email dated 16.6.2016 and 28.7.2016 (copy enclosed) to immediately resolve the non-functioning of CCTV system but no proper action has been taken. Besides, many residents complain in the maintenance office in the matter but no reply is given.

Meanwhile, it was informed to us by the CCTV maintaining agency M/s Securitronics surveillance systems that they have rectified most of the cameras of system and the rest will be completed only after the pending dues from Amrapali Management. We were also intimated that still the AMC charges from 15.1.2016 to 14.1.2017 which was due for payment on half yearly basis, has not been disbursed to the agency. The matter of payment was earlier discussed with your management and it was also requested vide email dated 19.8.2016 to make payment to the firm immediately to ensure the repairing of rest works related to CCTV system. **It was found that still about 20 cameras including the camera at Society's main gate are required to be repaired.** When we asked the firm owner to fix all the problems, he requests for payment of the dues at first and only then he will complete the work.

As per high rise society norms issued by Federation of Apartment Owners' Association, "all the societies should ensure high-resolution cameras at the entry gates with proper lighting facilities so that CCTV footage of all visitors is captured. The high-resolution cameras could be zoomed in to identify visitors even if they are seated inside cars. Without effective CCTV system, the security of the residents is being compromised."

Handwritten signature



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Sir, we residents have been giving maintenance charges every month for these basic amenities then why your management is so hesitating in visiting such critical issues which are related to safety and security of the residents of society. Residents of society feel that Amrapali management is deliberately delaying the things and trying to disturb the harmony of the society by creating confusions. **All the major issues are being ignored by the management. Even our phone and SMSs are being not picked up properly. Your maintenance staffs in society are hopeless and they are not able to do petty works.**

In such situation, if any incident occurs in the society, then your management will be sole responsible. This is much serious concern and as such, our RWA feels that the matter should be taken up in your knowledge on urgent basis and whole CCTV surveillance system should immediately be made functional so that proper monitoring could be ascertained.

Hope the concerns of residents must be heard as this can be a major threat to the life of residents.

On behalf of Amrapali Village Residents Welfare Association


(Rakesh Kumar)
Secretary



Copy to:

1. Shri Rohinish Chaitli, CEO (Facilities Management), Amrapali Group, Noida.
2. Shri Sanjay Singh, Advisor, Amrapali Group.



Amrapali Village RWA <avr wagzb@gmail.com>

Fwd: CCTV Bills

Amrapali Village RWA <avr wagzb@gmail.com>

Fri, Aug 19, 2016 at 6:15 PM

To: Rohinish Chathli <r.c@amrapali.in>

Cc: Anil Kumar Sharma <a.k.sharma@amrapali.in>, avrwaeb@googlegroups.com

Dear sir,

This is to inform that we have received the copy of bills from M/s Securitrionics surveillance systems lying for payment of about Rs. 1,20,000/- (Rs. 70,000/- for Non-comprehensive AMC from 15.1.2016 to 14.1.2017 and about Rs.50,000/- for the repairing work) towards maintenance and repairing CCTV surveillance system in the society. The firm has requested for the payment of the same from M/s Amrapali Maintenance and Support. Copy of bills is hereby forwarded for your perusal.

In this connection, I would like to recall that the non-functioning of CCTV surveillance system have been discussed with the maintenance team as well as Amrapali Management many times. It was earlier informed to us that the CCTV related work will be completed very soon. In the meantime, it was observed that some repair works were done by the maintaining agency M/s Securitrionics surveillance systems in previous month. The agency raised the bills for payment accordingly.

The matter of payment was earlier discussed with you and it was informed to us that the payment to the firm will be done only after necessary verification of all the cameras and system functioning in good condition by AVRWA. Accordingly, we called the firm's representatives in last week and asked them to show the functioning of all cameras and recorder. It was observed that however most of the cameras in working condition but system is not fully functional so far. About 20 cameras are required to be repaired and out of these, some cameras are without recording. Moreover TV system in maintenance office displaying the movement of cameras is almost non functional. Even Camera at Main Gate is not functioning. When we asked the firm owner to fix all the problems related to CCTV system, he requested for payment of the dues lying with your company. When we asked them to fix the things and we will verify your bills for payment, they requested for part payment so that they will be able to rectify the rest problems.

In view of above, AVRWA feels that at least amount of AMC can be paid to the firm immediately so that smooth functioning of repairing of rest works related to CCTV system in our society could be ensured. Further, balance amount may be released after completion of whole work.

Therefore, it is requested to release the pending dues of Rs. 70,000/- on account of non-comprehensive AMC from 15.1.2016 to 14.1.2017 immediately in the interest of security and safety of the residents of society.

Thanks and regards,

Rakesh Kumar
Secretary, AVRWA

----- Forwarded message -----

From: Pankaj Negi <3s.securitrionics@gmail.com>

Date: Sat, Aug 6, 2016 at 9:17 AM

Subject: CCTV Bills

To: avr wagzb@gmail.com



Amrapali Village RWA <avrwarz@gmail.com>

[amrapalivillage] Fwd: Car tyres damaged notoriously in criminal activity inside Amrepali village .premises [1 Attachment]

Amrapali Village RWA avrwaz@gmail.com [amrapalivillage]
<amrapalivillage@yahoogroups.com>

Thu, Jul 28, 2016 at
1:18 PM

Reply-To: amrapalivillage@yahoogroups.com

To: r.c@amrapali.in

Cc: Anil Kumar Sharma <a.k.sharma@amrapali.in>, Avrwaact <avrwaact@googlegroups.com>, amrapalivillage@yahoogroups.com, vvinodbhatt@gmail.com

[Attachment(s) from Amrapali Village RWA included below]

Dear sir,

Refer trailing mail received from a resident of the society.

In this regard, this is to inform that all the matters related to Maintenance and Security of Amrapali Village Residential Society are still looking after by Amrapali Management. As such, it is your responsibility to check the things related to such incident. However, after the matter has come to our association's knowledge, maintenance supervisor was asked to verify the incident through CCTV. The technician came and reported that footage of the incident is not available due to hardware issue.

2. We have earlier informed many times that the CCTV surveillance system of society is not functioning well. But it is beyond imagination that why the management is not taking up this security issue seriously? In this regard, after another car related incident of one resident, we have sent an email dated 12.6.2016 (Copy enclosed) requesting to resolve the problem of CCTV system at the earliest but no action were conveyed in this regard.

3. Sir, Residents are giving maintenance charges every month and you do not tolerate even 1 day late in depositing the amount. Then why you are so casual about such major problems related to safety and security of the residents. Please make sure that our whole CCTV system would be functional immediately otherwise the matter may be taken up with appropriate forum. Further, you are requested to make an inquiry to recognize the culprit who have done this evil act and take necessary action against him. We are waiting for your response.

Thanks and regards,

Secretary,
Amrapali Village Residents Welfare Association
Indirapuram.

----- Forwarded message -----

From: **Vinod Bhatt** <vvinodbhatt@gmail.com>

Date: Wed, Jul 27, 2016 at 3:01 PM

Subject: Car tyres damaged notoriously in criminal activity inside Amrepali village .premises

To: avrwaz@gmail.com

Dear Rakesh jee,

Someone from Security/Maintenance/RWA of Amrepali village society has damaged my car tyres and it was a purposely movement on 25th July.,2016.Notorious and criminal elements are moving freely and causing

damages to residents and their properties. It is not appreciable and those notorious criminals can cause serious security problems to civilised residents.

Kindly look into matter and provide me CCTV footage inside D block parking and Of around second security check and investigate the matter thoroughly, also update me regarding this .

Vinod bhatt

DM 301 ,Amrepali village
Indirapuram

Sent from my iPad

[Attachment\(s\) from Amrapali Village RWA](#) | [View attachments on the web](#)

1 of 1 File(s)



Car damage complaint dated 12.6.2016.pdf

Posted by: Amrapali Village RWA <avrwagzb@gmail.com>

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Amrapali Village RWA <avrwegzb@gmail.com>

[amrapalivillage] Fwd: Car Damage at Amrapali Village Parking Area [2 Attachments]

Amrapali Village RWA avrwagzb@gmail.com [amrapalivillage]
<amrapalivillage@yahoogroups.com>

Sun, Jun 12, 2016 at
3:22 PM

Reply-To: amrapalivillage@yahoogroups.com

To: Ajay Kumar <a.kumar@amrapali.in>

Cc: Anil Kumar Sharma <a.k.sharma@amrapali.in>, amrapalivillage@yahoogroups.com, Suvash Sir
<s.c.kumar@amrapali.in>, Nanda Vallab Pathak <nvpathak@yahoo.com>

[\[Attachment\(s\) from Amrapali Village RWA included below\]](#)

Dear sir,

Please forward herwith a complaint made by one flat owner of B block of society. The resident complained that during his absence from Amrapali Village society for three days, his car in basement parking of B block was got badly damaged. When he enquired from maintenance in the matter, they were clueless.

On his complaint, Maintenance has informed that cctv footage was not available and so it is a serious security concern. Please enclosed a copy of the response of your Maintenance agency on his complaint in this regard.

It was earlier informed many times that cctv system of the society is not functioning at many places. The technician visited and informed that about 25 cameras were non functional and recording was not going on. You may be aware that one more vehicle of B block basement got damaged but no clue was found in that case also.

In view of above situation, it is again requested to take immediate action to make all cctv functional. Further, Maintenance officials may be instructed to closely monitor these incidents and tighten the security of society so that these type of incidents could not be occured in future .

Best Regards,

Rakesh Kumar
Secretary, AVRWA

----- Forwarded message -----

From: "N V Pathak" <nvpathak@yahoo.com>

Date: 9 Jun 2016 22:07

Subject: Car Damage at Amrapali Village Parking Area

To: "avrwegzb@gmail.com" <avrwegzb@gmail.com>

Cc:

Team

Please find attached complaint letter prepared for AV Maintainance Team for my Car Damage issue.

Regards
Nanda V Pathak
9871290553