

**2nd September 2025**

Dear Residents,

**Escalate or Not to Escalate - A Measured Pause for Quest for Safe Mezzaria**

Please refer to the comprehensive survey prepared by **MFBWA**, detailing tower-wise status of fire-alert systems and readiness to fight fire. The **summary of deficiencies is attached separately**.

Concerns about fire preparedness were first raised in a meeting with **Mr. Ashish Narula** and **Mr. Pradeep Upadhyaya of Facility Team** on **4th August**, where a detailed list of questions was discussed and shared. The facility acknowledged that a significant amount of work was needed to provide answers and requested time to respond.

Following this, safety-aware residents voluntarily conducted floor-by-floor inspections across towers to identify and document deficiencies. These findings were shared with the facility in the lead-up to the interim meeting scheduled for **25th August**.

On **20th August**, a notice was posted on **MyGate** stating that the facility would not meet residents. In response, a letter was sent to **Mr. Amit Jain** on **23rd August**, urging him to rescind the notice and ensure the meeting proceeded as planned. Despite this, on **25th August**, Mr. Narula was present in his office but **refused to meet**. A **final notice was issued the same day**, requesting a **progress update by 30th August**. **No response was received**.

**The inspection revealed alarming gaps in fire safety infrastructure across all 290 floors inspected:**

- While gathering resident inputs, it was found that only **19% of fire detectors inside flats** were operational—posing a serious risk of delayed response in case of fire.
- **Fire panels are reportedly silenced**, and both **alarm systems and public address (PA) systems appear to be out of service**. Residents also noted that these systems have **never been tested**.
- **All fire detectors in lift lobbies were found in-operational**, and **all emergency call buttons were non-functional**—eliminating key early-warning and communication mechanisms.
- Over **50% of designated escape routes** were found **partially obstructed**, and **72% were wholly or partially dark**, severely compromising safe evacuation during an emergency.
- The facility **lacks the presence of trained personnel** for firefighting, and **no protective gear is available** for such personnel if and when required—leaving response efforts dangerously underprepared.

- **Extinguishers and fire hoses are present on all floors, but only a few hose boxes were unlocked.** In fact, **87% of fire hose enclosures were found locked**, with **no provision to break the glass**, severely limiting access during emergencies.

## **RECENT FIRE INCIDENTS AND FACILITY RESPONSE**

On the night of **30th/31st August**, a fire occurred in **Eterna**. The facility gave **no decisive response**. Their justification—that a technician was arranged but not sent because the fire was “already controlled”—is deeply troubling. The fire system gave **no alert**, and **a technician is not a firefighter**.

This was **not an isolated event**. Fires also occurred in **Mantova** and **Osimo**, pointing to a **systemic failure** in preparedness and response.

## **ESCALATION AND RESIDENT STANDPOINT**

Despite clear justification to escalate to the **Chief Fire Officer** and relevant authorities, **internal resistance persists**. Concerns have been raised that such action may **jeopardize OC/CC status for Towers T2 and T3**. While some members advocate restraint, others believe it is **irresponsible to remain silent**, especially when **lives across six towers are at stake**.

With **collective consensus**, *Quest for Safe Mezzaria* has agreed to **temporarily hold off on external escalation**, allowing space for **internal voices** and **support for action** to strengthen. However, if **critical gaps in fire safety infrastructure** remain **unaddressed**, we are **prepared to escalate** the matter to **relevant authorities**—including the **Chief Fire Officer**, **Noida Authority**, and other **appropriate forums**—to ensure **timely, accountable corrective action**. This approach balances **cooperation** with **vigilance**, keeping **resident safety** at the forefront.

This is to keep all residents informed and aligned on the gravity of the situation.

**Sincerely,**

**Quest for Safe Mezzaria**

**Mezzaria Flat Buyers Welfare Association**

Established in 2017 and registered in 2018, we've grown to 250+ members.

We seek to represent every flat owner