

Subject: Urgent Fire Safety Concerns & Response Required

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Dear Mr Upadhyay,

Dear Facility Team and Mahagun Management, Please find attached a detailed summary of fire safety concerns raised by residents, along with specific questions and actionable requirements pertaining to the community's preparedness. This compilation reflects both verified observations and residents' expectations regarding essential safety measures. We request prompt and transparent responses to each point, along with a comprehensive plan to ensure full compliance and readiness. Your cooperation is vital to restoring confidence and safeguarding lives.

A	Information gathered from the residents and verified
1	There is no Fire Officer in the Condo for about a year.
2	Fire Extinguishers, which were to be checked on a monthly basis, have not being checked for the last three months.
3	Smoke detectors are not blinking in many flats.
4	Basement ducting and ventilation work is pending and non-operational for the last many years.
B1	Questions for the Facility Management - General
a	When will a certified Fire Officer be appointed ? Share his credentials with the Residents.
b	Has the Facility received UP Fire Department's approval for all installed Fire-Fighting equipment ?
c	When was the Fire Safety Audit conducted and NOC last renewed from UP Fire Department? Certificate be shared with the Residents.
d	Can you confirm compliance status with National Building Code NBC 2016 - Part 4 - Fire and Life Safety ? Share gap assessment and your resolution plan.
e	What deficiencies in Fire Safety Infrastructure have been identified and what is the plan/timeline to address those ?
B2	Questions for the Facility Management - Fire Readiness

a	Are all smoke detectors in Flats and Lift Lobbies connected to the Central Fire Command Station ? If not, which units remain pending.
b	Is a unified floor-wise mapping of all smoke detectors and sprinklers maintained alongwith connectivity status ?
c	What is your plan / time schedule for clearing Stairwells of all obstructions to ensure smooth evacuation during a major fire ?
d	What emergency-lighting solutions are currently in place in Lift Lobbies, Stairwells, Lobbies and common areas ?
e	Is unrestricted rooftop access available in case of fire ? If not, what are your plans to ensure that ?
f	Has the Facility made provision for a "Fireman's Lift" ? If not, what is the alternate strategy ?
g	Has fire trained staff been provided with Fire-proof clothing and other necessary tools ?
h	What is the status of Basement Ducting and Ventilation work and its completion date ?
i	What is the protocol for Facility's immediate response in case of FIRE - including escalation chain, notifications and SOP ?
j	What mechanism is planned to inform/display the status of affected floors during a Fire ?
k	What is the designated communication protocol to alert all Residents during a major fire ?
l	Are emergency assembly areas clearly marked throughout the premises ?
m	What First Aid facilities are available onsite and where are they located ?
n	Who is officially designated emergency point of contact for Fire situations and is the contact information displayed across all towers ?
o	Has a hotline been successfully established with nearby Fire Stations (Noida, Ghaziabad, Delhi) ?
p	What fire tender access plan is in place to ensure smooth entry and maneuvering on the premises during emergencies ?
C	Residents' Requirements
1	Water and Foam type Fire Extinguisher should be labeled as : Not to be used for Electrical Fires.
2	CO2 Fire Extinguisher to be provided on each floor for Electrical Fires and labeled as : For Electrical Fires.

3	LOUD Power-independent Fire Warning Sirens should be installed at strategic points.
4	Provide light-reflective tapes on stairs edges on each floor to aid visibility during evacuation.
5	Provide a full shift-wise roster of facility staff trained to manage fire incidents.
6	Provide a list with certifications of additional support staff with certified fire safety training.
7	Devise a plan to involve Resident Volunteers in the entire process of Awareness - Training - Logistic Support during FIRE ?
8	Plan for a comprehensive fire-evacuation drill. Please share plan of action and timeline.

Best regards,

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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.