



Reg. No: 524/2019

CASAGRAND IRENE OWNERS WELFARE ASSOCIATION

Club House, Casagrand Irene, M.G. Road, Manapakkam, Chennai – 600 125
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President: **Dr. Lebbaeus Denis** | Secretary: **Mr. Senthil Jagadeesan** | Treasurer: **Mr. Ashok Premesh**
Vice-President: **Mr. A.S. Karthikeyan** | Joint Secretaries: **Mr. Praveen, Mr. Anand JK Jain, Mr. Venkat Raman**

STP: Operational Process Improvements on Leakage in EWC storage roll out from 01-Mar-2023

Our STP operations and process have been running for 3+ years and it's matured. Hence, we planned to bring some process refinement as part of our continuous improvement process primarily focusing on benefits to the community, individual residents, time, cost of services, resources and of course the morning inconvenience.

Current Process

1. The MST team inspects all the Sewage Treatment Plant(STP)/Water Treatment Plant (WTP) lines during night time around 12:00 AM to 12:30 AM.
2. Upon finding any leakage in any block, the entire series of that particular block is closed. For e.g If a leakage is found in A blocks 4th series, the series is closed which will affect STP inflow to one of the bathrooms of all 4 houses (A 104, 204,304 and 404). In some blocks, closing of a series valve affects 8 closets. This is to prevent water leakage which would vary from 300-420 litres/hour.
3. As soon as the series is closed, the MST team sends a message to STP operations group, and it is then forwarded to block lead and then to individual block groups.
4. The MST team inspects all 4 houses between 9 A.M to 9:30 A.M to determine the faulty EWC storage and rectify it by simple cleaning of the float(a simple mechanical device inside the EWC storage to maintain the desired water level) which will take 20 to 30 minutes or by replacing the float which will take approx 24 hours as new float needs to be purchased.
5. The series is locked till the problem is fixed and this affects other non-problematic houses and prevents usage of that particular restroom during critical hours in the morning.
6. On an average daily we find leakages in 2/3 blocks affecting 8/12 restrooms which is causing an unpleasant experience for the residents in the affected flats.

Shortcomings in the current process

1. The information regarding the closing of the valve reaches the affected flats very late or once the problem is resolved or never or residents may miss to see the WA messages on time.
2. The float has to be purchased locally at retail cost and this process has its own turnaround time of a day or two depending on the availability of parts and/or MST
3. Since we buy the float in retail the cost per float is Rs 850 and will be done by MST after their shift timings and overall each flats have to spend RS 1000+. including fixing charges.



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Proposed New Process

1. Upon finding the leakage, the series will be closed and the affected flats will be notified by a notice placed at the door steps by the MST(sample attached)
2. The MST team will visit the notified flats with the complete kit to check and replace the float immediately(if needed)
3. The cost per float is Rs 480 only/- (fixing charges is free and now part of Scope of our Facility Management Services) and we are further exploring options to procure directly from the manufacturer and import the same which will further drastically reduce the cost.
4. MST will furnish the bill for Rs.480 and the same can be paid to the FM.
5. In the new process, the turnaround time to change the float is just 20 minutes.
6. New process to be rolled out from 1st March 2023.

Note

1. In case of the identified flat being vacant or locked, the block leads will work with concerned owners to arrange for the keys to open the door. There is no specific timeline for this process.
2. As a precautionary measure, if you are planning on a long vacation or plan to keep the flat closed for a longer duration, please inform FM/MST so they will check and close the necessary valves which will prevent leakages.
3. Since we procure the float from the local market, this product does not come with any warranty. However, we have replaced the same products in a few houses within Irene and it functioned well for close to two years.

Tips

1. Please keep the STP inlet valve to EWC closet at 3/4th opening to reduce pressure
2. Frequently clean the storage tank to reduce the black water into the flush.

For any queries

1. First level : MST(7695868601)
2. Second level : Selva (7358276555)
3. Third level : Lakshman (7358216555)
4. Escalation : CC/IMC

Warm regards,
CGIOWA

