
Fwd: Ack. of complaint against Bureau Veritas India Private Limited, Bengaluru (T-3707) - Ref. no. 12/2021

Chander Kunj <awhosilkochi@gmail.com>

Tue, Jan 12, 2021 at 6:58 PM

To: Ckatowners <ckatowners@googlegroups.com>, ckarmytower@gmail.com, bindya82@gmail.com, Lt Col Anil Raj <anilraj_120873@yahoo.co.in>

For information please

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

From: **complaints complaints** <complaints@nabl.qcin.org>

Date: Tue, 12 Jan 2021 at 15:49

Subject: Ack. of complaint against Bureau Veritas India Private Limited, Bengaluru (T-3707) - Ref. no. 12/2021

To: awhosilkochi@gmail.com <awhosilkochi@gmail.com>

Dear Sir,

This is to acknowledge receipt of your complaint against Bureau Veritas India Private Limited, Bengaluru (T-3707) for the report ref. IND.KOC.7.2020.0301 dated Nov'2020.

Complaint is registered with [ref.no.](#) 12/2021 and we have started the investigation. The matter will be investigated as per NABL procedure and the outcome will be communicated at the earliest. Kindly quote complaint ref. no. 12/2021 in all future correspondence/communication with NABL.

From: Chander Kunj <awhosilkochi@gmail.com>

Sent: 04 January 2021 23:53

To: chairman@nabl.qcin.org <chairman@nabl.qcin.org>

Cc: BVIndia Corporate/IND/VERITAS <bvindia.corporate@bureauveritas.com>; md@awhosena.in <md@awhosena.in>; dymdtech@awhosena.org <dymdtech@awhosena.org>; dymdtech@awhosena.in <dymdtech@awhosena.in>; dnb20366@gmail.com <dnb20366@gmail.com>; dir-plg4@awhosena.org <dir-plg4@awhosena.org>; dir-plg3@awhosena.org <dir-plg3@awhosena.org>; dir-plg4@awhosena.in <dir-plg4@awhosena.in>; crm1@awhosena.org <crm1@awhosena.org>; G RAJALAKSHMIAMMA/PREMA NAIR <mdnairmm@gmail.com>; Army Welfare Housing Organisation <awhochn@gmail.com>

Subject: INADEQUATE REPORT BY BUREAU VERITAS - ON ARMY PERSONNEL'S APARTMENT COMPLEX BUILDINGS INCHANDERKUNJ, VYTILLA, KOCHI, KERALA

SUBJECT: INADEQUATE REPORT BY BUREAU VERITAS - ON ARMY PERSONNEL'S APARTMENT COMPLEX BUILDINGS IN CHANDERKUNJ ARMY TOWERS, VYTILLA, KOCHI, KERALA

KIND ATTENTION PROF RK KOTNALA, CHAIRMAN, NABL

Dear Prof. Kotnala,

1. I am writing this to bring to your notice a matter of grave concern regarding the performance of a firm accredited with NABL, which is, M/S Bureau Veritas.
2. The Army Welfare Housing Organisation (AWHO) is a society under the management of Indian Army, engaged in construction of residential accommodation for Indian Defence personnel throughout India. The AWHO executed a project AWHO Chanderkunj, Vytila, Kochi with 264 flats and allied facilities, which were handed over to the owners (both serving and

retired defence personnel) with effect from March 2018. Unfortunately, serious defects such as leakage/seepage, cracks, corrosion, spalling, etc. were observed at many locations in the entire complex of three towers/buildings. Bureau Veritas (BV, herein) is known to be a reputed multinational firm engaged in the testing of constructed facilities and accredited by NABL. Hence, AWHO engaged BV to carry out necessary tests on our above-mentioned apartments in Kochi. Some tests were carried out in October 2020 and a report was submitted in December 2020. A copy BV Report is enclosed herewith for your reference please.

3. A team of two civil engineers evaluated the BV report and found the following inadequacies in it. A copy of this evaluation report is enclosed for your reference.

- (a) Lack of any standard methodology for testing.
- (b) Lack of recording (traceability) of the testing process.
- (c) Lack of scientific method for sample selection.
- (d) Lack of specified standards in interpretation of result.
- (e) Lack of scientific inferences.

4. These inadequacies resulted in the overall lack of validity and reliability of the testing and reporting - rendering the whole exercise infructuous. This has ultimately put the lives of the buildings and its more than thousand occupants at serious risk.

5. The BV report was further submitted to IIT Madras, Chennai for their opinion. We received an evaluation report by Dr. Radhakrishna G Pillai of IIT Madras (pillai@iitm.ac.in) and Dr. Elson John of MA College of Engineering (elson78@gmail.com). They also found serious inadequacies and incompleteness in the BV Report and suggested additional testing and revision of the BV Report within a stipulated time frame. They also opined that the testing has been done in locations that would not provide representative information of the performance of the buildings. This raised serious concerns about the whole exercise and their NABL accreditation. Also, this report has suggested that the severe steel corrosion observed within a short period of about 2 years after occupancy is unacceptable and suggested repair of the structure before the next monsoon. A copy of this evaluation report is also enclosed for your reference.

6. Ultimately, this has led to a decision to carry out further testing of the buildings. The above-mentioned inadequacies of BV Report were brought to light by the two evaluation reports. Otherwise, the report would have been accepted by the builders and tenants, which would have led to serious consequences and very short life of the structures.

7. The entire episode brings out serious deficiencies in the systems and processes that are being followed by BV, which is NABL accredited. This would consequently raise questions about NABL itself. People would wonder if this is the standard of an NABL accredited and reputed firm, what would be the case of others? To safeguard the interests of NABL and its stakeholders, we request you to carry out an in-depth and thorough study of the matter and take appropriate measures as deemed fit. This letter is being submitted by owners of AWHO Chanderkunj Owners Association in view of the urgency. AWHO Headquarters is being requested to take up the matter separately. We are really worried about the safety of our buildings, bought using our life-time earnings. We seek NABL's assistance in resolving this matter and getting a reliable report from BV. If necessary, we could approach the evaluators of the BV Report for a direct discussion with you. Please let us know.

Best Regards,
President Chanderkunj Army Towers Apartment Owners Association
Vytila, Kochi (Kerala-682019)

This message contains confidential information. To know more, please click on the following link: <http://disclaimer.bureauveritas.com>

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