



## Case Study – Township Management



**Vipul**

Facility Management

Building Sense

# Premium Township Management



## Uttorayon, Siliguri (West Bengal)

Uttorayon is planned as a new urban neighborhood that addresses settlement identity, dynamic and flexible infrastructure, landscape and open space distribution. It is an ideal environment conserving all natural resources as well as ensuring a high quality life.

**Total Area :** 393 acres

**No. of Total Units :** 2100 units

**Operating hours:** 24 hours operation

## Challenges

- The city of Siliguri had no organized FM track record.
- Lack of trained workforce in the catchment area posed a serious challenge for our startup development.
- Occupant expectation setting was not benchmarked, being a first of its kind project in the city.
- The project had staged completion schedule hence project cleaning & co-ordination was a key task.
- Co-ordination with government agencies & municipal authorities took away a lot of administrative time & effort.

## Solutions

- VFM has deployed a team of skilled service professionals from different parts of the country who have been trained in modern FM service delivery functions.
- VFM built specific processes & systems which was essential for Uttorayon & transported some of their proven business practices which have been time tested & perfected.
- A balance of process & people backed with a close tolerance monitoring, tracking & supervision from VFM Corporate Operations team brought in high quality of FM services in a distant town in India which had never experienced services as diverse & flexible as offered in Uttorayon.

## Results

- Business Continuity
- Optimization of operating costs
- Operational effectiveness
- Sustainability
- Compliance to environment health & safety standards
- Client Satisfaction

# Premium Township Management



## Challenges

- Vegetation cutting in the monsoon season – Due to 70% vacant plots.
- Security of 393 acres poses a challenge due to some openings in boundary.
- Keeping stray dogs & snakes away from the area.
- CAM collection from 2100 units.
- Restricting the number of unwanted visitors in the township.
- Cleaning of the large number of pits within the township.
- Trespassing by villagers outside the township.

## Solutions

- Efficient planning leading to optimum utilization of manpower, chemicals & machinery.
- Strict supervision and strategic deployment of security team.
- Local snake catchers are called to help.
- Regular updation of data & frequent follow ups to ensure CAM collection.
- A comprehensive visitor management system ensures close tracking of residents & visitors.
- Use of existing manpower & project specific workforce for undertaking periodic maintenance works.

## Visible Changes

- Customer Satisfaction
  - Uttorayon residents are proud of the high quality of living, safe & clean environment in the township.
  - Developer has built a strong brand recall adhering to their stated commitments.
- Cost optimum FM solution which assures sustainability of the development.
- Safety & security of all families living within the township has been managed very efficiently.
- High level of trust has been build with the residents & the developer.



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## Vipul Facility Management Pvt. Ltd.

### Corporate Headquarter

Vipul Square, FF B-Block, Sushant Lok Phase - 1, Gurgaon-122002, Haryana  
Phone No. : +91-124-4379512/ 513/ 514. Fax No : +91-124-4379515

### Northern Region Offices

#### Delhi NCR

Vipul Square, FF B-Block, Sushant Lok - 1, Gurgaon-122002, Haryana  
Phone No : +91-124-4379512 / 513 / 514, Fax No. : +91-124-4379515

#### Ludhiana and Chandigarh

SCO-122, 4th Floor, Adj. Kotak Mahindra Bank, Feroz Gandhi Market, Ludhiana, Punjab  
Phone No : +91-0161-4636955, Fax No. +91-0161-5036255

### Western Region Offices

#### Mumbai

211-212, Thakkar Tower, Premises Co-Op Society Ltd., Plot No. 88, Sector - 17, Vashi, Navi Mumbai-400705.  
Phone No. : +91-22-41239400 / 402

#### Pune

23,24,25, First Floor, C / D Building, Ashoka Nagar, Mundwa Kharadi By Pass Road, Chandannagar, Pune-411014.  
Phone No. :+91-20-66307162

### Southern Region Offices

#### Hyderabad

Babukhan Millenium Center, 104, 1st Floor, Raj Bhawan Road, Somajiguda. Hyderabad - 500082  
Phone No : +91-40-40037570 / 581

#### Bangalore

Unit No. S-907, 9th Floor, South Block, Manipal Centre, Dickenson Road, Bangalore - 560042  
Phone No : +91-80-41135255 / +91-80-41135899

#### Chennai

S-2 Chona Center, 45, College Road, Nungambakam, Chennai-600034  
Phone No : +91-44-43021717, Fax No : +91-44-43021010

### Eastern Region Office

#### Kolkata

3rd Floor, 55, Shanti Pally, Opp DPS Ruby Park, Kasba District-24, Paraganas (South), Kolkata, West Bengal - 700107.  
Phone No. : +91-33-40060746 / 747

### Contact us

info@vipulfacility.com,  
www.vipulfacility.com

**Toll Free Helpline no: 1800 102 6611**

For information about our services, visit [www.vipulfacility.com](http://www.vipulfacility.com) or email us at [info@vipulfacility.com](mailto:info@vipulfacility.com)

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