



Akankha Radhachura Apartment Owners' Association
Street # 626, New Town Action Area IIC, Kolkata – 700161
E-mail: akankha.radhachura@gmail.com
Telephone : 033 40443898

<http://www.radhachura.com/>

(Phase I - FAQs)

How can Owners log in to the website?

Owners should click the 'Login' tab on top right hand side of the landing page of the website, click 'Generate Password', provide their registered mobile number and generate password for login. The password shall be sent to the registered mobile number instantly. Owners can login using the password and later change it as per their preference. The User ID to login shall be the Registered Mobile Number of the Owner as per Association's Record. If an Owner is unable to generate password and getting an error message as 'Invalid Mobile Number' he or she should inform the Facilities Office to update the correct mobile number, subsequent to which the Owner should follow the same steps to generate password and login to the website.

What services can be accessed through the website currently?

Owners can view notices of the Association both private and public and access historical documents
Owners can view their CAM invoices and Money Receipts
Owners can participate in polls conducted by the Association time to time.
Owners can raise service requests and suggestions.
Owners can upload necessary documents for their tenants, which are required to be submitted to the Association at the time of new tenancy and renewals
Owners can add their tenants and family members who can avail the same services from their respective logins, except for access to polls.
Owners can upload details and documents of their support staff, vehicles, etc

Is it mandatory to avail all or any of the above services through website here onwards?

No. Services can be continued to be availed as usual, either by physically visiting Facilities office or by coordination over phone. Residents and Owners are however recommended to view their accounts online time to time.

How can Owners view outstanding CAM charges, pay them and obtain money receipts?

The cut off date for migration of records online and launch of the website is September 1st, 2021.



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With effect from the cut off date, money receipts of CAM Charges paid to the Association shall be generated online and handwritten money receipts will not be issued unless for unusual circumstances. Owners who have paid CAM charges in advance, prior to the cut off date shall be able to access the money receipts online, for the months paid in advance, onwards of September 2021. The handwritten physical receipts issued earlier by the Association for advance payment of CAM would still hold valid.

Owners can continue to make payment of CAM Charges on the usual mode i.e. either by Bank Transfer, Cheque, Cash or UPI in the Bank Account of the Association. After making the payment, Owners shall submit the Payment details online and obtain money receipts after the Facilities office approves the payment.

Alternatively, Owners can also continue to inform the Facilities office after payment of CAM charges in the usual way, i.e either through phone or by physical visit at the Facilities office, as per his or her convenience. In that case, Facilities office shall confirm the payment and generate the money receipt for the respective Owner from the Admin access.

With effect from the cut off date, Owners shall be able to view monthly invoices generated by the Association for CAM charges. The invoices shall be dated 1st of the month and is required to be paid in advance by 10th of the month. If after 31 days of the invoice date, it remains unpaid, late payment charges shall accrue until paid. The rate of charge shall be 3% per month accrued on a daily basis, as decided by the Owners at SGM dated July 04th, 2021. Whenever Owners clear their outstanding CAM dues, they shall be required to pay the late payment charges accrued till the date of payment in addition to the CAM charges. The late payment charges will be visible to owners from the 'Managing CAM Payments' section under 'Pending Invoices', against each invoice.

All Owners from their respective logins can access the invoice raised for Total Outstanding CAM charges due since inception date of January 1st, 2020, till August 31st, 2021. All Owners are required to clear their dues in order to avoid late payment charges.

Going forward the Association proposes to discontinue collection of other type of charges payable other than CAM as decided at the owners AGM every year. These types of other charges (Association's Membership Fees, One Time Capex Collection, Repair & Painting Final Installment and Late Payment Charges) are now either already paid by most of the owners or shall be over within near date. Money receipts for these payments should be obtained in physical form (handwritten) as usual from the Facilities Office of the Association. Only CAM charges are covered under the website and be accessed online.



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Where and how can Owners seek assistance if any difficulty faced while accessing the website or any discrepancy found in their records?

Users can call at the Facilities office and report the matter, they can send an intimation from the home page of the website, they can write an email to akankha.radhachura@gmail.com or report the issue to any Board of Manager for resolution

The rest of the services listed above can be easily accessed from the website and shall be self explanatory upon login.

A Sample Invoice and Money Receipt is appended below for reference.

The website development shall be followed with a user friendly App in due course, replicating the website.

Thank You,
Sincerely,

For & behalf of Akankha Radhachura Apartment Owners' Association.

Sd/-

Nayanangshu Banerjee
Secretary
T3 6D

Sd/-

Dipanwita Dey
Jt. Secretary
T37C



AKANKHA RADHACHURA APARTMENT OWNERS' ASSOCIATION

Address: Street # 626, New Town Action Area IIC, Kolkata- 700161

Email: akankha.radhachura@gmail.com

Phone No: 033 40443898

Invoice

INV: AROA/CAM/SEPTEMBER/21-22/T4-3D/1388

Date : 01-09-2021

To: **Ashis Kumar Pal**
Tower- 4, Flat No- 3D
Radhachura, Akankha
New Town, Kolkata-700161

	Amount(Rs.)
CAM charges due to Association for period September 2021 for T4 Flat No 3D Area 730 sqft. payable in advance within 10th date of every month	1,643.00
Add : CGST @ NA.	0.00
Add : SGST @ NA.	0.00
Total	1,643.00
R/O	1,643.00

RUPEES ONE THOUSAND SIX HUNDRED FORTY THREE ONLY

For Akankha Radhachura Apartment Owners Association

Authorised signatory

Bank Details:

Account Name : AKANKHA RADHACHURA APARTMENT OWNERS ASSOCIATION

Bank Name : State Bank Of India

Branch Name : New Town, Kolkata

Account Type : Current Account

Account Number : 40170068613

IFS Code : SBIN0014528

This is a computer generated invoice and does not require signature.



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Address: Street # 626, New Town Action Area IIC, Kolkata- 700161

Email: akankha.radhachura@gmail.com

Phone No: 033 40443898

Money Receipt

INV: AROA/CAM/SEPTEMBER/21-22/T4-3D/1388
RECEIPT: 1630771823

Date : 02-09-2021

To: **Ashis Kumar Pal**
Tower- 4, Flat No- 3D
Radhachura, Akankha
New Town, Kolkata-700161

Received with Thanks from Ashis Kumar Pal of T4 Flat No 3D Rupees One thousand six hundred forty three only.

Amount(Rs.)

1,642.50

Add : Late Payment Charges

0.00

Add : CGST @ NA.

0.00

Add : SGST @ NA.

0.00

Total
R/O

1,642.50

1,643.00

Payment Mode : Bank Transfer
Cheque/Trans. No : 6974

RUPEES ONE THOUSAND SIX HUNDRED FORTY THREE ONLY

For Akankha Radhachura Apartment Owners Association

Authorised signatory

This is a computer generated receipt and does not require signature.