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# AUDIT REPORT

PART 1

**REF. RCCPL - ICICI BANK / RAMGANJMANDI / AR - 007**

**DATE - 2022-11-23**

PROJECT: RAMGANJ MANDI, BRANCH

CLIENT: ICICI BANK LTD,


While visiting the site (RAMGANJ MANDI Branch, Kota Region) we observed a few points on various aspects as listed in the attached observation sheet in detail and submitted here our views/opinion in brief & in elaborated form with visual aids (where ever necessary) to M/S ICICI Bank Ltd, for their needful. We feel that this report will help ICICI BANK to take necessary Corrective/Preventive measures timely, and where ever required take appropriate decisions on the relocation, remodeling, or necessary rectification works etc.

At most of the branches/audit locations, the problems are observed due to improper terrace treatment, bad workmanship & poor plumbing connections. Basic construction norms are ignored.

***BUILDING TITLE:*** ~~RENTAL~~ | OWNED | ~~LEASED~~

***MAJOR OBSERVATION & ANALYSIS:***

1. The ceiling inside the building is seen seepage affected above the false ceiling due to water seepage in slab/beams by water entry from the terrace, and walls. This is the initial stage of rust starting in the slab/beam rods. Water entry is caused by terrace cracks & wall plaster cracks on both sides.
2. The external plaster has developed several cracks and algae is formed with microvegetation. This results in water absorption in the wall surface resulting in seepage inside.
3. Chhajjas are observed creating seepage problems due to water stagnation on them. Which enters into walls causing seepage inside & lintel & chhajja steel rods to rust.
4. The wall seepages are observed at so many places in the building at ceiling levels, below sill levels and in the lintel region also. This is due to water entry in the wall from outside.
5. On the back side & at the front right side wall on the outer surface, the rainwater down takes pipes are broken and need to be repaired/replaced because this is also causing the rainwater to directly flow on the wall.
6. The entire external wall plaster is cracked. Somewhere near windows and other places major cracks are are seen along with several minor cracks. This is happening on the wall at both sides and top to bottom.
7. Terrace treatment/waterproofing treatment is not done properly, which is causing water entry into the slab and resulting in rusting of steel rods in the slab. Further delay in this will cause major refurbishment.
8. Overflow from OHWT is a common problem in most of the buildings visited so far which supports daily dosing of water seepage through the slab and causing HAVOC inside.
9. Cracks are developed at windows' edges on the external surfaces allowing water entry through these cracks. This is happening with ventilators also in the back side abondaned toilet block.
10. RCC lintels & chhajjas are observed cracked at several places and inline also. Chhajjas are also cracked & at some places steel is visible. After some time this will cause major refurbishment.
11. Rear side abondaned toilet block area big trees are growing in the root of walls and causing loosening of wall base in addition to water entry. Secondly, this area is totally forgotten it seems and not at all being looked into for needful.
12. On the road side there is one nallaha and this causes settlement of floor in the back verandah.
13. Most of the problems are seems occurring due to a lack of TECHNICAL SUPERVISION at the time of maintenance & execution of work.

***SUGGESTED MODULES/METHODOLOGIES:***

**RCC MEMBERS STRUCTURAL REPAIR | RUSTED STEEL TREATMENT | ENTIRE TERRACE TREATMENT | WATERPROOFING | CRACK THERAPY | RMP (READY MIX PLASTER) | PARAPET WALL THERAPY | PLUMBING CONNECTIONS | MINOR RECTIFICATION | REPLACING OF EXISTING PARAPET WALL WITH NEW RCC PARAPET WALL |**

***RECOMMENDATION:***

THE FOLLOWING TREATMENTS CAN ARE ADVISED.

1. IT IS ADVISED TO GO FOR REFURBISHMENT OF LINTELS & CHHAJJAS.

2. IT IS ADVISABLE TO GO FOR PROPER TERRACE TREATMENT AS PER THE METHODOLOGY SUGGESTED.
3. THE ENTIRE TERRACE PARAPET WALL IS ADVISED TO REPLACE WITH A NEW RCC PARAPET WALL.
4. CRACK THERAPY IS ADVISED FOR AFFECTED AREAS.
5. RMP (Ready Mix Plaster) ON EXTERNAL & INTERNAL WALL SURFACES.
6. PROPER PLUMBING SYSTEM TO BE DESIGNED & EXECUTED FOR RAINWATER DOWN TAKE PIPES, TOILET AREAS & AC DRAINS.
7. BUILDING STRUCTURES SHOULD BE KEPT AWAY FROM TREES AS FAR AS POSSIBLE.

***PREVENTIVE MEASURES:***

Following preventive measures are recommended to reduce the threat to structure stability and save the cost of maintenance & improve the quality of work in the future, where relocation is not planned.

1. Standardizing the Type of Maintenance Related Problems & Solutions for a better & quick understanding of IFMs & Vendors.

2. Making an Operation Manual with the help of Industry Expert Designed Methodologies, Guide Lines & Check Lists, etc.

3. Clear Guide Lines on UGWT & OHWT Connections & Other Plumbing Work including Rain Water Down Take Piping System.

4. Maintenance Check List & Monitoring of House Keeping Staff's Work more attentively & on a daily basis.

5. Annually one Lecture on Maintenance Related Problems & Solutions by Industry Experts for IFMs & Vendors.

6. Generating a Record of "As Built Building & Services Drawings" for all Branches, ROs, etc. for future reference.

7. Once in a 3 years building audit is advised to reassure the building condition is good.

8. Proper technical supervision is advised for all major rectification works. In fact, due to a lack of technical supervision earlier treatments are not giving desired results.

***CORRECTIVE MEASURES*:**

Following corrective measures are recommended to reduce the risk & in the view of safety of staffs working there, where relocation is not planned.

1. Scrapping out of the entire terrace area. Then advised terrace treatment shall be applied. Delay in this may cause to result in major refurbishment work in slab/beams.

2. Chhajja top areas shall be cleaned well and a proper slope to be given in civil work for no water stagnation conditions to exist. It shall also be ensured that there is no vegetation growth taking place on the top of chhajja. Delay in this may cause more water entry and lintel & chhajjas steel rods to rust resulting in major refurbishment work.

4. The affected internal plaster is to be scrapped out and redone with new plaster with RMP (Ready Mix Plaster) material. If possible kindly take the entire surface for this treatment.

5. Damaged/broken rainwater pipes shall be repaired/provided on a priority basis and kept 2" away from wall surfaces.

7. The external plaster is advised to be removed and redid with RMP (Ready Mix Plaster).

8. The parapet walls are advised to be dismantled & redone with a new RCC for a permanent solution since it is cracked badly in so many places. And on the masonry parapet wall parapet, the suggested parapet therapy is as per the methodology suggested.

9. OHWT overflow to be planned properly as per the suggested methodology.

10. Epoxy grouting in toile tiling is advised.

10. Roadside window frames shall be applied with the following operations as early as possible.

- Rust removing.
- Primer & Paint Application.
- Glass Fixing.
- Before the above operations, civil work shall be completed where ever needed.

***MATERIALS SUGGESTED*:**

1. Sika Rustoff - 100 (Rust Remover)
2. Sikatop Armatec - 108 Plus (Anti Corrosive Coating)
3. Sikadur - 32 LP (Structural Bonding)
4. Sika - Monotop 122 F (PMM - Polymer Modified Mortar)
5. RMP (Ready Mix Plaster)
6. Waterproof Plaster Material.
7. Kota Stone
8. Waterproofing chemicals.

S No. 1 to 4 materials are for refurbishment work. Where ever lintels & chhajjas are cracked, to be used. However, if any help is needed to understand the above work, please feel free to call us.

NOTE:- If any help is needed in getting these materials, we may be contacted. The above materials are prescribed for reference only, however, other companies' similar results-giving products/materials can also be used.

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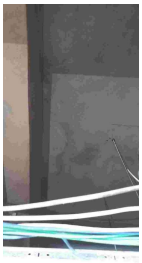
PART 2

# PROJECT OBSERVATION SHEETS

PROJECT: RAMGANJ MANDI, BRANCH  CLIENT: ICICI BANK LTD,

AUDIT OBSERVATION SHEET

| Reference / Rev. No | | | OBS / 007 (RAMGANJ MANDI) / 2022-23 | DATED | 2022-11-23 |
|---|---|---|---|---|---|
| S.No. | OBSERVATION POINTS | DATE | CORRECTIVE / PREVENTIVE MEASURES SUGGESTED | PHOTOGRAPHS | STATUS (For Client Only) |
| 1 | Water Seepage is seen in the ceiling in the main hall. | 2022-11-23 | First terrace treatment and then if seepage is not stopped then inside treatment is advised. |  | |
| 2 | Seepage in the beam above the false ceiling is seen. This may further result in rusting of steel rods in the slab & beam. | 2022-11-23 | The Water Seepage source is to be closed.<br>First terrace treatment is advised. Then external wall plaster treatment (scrapping out of old cracked plaster and redoing with RMP material, is advised. |  | |
| 3 | The ceiling seepage is causing the spoiling of the grid false ceiling as shown in the photo. | 2022-11-23 | 1. Terrace treatment is advised to close the water entry from terrace cracks. |  | |
| 4 | Above the false ceiling, on the RCC beam side steel is exposed & another seepage area is seen as scrapped out. | 2022-11-23 | Terrace treatment is advised to stop the water entry from the terrace causing these types of problems. |  | |

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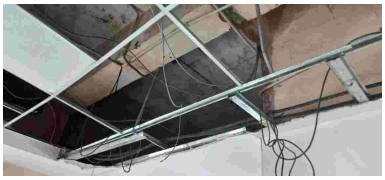
| 5 | The ceiling & beam side seepage is seen in the photo jointly. | 2022-11-23 | Terrace treatment shall be done. |  | |
| 6 | This is an abandoned staircase flight is being seen from the terrace. A lot of debris & waste material is lying on the steps. When the rain comes the rainwater gets stagnated on the steps for a longer time, which causes side seepage in the inside wall of the building. | 2022-11-25 | 1. All waste material shall be removed from the staircase steps & steps can be renovated for no rainwater entry inside the walls.<br>2. A shed can be provided on this staircase to prevent direct rain waterfall in the staircase area.<br>3. A 9" height bund can be made to prevent the terrace rainwater entry into this staircase. |  | |
| 7 | 1. From the main entrance right side which is the roadside, is showing the glass of the window is broken & window frames & shutters getting rusted due to the direct fall of rainwater on non-maintained windows. This is causing seepage inside the building.<br>2. In the main hall almost 50% of the area is nonutilized and remains empty. | 2022-11-23 | 1. All window sides are first advised for civil repair cracks etc.<br>2. Then rust removal from the windows frames & shutters & repainting them.<br>3. Fixing of window glasses properly.<br>This will help to protect from seepage, improve AC efficiency & dust & nuisance. |  | |

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| 8 | Roadside windows frames. | 2022-11-23 | Removing the rust, then primer painting the window frames & shutters, and then fixing of glasses, is advised. |  | |
| 9 | Wall, ceiling & beam seepage areas. | 2022-11-23 | 1. Terrace Treatment.<br>2. External surface treatment RMP plaster. |  | |
| 10 | The backside verandah ceiling, and walls are seen seepage affected. | 2022-11-25 | First terrace treatment shall be done as per methodology and then scrapping out of all seepage-affected ceiling/wall plaster a new plaster is advised with an appropriate RMP. |  | |
| 11 | This is the rear side wall. where the external plaster is cracked badly due to continuous water spillover from OHWT. The rainwater down takes pipes also not in good working conditions. All these joints cause seepage inside the building. | 2022-11-23 | 1. OHWT overflow is required to be planned properly by fixing an overflow pipe extended to the security guard's sitting place.<br>2. The leakage-proof rainwater down-take pipes shall be fixed 2" away from the wall and with joints sealed properly. |  | |
| 12 | Rainwater down take pipe is broken and causing seepage in side. | 2022-11-23 | All rainwater down-take pipes need to be repaired/replaced properly keeping at least a 2" gap between the wall and pipes. |  | |

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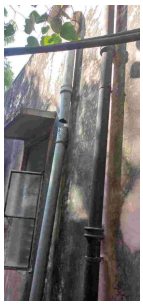
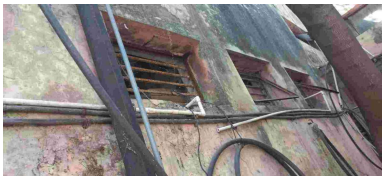
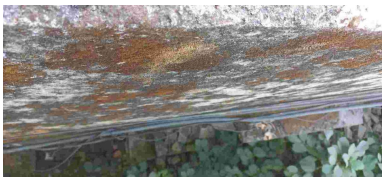
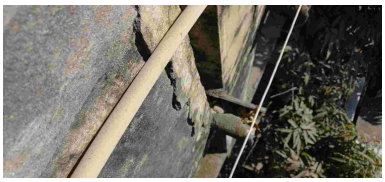
| 13 | The masonry parapet wall top surface is badly damaged. | 2022-11-23 | Kota stone therapy for masonry top wall is advised. |  | |
| 14 | This part of the building in the backside looks like abandoned area nobody is looking at these places. The entire external plaster is cracked and a lot of seepages are seen. Ventilators are getting rusted & broken. | 2022-11-23 | These ventilators need to be repaired/refixed. An entire external plaster scrapping out is required and redone with the appropriate RMP plaster material. |  | |
| 15 | This is the external wall plaster condition towards the open plot (left side of the bank) and is seen with micro plants growth & algae (water - moss) in addition, there are a lot of cracks also visible. This causes seepage inside. | 2022-11-23 | The external plaster is advised to be removed/scrapped out totally and redid with new plaster using appropriate RMP material. |  | |
| 16 | Damaged/cracked parapet wall at the terrace. | 2022-11-23 | It is advised to dismantle the cracked parapet wall and recast the new one with fresh RCC. |  | |
| 17 | The second example of cracks in the parapet wall, where the crack is around 1" thick & developed from top to bottom in the parapet wall. | | Dismantling the old RCC parapet wall & redoing is advised. |  | |

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| 18 | Rusting steel in the parapet wall has caused the concrete parapet wall to crack. | 2022-11-23 | Dismantling the old RCC parapet wall & redoing is advised. |  | |
| 19 | OHWT is not planned with proper overflow, which is causing daily overflow water to spread on the terrace and enter into the slab through terrace cracks resulting in inside seepages. | 2022-11-23 | 1. Proper overhead water tank overflow shall be provided to avoid the daily spreading of overflow water on the terrace surface.<br>2. Terrace treatment is advised as per the methodology suggested. |  | |
| 20 | On the terrace, it is seen that a lot of branches of trees are coming over a part of the terrace area and leaves & other such material is causing blockage to rainwater down - take pipes outlet drainage points. | 2022-11-23 | It is advised to remove the branches of trees tieing them in such a way that they do not come over the terrace. |  | |
| 21 | It is observed that the floor in the verandah backside is settling down in addition to the seepages in the wall. There is also a naallha observed towards the roadside and at the same time, there is a lot of water spreading continuously in the back side portion of the building causing water absorption and hence settling of the floor as well. | 2022-11-23 | It is advised to remove the Kota stone flooring from the affected areas and stone soling shall be done on a properly compacted earth below. And the after-filling of voids in the soling, PCC is advised on the soling then once again the Kota stone flooring can be done. |  | |

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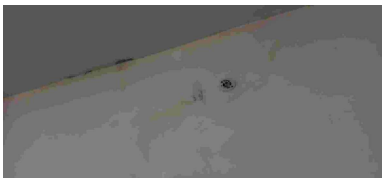
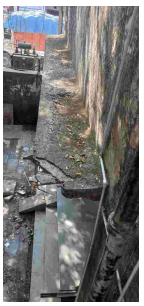
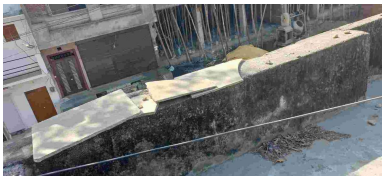
| 22 | Wall & ceiling joint photo showing area is affected with seepage. | 2022-11-23 | 1. Scrapping out of internal wall plaster and redoing with appropriate RMP material.<br>2. Terrace treatment as per suggested methodology. |  | |
| 23 | The rear side verandah chhajja is damaged due to the steel inside rusting and cracking the concrete. | 2022-11-23 | Proper chhajja treatment is to be done & then partial refurbishment is advised for the damaged portion. |  | |
| 24 | Another location is where rainwater down takes a pipe broken resulting in the water flowing directly into the wall and entering inside the wall through cracks in the plaster & seepage is caused. | 2022-11-23 | Refixing/replacing rainwater down take pipe is advised to keep the pipe 2" away from the wall surface. |  | |
| 25 | Second Example -<br>This is the external wall plaster condition towards the open plot (left side of the bank) and is seen with micro plants growth & algae (water - moss) in addition, there are a lot of cracks also visible. This causes seepage inside. | 2022-11-23 | The external plaster is advised to be removed/scrapped out totally and redid with new plaster using appropriate RMP material. |  | |
| 26 | The parapet top is cracked badly in so many places. | 2022-11-23 | It is advised to go for Kota stone therapy on the parapet wall. |  | |

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| 27 | This is a differently designed parapet wall, which is more likely to give problems. Normally in parapet walls, these gaps are not left on both sides of the pillar/column. | 2022-11-23 | It is advised to remove/dismantle this parapet wall and recast the new RCC parapet wall with a uniformly accepted design. |  | |
| 28 | A damaged parapet wall exposed the steel rod getting rusted. | 2022-12-20 | Dismantling the affected parapet wall and recasting with new RCC covering all steel rods properly with necessary concrete cover, is advised. |  | |
| 29 | Frontside cracked parapet wall allows the rainwater inside the parapet wall, which rusts the wall steel inturn. This is a typical overhang-type designed parapet wall. | 2022-11-23 | It is advised to dismantle the cracked/affected wall and redoing with a new RCC. |  | |
| 30 | Second Location -<br>Frontside cracked parapet wall allows the rainwater inside the parapet wall, which rusts the wall steel inturn. This is a typical overhang-type designed parapet wall. | 2022-11-23 | Dismantling & redoing of new RCC is advised. |  | |
| 31 | The masonry parapet wall top surface is badly damaged. | 2022-11-23 | Kota stone therapy for masonry top wall is advised. |  | |

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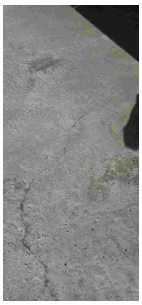
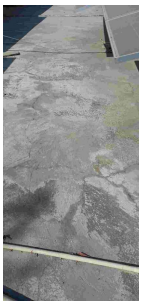
| 32 | In the masonry parapet wall holes made for cabling are becoming the source/route for water entry into the wall and resulting in seepage. | 2022-11-23 | Cable routes should be planned properly in the future & the present hole shall be closed properly. |  | |
| 33 | Terrace crack causing rainwater entry into slab/beams resulting in seepage in ceiling rusting the steel rods in slab & beams. This sometimes cracks the concrete cover/plaster, which falls down. | 2022-11-23 | The entire terrace treatment is advised as per the methodology suggested. |  | |
| 34 | Crack in the terrace. | 2022-11-23 | Terrace treatment is advised as per the suggested methodology. |  | |
| 35 | The entire terrace is cracked. | 2022-11-23 | The entire terrace treatment is advised as per the methodology suggested. |  | |
| 36 | Septic tank side rear chhajja is seen cracked from the bottom & top as well. | 2022-11-23 | Refurbishment is advised. |  | |

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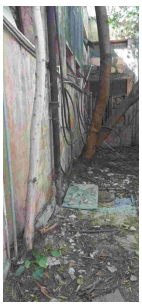
| 37 | Manhole chambers condition in rear side septic tank area. | 2022-11-23 | Cleaning well & remaking the chamber is advised with a properly fitted cover on the chamber. |  | |
| 38 | Trees are growing in the wall & floor junction of the building loosening the foundations and also becoming the route for water entry into walls/foundations. | 2022-11-23 | This back area is advised to keep neat & clean removing the trees & maintaining the external surface well. |  | |

PART 3

# CHECK LIST

VISIT DATE: 2022-11-23

PROJECT: RAMGANJ MANDI, BRANCH CLIENT: ICICI BANK LTD,

| S.NO | OBSERVATION POINTS FOR SITE INSPECTION | RATING SCALE | RATING | DETAILED DESCRIPTION | LOCATION | REMARK |
|---|---|---|---|---|---|---|
| 1 | Visual Inspection of Over all Building from Structure Stability Point of View | 10 | 4 | From a structural stability point of view, the building seems OK. Except for a few treatments & repair works as prescribed. | Overall | |
| 2 | External Side Observation, if any | 10 | 4 | The situation is not good. 1. Parapet wall is damaged/broken in places. 2. External plaster is in very bad condition. 3. Back side is badly affected due to a seepage problem. 4. Roadside windows are damaged glasses are broken and allow rain water, other noise and disturbances inside. | Terrace, Back Side & Road Side. | |

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| 3 | Observation on Foundation | 10 | 5 | Seems OK, except few places in the backside where the flooring is sunk & trees are gown up in wall floor junction. It is not considered good a tree growth in wall root. | Back Side Verandah & Extreme back where septic tanks etc. are made. | |
| 4 | Settlement Cracks in Walls | 10 | 4 | Few cracks are observed in the backside area. | Back Side Portion | |
| 5 | Settlement Cracks in floors | 10 | 4 | The floor is observed sunken in the backside. | Back Side Verandah & other areas. | |
| 6 | Moisture / Dampness Visibility in Ceiling Areas | 10 | 4 | The almost entire area inside the main hall of the bank is affected due to water seepage from terrace. | Main Hall Area | |
| 7 | Moisture / Dampness Visibility in Walls Areas | 10 | 4 | The rear side walls are more affected & in the inner side at a lot of places up to the height of the false ceiling & above. The backside open area walls are also badly affected. | Rear side inner area & backside outer area. | |
| 8 | Moisture / Dampness Visibility above Skirting Areas | 10 | 4 | On the back side of the banking front desk area, the wall is affected. | Main Hall Banking Areas | |
| 9 | Check for Plaster Strength (Intact or not) - Lighting Hammering Action. | 10 | 5 | The main hall plaster seems OK except in one or two locations, where the plaster is loosened up due to seepage. | Main Hall Area | |
| 10 | Visible Up Rooting in Floors, If Any | 10 | 6 | In the main hall, there is no such point was observed. However, in rear side verandah & open floor area was found affected. | Rear Side | |
| 11 | Visible Up Rooting in Ceiling Areas Plasters, If Any | 10 | 6 | Except for a few locations, there was no such development was observed. | Above false ceiling as per photos. | |
| 12 | Visible Up Rooting in Walls Areas Plaster, If Any | 10 | 5 | The main hall seems OK, however, on the side, there are some problems. | Rear Side | |

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| 13 | Visible Concrete Deterioration in Slabs, If Any | 10 | 4 | Clearly, it is not seen, but the beams steel is seen as rusting & which means the water seepage from the terrace is happening. | Ceiling Areas Inside. | |
| 14 | Visible Concrete Deterioration in Beams, If Any | 10 | 5 | It is observed inside the false ceiling at a few places the beam steel is rusting in the process. | Above false ceiling as per photos. | |
| 15 | Visible Concrete Deterioration in Columns | 10 | 6 | Not seen on the ground floor, however, at a terrace in parapet columns, it was observed. | Terrace | |
| 16 | Visible Cracks / Deterioration in Stone Patti Roofs, If Any | | | NA | | |
| 17 | Visual Stability Check for Projections / Partitions if any (Horizontal). | 10 | 4 | Chhajjas in front, rear & roadside are cracked. | As above | |
| 18 | Visual Stability Check for Parapet Walls, if any. | 10 | 2 | 1. The parapet wall (6" thick) towards the roadside and on the front side is not safe and stable. It may cause some accidents sometimes. 2. While on the other two sides parapet wall is 12"-13" thick and the top conditions are very bad as per photos. | Terrace | |
| 19 | Water Leakage through RCC Column / Beam / Slab, if any | 10 | 3 | Through columns, it was not observed any water seepage. However, through the beam & slab, water seepage was observed inside the false ceiling. | Main Hall | |
| 20 | Water leakage through Masonry Structure | 10 | 4 | YES, mostly in the outer area's wall surface. | Outside. | |

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| 21 | Over Head Water Storage Tanks & Plumbing Connection Status. | 10 | 3 | Not OK. These connections are to be rectified. Overflow of OHWT was not planned to cause almost daily dosing to seepage below backside wall & ceiling areas spoiling the entire surface. | Terrace | |
| 22 | Plumbing Connection Status in general | 10 | 2 | Very Poos and causing a lot of seepages in the wall outside & inside. | Exterior Water Supply from OHWT & Rainwater down take pipes back side and road side. | |
| 23 | Terrace Area Checking in general | 10 | 4 | The entire terrace is in very poor condition from a civil maintenance & waterproofing point of view. The parapet wall is deteriorating. Terrace treatment earlier done is not adequate and hence resulting in seepage through the terrace causing slab & beam steel rods to rust. | Terrace | |

TOTAL RATING SCALE : 220

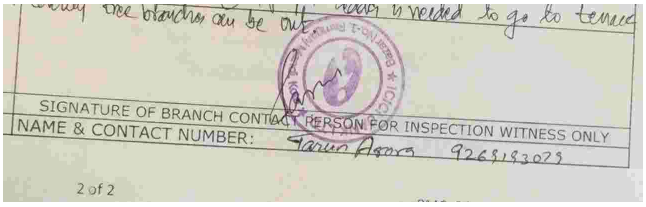
TOTAL RATING : 92

RATING INDEX: 0.42

RECOMMENDATION : 1. Plumbing system specially rainwater down take piping to be set right. 2. External plaster all side scrapping out and redoing with appropriate RMP material. 3. Terrace treatment is advised for entire terrace. 4. Affected Internal plaster also to be scrapped out and redoing with appropriate RMP material. 5. The entire terrace RCC parapet wall is advsied to dismantle and redoing with new RCC. 6. For masonry top Kota stone therapy is advised.

Raisinee Consolidated Consulting Pvt. Ltd.

SIGNATURE OF AUDITOR




SIGNATURE OF BRANCH CONTACT PERSON FOR INSPECTION WITNESS ONLY

TARUN ARORA

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