

MEMORIES OF MAGARPATTA

Learnings and recollections from an epic series of HVAC projects that began over a decade ago and continue in an ongoing relationship of trust, based on reliable performance and dedicated service



Magarpatta City: a vision converted into a successful reality!

Sprawling over 400 acres and two postal codes, Magarpatta City is a 'satellite township' of Pune in which far-seeing design and urban planning combines with construction and technical execution of global class. With its splendid corporate, residential and commercial developments, Magarpatta is a magnet for high-powered talent, especially in IT and ITeS, living and working in architectural showpieces like the crescent-shaped Cybercity.

Over the course of a decade, Magarpatta has also drawn the talents and efforts of many at Voltas, including several who've been there from the very

start. For them, it's been not just an epic work-in-progress, but a journey along multiple dimensions. A journey in space, through one HVAC project after another over a virtual cluster that spreads over approximately 45 lakh sq ft of air conditioned premises, and continues to grow. A journey in time, commencing in 2002 when it was just a gleam in the eyes of Jayant Deshpande (today AGM - Business Development) and Virendra Kumar (today Project Director - E&M), who first pursued the opportunities in the new developments springing up there. And a journey of exploration and learning in challenging technical and project managerial



“As one of those who have been on the Magarpatta journey since we took our first steps in Tower 1, I take special pride in all that we have accomplished there. We have been part of a development that has transformed the face of Pune. We have enriched our own store of experience, accumulated valuable knowledge, sharpened our methods and skills, and considerably grown as Design-and-Build practitioners. We have created one of the most impressive showcases for our capabilities as HVAC contractors. And we have established roots there that will continue to bear fruit in future Magarpatta projects.”

M Gopi Krishna, EVP & COO – DPG

After visiting Magarpatta Township in Pune and meeting Mr. Umesh Magar, Technical Director, M/s Magarpatta, and his team, Sanjay Johri, MD, Voltas wrote...



“ I am impressed with the township that you have created, as also the Seasons Mall. Thank you also for the role you have allowed us to play in air conditioning your township. We are proud to be partnering with you and look forward to a long and mutually satisfactory association with you. ”

fields, such as the implementation of Design - Build - Operate - Maintain, which was first honed and refined and proven there.

Today, DPG's footprint extends over Towers 1, 2, 3, 4, 5, 6, 10, 11 and 12 of the Cybercity, as well as



Noble Hospital.



Seasons Mall.

its SEZ Towers 7, 8, 9, B1 and B2. It also spans adjacent properties such as the Abs Wellness and Fitness Centre, Destination Centre, Noble Hospital, Cocoon Service Hotel, Incubation Centre, Laxmi Lawns Banquet Hall, stand-alone towers such as S3, S4, T14 (John Deere) and T-15, and most recently the Seasons Mall, which opened its doors in August 2013 with Noel Tata doing the honours.

The first giant steps

It began with the efforts of Virendra Kumar, Jayant Deshpande, H M Gopal, Mahesh Mone, Subhash Potkar, Sanjay Sagar and Rajan Gunjal, the team bidding for the HVAC contract for Cybercity Tower 1. They were up against formidable competition, most notably Blue Star; but the Voltas DPG team carried the day, leveraging its rock-solid record in the IT sector to boost client confidence. In 2003, the project was awarded to Voltas: a decision arrived at by Mr Umesh Magar (Technical Director, Magarpatta) after the bid was scrutinized and appraised by Mr Prakash Deshmukh (Space Design architect) and Mr Rahul Manurkar (of TCE, the Services Consultant).

In many ways, the first few Cybercity towers formed the breeding ground for methodologies and protocols that would serve Voltas well as it progressed from one project to the next. The project team had to work out a viable working relationship with TCE, which had a unique *modus operandi*. Then there was the need to be ultra-meticulous in meeting some sensitive and precise requirements, such as glass flowmeters in the main headers. The team also had occasion to propose various value-additions (especially in valves, peripheral instruments, piping and equipment layouts) and convince consultants of their importance for both day-to-day operation and long-term maintenance.

For Tower 2, the client put in place a strengthened in-house engineering corps, which worked more closely with the Voltas team to discuss future requirements and reach speedy decisions. This was not just a response to rough patches encountered on the Tower 1 job, but also an



Cybercity.

acknowledgement of their greater confidence in Voltas DPG's design-and-build capabilities.

Some enduring technical protocols too were evolved in those early years. On Tower 1, screw chillers were used in place of the conventional centrifugal chillers. From Tower 2 onwards, these were changed to the air-cooled rather than water-cooled variety, in anticipation of Magarpatta City's long-term water management needs. Voltas had none of these installed in Pune at that time, so arranged for clients to inspect their installation at Bank of Baroda in Mumbai's Bandra-Kurla Complex.

On the job, the Voltas DPG design team sharpened its edge in mapping out the precise placement of AHUs, chillers, pumps, electrical panels with VFDs and other utilities, with a view to long-term ease in operation and maintenance.

The first set of towers also saw the debut of Voltas' concept of a separate utility building serving a cluster. Such detached plant rooms to house chillers and pumps have, since then, become standard practice for DPG's HVAC projects.

Perhaps most importantly, on the early tower jobs, Voltas DPG won its spurs in implementing Design-Build-Operate-&-Maintain, a concept championed by Mr Umesh Magar and Mr Rahul Manurkar. It was a huge spike in the team's learnings and confidence, and a demonstration of their capability across a spectrum of HVAC operations.

Challenges and triumphs

Today, 11 years since Voltas began its innings there, Magarpatta represents its largest population of successfully designed and installed HVAC equipment on a single campus, adding up to 24300



As an Infrastructure Service Provider and while building a township we were careful in choosing our associates. We selected Voltas for our Cybercity Campus air conditioning work for Tower 1 and ever since then, spread over a decade-long journey, the Voltas team has exhibited consistency, their commitment to work backed by technical competencies in designing and delivering projects to our requirement of timeliness and utmost quality and reputation, which has reaffirmed our confidence.

We have strengthened our association by continuing with them for our varied HVAC applications spread over all our IT Towers in Cybercity, Cocoon Service Hotel, Noble Hospital, Gymnasium and Seasons Mall. We are proud to have Voltas as a solution service provider at Magarpatta City and our relationship will continue a long way ahead.

Mr Umesh Magar, Technical Director

Magarpatta Township Development & Construction Company Limited, Pune

I am delighted to be a part of this journey at Magarpatta City and have been coordinating with the Voltas team for all our AC applications from the very beginning. The relationship built is testimony to true synergy amongst our teams which has resulted in a successful installation of such a large scale and magnitude at our campus.

Voltas has been consistent in successfully delivering our projects over these years through single point responsibility backed by after sales service through operation and comprehensive maintenance of all our AC systems.



Mr Rahul Manurkar, VP (M&E)

Magarpatta Township Development & Construction Company Limited, Pune



The VRF outdoor units with Voltas DX AHU installed at Magarpatta City.



The commissioning of the 100th air cooled screw chiller (200 TR cap) at Utility Building gave the team a great sense of pride and association. Team members seen on the terrace of the building (l-r): Subhash Potkar – VL, Rajan Gunjal – VL, Mr P U Patil – Magarpatta, Jayant Deshpande – VL, Rajiv Saxena –VL, M Gopi Krishna (EVP & COO) – VL, Mr Umesh Magar –Technical Director, Magarpatta, Mr Satish Magar – Managing Director, Magarpatta, A K Joshi – Ex-President VL, Mr Rahul Manurkar – VP Magarpatta and Ms. Sapna Jacob – COO, Magarpatta.



The audience at the commissioning of the 100th aircooled screw chiller at Utility Building.

tons capacity. There are 134 chillers, 141 condensing units, 465 AHUs, 216 pumps and 121 panels, and the numbers don't stop there. A particularly memorable moment was the commissioning of Voltas' 100th chiller package at Magarpatta, a significant milestone on a voyage that still goes on.

It's not been easy. There have been all the hurdles and heartaches faced on any project of such scale and complexity. Such as the challenges of complying with tight timelines, keeping documentation compliance (particularly with STPI/SEZ norms), ensuring prompt delivery of equipment, and maintaining consistency and continuity in vendors and sub-contractors.

The stresses of dealing with changes in RCP drawings and end-client demands, and scrambling to revisit and rework completed portions. The sometimes chaotic task of coordinating with multiple vendors. The frustrations caused by delays in allied services, or problems with manpower.

In the face of such difficulties, all success achieved has been thanks to the focus and dedication of the Project Team, and the subsequent efforts of Voltas' after-sales operations and maintenance personnel. The close bond with the client was also important, with a culture of working



The Voltas Customer Care team.



Construction Engineers, Paras Padwal and Mahesh Mathpati have been fully involved in handling the project site.

together to solve problems, rather than maintaining a vendor-client separation. Other valuable factors were the continuity resulting from a Single Point of Contact, efficient processes for design, planning and commercial control, and the selection of competent and dependable sub-contractors and vendors.

The saga continues

In April 2010 Voltas put in its bid for the latest in the long line of Magarpatta projects, pursuing a tender issued by consultants Spectral Services Pune. This was for the Seasons Mall, whose 10.25 lakhs sq ft would house a

lavish array of shopping and recreational delights: supermarkets, retail outlets, restaurants, food courts, cafes, cinemas and more. The plan was for 2 basement car-parking levels, topped with a stilt floor supporting three floors of various mall attractions and 3 floors of the Cinepolis Megaplex, crowned with an office floor.

This time, Voltas pitched for both HVAC and Fire Fighting. For the former, it was up against Blue Star once again (among others). For the latter, there were several local players in the running. With Voltas' decade-long association with Magarpatta, winning the bid was practically a foregone conclusion.

A separate team was formed for the Mall, working in close association with Spectral Services, services consultant AECOM, multiple vendors, and Project Management consultant CBRE, which oversaw the



“Being engaged with the Voltas team from day one, and working closely with the Magarpatta team, has indeed been a wonderful and satisfying experience for me. They have always supported us in setting up our global benchmarks in HVAC, and encouraged us to consistently perform better in our projects and after-sales service. This bonding has given us the opportunity to partner with them, and successfully deliver towards their overall growth – which has seen the creation of a world-class integrated sustainable township in Pune, offering all possible first-class services and amenities, thereby improving the quality of life and society.”

Jayant S. Deshpande

AGM – Business Development – DPG



Sharing a lighter moment at the inauguration of the Voltas Customer Care Office are (from left) Mr Rahul Manurkar, Mr Umesh Magar, M. Gopi Krishna and Jayant Deshpande.



Mr Umesh Magar – Technical Director, Magarpatta (left) presents a memento to Rajan Gunjal, Area Manager – Projects, DPG, for commissioning the 100th Chiller.

review process. Working on Cybercity's towers, CBRE handled tracking and resolution of service complaints – yet another of the long-standing associations that Voltas built at Magarpatta.



Mr Umesh Magar (left) did the honours of inaugurating the Voltas Customer Care Office at Magarpatta City.



The Seasons Mall team from left: Mr Shirish Magar, Director – Seasons Mall; Rehmat, FF Engineer – VL; Jayant Deshpande, AGM – BD, VL; Mr Zaheer, Marketing Head – Seasons Mall; Nandkishor Matode, Sr Manager, Projects – VL; Nandkishor Tamhane, Manager FF – VL and Kiran Karanje, Procurement Executive – VL .

Seasoned by years of Magarpatta experience, the Voltas DPG team saw the project through with few glitches or upsets. In August 2013, Seasons Mall opened its doors, showcasing one of the finest installations in the entertainment sphere.

The journey is far from over. What comes next? Without a doubt, more projects will follow, not just in the evolving township of Magarpatta, but in similar visionary developments elsewhere. Such as Nanded City, a nearby residential township that follows the same proven model – and testifies to the same trust and confidence that Voltas earned over so many dedicated years at Magarpatta.



“ In my 24 years' career with Voltas, I have served at different locations and come across many good customers – but without any doubt, Magarpatta has been the best customer by far. They have always treated Voltas as a business partner and not as a vendor. Most importantly they have remained true to the word they gave when finalizing the first order: that if Voltas kept performing and meeting their expectations, they would not look for any other vendor for their HVAC requirements. I am happy that because of the continuous dedicated efforts of the Pune team spearheaded by Jayant, they have not had any reason to exercise the second option. I look forward to serving them for many more years to come. ”

Virendra Kumar, Project Director, E&M – DPG



Mr Noel N Tata, Vice-Chairman, Trent Ltd., cuts the inaugural ribbon at Seasons Mall. On his left is Mr Satish Magar – MD, Magarpatta.



A Silver plaque was presented by Voltas to the Magarpatta City team.



The 10.25 lakhs sq ft Seasons Mall, which will house a lavish array of shopping and recreational delights.

“ It gives me great pride that despite various challenges, we have successfully completed the Fire Fighting systems for the Seasons Mall. This has been one of the most prestigious and ambitious projects of the Magarpatta Group, which has a long-standing association with Voltas. Credit for this success belongs to the dedicated efforts of Voltas' multi-functional teams from Pune, Thane and Mumbai branches, along with the support of the Magarpatta team. ”



Nandkishor Tamhane

Manager - Planning & Engineering, FF Services Coordination – DPG

I am really proud to be working with Voltas. Till date, I have commissioned 134 chiller package systems on the Magarpatta campus. Throughout the Magarpatta journey, there have been many challenges. But we have kept up a fast pace of work with full focus and commitment, and successfully executed all their HVAC projects. Our success has been largely due to quick decision-making and support from the client, the maintenance of excellent relations through a Single Point of Contact, and the backing of Voltas' multifunctional teams.

Rajan Gunjal, Area Manager – Projects, DPG



Providing after-sales services at Magarpatta has been a journey of enduring learning for me, sustained not only through routine services but also through providing with value-added inputs for improving operations and implementing energy-efficient solutions, with support from the customer. Magarpatta has given us opportunities to put our knowledge and strengths to the test, meet expectations through planning and actions leading to fruition, and pursue higher service benchmarks throughout the product life cycle. I will always cherish this gratifying experience. I thank Magarpatta for providing such a platform to us.

Anandteerth Deshpande, Operations Manager, Customer Care – DPG



I am very fortunate to be associated with the Seasons Mall project. This project was very challenging with regard to the overall performance of Design, Planning & Project Execution, as the owners (the Magar family) were closely monitoring the job. Our HVAC and Fire services were executed systematically and the E&M services of this Mall are top class. The experience of learning and close interaction with consultant, PMC and the site team has been really great.

Nandkishor Matode, Sr. Manager Projects – DPG



NEXT: NANDED CITY

When the developers of Magarpatta City decided to build yet another model township on Pune's outskirts, they didn't need to look far to find an HVAC provider. After a decade of consistently excellent performance, who else but Voltas?

Phase 1 of Nanded City will focus on residential towers, with Voltas DPG handling the HVAC on a Design-Build-Operate-Maintain basis. The team has already completed their Marketing Office (with ductable split units) and Central Control Centre (with VRF systems).

The assignment of Stairwell Pressurisation for residential towers was challenging as RCC buildings and walls had already been built and there was no scope for running ducts. The answer lay in a custom-designed pressurisation system consisting of multiple symmetrical tube axial fans placed above alternate landings, in harmony with the architectural facade. The system will run only in case of fire. With the stairwell achieving proper pressurisation, the design has proven its worth, and is now being implemented in similar projects across several cities. So far 66 fans have been installed for 6 residential towers and order execution is still in progress.

Rajan Gunjal and Nandkishor Matode are looking after the execution, while the O&M responsibility lies with Anandteerth Deshpande and his CC team.