

# Janaki Co-operative Group Housing Society Ltd.

Registration No.954 (G / H)

Regd. Office: -Plot No: - 07, Sector: - 22, Phase: - 1, Dwarka, New Delhi: - 110077

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## 1. SECURITY & ACCESS CONTROL PROTOCOLS

To ensure robust security and smooth access control, the following protocols shall be strictly followed by all residents, visitors, and domestic staff:

### 1.1 Entry Regulations

1. Gate No. 1 shall be used as the primary entry point for all visitors, vendors, delivery agents, domestic staff, and service personnel.
2. All visitors, vendors, and delivery personnel shall be recorded by the guards and may enter only after verification by residents through Intercom/NBH.
3. Residents shall not bypass security checks, open gates independently, or allow entry to any person without guard verification.

### 1.2 Night Entry

- Entry of guests or domestic staff after 10:00 PM shall be permitted only after proper recording in the security register, verification of identity, and confirmation from the resident concerned.

### 1.3 Domestic Staff Regulations

- All domestic help (maids, cooks, drivers, nannies, etc.) must be registered with the Security Office and must provide ID and police verification documents before beginning work.
- All domestic staff and service providers (except personal guests) must wear Society-issued ID cards at all times within the premises.

### 1.4 Parking Discipline

- Residents shall park their vehicles only in their allotted parking slots. All vehicles must display the Janaki Parking Stickers allotted to them. One fresh sticker would be issued free of charge to each flat by producing the RC of the vehicle. Any replacement sticker would be issued on declaration and sufficient proof of damage to the original sticker. It would be provided on a chargeable basis.
- No vehicle shall be parked in **society common areas**, fire lanes, entry/exit points, or in parking spaces allotted to other residents.
- Violations shall invite penalties as per Society rules.

### 1.5 Emergency & Incident Reporting

- Residents must immediately report any suspicious activity, unauthorized entry, unsafe behaviour, or breach of protocol to the Security Office or Society Office.
  - Security guards are authorized to act to prevent unsafe situations or enforce Society rules. They should intervene to prevent any scuffle amongst the residents.
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## 2. HOUSEKEEPING & CLEANLINESS STANDARDS

To maintain cleanliness and hygiene across all eight blocks of the Society, the following responsibilities and cleaning schedules are prescribed:

### 2.1 Daily Cleaning Responsibilities

Housekeeping staff shall carry out the following duties every day:

- Sweeping and mopping of lift interiors, lift panels, lift mirrors, staircases, and stair railings.
- Sweeping and mopping of guard rooms, common area toilets & their mirrors, the society office, the meeting room, and the community hall including attached facilities.
- Sweeping of internal roads, pathways, and all parks within the premises.
- Removal of garbage from designated collection points and transportation to the MCD disposal point.
- Disinfection of common washrooms (as per schedule).

## **2.2 Weekly Cleaning Responsibilities**

- Cleaning of the perimeter boundary wall.
- Sweeping and cleaning of the Electrical Sub-Station.
  
- Removal of spider webs (jaale) from ceilings, corners, and fixtures.
- Dry dusting and cleaning of the firefighting systems and related infrastructure.

## **2.3 Monthly Cleaning Responsibilities**

- Cleaning of all 22 terraces once a month or earlier if urgently required.
- Cleaning of all Gully Trap (GT) boxes once a month or earlier if urgently required.

## **2.4 Work “As and When Required”**

- Replacement of damaged, broken, or missing drain covers/slabs.
- Any additional or emergency tasks assigned by the Managing Committee.

## **2.5 Resident Responsibilities**

- Placing flower pots on balcony parapets or ledges without a protective grill or secure holder is strictly prohibited.
- Residents must use garbage chutes only for dry waste.
- Wet or organic waste such as kitchen waste, food leftovers, fruit and vegetable peels, tea/coffee residue, and flower or garden waste must be handed over directly to the sweepers for processing in AeroBins.
- Residents must not throw any garbage, litter, food waste, or cigarette butts from balconies or windows.
- Residents must not place personal items such as shoes, strollers, bicycles, or flowerpots in common corridors or staircases.
- Any leakage, clogged drains, damaged tiles, or unclean areas must be reported to the Society Office immediately.
- Residents must treat housekeeping staff respectfully and comply with their instructions, as they act under the scope defined by the Society.

## **2.6 Monitoring & Accountability**

- Four housekeeping registers shall be maintained (one per two blocks).
- Housekeeping staff shall obtain signatures from one resident of each assigned block daily, ensuring that signatures rotate among different residents across the week.
- All registers must be countersigned by the Society Site Supervisor to confirm completion of duties.
- Allotment of towers to housekeeping staff would be on a rotational monthly basis.

## **2.7 Penalties for Non-Compliance by the Vendor**

- ₹300 per staff per day for unapproved absence.
  - ₹500 per instance of negligence or unsatisfactory performance.
  - ₹300 per day for failure to clear garbage or complete essential tasks.
  - Repeated violations may result in termination of the contract with one week's written notice.
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# **3. LIFT USAGE GUIDELINES**

To ensure safe, reliable, and damage-free operation of lifts, the following guidelines must be strictly observed:

## **3.1 Prohibited Activities**

- No resident or worker may transport sand, cement, gravel, tiles, bricks, paint, or any construction material or malwa through the lifts.
- Heavy furniture, appliances, or objects that may damage the lift doors or floor must not be transported through lifts.
- Blocking lift doors using hands, bags, trolleys, or any object is strictly prohibited.
- No resident shall press the Fireman Switch or alarm button except in a genuine emergency.

## **3.2 Safety Protocols**

- Children below 10 years of age must always be accompanied by an adult in the lift.
- In the event of a lift stall or power interruption, residents must not attempt to force the

doors open and must wait for authorized personnel.

- Residents shall immediately report jerking, noise, malfunctioning doors, or unusual lift behavior to the Society Office.

### **3.3 Enforcement & Accountability**

- CCTV footage shall be reviewed wherever misuse or tampering is suspected.
  - Repair costs arising due to misuse may be charged to the resident responsible.
  - Repeated violations may invite penalties as per Society rules.
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## **4. REPAIR & RENOVATION GUIDELINES**

*(All points from "Guidelines for Repair Work" have been included)*

Residents undertaking repair or renovation work inside their flats must follow the below guidelines:

### **4.1 Timings**

- Labourers are permitted to work only between **09:30 AM and 06:00 PM**.

### **4.2 Security Deposit**

- A refundable security deposit of ₹5,000 must be deposited before commencement of work.
- The deposit shall be refunded after the work is completed and the area has been cleaned satisfactorily.

### **4.3 Restrictions on Construction Work**

- Construction debris (malwa) must be removed from the Society premises within 2–3 days.
- Lifts shall not be used for transporting any building materials or debris.
- Use of heavy-duty impact machinery such as Hilti machines is strictly prohibited.
- Residents shall not make openings, cut reinforcement bars, or carry out any form of

structural alteration.

- Residents shall not cause loud, heavy, or damaging impacts that may affect structural integrity.
  - The outer façade of the building must not be defaced, damaged, or altered.
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## **5. WHATSAPP GROUP CODE OF CONDUCT**

### **5.1 Purpose**

- Official Society WhatsApp groups exist only for circulation of important notices, emergency alerts, Society information, and constructive community engagement.
- The groups may also be used to gather democratic viewpoints on Society matters where appropriate.

### **5.2 Prohibited Content**

Residents must not post:

- Rumours, unverified information, or misleading statements
- Personal attacks, defamatory remarks, or character assassination
- Allegations without evidence (including claims of financial or administrative irregularities)
- Political, commercial, or promotional content
- Prolonged personal disputes, arguments, or inflammatory messages
- Offensive, insulting, or derogatory language in any form

### **5.3 Issue Resolution**

- Residents must not expect administrative or maintenance issues to be resolved through WhatsApp messages.
- Matters requiring procedure, documentation, financial approval, or formal review must be submitted at the Society Office.

## **5.4 Moderation**

- The Managing Committee may remove members who violate these guidelines or engage in irresponsible posting to maintain decorum and discipline.

For Janaki CGHS Ltd.

(Om Prakash Pandey)

Hony. Secretary