



No. KVAOWA/GGN/2023/33/

Dated: 11th September, 2023

SERVICE STANDARDS

S. No.	Services	Maximum Timeline for Completion (Less than or equal the following specified time)	Responsible persons / Designation	Documents Required
1	No Dues Certificate (NDC) for Exit and Internal Shifting	2 days <i>Internal Shifting</i>	Estate Manager/ Asstt. Manager, Accounts	<ul style="list-style-type: none">AMS/any dues upto dateResident Detail form (Passport Photos) (Form 02)Current Rent AgreementAffidavit on a INR 10/- stamp paper(Owner/Tenant)Police verificationId proof of all members.Service Id/I Card/Offer LetterSecurity deposit (if applicable)<i>Seepage report clearance</i><i>No encroachment/No commercial activities clearance</i>
2	No Objection Certificate (NOC) for shifting into Kendriya Vihar	2 days	Estate Manager/ Asstt. Manager, Accounts	<ul style="list-style-type: none">AMS/any dues upto dateResident Detail form (Passport Photos) (Form 02)Current Rent AgreementAffidavit (Owner/Tenant)Police verification

“Service with a Smile”



KENDRIYA VIHAR APARTMENT OWNERS WELFARE ASSOCIATION (KVAOWA)
KENDRIYA VIHAR, SECTOR-56, GURUGRAM (HARYANA) – 122011
 (Registered under Societies Registration Act No.1 of 2012 Registration No. 00651 Dated 25/4/2013)

				<ul style="list-style-type: none"> • Id proof of all members. • Service Id • Security deposit (applicable)/Tenant
3	NOC for Mortgage House/Education loan	2 days	Manager Office	<ul style="list-style-type: none"> • AMS/any dues upto date • Request letter from applicant • Banks loan letter • Id Proof
4	Gate Passes for Domestic Servants	1 Day	Chief Security Officer	<ul style="list-style-type: none"> • AMS/any dues upto date • Request letter from applicant (<i>Form 12</i>) • Current Rent agreement (if applicable) • Id Proof • Two Passport Photos
5	Vehicles Stickers	3 days	Manager Office	<ul style="list-style-type: none"> • AMS/any dues upto date • Application (<i>Form 11</i>) • Tenant/Current Rent agreement (if applicable) • RC copies (Name of any family members)/Only when new vehicle not registered earlier • Required fee/penalty if applicable
6	NOC for flat registration	2 days	Manager Office	<ul style="list-style-type: none"> • AMS (others) Dues up to date. • Application (<i>Form 01</i>) • Handing /Taking Over Certificate. • Possession cum Occupation Letter. • Allotment Letter.

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				<ul style="list-style-type: none">• Aadhar Card (self attested)• Pan Card (self attested)• Fee Rs. 118/-
7	NOC for Sale	3 Days	Manager Office	<ul style="list-style-type: none">• AMS (others) Dues up to date.• Application (<i>Form 03</i>) (seller/buyer)• Self attested copy of Aadhar Card and PAN card of both the parties• Undertaking form notarized on stamp paper of Rs.10• One passport photo (Buyer)• Membership fee• Membership is not given on power of attorney• Copy of Conveyance deed/sale deed
8	Renovation permission	2 days	Estate Manager	<ul style="list-style-type: none">• AMS (others) Dues up to date.• Seepage report• Application (<i>Form 06</i>) (by owner only)• No encroachment/No commercial activities• Drawing copy• Labour Id cards with two passport photos• Security deposit (as applicable)• Rs.500 will be deducted from each month• Police verification for each labour

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9	Renovation security refund after removal of malba	3 days	Asstt. Manager , Accounts	<ul style="list-style-type: none"> Application (form 9) Copy of receipt (original)
10	Hall Booking	Same day	Asstt. Manager , Accounts	<ul style="list-style-type: none"> AMS (others) Dues up to date Application letter (<i>Form 04</i>) Current rent agreement, if applicable
11	Hall Booking security refund after checking	3 days	Asstt. Manager , Accounts	<ul style="list-style-type: none"> Application form (<i>Form 09</i>) Copy of receipt (original)
12	Tenant Security Refund	Date of Vacating	Asstt. Manager , Accounts	<ul style="list-style-type: none"> Application form (<i>Form 10</i>) Copy of receipt (original)
13	AMS Receipt	Same Day	Asstt. Manager , Accounts	<ul style="list-style-type: none"> AMS received by online, intimation giving to KV office after we will match Ref. no. to bank passbook then issue AMS receipts.
14	Temporary Gate Pass (Authorization : EM)	2 days	Chief Security Officer	<ul style="list-style-type: none"> Request letter from owner only (<i>Form 06</i>) Id proof For 3 days only Without Police verification Charges if applicable
15	Renewed Temp. Passes (Authorization : EM)	Same day	Chief Security Officer	<ul style="list-style-type: none"> Request letter from owner only (<i>Form 06</i>) After removal malbas Charges if applicable
16	Temp. Vehicle Stickers	Same day	Manager Office	<ul style="list-style-type: none"> AMS (others) Dues up to date Application 24 hrs visitor available at Man Gate

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17	Online House cleaning permission 2/3 days	Same day	Estate Manager	<ul style="list-style-type: none">• Request letter from owner only• AMS (others) Dues up to date• Labour ID's
18	Membership granted after approval of EC Meeting	2 months	Manager Office	<ul style="list-style-type: none">• AMS (others) Dues up to date• After taking NOC• Submission of Sale deed

Sd/-
(Lalit Kumar Mehta)
President, KVAOWA

Copy to: -

1. All EC members/Collegium members.
2. All Official concerned.
3. Website/MyGate App.

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