



No. KVAOWA/GGN/2026/20/534

Dated: 27th June, 2026

Security Guidelines

The Executive Committee (EC) reviewed and approved these guidelines during the meeting held on 14 June 2026.

To ensure the safety, security, and smooth functioning of the Society, all security personnel shall strictly adhere to the following instructions:

1. No visitor or outsider shall be allowed entry into the Society premises without proper identity verification and recording of the required details in the prescribed visitor register.
2. Where a flat owner/tenant (having no outstanding AMS dues and otherwise eligible under the Society rules) engages workers such as painters, masons, carpenters, electricians, plumbers, or other repair personnel for work up to **10 days**, prior intimation to the security gate through email kv006_gurgaon@yahoo.co.in, message, or telephone shall be mandatory. Before granting entry, the worker's name, address, identity proof (Aadhaar Card or any other valid ID), mobile number, and the flat number where the work is to be carried out shall be recorded in the register. A pass will be issued after verification to the owner. No fee shall be charged for this process.
3. If any worker or contractor is required to work for **more than 10 days**, an Entry Pass shall be issued at the gate only after approval or confirmation is received from the Society Office.
4. Any resident or tenant (having no outstanding AMS dues and otherwise eligible under the Society rules) bringing personal household items such as electronic appliances, furniture, beds, mattresses, etc., either personally or through porters or delivery personnel, shall not be unnecessarily stopped between **5:00 AM and 10:00 PM**. Security personnel may conduct only the necessary verification.
5. All security personnel shall maintain courteous, respectful, and cooperative behaviour towards residents, visitors, workers, and staff at all times.
6. Before the commencement of each shift, the Supervisor shall brief all security personnel regarding operational instructions and security-related matters.
7. Security personnel shall not use mobile phones unnecessarily while on duty. If any security personnel is found sleeping during duty hours or is found guilty of serious negligence, disciplinary action shall be taken in accordance with the terms of the security contract and the Society's management rules. Residents

"Service with a Smile"



- are requested not to misbehave with security personnel. Any complaint regarding the conduct or performance of security staff, along with supporting details or video evidence, should be submitted directly to the Management.
8. Security personnel shall ensure that coolers, heaters, or any electrical appliances at security posts are not kept running unnecessarily.
 9. If a resident fails to clean up after their waste of pet dog, security personnel shall not engage in any argument or confrontation. They shall simply record the time and location of the incident and report the matter to the concerned officer for appropriate action.
 10. Except for car washers, domestic helpers, Society employees, contractors, and persons officially working within the Society, no other outsider shall be permitted to use the Society's toilets or drinking water coolers. Any violation shall invite action against the concerned security personnel as per the terms of the security contract and the Management's rules.
 11. Flats that have been granted permission for renovation or construction work may bring construction materials into the Society only between **8:00 AM and 6:00 PM**. No separate gate permission shall be required for such approved works.
 12. For flats where painting or minor repair work is being carried out, painting materials and repair materials such as sand, dust, cement, plywood, and other essential items brought through rickshaws or tempos shall be permitted, provided prior intimation has been given to the Security Office/Gate and the materials do not adversely affect the cleanliness or safety of the Society premises.
 13. Construction activities involving drilling, demolition, hammering, or any other noisy work shall be permitted only from **Monday to Saturday between 9:00 AM and 6:00 PM**. Such activities shall remain strictly prohibited on Sundays. Painting and other non-noisy works may continue as per the approved permission.
 14. If water leakage or continuous water flow is noticed anywhere within the Society premises, the security personnel shall immediately inform the Supervisor, who shall promptly notify the concerned officer for necessary action.
 15. Vehicles not displaying a valid Society parking sticker shall be verified only at the designated verification point to avoid inconvenience to residents possessing valid parking stickers.

"Service with a Smile"



16. If any resident enters into a dispute with a security personnel, the security personnel shall not engage in any argument. The matter shall immediately be reported to the CSO/Supervisor, who shall inform the Management for appropriate action.

Request to Residents

The above instructions have been issued by the Management in the interest of maintaining the security, safety, and orderly functioning of the Society. All residents are requested to extend full cooperation to the security personnel, provide the required information whenever requested, and cooperate during security checks and verification procedures.

The verification and checking process carried out by the security staff is solely for the safety and security of the Society. All residents and visitors are requested to extend their full support and cooperation.

If any resident has a complaint, suggestion, or objection regarding security arrangements or the conduct of security personnel, they are requested to approach the Management directly and allow the security personnel to perform their assigned duties without obstruction.


(Atul Dhyani)
Secretary, KVAOWA

Copy to:-

1. All Collegium Members
2. All EC Members
3. All Concerned officials

"Service with a Smile"
