



STANDARD OPERATING PROCEDURE

ABSTRACT

This document contains the SOP, for PRAOA Management Committee to follow for the smooth and consistent operation of Association
MC 2025-26

Purva Riviera Standard Operating Procedures

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1 Introduction

The Purva Riviera Apartment Owners Association (hereinafter referred to as “PRAOA”) comprises more than 800 members who are owners of apartments within the Purva Riviera residential complex located in Bengaluru, Karnataka.

The affairs of PRAOA are managed by a Management Committee (hereinafter referred to as the “MC”) consisting of fifteen (15) elected representatives. Elections to the Management Committee are conducted annually by the apartment owners. The constitution, operations, and election process of the Management Committee are governed by the PRAOA Bye-laws, which are registered under the Karnataka Co-operative Societies Act, 1960 (commonly referred to as the Cooperative Societies Act 1960).

However, the Bye-laws do not fully address several operational procedures and administrative practices required for the effective day-to-day functioning of the Association. Consequently, each incoming Management Committee has often introduced its own methods and practices, resulting in inconsistencies in operations across successive terms.

This document aims to minimize such inconsistencies by establishing a standardized, uniform framework for the Management Committee’s activities, responsibilities, and decision-making processes. It seeks to ensure operational continuity, transparency, and efficiency from year to year, while remaining fully compliant with the PRAOA Bye-laws and applicable statutory provisions.

This document shall serve as a supplementary guide and reference for all Management Committees and shall be binding on the MC to the extent it does not conflict with the registered Bye-laws or governing laws.

2 Inputs used for preparing this document

- 2.1** Feed backs from existing MC members, past MC members and Owners.
- 2.2** Good practices picked from Resolutions passed by past Management committee.
- 2.3** PRAOA By-Laws.
- 2.4** Applicable Statutory Provisions of THE KARNATAKA SOCIETIES REGISTRATION ACT, 1960.
- 2.5** Historical Practices and Precedents

The preparation of this document involved review and consensus among a drafting subcommittee of the Management Committee to ensure practicality, fairness, and enforceability. It is intended to supplement (and not override) the registered Bye-laws. Any provision herein that may conflict with the Bye-laws or statutory law shall be deemed void to that extent, and the Bye-laws/statute shall prevail.

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3 Audience for this Document

- 3.1** Management Committee (MC) Members
- 3.2** Core audience: President, Vice-President, Secretary, Treasurer, Joint Secretary, and other elected members.
- 3.3** Expected to familiarize, adhere, and implement all procedures for day-to-day operations and governance.
- 3.4** Incoming / Outgoing MC Teams
- 3.5** Used as a handover and reference tool to ensure smooth transitions, maintain continuity, and avoid reinventing processes each year.
- 3.6** Office Bearers & Sub-Committees
- 3.7** Sub-committees (finance, maintenance, events, grievance redressal, etc.) and designated office bearers refer to relevant sections for role-specific guidance.
- 3.8** General Body / Apartment Owners (Members of PRAOA)
- 3.9** Secondary audience for awareness and transparency.
- 3.10** Helps members understand MC operations, standards, and decision-making processes.
- 3.11** Useful during AGMs/EGMs, elections, or for queries regarding common areas, maintenance, finances, and resident services.
- 3.12** Support Staff, Vendors & External Parties
- 3.13** Facility managers, security agencies, contractors, auditors, legal advisors, etc., may be directed to relevant sections as needed (e.g., vendor selection, payments, complaint handling)

4 PRAOA Staff Management

4.1 PRAOA Staffing structure and Responsibilities

Table -1

No	Role	Responsibilities	Reporting
1	General Manager/Facility Manager	Oversees the PRAOA office, coordinates and supervises premises maintenance, engineering services, security operations, clubhouse management, and all other functional portfolios of the association.	Primary: President and Vice President Secondary: All MC members
2	Technical Head	Serves as the primary point of contact for all engineering/technical aspects of the complex, including electrical, plumbing, water supply management, civil, and any other related technical systems or issues.	Primary: Utilities General Secretary, Join Secretary and General Manager.

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3	Accountant	Responsible for all day-to-day accounting and book keeping activities related to PRAOA.	Primary: Treasurer & Assistant Treasurer and General Manager
4	Admin Head	Responsible for the management of staff working on contract basis, Administration of Systems, Attendance of staff and supporting staff, Move in & Move Outs of residents, House Keeping, Event Management and Revenue Generation.	Primary: Premises General Secretary, President, Vice President and General Manager.
5	Admin Assistant	Responsible for overall supervision of Gardening, Garbage Removal from Premises, Pest Control	Primary: Premises General Secretary, and Joint Secretary Secondary: General Manager
6	Club house Receptionist	Day to Day management of activities of Club house	Primary: Club house General Secretary, Joint Secretary and Cultural General Secretary Secondary: General Manager
7	Gymnasium Instructor	Day to Day management of activities at Gymnasium	Primary: Club house General Secretary, Joint Secretary Secondary: General Manager

4.2 Process of Hiring

- i. The PRAOA Management Committee (MC) oversees management, supervision, discipline, evaluation, and termination of all staff—both payroll employees and contract staff. The MC ensures compliance with applicable labour laws and fair employment practices.
- ii. Permanent payroll positions (as of 2025) are listed in Table 1. Recruitment for these roles occurs only when a vacancy arises. On a vacancy, the Facility Manager informs the MC leadership, subsequently all MC members have to be notified about the vacancy.
- iii. MC will meet and agree up on the Job Role, Salary range and other details in a meeting. Treasurer need to give an explicit approval (through email) for the salary range based on budget.
- iv. The opening will be notified in notice boards, resident WhatsApp groups, email circulars, website postings, local newspapers, online job portals or any combination thereof) The mode of communication of the opening shall be determined by the Management Committee (MC) members at the time of approving the vacancy-filling process.

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4.3 Experience and Qualifications for each position:

No	Role	Work experience	Mandatory Educational Qualification needed
1	General Manager/Facility Manager	Should have a minimum of 10 years of work experience in the relevant field, <u>after the mandatory education.</u> Fluency to communicate in English, Hindi and Kannada are mandatory.	Should have 10 th standard pass along with a diploma (polytechnic) or a certificate from a Govt Authorized Industrial Training centre.
2	Technical Head	Should have a minimum of 4 years of work experience in the relevant field, <u>after the mandatory education.</u> Candidate with experience in MEP and HVAC with minimum 4 years of experience can be considered. Fluency to communicate in English, Hindi and Kannada are mandatory.	Should have 10 th standard pass along with a diploma (polytechnic) or a certificate from a Govt Authorized Industrial Training centre.
3	Accountant	Should have a minimum of 2 years of work experience in the area of Accountancy and Book keeping. Fluency in to Read, write and speak in English is mandatory in addition the candidate should be able to speak Kannada/Hindi	Should be Graduate in Commerce, However, a candidate with M.Com is preferred.
4	Admin Head	Should have a minimum of 4 years of work experience in office administration. Fluency in to Read, write and speak in English is mandatory	Should have 10 th standard pass. However, a graduate is preferred.
5	Admin Assistant	Should have a minimum of 1 year of work experience in office administration. Fluency in to Read, write and speak in English is mandatory.	Should have 10 th standard pass. However, a graduate is preferred.
6	Club house Receptionist	Should have a minimum of one year of work experience as a receptionist. Fluency in to Read, write and speak in English is mandatory.	Should have 10 th standard pass. However, a graduate is preferred.
7	Gymnasium Instructor	Should have a minimum of one year of work experience in a	Should have 10 th standard pass. However, a graduate is preferred.

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	Gym related training. Fluency in to Read, write and speak in English is mandatory.	
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4.4 Receipt and Shortlisting of Applications:

Applications are received by the Facility Manager or a designated MC member. A 2–3 member MC subcommittee shortlists candidates based on merit. After interviews, the selected candidate's details have to be shared with all MC members via email and WhatsApp for transparency and final review before appointment. Offer letter for the selected candidate will be signed by President and VP.

MC members not on the interview panel may request one additional **group** interview for a shortlisted candidate, with MC approval, prior notice to all members, and proper recording, to ensure transparency and efficiency.

Any objections during hiring by MC members will be first addressed by the President and Vice-President. If unresolved within about 7 days, the matter is escalated to the full MC for decision. If no consensus or majority approval is reached, the candidate is dropped, recruitment continues, and the decision is recorded in MC minutes.

4.5 Reference Checks and Background Verification:

The selected candidate's references shall be verified, and background checks.

No	Verification Parameter	Process
1	Educational Documents (Degrees and Certificates)	<ul style="list-style-type: none">❖ Check whether the institution that has offered the degree or certificate is genuine and authorized by the Govt of India.❖ Authenticity of the degree or certificate has to be verified by contacting the respecting school/Colleges or universities. Alternatively, PRAOA can employ an external background verification agency for such purposes
2	Identify verification (Name address and age)	<ul style="list-style-type: none">❖ Identify verification has to be done through Aadhar card Online verification of Aadhar card. This is done in presence of the candidate through OTP. This is a mandatory process.
3	Work experience	<ul style="list-style-type: none">❖ Experience certificate or reliving letter from previous employers need to first verified by MC members.

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		<ul style="list-style-type: none">❖ Previous employers have to be contacted in person by MC members for checking the authenticity of experience
4	Criminal background	<ul style="list-style-type: none">❖ Sufficient checks are mandatory to ensure that candidate does not have any past criminal backgrounds. This includes, pending criminal cases in which the candidate is accused, past convictions etc. A Police verification report has to be obtained to rule out any such issues.

If background verification reveals adverse findings, PRAOA may withdraw or revoke the job offer at any stage, as stated in the appointment letter. If a candidate declines the offer, the MC will decide how to restart the recruitment process, including considering other candidates or re-advertising the role.

The President issues a formal appointment letter outlining employment terms, including a 3-month probation, which the candidate must accept in writing. On joining, the employee undergoes induction and submits required documents. All recruitment records are maintained by the Secretary/Facility Manager. The MC may modify procedures in exceptional cases, with reasons recorded and later ratified, subject to PRAOA Bye-laws and applicable law.

4.6 Probation period for Payroll staff:

All new staff serve a 3-month probation, during which performance and conduct are monitored by management under MC oversight. Unsatisfactory performance may lead to termination with notice (2 weeks during probation, 4 weeks after confirmation), following written feedback, discussion, and documentation. The MC may optionally place the employee on a Performance Improvement Plan. Serious misconduct can result in immediate termination without notice. Successful probation may lead to confirmation through an MC-approved letter. All actions must be fair, documented, and in line with applicable labor laws, with confirmation solely at the MC's discretion.

4.7 Resignation of Staff:

Confirmed staff may resign by submitting a written resignation to the President/Vice-president/Facility Manager and serving a 60-day notice period. The resignation is shared with MC office bearers, discussed with the staff member, notified to all MC members, and formally accepted by the MC.

During the notice period, the staff member must complete a structured handover of all duties and assets, documented through a signed checklist. Upon successful handover, PRAOA issues a relieving letter and experience certificate. Final settlement—covering salary, gratuity (as per law), bonus if applicable, and PF formalities—is processed within 30–45 days of the last working day.

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4.8 Process for Involuntary Termination of Staff

Confirmed staff may be terminated only for valid reasons such as misconduct, forged documents, criminal involvement, or sustained poor performance, and strictly in line with labour laws and principles of natural justice. The General Secretary or President or Vice President, who is supervising the staff, must notify all MC members with reasons and evidence, review the matter collectively, and record the decision. This notification has to be done over official PRAOA email and WhatsApp.

For performance-related issues, a mandatory one-month PIP must be completed and documented before termination. After review (post-PIP, if applicable), the MC takes a final decision, issues written termination notice, initiates handover, and settles all dues including salary, leave encashment, gratuity (if eligible), and statutory benefits. Immediate termination without notice applies only in cases of gross misconduct.

4.9 Rehiring of Staff who has resigned from PRAOA in the past.

The MC may re-hire former PRAOA staff only at its discretion and only if the candidate had a strong past service record. Mandatory validation must be obtained from one or more MC members who served during the candidate's earlier tenure, covering performance, conduct, and reasons for exit.

Any single substantiated written objection from a previous MC member automatically disqualifies the candidate. If no objections exist, the current MC may approve re-hiring by consensus or majority, following the standard recruitment process. All feedback, decisions, and records must be documented, and re-hiring creates no entitlement or right.

4.10 Performance Management

The Performance Management system ensures all PRAOA staff perform effectively, maintain service standards, and align with the Association's objectives. It applies to all staff (probationary and confirmed) under MC oversight.

- **Appraisal Process:**
 - Probationary staff: monthly informal reviews + formal appraisal at month 6.
 - Confirmed staff: annual appraisal (Jan–Mar) with mid-year feedback (July).
 - Criteria: job performance, quality, attendance, resident feedback, teamwork, and rule adherence.
 - Method: supervisor rating, optional self-assessment, discussion, and MC approval; documented in personnel records.

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- **Ratings & Outcomes:** Influence confirmation, salary/bonus, continuation, or PIP placement.
- **Performance Improvement Plan (PIP):**
 - Mandatory for underperforming staff; 30-day duration (extendable once).
 - Written goals, support, reviews, and consequences; documented weekly/bi-weekly.
 - Post-PIP: improvement resumes normal duties; continued underperformance may lead to termination.
- **Recognition:** Outstanding performance may be rewarded via appreciation, certificates, incentives, or priority in increments/bonuses.
- **Documentation & Confidentiality:** All records are confidential, maintained by Facility Manager/Secretary.
- **Grievance Redressal:** Disputes on ratings or PIP can be submitted to the President within 7 days, with MC escalation if unresolved.

4.11 Salary Revision

Salary revisions recognize performance, adjust for inflation, remain competitive locally, and comply with labour laws, but are discretionary based on PRAOA's finances.

- **Timing:** Annually (usually April 1) or ad-hoc for role changes, market adjustments, or statutory minimum wage increases.
- **Basis:** Performance rating, PRAOA's finances, Karnataka minimum wages, local market benchmarks, and statutory requirements.
- **Process:** Supervisor proposes revision; MC reviews and approves via resolution; staff receives a formal letter with new salary and effective date.
- **Eligibility:** Only confirmed staff; no automatic increments; ineligible if under disciplinary action, PIP, or unsatisfactory performance.
- **Documentation:** All proposals, approvals, letters, and payroll updates are recorded and retained; staff acknowledge receipt.
- **Notes:** Minimum wage compliance is mandatory; MC may defer revisions due to finances; disputes follow the standard grievance process.

4.12 Bonus Payment to Staff

PRAOA bonuses reward staff performance, dedication, and contribution but are discretionary, performance-linked, and subject to MC approval and budget.

- **Eligibility:**
 - Confirmed payroll staff not under disciplinary action or PIP.

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- Probationary staff only with exceptional MC-approved performance – Documented over an email or resolution.
 - Contract staff only if the vendor agreement allows or MC decides to pass through.
 - **Types of Bonus:**
 - Annual performance bonus (based on appraisal rating).
 - Optional festival bonus (fixed or nominal).
 - Special incentive bonus for extraordinary contributions (case-by-case).
 - **Calculation Guidelines:**
 - Excellent: 15–25% of basic salary
 - Good: 10–15%
 - Satisfactory: 5–10%
 - Needs Improvement / Unsatisfactory: Nil
 - Total bonus pool capped by annual budget; festival bonus fixed as per financial health.
 - **Process:**
 - Facility Manager recommends bonuses (Feb).
 - MC approves via resolution (March).
 - Individual letters issued; payment with April salary (or by May 15).
 - Festival/special bonuses approved separately and paid within 7–15 days.
 - Statutory deductions applied as required.
 - **Documentation:** Recommendation sheets, MC resolution, bonus letters, payment records/TDS certificates retained by Treasurer/Secretary.
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4.13 Gratuity Payment to Staff

A statutory benefit under the Payment of Gratuity Act, 1972 to reward long and faithful service and provide financial security on retirement, resignation, death, or disablement.

Eligibility: Confirmed/permanent payroll staff with 5 or more years of continuous service are eligible. Probationary and contract staff are generally not eligible. Exceptions include death or permanent disablement, and service of 4 years 240 days is treated as 5 years.

Payment: Gratuity is payable on resignation, retirement, termination (except in cases of gross misconduct), or death/disablement. The process involves submission of application by the staff member, verification of service by the Treasurer/Facility Manager, approval by the Management Committee (MC), and payment via bank transfer along with a Gratuity Payment Certificate. Payment is made within 30 days of becoming due. All eligible staff must submit Form F for nomination.

Forfeiture: Gratuity may be partially or fully forfeited in cases of gross misconduct, moral turpitude, or violent acts, subject to MC resolution and documentation.

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Documentation: All service records, nomination forms, MC resolutions, payment proof, and the gratuity certificate are maintained by the Treasurer/Secretary for audit and inspection.

Note: Timely payment is mandatory to avoid penalties under the Payment of Gratuity Act. The MC may seek legal or Controlling Authority advice in case of disputes regarding eligibility or payment.

4.14 Code of Conduct

The Code of Conduct sets expectations for professional behaviour, ethical standards, and performance responsibilities for all payroll and contract staff. It ensures a safe, respectful, and efficient work environment, protects resident privacy and property, maintains service quality, and complies with labour laws, PRAOA rules, and Association values.

Applicability: All confirmed and probationary payroll staff and all contract staff deployed through vendors are bound by this Code during working hours, while on PRAOA premises, and whenever representing or performing duties for the Association.

Core Principles: Staff shall perform duties diligently and honestly, treat residents, colleagues, vendors, visitors, and MC members with courtesy and professionalism, safeguard the safety, security, and dignity of all persons, and act in accordance with PRAOA rules, vendor SLAs, and applicable laws.

Specific Rules: Staff must report on time, maintain proper uniform and grooming, complete assigned tasks efficiently, and report any inability to perform duties. Respect and non-discrimination are mandatory; staff must interact politely with all residents and colleagues and refrain from abusive, threatening, discriminatory, or harassing behaviour, gossip, or disclosure of private matters. Confidentiality must be maintained for all resident information unless reporting to the Facility Manager or MC. Staff must act with integrity, not accept gifts or favours that could influence performance, and not misuse PRAOA property or time. Safety and security protocols must be followed, and any unsafe conditions or security incidents reported immediately. Security staff must strictly follow access control, visitor logging, patrolling, and CCTV monitoring rules.

Alcohol and Substance Policy: Zero tolerance applies for alcohol and intoxicants. No staff shall consume, possess, or be under the influence of alcohol, drugs, or any intoxicating substance during duty or on premises. Breathalyser or sobriety checks may be conducted on reasonable suspicion. Violations result in immediate suspension; payroll staff may face summary termination, and contract staff are removed and blacklisted with vendor accountability. Off-duty consumption that impairs performance is also prohibited.

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Other prohibited conduct includes smoking in non-designated areas, sleeping or loitering during duty, excessive mobile phone use (except official use), theft, damage, or unauthorised removal of property, and physical violence or threats.

Breach of Code: Minor breaches may lead to verbal or written warnings, fines, or salary/attendance deductions. Serious breaches, including alcohol or substance violations, theft, harassment, or confidentiality breaches, may result in immediate suspension, termination (payroll), or removal and blacklisting (contract), and reporting to police if a criminal offence occurs. All disciplinary actions follow a fair process with written notice and opportunity to respond. Contract staff breaches are reported to the vendor for action.

Acknowledgment: Payroll staff shall sign a declaration upon joining and annually confirming understanding and compliance with this Code. Contract staff are briefed by the vendor and Facility Manager, and acknowledgment is recorded.

This Code supplements employment contracts, vendor SLAs, and statutory labour laws. Staff are encouraged to report violations or concerns to the Facility Manager or MC without fear of reprisal. PRAOA maintains a strict zero-tolerance stance on alcohol and substance use during duty to ensure resident safety and service reliability.

4.15 Employee Wellness Committee

The **Employee Wellness Committee (EWC)** at PRAOA promotes staff well-being—physical, mental, emotional, and financial—through activities like health camps, workshops, yoga, financial literacy programs, and staff appreciation events. Chaired by an MC or senior member, with diverse staff and an IC liaison, it meets quarterly, conducts surveys, organizes wellness initiatives, supports POSH awareness, refers harassment cases to the IC, and submits recommendations to the MC for budgeting. Funded via a staff welfare budget, the EWC serves as an advisory body, fostering a healthy, safe, and positive work environment while complementing statutory compliance, without handling formal grievances or disciplinary actions.

4.16 Prevention of harassment committee (Includes Sexual harassment)

Every year MC has to form a small committee of 3 to five members to address any kind of harassment issues (including sexual harassment). This committee will consist of owners who have served the MC before or some who are fully aware of POSH procedures. This team reports to President and VP.

Any harassment related issues that come will be directed to this committee. The committee will hear the concerns and investigate and report the findings to MC. This will be reviewed by all MC members and subsequent steps will be taken to address the concern.

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5 PRAOA Contract Staff Management

Contract staff (security, housekeeping, gardening, engineering, and other support services) are vital to PRAOA's operations. The policy standardizes **engagement, supervision, performance monitoring, and termination** to ensure service quality, legal compliance, cost control, and coordination with payroll staff and the MC.

Key Points:

- **Applicability:** Covers all contract staff, whether outsourced or directly engaged; ultimate oversight rests with the MC.
- **Engagement:** Vendor selection through open quotes/tenders; formal SLA with scope, wages, compliance, replacement, penalties, and dispute resolution.
- **Staff Deployment & Rotation:** Verification of ID, police, and training; uniforms/ID mandatory; supervisors rotated every 12 months to maintain impartiality, security, and governance compliance (KAOA).
- **Supervision & Monitoring:** Facility Manager oversees daily operations; attendance tracked; monthly performance and resident feedback reviewed; SLA compliance monitored with penalties for lapses.
- **Payments & Compliance:** Vendor invoices certified by Facility Manager/MC; statutory compliance (PF/ESI/Gratuity, minimum wages) verified.
- **Termination/Replacement:** Unsatisfactory staff replaced within 48–72 hours; MC may terminate contracts for repeated non-performance or serious misconduct.
- **Documentation:** Contracts, attendance, performance, invoices, and compliance records maintained; major decisions recorded in MC minutes.
- **Grievances:** Handled first by the vendor; serious issues escalated to Facility Manager/MC; direct employment claims not entertained.
- **Periodic Review:** Staffing model and compliance reviewed in AGM/MC meetings; all actions aligned with relevant labour laws and PRAOA bye-laws.
- **Rotation:** Every contract staff need to be rotated after a period of three years. This means once a contract staff complete three years of service in Purva Riviera, they need to be reassigned to another property by the vendor or another employment. The same staff can return to Purva Riviera for service after a cool-off period of two years. After that the same process continues. In event the same staff completes a tenure of the three years through multiple vendors, same policy of rotation will apply

6 Budget Preparation

The annual budget is the financial roadmap for PRAOA, ensuring proper fund management, maintenance of common areas, statutory compliance, service provision, and long-term

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sustainability. It promotes transparency, prevents deficits, and supports MC decision-making.

Key Points:

- **Responsibility:** Prepared by the Treasurer (with Facility Manager/finance support), approved by the MC, and presented at the AGM.
- **Timeline:** Preparation (April-May), MC review (May), AGM presentation (May-Jun).
- **Income Sources:** Maintenance charges, additional collections (water, clubhouse, fines), interest, and miscellaneous income.
- **Expenditure Heads:**
 - Routine operations: security, housekeeping, gardening, utilities, clubhouse maintenance.
 - Maintenance & repairs: civil, electrical, lifts, pest control, fire safety.
 - Administrative: payroll, stationery, audit/legal fees, insurance.
 - Statutory & reserves: sinking fund, major repairs, taxes, contingencies.
 - Capital/one-time expenses: infrastructure upgrades (from reserves/special collections).
- **Preparation Process:** Review prior accounts, gather inputs, draft detailed budget, MC review and approval, present to members, circulate post-adoption.
- **Monitoring & Adjustments:** Monthly tracking of actuals vs. budget; mid-year adjustments with MC approval if needed.
- **Documentation:** Maintain all drafts, resolutions, minutes, and actuals using standardized templates.

6.1 Budget Presentation

The annual budget is presented to members to ensure **transparency, informed decision-making, and formal adoption**. The MC, led by the President and Treasurer, prepares the budget and circulates a **summary** (income, major expenses, maintenance charges, surplus/deficit, key assumptions) at least **21 days before the AGM** via email, WhatsApp, notice board, and website. The **full budget** is available for inspection at the office **7 days prior**.

At the AGM, the Treasurer/President presents the budget with slides/handouts, explains significant changes, compliance, and reserves, followed by **15–30 minutes of member discussion**. Adoption occurs via **ordinary resolution (simple majority)**. Post-AGM, the approved budget or summary is circulated within **7–10 days**, and all records (notice, minutes, presentation, resolutions) are maintained by the Secretary/Treasurer for audit and reference.

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7 Code of Conduct by MC members

The Code of Conduct sets ethical, professional, and governance standards for all MC members to ensure PRAOA is managed with **integrity, transparency, fairness, and in members' best interests**. It applies to all elected MC members during their term and for **one year post-office** for confidentiality and conflict obligations.

Core Principles:

- Act honestly, in good faith, and in the association's best interest.
- Exercise duties diligently, impartially, and professionally.
- Uphold integrity, avoid disrepute, and maintain member trust.
- Constant respect to people (Staff, Residents, Owners, Vendors and every one related to Purva Riviera)

Key Obligations:

- **Confidentiality:** Protect sensitive information during and after tenure.
- **Conflict of Interest:** Declare personal/family interests; abstain from related decisions; avoid undue gifts.
- **Financial Integrity:** Use funds responsibly; ensure transparency and cooperation with audits.
- **Respect & Professionalism:** Treat members, staff, vendors respectfully; maintain decorum in meetings and communications.
- **Compliance:** Follow PRAOA Bye-laws and relevant laws (labor, GST, etc.).
- **Attendance & Participation:** Minimum 75% meeting attendance; fulfill portfolio responsibilities.
- **Use of Association Resources:** Only for official purposes; no personal benefit.

Breach Handling:

- Alleged breaches reported to President; MC investigates fairly.
- Minor breaches: warning or counselling; serious/repeated: removal from MC or referral to authorities.
- All proceedings documented confidentially in MC minutes.

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Zero tolerance Policy

MC members shall not consume, possess, or be under the influence of alcohol, drugs, or any intoxicating substances, (including Paan and Ghutka) , while performing official duties as MC member.

Scope: This applies to all MC activities, including:

- **General Body meetings (AGM/EGM)**
- **MC meetings**
- **PRAOA office interactions**
- **Any official association events**

Purpose: To maintain professionalism, safety, and effective governance for all residents. Violations will be addressed per PRAOA bylaws.

Acknowledgment:

- All MC members must sign a declaration confirming understanding and commitment to the Code, filed with the President/Vice President.

8 MyGate Automation Process

MyGate is the **mandatory platform** for all administrative and operational tasks for residents, staff (payroll and contract), vendors, and MC members. It ensures **security, transparency, efficiency, and digital record-keeping** across the society.

Key Functions:

1. **Visitor Management:** Pre-approval, OTP/photo verification, real-time logging, notifications, and blacklisting.
2. **Staff Attendance & Movement:** App-based check-in/out, biometric tracking, geo-fencing, and monthly reports.
3. **Complaints & Service Requests:** Ticketing, assignment, status tracking, and resident feedback.
4. **Gate Pass & Vehicle Management:** Temporary/permanent passes, vehicle logging, and blacklisting for violations/dues.
5. **Communication & Notices:** AGM notices, alerts, polls, surveys, and emergency messages.
6. **Maintenance Payments:** Online payments, real-time tracking, receipts, and automated late penalties.
7. **Vendor Management:** Entry approvals, work order tracking, and performance feedback.
8. **Security & Incidents:** Patrol logs, SOS alerts, and incident reporting.

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9. **MC Workflows:** Digital approvals, complaint escalation, and resolution sharing.
10. **Facilities Booking:** Transparent booking of clubhouse, pool, gym, indoor games, tennis courts, terrace/party areas, multipurpose hall, and other MC-approved amenities; rules for usage, deposits, cancellations, and penalties; disputes logged digitally.
11. **Administration & Governance:** Admin access to MC/staff, annual training, data privacy compliance, monthly report backups, and technical issue escalation.
12. **Review & Upgrades:** Annual performance review, feature enhancements, or platform alternatives if needed.
13. **Gate Pass:** An Electronic Gate pass through MyGate is needed for the movement of all goods which are taken out.

9 Hand over process responsibility by an out-going MC to in-coming MC

The handover process ensures a **smooth, accountable, and transparent transition** of all physical, digital, and financial assets from the outgoing MC to the incoming MC, minimizing operational disruption and safeguarding PRAOA property.

Applicability: Mandatory after annual MC elections or any partial/full MC turnover; covers **premises, facilities, equipment, records, keys, digital access, login names & passwords and operational responsibilities.**

Timeline: Handover must be completed within **15 days** of the new MC assuming office.

Key Handover Items:

1. **Keys & Access:** Master/duplicate keys, digital credentials (MyGate, CCTV, lifts, biometrics, gate automation).
2. **Infrastructure & Equipment:** Inventory of lifts, pumps, DG sets, STP, fire safety, solar panels, furniture, tools, and club amenities.
3. **Security & Surveillance:** CCTV access, guard rosters, patrol logs, incident registers, and equipment.
4. **Office/Admin Assets:** Office keys, computers, printers, stationery, physical and digital files (maintenance logs, contracts, insurance).
5. **Common Area Status:** Joint inspection report, pending maintenance/repairs, and budget allocations.
6. **Vendor & Service Contracts:** Active contracts, SLAs, vendor contacts, attendance, and payment status.
7. **Treasury:** Complete financial handover including bank accounts, cash/petty cash, ledgers, digital payment portals, insurance policies, previous audit reports, and reconciliation certificates; outgoing Treasurer accountable until formal sign-off.

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Handover Process:

- **Pre-Handover Meeting:** Plan dates, assign responsibilities.
- **Joint Physical Verification:** Walkthrough of all facilities; prepare and sign Handover Inventory & Status Report.
- **Documentation Transfer:** Handover of all physical and digital records, verified by incoming MC.
- **Digital Handover:** MyGate and other digital admin access transferred; passwords changed immediately.
- **Sign-Off:** Both MCs sign Handover Report; copies filed with President and retained by outgoing MC.

Responsibilities:

- Outgoing MC: Prepare inventory, maintain premises, cooperate fully.
- Incoming MC: Verify items, report discrepancies, assume responsibility post-sign-off.
- Facility Manager: Neutral facilitator of physical and digital handover.

Dispute Resolution: Joint MC meeting first; unresolved issues escalated to General Body or Registrar of Cooperative Societies.

10 Management of Assets Owned by PRAOA

Purpose: Ensure proper identification, registration, maintenance, protection, utilization, and disposal of all PRAOA assets to safeguard property, enable optimal use, prevent loss/misuse, ensure transparency, and comply with bye-laws and statutory requirements.

Scope: Applies to all **fixed and movable assets**, including:

- Common area infrastructure (lifts, pumps, STP, DG sets, solar panels, water tanks, CCTV, gate automation).
- Clubhouse, banquet hall, gym, swimming pool, indoor games, and recreational equipment.
- Office equipment (computers, printers, furniture, safe).
- Vehicles, tools, machinery, spare parts, and consumables.
- Intangible assets (software licenses, digital accounts, MyGate admin rights).

Key Policies:

1. Asset Register & Inventory:

- Facility Manager (under MC oversight) maintains a detailed register with asset details, location, condition, custodian, warranty/AMC, and acquisition info.
- Annual joint physical verification by Facility Manager & MC (preferably March/April).

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- Discrepancies (loss, damage, theft) reported immediately to MC.
- 2. **Maintenance & Upkeep:**
 - Follow manufacturer guidelines and AMC contracts.
 - Preventive maintenance scheduled annually; breakdowns logged in MyGate/maintenance register.
 - Major repairs/replacements funded from sinking fund, major repairs reserve, or special collection with member approval.
- 3. **Protection & Security:**
 - Insure all assets (building, machinery, fire, theft, liability).
 - Enforce security measures: CCTV, locks, access control.
 - Removal of assets requires MC approval.
 - Misuse/damage by staff or residents may result in cost recovery or disciplinary action.
- 4. **Utilization & Allocation:**
 - Assets for residents and authorized persons only.
 - Commercial use requires MC resolution and member intimation.
 - Usage records maintained (e.g., MyGate booking logs).
- 5. **Disposal or Write-off:**
 - Obsolete/damaged assets disposed only with MC approval.
 - Disposal process: valuation (if high value), quotations, MC resolution, sale/scrap, record proceeds.
 - Theft or loss requires police FIR and MC documentation.
- 6. **Roles & Responsibilities:**
 - Facility Manager: Custody, maintenance, usage monitoring, inventory updates.
 - Treasurer: Financial tracking (cost, depreciation, insurance, disposal proceeds).
 - MC: Oversight, approvals, annual verification.
 - Secretary: Maintain Asset Register and handover records.
- 7. **Documentation & Audit:**
 - Maintain digital & physical asset register.
 - Present annual verification (of assets) report at MC meeting.
 - Include assets in annual audit (physical verification and valuation).

11 Preservation of Premises Landscape and Structures

The Purva Riviera premises feature a distinctive design, thoughtfully developed over time to integrate rich flora and fauna—a hallmark unique to our community.

However, a recurring issue arises with each change in Management Committee (MC) leadership: new members dismantle and rebuild the garden layout entirely to suit their personal tastes. This renders all prior MC efforts and financial investments futile.

To prevent this:

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- Any modifications to the garden layout, including adding new trees, plants, or other investments, **require prior General Body approval**.
- **General Body approval.** Is required for structural changes in buildings, towers, clubhouse, or boundaries—such as demolishing existing walls, fences, or structures, or constructing new ones.
- Any changes for the painting (Changing color) needs an approval from General body as it impacts the over appearance of the complex.

Every MC must **preserve the garden as is**. Members may purchase fresh plants solely to replace dying ones, which counts as routine maintenance.

Compliance: All MC members must adhere strictly to this policy to safeguard our community's unique character and financial resources.

12 How to make amendments to this Standard Operating Procedures

This is a **live document**, subject to amendments from time to time as approved by the General Body.

Steps for Amendments:

1. Any MC member or PRAOA owner may propose modifications to this document.
2. Submit proposals formally to the MC via email.
3. The MC reviews and approves via resolution.
4. Present the modification and its impacts at a General Body meeting (AGM or EGM).
5. The General Body discusses and votes to approve or reject.
6. Approved changes become official upon General Body ratification.
7. Rejected proposals are dropped.
8. Maintain a **modification history** within this document.

This process ensures transparency and community consensus for all updates.

13 Review Committee who has reviewed this document

1. All MC members