

JP-Alexa FAQs from new residents

Please note, the intention of this guide (since created by fellow residents) is only to assist the community. You are requested to please bear in mind that this is not an official document in any form or manner. When in doubt, please always refer to the Fit-Out manual given by JP, or speak with the FM Team for accurate assistance.

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CRM Team and Possession related queries / issues

- Question: My CRM does not respond to my calls / emails / WhatsApp. What should I do?
- Answer: Please note, there are 1,000+ flats between all the wings for Alexa and Aviva towers. Unfortunately, JP has assigned very limited CRMs, due to which it appears that they are struggling with the workload. While we understand this is not an acceptable situation, we need make the best of what has been served to us. Requesting you to be patient, kindly maintain the professionalism from your end in terms of your language and communication, whether that is on calls, emails, or messages. Suggest that you make at least 2-3 attempts in a day to connect over a call, and end your day with an email.

- Question: My CRM Team is imposing late fees charges and stating that I have delayed my payments towards my demand. They deny to give me possession unless I clear those charges. What should I do now?
- Answer: Please follow below suggestions.
 1. Please make a document or excel file of all the demand dates that were issued to you, the due dates of those demands, and the date when payment debited your account, or the bank paid on your behalf.
 2. Ask your CRM to give you a line-level break-down of every single rupee that constitutes to these last fee charges. There is a high probability that they are not considering the date when money hit their account. Instead, they are considering the date when money was entered into their Tally systems, which is incorrect representation.
 3. Refer to payment document from point # 1 above to verify and ensure there were indeed no delays from your end, or from your bank's end to make the payment.
 4. If there were no delays from your end, or that of your bank's end, then fix a meeting with your CRM + their immediate supervisor. Show them all the bank proofs and paper trail.
 5. If they are considering the date the entry was created in Tally, explain to them that their internal delays are not the resident's responsibility. Educate them that your commitment is to ensure the money reaches the bank account on time.
 6. If there have been delays from your bank's end, then take it up with your bank. Either they speak to the builder and get the charges waived-off, or they pay them. Ensure that those payments are not added to your loan.
 7. If there indeed have been a delay from your end to make payments, due to any unfortunate and unforeseen circumstances, please fix a meeting with your CRM + their immediate supervisor. Try to convince them to extend some courtesy. If they do, good for you. If they do not, then you do not have a choice but to make the payment.
 8. The sooner you address this matter, the faster you will receive your possession.

- Question: My CRM has called and notified me of my possession date, what should I do now?
- Answer: Unless they give it you in writing, we recommend that you do not consider that as your possession date. Once you receive an email confirming the date and time of your possession, please connect with the Possession Team at least 24 hours prior to your time to confirm that they are made aware of this. If the date and time does not suit you, please work

with your CRM to reschedule the same. Ensure that you take a written confirmation from your CRM that you have 0 dues left. Please also ensure that you take the advance tax demand from CRM team prior to possession.

➤ Question: What preparations do I have to do on the day of my possession?

➤ Answer: Please follow below suggestions.

- Please ensure all applicants are present during the event.
- Do carry a copy and original of your Aadhar card.
- If you are sending a proxy on your behalf, then a Notarized Power of Attorney is mandatory. Please discuss in advance with your CRM and Possession Team to avoid any conflict on the day.
- You will need to sign quite a few documents that day, so be mentally prepared. Read everything properly and thoroughly.
- You should receive the following things on the day of your Possession: -
 - 1 original copy of the Possession Letter
 - 3 sets of keys to your apartment
 - NoC from JP to transfer electricity bill on your name
 - Copy of the PAN card signed by the authorized signatory of JP.
 - A feedback form after the possession is done. If you find any issues with your flat, please ensure you document it here & take a photo of the same.
- They might try to rush you into signing, but stay calm and tell them you need the required time.
- Enjoy your moment!!

➤ Question: What are these TDS charges and how do I pay them?

➤ Answer: TDS charges are 1% of your respective agreement value. It needs to be paid in the Govt portal, link of which is shared below –

<https://www.incometax.gov.in/iec/foportal/>

- Your demand letters carry the TDS amounts as well that need to be paid.
- Once paid, please ensure you receive and download the following documents from the portal: -
 - Challan receipt issued by the Income Tax office after TDS payment,
 - Form 26QB (Challan statement issued by income Tax office)
 - Form 16 B
- Alternatively, you can connect with a CA to complete this step on your behalf.

➤ Question: I need payment receipts / Statement of Account / Ledger of all the payments that I have done till now, how do I get them?

➤ Answer: These documents are issued by the Finance or Accounts Team and shared by the CRM Team in both hard copy and soft copy modes. If you are missing any of these documents, please connect with your CRM and ask them for the same.

Club House and MyGate Registration

- Question: What is MyGate app? How do I get it?
- Answer: This is an app that is used to ensure anyone entering your apartment is reviewed and approved by you. This is to ensure your safety and security. Therefore, please be careful of who you approve to enter. Anti-social elements might gain access to the society with your approval and then create problem for other residents, as experienced in the past. This app is available in both iOS and Android Playstore. You will also need this app to gain access code for Clubhouse, once you are registered.

Once you download the app, you need to add yourself as a resident. You may search the Country as India, City as Mumbai, and Society as JP North. Once your Clubhouse verification is concluded, a code will be always visible on your app that will allow you to gain access to the Clubhouse.

- Question: How do I gain access to our Clubhouse?
- Answer: Please follow below suggestions.
 - Visit the Club House located opposite of Elara Towers.
 - Notify the receptionist you need a form and that you are a resident of Alexa.
 - Fill the form appropriately, you can add up-to 4 residents only. Registering outsiders is not allowed.
 - Submit the form to the receptionist with the below documents along with it: -
 - Photos of all the applicants.
 - Copy of Aadhaar card of all the applicants.
 - Copy of the 1st 3 pages of your Agreement.
 - Copy of the 1st page of the Possession Letter.
 - Once the Team verifies all the details, you will be granted access to Clubhouse.
 - Since you would have already installed
- Question: What are the timings of the Clubhouse?
- Answer: Clubhouse is closed on Mondays. You can visit from Tuesdays through Sundays.

Property Tax

- Question: How would I know the amount of property tax that I need to pay?
- Answer: The amount of payable property tax would be intimated to you by the CRM Team prior to possession. Please ensure that the same is documented in the form of an email along with a property tax demand.

- Question: How do I pay the property tax?
- Answer: The 1st property tax needs to be paid to your CRM, since JP has already paid on your behalf. Please connect with your CRM to get the bank details where you must deposit the amount.
- Question: How do I get a payment receipt of the property tax?
- Answer: The property tax receipt would be uploaded in the Govt. portal for you to download. You may visit the link: <https://pg.mbmcc.gov.in/> Select Property Tax > Search by Owner Name > Enter the name/s of the owners as per your possession letter > Select Zone 4 (Prabhag 4). Once the page loads, it will allow you to download the tax receipt or make future tax payments.

Security Deposit Refund

- Question: What is this security deposit that I need to pay, why do I need to pay, who do I need to pay, and when do I need to pay it?
- Answer: JP takes a security deposit from its resident as safekeeping. This is a one-time, interest-free, refundable payment. The amount that you pay would have ideally been addressed in your last demand letter. Please refer to that demand letter to ensure you have paid the amount, to avoid making a duplicate payment, **this is extremely important.**

Std. amount is 50k, with the assumption that you will be doing interior work. 20k, if you are only going to move-in with no interior work.

If you choose to pay 20k to merely move-in, and decide to do interior work later, the amount of 50k will still be payable to JP. Once the society is formed, it will have its own applicable charges.

- Question: I am not planning to do any interior work and I have already moved in; how do I get my refund? What is the timeline for this refund?
- Question: My interior work has concluded, and I have moved in; how do I get my refund? What is the timeline for this refund?
- Answer: Please contact Raju Varma from JP Facilities Team @ raju.varma@jpinfra.com or 8657526794 for assistance. Once initiated, it takes a maximum of 60 days for the refund to be processed. The refund is processed in the form of a cheque payment only. Please ensure you share the correct name to be written on the cheque for the refund, to avoid any inconvenience later.

Parking

Please note, multi-layer car parking (MLCP) is currently under construction. As per the update received in July 2024, the construction for lower level will be completed soon. Please stay in touch with Raju Varma from JP Facilities Team @ raju.varma@jpinfra.com or 8657526794 for assistance to get your parking spot basis your allotment letter. Do note, if you have not purchased parking at the time of sale, then you will either have to purchase 1 now, or rent it out from a fellow resident, automatic allotment will not happen for you.

TATA Power electricity bill

Please note, a detailed guide has been created with step-by-step instructions on how to transfer the bill on your name. Please refer to that. If you need assistance on the document, please contact our fellow resident Himani @ 9606111985.

In case the flat # assigned to your consumer number is wrong, please connect with Raju Varma from JP Facilities Team @ raju.varma@jpinfra.com or 8657526794 for assistance.

Tata Power contact details are as follows: -

Customer Care number – 1800 209 5161

Email: customercare@tatapower.com

Website: <https://www.tatapower.com/>

Mahanagar Gas line

- Question: Gas line has not been installed in my flat till now, what do I do?
- Question: Gas line with meter has been installed however there is no connection, what should I do?
- Answer: Please note that gas lines and meters are getting installed in phased manner. Please contact Vinay Sharma from JP Facilities Team @ vinay.sharma@jpinfra.com and 9619005496 for assistance.

Mahanagar contact details are as follows: -

Customer Care numbers: (022) – 68674500 / (022) 61564500

Emergency numbers: 1800 266 9944 / (022) - 68759400 / (022) - 24012400

Email: support@mahanagargas.com

Website: <https://www.mahanagargas.com/>

Broadband / Wi-Fi connection

- Question: I want to get connection from TATA Play, or Airtel, or Jio, how do I do it?
- Answer: Currently the builder has not approved any of the private companies to service our building. Once the occupancy increases, they will reconsider. Although, they have allowed a local cable vendor to offer services, i.e. Skyline Networks. You can contact them @ 9324152366. Please discuss all the details such as but not limited to, applicable plans, charges, installation fees, router requirement, fiber box requirement etc.

If you need assistance on this matter, please contact our fellow resident Prashant @ 9270050000.

Intercom system

- Question: Intercom system is not yet installed in my flat, what should I do?
- Question: Intercom system is not working, what should I do?
- Answer:
Intercom systems are being installed on a request only basis as of now. Please contact Vinay Sharma from JP Facilities Team @ vinay.sharma@jpinfra.com and 9619005496 for assistance.
- Question: How do I connect with Security Team via my intercom?
- Answer: Alexa A Wing residents may dial 1000, and Alexa B Wing residents may dial 2000.
- Question: How do I connect with a fellow resident within Alexa with the help of intercom?
- Answer: Please note that the dial code for Alexa A Wing is 1, and for Alexa B Wing is 2.
 - If you want to connect with the resident of A-905, please dial 10905.
 - If you want to connect with the resident of B-203, please dial 20203.
 - If you want to connect with the resident of A-3109, please dial 13109.
 - If you want to connect with the resident of B-3106, please dial 23106.

Do remember, if the flat number is a 3-digit number only (flats up-to 9th floor), you need to dial 10 for A-wing followed by flat number (as shown above), or 20 for B-wing followed by flat number (as shown above).

Frequently needed contacts

JP FM Team contacts: -

Please contact Vinay for anything related to leakage, security, housekeeping, MGL connection, intercom connection.

Vinay Sharma:

9619005496

Vinay.sharma@jpinfra.com

Please contact Raju for any queries relating to your post possession, owner move-in, tenant move-in, tenant interview, interior check-out and deposit refund, any concerns within your flat (does not include leakage).

Raju Varma:

8657526794

Raju.varma@jpinfra.com

Please contact Farhan Khan if you are not receiving any assistance or response from Raju and / or Vinay after repeated reminders.

Farhan Khan:

8329073306

Farhan.khan@jpinfra.com

Please contact Abdul Shaikh if you are not receiving any assistance or response from Farhan after repeated reminders.

Abdul Shaikh:

9833254120

Our fellow residents have shared below contact details for various house-hold work. Please note, you are required to contact them and hire them at your own discretion, and proceed with complete caution.

Interior work: -

1. Siddhi – 9021170285
2. Durgesh – 8108867883
3. Salman Chapra – 8369652057
4. Ravi Pritesh – 9867913667
5. Ram Yadav – 9450727061
6. Rashid – 9167899969
7. Moin Choudhary (Specialist in false ceiling, pop, PVC work) – 9136314358
8. Home Choice Nitesh Jain – 9967300712
9. Naresh – 9769516943
10. Nikhil Jain (wallpaper) – 8369939141

Electrician: -

1. Rajesh R Gupta – 9987837433
2. Shailesh – 9022936463
3. Azhar – 8419911584
4. Pintu – 7977618255
5. Sarvesh - 9324405153 / 7524922914
6. Kalu Singh – 8890430569
7. Santosh – 7039516459
8. Sandeep – 7304063061
9. Praveen Shetty – 9773253059 / 9867446646

Plumber: -

1. Rajesh R Gupta – 9987837433

2. Rupesh – 8108344927
3. Shubham – 8454806437
4. Sarvesh – 9324405153 / 7524922914
5. Vikash – 8957720272
6. Kalu Singh – 8890430569

Pest control: -

1. Vinod – 9082779913
2. Moreya pest control – 8087512044 / 9833111654 / 9152247008
3. Eknath Patil – 9769814140
4. Dot Net pest control – 8976451111
5. Splendid pest management – 9082540170
6. Sai Jyot pest control – 9967866663
7. Nice pest control – 9821877741

Mosquito net & invisible grill: -

1. Happy Home – 9768028908
2. Umesh – 9821613060
3. Nitin Vishwakarma – 7084809069
4. Shoaib Sadriwala – 9892150620

Aluminum works, sliding doors, windows: -

1. Kamlesh Shukla – 9819329019
2. Ravendra – 98204 51296
3. Rakesh – 8080511796

Hardware store: -

Manish Jain, Nakoda Hardware – 7014270043 / 8233327333

Jimit Hardware – 9969869293

CA: -

1. Vikas Baheti – 8767805809

Maids: -

1. Kusum – 9136712631
2. Chabbu – 8108096812
3. Lata – 8208252810
4. Sangeeta – 7208225053
5. Rinku devi – 9372031957
6. Beena – 9321175213 / 7304343326
7. Seema – 8102762417
8. Suman – 9930306632
9. Sunita – 7558401712
10. Rubi – 8976029062

Key-makers: -

1. Jitendra Shah – 8879554454

2. Rupesh Tiwari – 7462082004
3. Sanjay – 9167483822

Balloon decorator / Tent wala: -

1. Sandesh Salvi – 7039294296
2. Shitla decorator – 9323432273

Baker: -

1. Mohan – 8433511174 – Opposite GCC (3D Cake Baker)
2. Sarika Keshari – 8369744412 – Hubtown Resident
3. Estella Resident – 7400291072 – Gluten-free cakes / Cookies / Bread / Sugar-Free / Wheat-based bakery products

General stores: -

1. Bhawna Super Market in Elara – 7874148951
2. Hanuman Super Market and Aata chakki in Atria – 8591188244 / 7045663003
3. Mahadev Kirana in Atria, delivers water barrels as well – 6375296794
4. Sima Super Store in Arch Garden2 – 9372419377

Fabricator: -

1. Amarnath at Near Hot Cake – 9967307978

Scrap-dealer: -

1. Manish – 8369958630 / 9867503438

Vegetable and fruit vendor: -

1. Mrs. Rekha, Mira-Bhayandar online store (MPOS Digital Mobile App), Elara Resident – 9850213313
2. Shivam Gupta – 9833755884
3. Dhananjay Saw – 9693977834

Pharmacy for home delivery: -

1. Hari Om medical – 7045207060
2. Dhanvantri chemist – 8082541154
3. Carewell medical – 809753443
4. North medical – 9136672727

Real estate agent: -

1. Hetuk Raichura from Sanjeevani Enterprises – 9820340707
2. Sanjay Singh – 9594979647

Doctors: -

1. Dr Basant Yadav (General Physician & Diabetologist), JP-North Imperia, next to Arcade Art – 7506990624 / 9167981846
2. Dr Nandani Singh (General Physician), Laranya Clinic, Shop No B/10 Raj Exotica, GCC Club Rd, Mira Road East – 9987962642
3. Seema Rai (Gynecologist) Navjeevan Nursing Home – 9324383024

4. Kapil Shukla (Pediatrician), Rajmandir Complex – 9702829370
5. Chanchal Maurya (General), Near Aradhana Sweets – 9699952387
6. Dinesh Singh (Neuro), Above Tata Motors – 9321459028
7. Rajender Jain (Ophthalmologist), Kamla Eye Clinic – 9892636815
8. S G Murthy (Dermatologist), Near MTNL office – 9833214938
9. Rahul Patil (ENT), Above Pizza Hut, SK Stone – 8828822922
10. Priyanka Motwani (General), JK Iris – 8779984536
11. Dr. Pallavi Gupta (ENT clinic), Sheetal Complex CHS, Indralok Phase 3 – 9372991474
12. Dr Prameel Shukla (General Physician and Diabetologist), by appointment booking, Devansh Maternity & General Hospital, Ramdev Park – 9137013601
13. Dr Ruchi Prameel Shukla (Gynecologist), Devansh Maternity & General Hospital, Ramdev Park – 9870647778
14. Dr Shraddha Goyal (Dentist), Doctor Dental, Shop no. - 9, a-8, poonam vihar chs ltd, shanti vihar, opp sector - 2, mira road – 7276714727
15. Dr. Harminder Singh (Cardiologist), by appointment booking, Medways Cardiac Clinic, Office #3 First Floor Platinum Building, Above Tata Motors – 9594474499

Tutors from Estella: -

1. CS Priyanka Jha – 9004714424
2. Simmi Kamra – 9930161583
3. Pari Somiya – 9619181115

Carpenter: -

1. Vinod Sureliya – 9004810733

Puncture guy: -

1. Pawan Chauhan, Near Mangal Nagar – 8779936097 / 9768756155
2. Pradeep Sahani, Elara back road – 8928083533

Battery repair, car mechanic, and bike mechanic: -

1. Ram Battery – 9322488649
2. Santosh Saroj – 8286950176
3. Umesh Pujari – 9221088755

Insurance and investment: -

1. Devesh Kamra – 9930905033
2. Suresh Agarwal – 7666909751

Gas repair and service: -

1. Gas service – 9820042929
2. Sanjay Sinha – 9833142301
3. Bhavar Singh – 9323178357 / 8879393711

Electronics repair: -

1. Salikram Yadav, AC, Fridge, Microwave, Washing Machine repair – 9819054981 / 8356867836
2. Praveen Shetty – 9773253059 / 9867446646

Home cooked meals by NGC residents: -

1. Shraddha Naik (Continental / Non-Vegetarian / Goan Food/ separate kitchen for veg food / Jain) – 757505758
2. Bharti Bhanushali (Pure Veg) – 9757069884
3. Dolly Gulati (Pure Veg) – 9137897400
4. Gurvinder Puri – 9821164842



Mira Bhayandar Municipal Corporation

APPENDIX 'H'

FULL OCCUPANCY CERTIFICATE



OCC No : MBMC/O/7008/0003/2024/AutoDCR
CC No : MNP/NR/2185/2021-2022

OCC Date : 13 February, 2024
CC Date : 21 October, 2021

Reference : File No. MNP/NR/2185/2021-2022/OCC & Date. 08 February, 2024
MNP/NR/2185/2021-2022

To,
M/S. JP INFRA REALTY PVT.LTD. (ABHISHEK KHETAN)
301, VIRAJ TOWER ,W.E, HIGHWAY NEAR W.E.H. METRO
STATION ANDHERI(E) MUMBAI-400093

RAJESH RAMESH KHANDEPARKAR
(Lic:STATE/R/2022/APL/00502) License Engineer
437, HIND RAJASTHAN BUILDING, DADASAHEB PHALKE
ROAD, DADAR(E), MUMBAI 400014

Building Details

Building Name :	BUILDING NO 1 (1A,1B) ALEXA	Built up Area:	24297.96 Sq. Mt.
Building Use:	Mixed Use	Name of Pwork:	BUILDING NO 1 (1A,1B) ALEXA
Floor Name:	GROUND FLOOR,FIRST FLOOR,SECOND FLOOR,THIRD FLOOR,FOURTH FLOOR,FIFTH FLOOR,SIXTH FLOOR,SEVENTH FLOOR,EIGHTH FLOOR,NINTH FLOOR,TENTH FLOOR,ELEVENTH FLOOR,TWELFTH FLOOR,THIRTEENTH FLOOR,FOURTEENTH FLOOR,FIFTEENTH FLOOR,SIXTEENTH FLOOR,SEVENTEENTH FLOOR,EIGHTEENTH FLOOR,NINETEENTH FLOOR,TWENTIETH FLOOR,TWENTYFIRST FLOOR,TWENTYSECOND FLOOR,TWENTYTHIRD FLOOR,TWENTYFOURTH FLOOR,TWENTYFIFTH FLOOR,TWENTYSIXTH FLOOR,TWENTYSEVENTH FLOOR,TWENTYEIGHTH FLOOR,TWENTYNINTH FLOOR,THIRTIETH FLOOR,THIRTY-FIRST FLOOR,THIRTY-SECOND FLOOR,THIRTY-THIRD FLOOR,THIRTY-FOURTH FLOOR,THIRTY-FIFTH FLOOR		

Gross Plot Area : 113268.22 Sq Mt.

Sir,

The FULL development work in building No. BUILDING NO 1 (1A,1B) ALEXA(GROUND FLOOR,FIRST FLOOR,SECOND FLOOR,THIRD FLOOR,FOURTH FLOOR,FIFTH FLOOR,SIXTH FLOOR,SEVENTH FLOOR,EIGHTH FLOOR,NINTH FLOOR,TENTH FLOOR,ELEVENTH FLOOR,TWELFTH FLOOR,THIRTEENTH FLOOR,FOURTEENTH FLOOR,FIFTEENTH FLOOR,SIXTEENTH FLOOR,SEVENTEENTH FLOOR,EIGHTEENTH FLOOR,NINETEENTH FLOOR,TWENTIETH FLOOR,TWENTYFIRST FLOOR,TWENTYSECOND FLOOR,TWENTYTHIRD FLOOR,TWENTYFOURTH FLOOR,TWENTYFIFTH FLOOR,TWENTYSIXTH FLOOR,TWENTYSEVENTH FLOOR,TWENTYEIGHTH FLOOR,TWENTYNINTH FLOOR,THIRTIETH FLOOR,THIRTY-FIRST FLOOR,THIRTY-SECOND FLOOR,THIRTY-THIRD FLOOR,THIRTY-FOURTH FLOOR,THIRTY-FIFTH FLOOR) Village:Ghodbunder, CTS No, :Survey No/ H/No. 20/4B, 20/8(PT), 21/2A +21/2B(PT), 22/1B, 22/1C, 22/2, 22/3, 22/5, 24/3, 25/1, 26/5, Survey No.:21/2A (PT), 21/2B(PT), 22/2,5, 24/3, 25/1, 26/5,8(PT),9, 110/1(PT),112/2(PT), 113/2, 116/1, 2A(PT), 3,8,9, 117/1,3 ,4 ,5,6 118/2,3,4,5,7,8, 125/2,3,4,5,6,7, 126/1,2,3,4,5,6, 127/1,3,5, 133/1,2,3,4,7 134/2,3,5A,8, 148/2, 113/1, 114/1, 3,4,6, 132/3, 133/6,8, 20/4B, 8(PT) 22/1B, 1C, 22/3, 110/2(PT), 116/4,5,7 124/2,3 127/2 128/5A,5B(PT), 133/5, 148/1 completed under the supervision of RAJESH RAMESH KHANDEPARKAR, License Engineer (License No. STATE/R/2022/APL/00502) may be occupied on the following conditions.

OFFICE OF THE : Mira Bhayandar Municipal Corporation

Outward No. : MBMC/O/7008/0003/2024/AutoDCR

Date : 13 February, 2024

OCCUPATION GRANTED

Yours faithfully,

Assistant Director Town Planning

Digitally signed by PANKAJ D. D. D.
DN: cn=PANKAJ D. D.,
ou=Mira Bhayandar Municipal
Corporation,
c=Maharashtra, o=India,
email=pankaj.d.d@mbmc.gov.in





Maharashtra Real Estate Regulatory Authority

REGISTRATION CERTIFICATE OF PROJECT FORM 'C'

[See rule 6(a)]

This registration is granted under section 5 of the Act to the following project under project registration number :
P51700016736

Project: **JP North Alexa** , Plot Bearing / CTS / Survey / Final Plot No.: **Survey Hissa No 26/5 pt and 25/1 pt at Vill Ghodbunder Dist Taluka Thane 401107 at Mira-Bhayandar (M Corp.), Thane, Thane, 401107;**

1. **Jp Infra Realty Private Limited** having its registered office / principal place of business at Tehsil: **Andheri**, District: **Mumbai Suburban**, Pin: **400093**.

2. This registration is granted subject to the following conditions, namely:-

- The promoter shall enter into an agreement for sale with the allottees;
- The promoter shall execute and register a conveyance deed in favour of the allottee or the association of the allottees, as the case may be, of the apartment or the common areas as per Rule 9 of Maharashtra Real Estate (Regulation and Development) (Registration of Real Estate Projects, Registration of Real Estate Agents, Rates of Interest and Disclosures on Website) Rules, 2017;
- The promoter shall deposit seventy percent of the amounts realised by the promoter in a separate account to be maintained in a scheduled bank to cover the cost of construction and the land cost to be used only for that purpose as per sub- clause (D) of clause (I) of sub-section (2) of section 4 read with Rule 5;

OR

That entire of the amounts to be realised hereinafter by promoter for the real estate project from the allottees, from time to time, shall be deposited in a separate account to be maintained in a scheduled bank to cover the cost of construction and the land cost and shall be used only for that purpose, since the estimated receivable of the project is less than the estimated cost of completion of the project.

- The Registration shall be valid for a period commencing from **12/06/2018** and ending with **30/12/2025** unless renewed by the Maharashtra Real Estate Regulatory Authority in accordance with section 5 of the Act read with rule 6.
- The promoter shall comply with the provisions of the Act and the rules and regulations made there under;
- That the promoter shall take all the pending approvals from the competent authorities

3. If the above mentioned conditions are not fulfilled by the promoter, the Authority may take necessary action against the promoter including revoking the registration granted herein, as per the Act and the rules and regulations made there under.

Signature valid
Digitally Signed by
Dr. Vasant Premanand Prabhu
(Secretary, MahaRERA)
Date: 10-09-2021 00:38:49

Dated: **09/09/2021**

Place: **Mumbai**

Signature and seal of the Authorized Officer
Maharashtra Real Estate Regulatory Authority



NORTH | ALEXA

FIT-OUT GUIDE



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THE PURPOSE OF THIS FIT-OUT GUIDE

The purpose of this fit-out guide is to set out rules for the allottee/s of the respective premises in the Real Estate Project North Alexa, which is registered with Maha RERA bearing registration number - P51700016736 and their designers, architects and fit-out contractors to ensure completion of fit-out work safely and in compliance with all building standards which are applicable. The allottee/s will be liable for any violations/ breach of the fit out guidelines and are therefore advised to read its contents carefully.

Allottee/s must ensure that a copy of this fit-out guide is provided to their architects, designers, engineers, and contractors to ensure that all designs and fit-out work are undertaken in accordance with the provisions of this guide. It is agreed and clarified that allottee/s shall duly adhere to and continue to perform the terms of the Agreement for Sale ("Agreement for Sale") entered into by and between JP Infra Realty Private Limited ("JP Infra") and the respective allottee/s, whereby the respective allottee/s have agreed to purchase their respective premises.

DISCLAIMER

The content of this Fit-Out Guide does not form any part of the representation from JP Infra or its Property Managers. All technical and descriptive information in this guide is subject to final design and construction. Neither JP Infra nor its Property management team shall assume any responsibility in respect of the work carried out or to be carried out by the allottee/s. While reasonable care has been taken to prepare this Fit-Out Guide, the management reserves the right to amend and/or modify its contents from time to time without prior notice, in accordance with the prevailing laws and regulations.

The allottee/s shall always be liable to undertake all the acts, deeds, matters and things as are required under the applicable law in relation to the fit outs to be carried out by the allottee/s and JP Infra shall not be liable for non-observance and /or non-adherence of any provisions of the applicable law by any of the allottee/s.

AMENDMENT TO THESE RULES

To meet changing circumstances, fit-out guide may be regularly up-dated. The property management team may from time to time amend or supplement any of the fit-out guidelines, as and when necessary, in accordance with the prevailing laws and regulations. There is a copy of the fit-out guide at our property management office at North Alexa for your review.

PROPERTY MANAGEMENT TEAM'S ASSISTANCE DURING FIT-OUTS:

JP Infra may appoint a Property Management Agency who would act as coordinators to monitor the fit-out work of unit/ flats/ premises, which includes the following:

- The overall upkeep and maintenance of the building and common areas.
- Ensuring adherence to design guidelines of the building.
- Inspection of units/flats/premises during and after fit-out to ensure no changes to structure, column and beams are made.
- Answering queries related to the allottee's fit-out work.

PROPERTY MANAGER CONTACT DETAILS (10am to 6pm from Monday to Saturday):

ASST. MANAGER- JP INFRA

Name: Raju Varma

Contact No.: +91 8657526794

Email ID: Raju.varma@jpinfra.com

DY. MANAGER FACILITY- JP INFRA

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BUILDING FEATURES ABOUT NORTH ALEXA:

- **Total 666 apartments:**

- Wing - A = 1BHK= 332 Nos
- Wing - B = 1BHK= 334 Nos

- **Total Shops: 23 Nos**

- Wing - A = 12 Nos
- Wing - B = 11 Nos

- **Total Refuge Area: 22 Nos on 8th, 13th, 18th, 23rd, 28th and 34th floor of A & B wing**

- Wing - A = 11 Nos
- Wing - B = 11 Nos

- **Total 09 nos lifts**

- Wing A = 04 Nos (2 Passenger ,1 fireman & 1 service lift)
- Wing B = 05 Nos (3Passenger ,1 fireman & 1 service lift)



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DO'S & DON'TS OF CIVIL & INTERIOR WORK IN YOUR UNIT/FLAT/PREMISES

- Please do not chisel the columns, beams or any wall elements in your unit/flat/premises.
- If you desire to change the floor tiling, water proofing will have to be carried out by you through licensed water proofing contractor only. Please consult the property management team for any assistance.
- The waterproofing contractor will have to issue 05 years Defect Liability Period (DLP) certificate and the same needs to be submitted to the property management team. JP Infra or its property management team is not responsible for any leakage/seepages which may arise in the lower, above or neighboring unit/flat/premises due to any fit out modifications done by any premise owner/allottees. It will totally be premise owner/allottee's responsibility to make good any damage that may arise due to any modification work carried out in their premise/flat. In cases where flooring is being altered/replaced, it is essential to reinstate waterproofing measures, including a 48-hour ponding test conducted under the supervision of the PM/PM/Tower-in-charge team, to ensure the waterproofing of the area remains intact.
- Likewise, any installation of internal partitions in any wet areas would require utmost care to avoid any damages to waterproofing and plumbing lines leading to leakages in the above/adjacent/ below units. In case of any leakage/ seepage is observed during/post completion of the said works, rectification work of such damage shall be carried out by the allottee/s at their own risk and cost.
- No changes are permitted to the existing plumbing lines and its layout and sanitary fittings.
- For aesthetic reasons the main door has been fitted for all allottee/s. Please note no changes can be made in the location of the main door.
- No change is permitted in the lobby area outside your unit/flat/premises. In case you would like to install a safety door, please consult the property management team.
- No blinds, façade glass, ACP, etc. are permitted on the outer façade or balcony as it will alter the elevation of the building. Only invisible grills are permitted for safety reasons, kindly consult the property management team for sample of invisible grills/Mosquito mesh/Pigeon mesh. It is not permissible to raise the floor level of your unit/flat/premises and the service slabs. Also, false ceiling or any kind of alteration to the building elevation will not be permissible.



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- The external walls in the flower bed area are painted with texture paint. Please do not alter the color and the texture in the flower bed area on the wall and/or its ceiling as this will disturb the elevation of the building.
- Installation of additional lights, chandeliers, swings and fans in the flower bed area are not permitted.
- Flower bed areas cannot be enclosed.
- No alteration or change will be permitted to the existing windows and flower bed railing.
- Installation of shoe rack outside of the unit/flat/premises or anywhere in common area is not permitted.
- Installation of washbasin in kitchen dry area is not permitted.
- Only dry walls can be constructed inside your unit/flat/premises. Use of Siporex or bricks will not be permitted to create any partitions/walls inside the unit/flat/premises. JP Infra is not liable and should not be held responsible for any defects/damages arising due to the interior work (painting, POP, gypsum, etc. on wall/ceiling) executed by the tenant/occupant/resident over & above the painted surface provided by JP Infra.
- Modification in the elevation of the lobby / enclosing the lobby is not permitted. Also, no additional structures are to be installed in the lobby area.





DO'S & DON'TS OF ELECTRICAL & PLUMBING WORK FOR THE UNIT/FLAT/PREMISES

ELECTRICAL: -

- All electrical works in your unit/flat/premises if any, will have to be carried out by the certified contractors or consultants only.
- The connected load of your unit/flat/premises is as under noted. Please ensure that these loads are maintained.

Unit Type		Connected Load
1	BHK	18 KW
2	Shop	18 KW

- Electricity is provided by TATA Power Company Limited.
- Electrical Switch 2P, RCBO with enclosure is provided inside your unit/flat/premises. Single Phase supply is available in all the units/flats/premises. Additional wiring, if any, beyond this point shall be done by the allottee/s through a licensed electrical contractor.
- Your unit/flat/premises outgoing MCB is/will be provided at your building electrical meter room.
- For connections to various facilities such as DTH/Landline/Cable TV etc. Low Voltage DB has been provided in each unit/flat/premises.
- Unit/flat/premises owners are hereby notified that they are prohibited from installing or utilizing any electrical installations, machinery or apparatus within their units that may result in significant power surges, high-frequency voltage, airborne noise, vibration, or any form of electrical or mechanical interference. Such interference should not impede the functioning of any communication systems or disrupt the operation of equipment belonging to other unit owners. In this regard, owners are required to permit authorized personnel to inspect the aforementioned installations, machinery, or apparatus within their premises at reasonable times to identify the source of any interference or disturbance. Subsequently, the owners are obligated to undertake suitable measures, at their own expense, to eliminate or mitigate such interference or disturbance to the satisfaction of the developer and its property management team.
- Standard insulated cables (single or 3 phase) probably new ones are recommended to be used by the contractor for fit out equipment's i.e., carpentry, masonry, electrical, plumbing etc.



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- No joint/s is permissible on the cable. In case it is found that cables with naked joints are being/have been used, the security/fitout team will confiscate such cables & the tools/equipment. Suitable penalty shall be levied to the Contractor/unit/flat/premise owner.
- Three pin plugs to be used at power source.
- Temporary electrical junction box should not have any open cables or broken 3 pin sockets (two pin sockets are not permitted while using fit out power source).
- The units/flat/premise owner has to adhere to the Electrical & HVAC requirements/load as allocated to their unit and design the fit outs of their unit as per the stipulated requirements. Installation of Window AC is not allowed. In existing electrical installations, no changes in circuit protection shall be made to increase the load in excess of the load rating of the circuit wiring.
- All machines must be connected with Earth Leakage Circuit Breaker and three pin industrial sockets.





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PLUMBING:-

- Plumbing works in your unit/flat/premises should be carried out by a skilled and professional plumbing contractor.
- Plumbing ducts and doors to the plumbing shaft are provided. You are requested not to dismantle the door and seal/enclose the plumbing duct permanently as this is required for servicing of plumbing lines. Ensure there is no encroachment in the shaft areas done (temporary/permanent). JP Infra is not liable for any damages to furniture/fixtures kept inside the shafts.
- Do ensure that the present delivery pressure of the pressure reducing valves (vertical line) provided are not altered while doing any plumbing/sanitary fittings. In case of a water pressure issue please contact the property management office for assistance.
- The Design of the water management system has been designed considering total occupancy of the building, hence we recommend that the allottee/s should not install any loft tanks in unit / premise / flat. Please do not increase the consumption of the domestic water by installing a bathtub or jacuzzi inside your unit/flat/premises.
- Flushing water is provided from the STP through separate plumbing lines. While connecting the plumbing lines, adequate care needs to be taken that domestic and flushing lines are not interconnected as the flushing lines contain recycled water which is not suitable for domestic use.
- In order to restrict the misuse of water, we recommend that all the valves installed in the unit/flat/premises are shut and interior workers are restricted to the usage of only one common tap for all purposes including drinking water.
- Installation of pressure pumps are not permitted in any of the plumbing lines.
- Any modification of the vertical stack is not permitted.
- Installation of a booster pump is not permitted in toilets and shower cubicles.
- The drain point in the flower bed area should always be covered with a drain cover to prevent material from choking the drain.
- The contractor shall not discharge, dump, leave, litter or burn any waste into the surface, other drains or in any part of the unit and the common areas. Penalty of INR 5000/- shall be levied to the contractor/unit owner by way of liquidated damages for every such occasion.



- No work shall be permitted in the external toilet shafts and main pipe lines. No tampering of any existing pipelines shall be allowed.
- In case of any plumbing work done in the unit/flat/premises, the contractor will issue DLP certificate to the allottee/s & copy of the same to be submitted to property management team. Due to the plumbing work done in the unit/flat/premises, if there is any crack, leakage or seepage in the lower, above or neighboring unit/flat/premises, it will be the responsibility of said owner/contractor to rectify the same. In case the allottee/owner fails to rectify the same the leakage/seepage rectification & repair cost will be debited to the Unit/flat/premise owner & if the unit owner fails to pay the repair cost then it will be recovered from their fit-out deposit/ maintenance amount. If the damage is more than the amount of the fitout deposit the balance amount will be added to the Unit/flat/premise owner's maintenance invoice.
- Creation of new washroom/s and shifting of plumbing or drainage lines are not permitted.





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GENERAL ADVISORY:

Following Vertical stacks is provided inside the unit/flat/premises shaft with horizontal tap off into respective toilets and provided with an isolating valve and dead plug. Please ensure that NO alterations are made to the below mentioned service lines.

- Provision of Soil Stack
- Provision of Waste Stack
- Provision of Vent Stack
- Provision of Kitchen Waste Stack
- Provision of Domestic Water Supply
- Provision of Flushing Water Supply
- Provision of Balcony Drain Vertical Stack and Trap point provided for each balcony
- Provision of Domestic Water Supply in Dry Balcony for Washing machine.

HEATING, VENTILATION, AIR CONDITION SYSTEM (HVAC)

- HVAC outdoor units to be strictly installed in the designated area only. No outdoor unit should be installed protruding on external elevation. Location for AC Outdoor should be same which is approved by JP Infra's architect team. In case of non-adherence to the location of outdoor unit, the fit-out deposit will be confiscated.
- Kindly ensure to take prior approval from JP Infra and the property management team before Installing your AC Outdoor Unit in the unit/premises.
- Core cut for AC ducting has been provided in all the units. Additional core cut will not be provided

FAÇADE MAINTENANCE

- Please instruct your contractors & their workers not to lean over in the balcony flower bed area.
- Please ensure that the grill/sliding glasses are well covered during your fit-out process and the same are not damaged by your interior workers. Post-handover of the unit/flat/premises, JP Infra or its property management team will not be liable to replace/repair any damaged grill or sliding glasses.
- MGL Connection: Please note that no permission will be given to do any core cuts on external/internal walls for MGL pipeline to pass through. The route is as per government norms and decided by MGL team and JP Infra or its representatives cannot be held responsible for the same.



FIT-OUT DOCUMENTATION

GENERAL RULES FOR FIT-OUT DOCUMENTATION:

- Allottee/s will have to submit the details of the work to be carried out and statutory approvals, wherever applicable, in the prescribed format before commencement of work.
- The allottee/s will need to submit the list of the contractors and their workers in the prescribed format and apply for ID cards 07 days prior to the commencement of fit-out work. The application form for ID cards is available in the property management office and also is a part of the fitout manual (Please refer to Annexure 5). These ID cards are valid for the period of 60 days and need to be renewed every time before the expiry date or in case of change of contractors.
- If for any reason, the allottee/s decides to remove a contractor prematurely, the allottee/s needs to ensure to intimate the property management team in writing and it will be the allottee/s's responsibility to return their ID cards to the property manager.
- Before commencement of fit-out work, the allottee/s will also have to submit an indemnity letter in the prescribed format.
- Please ensure that all contractor/worker/architect details are entered in visitor management app.

ACCESS TIMINGS FOR FIT-OUT WORK:

- Fit-out work should be carried out from 9.00am to 6.00pm. Silent Hours: 2.00pm to 4.00pm every day. No work is permitted on Sundays and National Holidays.
- Security staff has been authorized to monitor the fit-out timings and conduct of the fit-out workers, on daily basis and stop the work if they fail to comply with any of the mentioned guidelines.
- Property management team and representatives of JP Infra will also conduct regular checks without any pre intimation to respective owners during office time and ensure that the rules and regulations mentioned in this guide are being adhered to.
- Fit-out workers, service staff, domestic help will not be permitted to enter the building premises without an ID card issued by the property management team.
- Fit-out workers, interior designer, contractors & service staff will not be permitted to stay in building premises after 6pm. They must enter & exit from premises on the designated time only. No allottee/s is/are permitted to house any fit out contractors/labourers. If any violations found in this subject penalty of Rs.5000/- will be recovered by the contractor/ owner of Flat/unit/ premises .



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- All interior designers, contractors and their personnel will enter and exit through a designated entrance and shall use the designated service elevator only. They will not be permitted to use the elevators designated for the use of allottee/s and their guest/visitors.
- Fit-out workers, service staff, will not be permitted to enter the building premises with heavy breaker machine.
- Movement of fit-out material will be allowed from designated location after proper security check. Kindly get in touch with the property management team for further assistance.





GENERAL GUIDELINES FOR FIT-OUT

GUIDELINES FOR ALLOTTEE/S:

- To avoid any delay to the ongoing fit out work at the site/any inconvenience caused to you and your contractors, we request you to ensure the guidelines given below are followed by you and your contractors at all times.
- It shall be the responsibility of the allottee/s to ensure that each person/s and/or agency concerned complies with the provision/s of this fit-out guide and conforms to the rules and regulations.
- The allottee/s shall carry out at their own cost and expense, any fit-out work, installations, partitioning or other work inside the unit/flat/premises.
- The allottee/s are responsible for all acts of its consultants and contractors including their staff, workers and their vehicles.
- All costs and expenses of the fit-out work including the cost of materials; water and electricity charges connected therewith shall be borne solely by the allottee/s.
- The allottee/s shall pay the charge or levy which may be imposed by JP Infra/property management team/agency with respect to any damage caused in respect of any fit-out work in the common areas/premises of the building/s.
- If the allottee/s fail/s to pay the penalty and rectify the default of his/her/their obligation within 10 days from committing any default at his/her/their own cost then JP Infra through its agents, shall have a right to enter into his/her unit/flat/premises and rectify the fault/make necessary changes at the allottee's cost and debit the same from the Interest Free Building Protection Deposit / Maintenance amount. JP Infra also has the right to stop the fitout work until further notice.
- It is the responsibility of the allottee/s to take appropriate precautions before carrying out any work. Any permission given by JP Infra should not be construed as a shift of liability from the allottee/s carrying out such work.
- The allottee/s shall not do or permit any act or thing which may render void or voidable any insurance of the facilities in which the unit/flat/premises is situated or any part thereof or whereby, any increase in the premium shall become payable in respect of the insurance.



- The allottee/s shall permit JP Infra and their surveyors, agents/property management team with or without workmen and others at reasonable times to enter into their unit/flat/premises as many times deemed necessary by the property management team for the purpose of any maintenance and inspection requirement in the unit/flat/premises. The allottee/s shall be responsible for the physical security of their unit/flat/premises and the contents thereof throughout the fit-out/furniture work. Neither JP Infra nor the property management team takes any responsibility for any loss or theft from the unit/flat/premises or any place at the site. The allottee/s is/are responsible to ensure that his/her/their contractors/ agents/designers and architects or any other agencies/person/s undertake all precautions for the control of dust and debris created by the fit-out process within the unit/flat/premises. Precautions must be undertaken to prevent dust and debris from being carried into any other building areas including the core lobbies, staircases & parking area.
- Debris should be accumulated inside unit/flat/premises only. Keeping the per sq. ft. load consideration in mind the debris needs to be cleared daily/periodically. Dumping of debris in the flower bed area is strictly not permitted.
- The allottee/s shall ensure that his/her/their contractors and subcontractors remove all garbage and debris, in proper containers to the receiving/loading area from the unit/flat/premises. Stacking of the junk, debris or any such wastage material in building's common area is not permitted. Fine of INR 5,000/- will be levied in case of any debris found being dumped in the common areas.
- The allottee/s is responsible to ensure that its contractors/agents/designers and architects or any other agencies/person/s do not enter/access any restricted area including terraces and service areas in the building premises without permission of Property management team. Any loitering in the above-mentioned area is strictly prohibited. If any person commits a breach of the same, then the respective allottee/s shall be liable to pay a penalty of INR 10,000/- (Rupees Ten Thousand) on each such occasion.
- The allottee/s is/are responsible to bear the cost of any damage/s which may occur in his/her/their unit/flat/premises (E.g. windows glass damage, paint peel off, chipping of tiles, CP and sanitary fitting, locks and door frames, main door, lock of door, sliding windows, frames, plumbing fixtures etc.).
- The allottee/s shall ensure that their Main Distribution Board and plumbing shafts shall at no point in time be obstructed by furniture and should be easily accessible at all times.
- No demolition of any wall inside the unit/flat/premises shall be permitted.



GUIDELINES FOR CONTRACTORS AND THEIR WORKMEN

- On entering the building, fit-out contractors and workers will be required to check-in with security at the designated entrance and they will be required to display their identity cards. On entering and leaving the premises, every worker will be frisked physically and their baggage will be checked.
- Any Contractor/Worker/domestic help carrying Tobacco/Alcohol/Cigarette/Paan and any other prohibited drug etc. will be fined a penalty of INR 500/- on every occasion and the stuff/items will be confiscated. If any employees, contractors, or staff members are discovered with prohibited drugs on the premises, which constitutes a criminal offense, they will be subject to police involvement. If the Contractor/Worker/domestic help are found smoking/spitting in the premises, penalty of INR 500/- will be levied for the same on every occasion.
- All communications between the property management team and allottee's consultant and contractor shall be with the specified individuals in specified timeslots only.
- An initial walk through will be conducted prior to commencement of fit-out work in the presence of the interior designer/contractor team along with allottee/s of the unit/flat/premises and property management team.
- If, in the opinion of the property management team, any part of the work is likely to lead to damage or destruction to the building or the common areas, the allottee/s/it's contractors will have to suspend/cancel the work with immediate effect as per the feedback provided by the property management team.
- Allottee's contractor shall ensure that all workers must wear proper PPE (Personal Protective Equipment) with respect to their works.
- The allottee/s or his/her/their contractor shall not be permitted to post any signage in the common areas advertising the name of the contractor or sub-contractor.
- The allottee/s shall have sole responsibility/liability for any hazard and damages caused to the health of the contractor or his workers thereof during or after the fit-out work and JP Infra shall not be responsible in any manner whatsoever for the above.
- Noise and vibrations need to be minimized. Selection of machines and processes are to be done keeping these criteria in mind. Use of breaker machine is strictly prohibited. The property management team reserves the right to stop the use of certain machines or processes if they consider these are creating undue noise, vibrations or dust. All machines should be connected with ELCB, RCCB or RCBO and three pin industrial sockets & plug top.



- Any vehicle of the workers/contractors/architects/consultants is not permitted to be parked inside the building premises failing which the wheel of their vehicle will be clamped and the worker/contractor/architect/consultant will have to pay the penalty of INR 500/- for four wheelers or INR 200/- for bike to get the vehicle released.
- All entry of goods vehicles must be with prior intimation and advance notice of at least one day to the property management team especially for heavy vehicles. All contractors should ensure the goods vehicles inside the premise should be through the define route from gate till unloading point. Any misconduct/breach by the vehicle driver/contractor/staff in following the guidelines, penalty of Rs.5000/- will be recovered from the contractor/premise owner.
- For lift assistance, need to take 01-day prior approval from property management team (lift slot booking 01 hr. per flat).
- Any civil, plumbing, water proofing, other chiseling, drilling and hammering work done by the allottee/s or his contractor/consultant in their unit/flat/premises, results in any crack, leakage or seepages issues to other allottee/s causing structural or any other damages inside the unit/flat/premises then the allottee/s is/are responsible to get the repair work done for the other allottee/s at their own cost. JP Infra or its property management team will not be responsible to redo any damages thus caused.
- Do not hang washed clothes over your balcony railings as this detracts the aesthetics of the building. Instead please hang them in the area designated for wall mounted racks for drying clothes inside your balcony, adjacent to kitchen, or as an alternative use, on the clothes drying stand.
- All the allottee's contractor shall ensure covering of the common area passage flooring tiles outside the unit/flat /premise to be covered with bubble/protection sheet to avoid damage to the flooring tiles. Any damage to the common passage flooring tiles due to your fit out work will be made good by the flat/unit/premise owner or contractor. On failure to rectify the same the amount of the rectification will be adjusted from building protection deposit or your flat/unit/premise advance maintenance charges.
- Penalties are not really the answer to good community living hence, would request each unit owner to take their responsibility seriously and follow the rules and guidelines and also instruct their contractors and staffs suitably.
- In case we do not receive the penalty from contractor/unit owner, property management team reserves the right to debit the same from the Interest Free Building Protection Deposit or maintenance amount as applicable.
- Flooring should be covered with plastic sheets to act as a cushion to avoid any damages.



- Contractor must provide First-Aid box in the apartment during the course of fit-out work.
- Ensure cleanliness and safety measures are maintained whilst carrying out the fit-out work.
- Child labour and children loitering around the fit-out work area is not permitted. Workers are not permitted to work beyond the stated working hours without a substantiated documented reason and approval from the property management team.

Lift Usage

1. The labourers/contractors shall only use the lift designated for labour movement. No other lift will be used for the movement/transport of contractor/labour/material other than the lift designated for the said purpose.
2. In case of movement of heavy loads the availability and movement timings are to be confirmed with the property management team 24 hours in advance.
3. Movement of any material in the lift is left to the discretion of the Property Manager.
4. The lift should not be loaded beyond its designated capacity.
5. Lift lobby and lift doors will always be kept unhindered and cleaned.
6. In case of any damages in the Lift area, common lobby, entrance lobby or in common areas while loading/unloading the material, it will be rectified or duly compensated at the cost of the unit owner.
7. Any material that is transported in the lift should be neatly packed and shall be transported only under the supervision of the property management team.
8. Plastic, bubble wrap and POP sheets needs to be used while transporting the construction material from the lift.
9. Unit owner shall ensure that all contractors use only rubber wheeled trolleys or carts (in addition to manual carrying) for transportation of any item in the building.
10. Any damages to the lift due to improper handling of materials shall be rectified at the cost of the unit owner.
11. Workers will not be allowed in passenger lift. Penalty as suitable shall be levied on every such occasions.



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STORAGE OF FIT-OUT MATERIAL

- All fit-out material to be stored inside the unit/flat/premises only.
- The allottee/s and their contractor shall not discharge, dump, leave or burn any debris/waste in any of the common area surface and shall not choke the drains of the unit/flat/premises by discharging the waste. The allottee's contractor shall not litter in the common areas or in and around the building premises. It would be at allottee's own cost and expense to make good and sufficient provision for the safe and efficient disposal of all waste generated. In the event of non-adherence, the allottee/s shall also be liable to pay a penalty of INR 5,000/- per day.
- JP Infra/the property management team or their representatives shall not be responsible for any loss of stock, goods, parts etc. kept in common areas or in/around the building premises.



PROCESS FOR BUILDING PROTECTION DEPOSIT REFUND POST COMPLETION OF FIT-OUT

In order to maintain the vision behind the design of "NORTH ALEXA", we request you to follow the guidelines given below:

- On completion of the fit-out work, the allottee/s shall submit a work completion letter to the property management team stating that no modifications to the building infrastructure has been carried out other than those agreed by JP Infra.
- All identity cards issued to the fit-out workers must be returned to the property management office once the fit-outs are completed.
- After the completion of the fit-out work and submission of work completion letter, the fit-out team will carry out the final inspection of the unit/flat/premises.
- The decision of the property manager shall be final and binding on the allottee/s with respect to the fit-out work.



OTHER RESPONSIBILITIES AND LIABILITIES:

- Neither JP Infra nor the property management team shall be responsible with respect to the work carried out or to be carried out by the allottee/s and shall not be deemed to be a warranty that the proposed works, fittings and other specifications are appropriate or technically satisfactory.
- Neither JP Infra nor the property management team shall be held liable for any delay in the commencement or completion of the work.

BUILDING PROTECTION DEPOSIT

Along with the submission of the drawings for the proposed work, the allottee/s shall pay to JP Infra before the commencement of any fit-out work an interest free building protection deposit of INR 50,000/- (Indian Rupees Fifty Thousand only) for each flat in favor of JP Infra (hereinafter referred to as 'Fitout Deposit') by way of deposit as security for the performance and observance by the allottee/s and allottee/s's contractors of the terms and conditions set by JP Infra for implementing the fit-out work. In the case there are no anticipated fit-outs and only movement of ready furniture and goods needs to be done, then the interest free building protection deposit shall be Rs.20,000/- (Rupees Twenty Thousand Only) payable to Property management office.

The deposit is requisitioned to ensure that the allottee/s/their appointed contractors duly comply with the terms of the fit-out guide including but not limited to desisting from tampering with the elevation and aesthetics of the building in any manner whatsoever, as stated in Agreement for Sale, failing which the requisite amount out of the said deposit can be utilized to restore the same. Please find below the major heads to brief you about the same:

- Any deviation made to the building elevation or structure.
- Damage/alteration to exterior texture paint caused while carrying out fit-out work.
- Unit floor sill should not be extended more than the aluminum window frame.
- Deviations made in position of doors and windows.
- In case of any damage to the columns, beams, slabs, or R.C.C. partition or walls or other structural members the Fit-out work will be completely stopped. Any installation of walls made of Siporex, Bricks, Stones or any heavy material is not permitted.



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- Distribution board should be accessible at all times, without any obstacles. Hence covering the Distribution board with furniture is prohibited. Distribution board should be easily accessible & kept free of any obstacles in case of any emergency.
- Fixing of any kind of grills in any decks/flower beds or windows is strictly prohibited as it will deface the building elevation and its exterior aesthetics Installation of equipment, AC unit, potted plants on external walls or windows and ledges externally of the building is also strictly prohibited..
- The allottee/s shall not affix, erect or attach dish-antenna in or around any part of the exterior wall and common area of the facility or through the windows or doors. Dish antenna installation in their flower bed area is also prohibited as it will spoil the building elevation.
- Any damage to the lift during transport of fit-out tools, equipment's or any material.
- Damage to common area like staircase, tiles in the common area, lift lobby and parking area.
- Any shoe racks or any storage racks made in core lobby.
- Any tiling/color/texture change in core lobby.
- Any modification in fire sprinkler line is not permitted.
- Any Modification to Heat detector is not permitted.
- TV & Internet connection permitted to install with JP Infra finalized vendor only.

The Fitout amount is a one-time DEPOSIT (needs to be replenished if exhausted) and will be REFUNDED to you after requisite adjustment of damages, if any.

The fit-out deposit shall only be refunded to the unit owner after 60 working days from the date of 1st inspection of the unit/flat/premises post fit-out work subject to no damage being caused to any part of the building including common areas or the equipment therein and to all building materials, debris being completely removed from the site.

In case of waterproofing work or plumbing work or change in tiling being carried out then, 2nd inspection will be carried out after 6 months of the 1st inspection post which process for refund cheque will be initiated. Refund will be given in the name of the first owner only.



VEHICLE AND MATERIAL MOVEMENT

VEHICLE MOVEMENT:

- It is the responsibility of the allottee/s/authorized contractor to inform the property management office in advance about any incoming material vehicle preferably by a written communication to ensure hassle free movement of vehicles.
- All vehicles delivering materials to the building premises for fit-out work will be checked at the entry point. Returnable material must be indicated by contractors at the main gate and suitable entries to be made in the inward register. All returnable materials confirmation to be provided by the allottee/s or allottee's authorized person/s.
- Any commercial goods vehicle will not be permitted to stay beyond 6 pm inside the building premises. Accordingly, the allottee/s/ authorized contractor has to plan the delivery of the materials before 6.00 pm.
- Heavy commercial vehicles/containers are not permitted inside the building premises.
- Vehicles above certain height may not be able to enter the premises. Please check the permissible height with the property management team before hiring the vehicles for transportation of materials.
- Material unloading area will be at designated area as decided by property management team. Therefore, before movement of material please do the visit to the unloading area. Also please arrange for labourers and trolleys to shift your material from designated unloading area.





MATERIAL MOVEMENT:

- Delivery of all fit-out material should be done between 9:00 am and 6:00 pm without disturbing the neighbors and as per the permissible laws.
- Strict control will be maintained over the size and weight of the material while in/out access to the building premises and loading/unloading locations. Contractors must follow the instructions of the property management team and arrangements must be made before any delivery vehicles arrive at the building premises. All loading/unloading should only be done at designated area as decided by property management team with prior intimation and approval of property management team. The material cannot be stacked at the loading/unloading location and the same needs to be shifted inside the unit/flat/premises immediately.
- Allottee/s/authorized contractors are not permitted to dump any kind of material in the common area/loading and unloading point. If found it will be confiscated and an appropriate penalty will be charged. In case of theft of materials from the loading and unloading point, the allottee/s/authorized contractor shall stand responsible for the same.
- Every material transported out of the building premises by any individual should have the signature of the authorized signatory on its gate pass/challan. In case the allottee/s/contractor are not available, he/she should send a written communication for the same. Verbal instructions/request should be avoided and the same will not be considered as a request for authorization of the material movement.
- The hiring/usage of heavy/bulky material requiring special arrangement is strictly prohibited.
- All material should be carried through the designated service lifts/staircases only.
- The allottee/s shall ensure that their contractors use only rubber wheeled trolleys or carts (in addition to manual carrying) for transportation of any item in the building premises and avoid dragging the material on flooring.
- Materials that do not fit into the designated lift will have to be carried through the staircase. However, care should be taken to avoid any damage to the lobbies/glass doors/walls/railings of the staircase and common areas.
- Heavy material movement to be done through designated area as decided by property management team and through designated lift only.
- Materials will have to be transported through trolleys or other means to the building premises by the allottee /authorized contractor/s.



DEBRIS DISPOSAL:

1. The unit/flat/premise owner/contractor will have to take the prior permission from the property management team for fit out debris disposal.
2. No Debris should be thrown outside the premises from the windows or open ducts etc. Respective unit owners should strictly enforce this policy with their contractors/workers.
3. Debris, cloth, POP, paper etc., should not be disposed of into the water closets as this can result in clogging of the drainage system. Any costs arising due to clogging of the drainage system due to any such material found stuck in the drainage system will be recovered from the respective unit owner.
4. All debris should be collected in disposable gunny bags and kept within the unit/flat/premises. No debris to be placed in the parking or in common area including lift lobby, dry balcony, staircase, refugee or any other common areas of the building premises.
5. While working in the toilet shafts, please ensure no material should fall into the shafts which may cause damage to units below or equipment installed. Please also ensure that nobody is accessing the shaft unnecessarily and without permission of property management team.
6. The unit/flat/premise owner and its contractor shall not discharge, dump, leave or burn any debris/waste in the lift lobby, staircases, dry balcony, parking or any other common areas of the building premises and shall not choke the drains in the unit by discharging the waste. The unit owner shall not litter or permit any littering in the common areas in or around the facility. It would be at unit owners own cost and expense to make good and sufficient provision for the safe and efficient disposal of all waste generated. Unit owner will also be liable to pay a penalty of INR 10,000/- (Rupees Ten Thousand only) on each such occasion of default.
7. The unit/flat/premise owner shall ensure that all debris generated is stored temporarily within their space and is cleared regularly to avoid any habitation of pest.
8. The unit/flat/premise owner shall ensure that all debris generated by them is stored temporarily safe from fire hazard within their space.
9. It is the sole responsibility of unit owner & its contractor to deal with any external Local Mathadi/loaders & unloaders. JP Infra and its property management team has no role or accountability of such activities.



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FIRE AND SAFETY PROVISIONS

- Provision has been made for Fire Hydrant system, Manual Call Point, Sprinklers, Smoke detectors and Public Address system in the common areas. Sprinkler has been provided inside the unit/flat/premises as well. Further branching of sprinkler pipeline inside the unit/flat/premises is not permitted. All fire pipes and sprinkler are as per approved CFO plans and cannot be altered/relocated.
- Adequate number of fire extinguishers are installed at multiple strategic locations in the building, parking and amenity areas. There is one staircase located in the core area of each wing. In an unfortunate event of fire, the allottee/s & its contractors/agents/designers and architects or any other agencies/person/s are requested to use the nearest fire exit staircase to reach the nearest Refuge Floor detailed below,

2 Refuge Flats on 8th, 13th, 18th, 23rd, 28th of A & B wing each and One refugee flat is on the 34th floor of each wing

- Please keep fire staircases & passages free of encumbrance, debris or material.

There are designated fire lifts which will be used by the fire brigade team during an emergency situation.

Note: In the event of a fire, allottee/s & its contractors/agents/designers and architects or any other agencies/ person/s must not use the elevators but should use the staircase to evacuate the building/s.

- Precautions to be taken to avoid any chances of fire
- Ensure regular removal of refuse
- Ensure no smoking.
- Ensure no open flames etc. are permitted whenever spraying or other similar work is being carried out.
- Welding/hot work is not permitted unless prior approval is taken from the property management team.
- Placement of fire extinguisher/fire buckets at the work spot/s/location/s is mandatory.



FLOW CHART FOR INTERIOR WORKS AND REFUND OF FIT-OUT DEPOSIT

Allottee/s to appoint the consultant/ fit-out contractor and arrange a meeting with Property Management (PM) team.



The Allottee/s/contractor needs to run through the fit-out plan of action with the PM team.



The Allottee/s shall fill up all the fit-out forms as per Annexures and submit the list of contractors and apply for ID cards for the contractor's laborers'/staff by submitting their ID proof and address proof. The Allottee/s shall pay interest free building protection deposit.



PM team to issue the ID cards for contractors, workers, vendors as per the allottee/s request.



PM team will monitor the fit-out work periodically to check for violations and if observed the PM team is authorized to stop the work.



Allottee/s to complete the work and inform the PM team.



After receiving the email communication of completion, the PM team will conduct an inspection jointly with the Allottee/s and certify that there is no deviation of fit-out guidelines and issue the completion letter.



Allottee/s to submit all the ID cards issued to the contractor/ laborer's and place a written request for return of fit-out deposit and sign the inspection report.



PM to return the interest free building protection deposit as per earlier agreed timelines.



In case of deviation to the fit-out guidelines, during final inspection, the Allottee/s is/are intimated to redo the work and restore to the original.



In case the allottee/s do/does not rectify the same, JP Infra/PM team will restore the same and debit the cost of restoration from the Interest Free Building Protection Deposit and/or from Allottee/s maintenance amount



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ANNEXURE 1

ESCALATION MATRIX NORTH -ALEXA COMPLAINT RESOLUTION

ASST. MANAGER- JP INFRA

Name: Raju Varma

Contact No.: +91 8657526794

Email ID: Raju.varma@jpinfra.com

DY. MANAGER FACILITY- JP INFRA

Name: Farhan khan

Contact No.: +91 8329073306

Email ID: Farhan.Khan@jpinfra.com



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ANNEXURE 2

ALLOTTEE'S INTRODUCTION

Unit/Flat/Premises No.: _____ Wing: _____

ALLOTTEE/S Name: _____

Occupation: _____

Address for Future Correspondence: _____

Tel.: _____

Cell No. 1: _____ Cell No. 2: _____

Office: _____

E-mail: _____

Other Contact Details: _____

Proposed start date of fit-out: _____

Electrical Meter Reading: _____ Meter Reading Date: _____

Meter No.: _____

Fit-out Deposit Details: _____ Bank Name: _____

Payable at: _____ Cheque No.: _____

Date: _____ Amount: _____

Property Manager: _____

Name: _____

Date: _____ Signature: _____

Allottee/s Representative: Name: _____

Date: _____ Signature: _____



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ANNEXURE 3

INTIMATION OF COMMENCEMENT OF FIT-OUT

Date: _____

To,
The Property Manager
North Alex

Sub: Permission to Commence fit-out work in Unit/Flat/Premises No._____/Wing:_____

Dear Sir,

I/We want to commence the fit-out work in the above-mentioned unit.

I/We confirm having read and understood the fit-out guidelines and confirm to abide by the guidelines, rules and regulations while carrying out the fit-out work.

I/We agree and acknowledge that our failure to abide by the guidelines, rules and regulations while carrying out the fit-out work can lead to levying of penalties by you including forfeiture of the Interest Free Building Protection Deposit and we agree to pay the same within the time frame prescribed in the guidelines. The payment details for the Interest Free Building Protection Deposit are as follows:

Name of the Bank: _____

Cheque No: _____

Cheque Date: _____

We also agree to obtain all the necessary approvals from the relevant regulatory authorities and submit a copy of the same to you prior to commencement of our work for your records.

Yours faithfully,

Allottee/s

Architect / Contractor



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ANNEXURE 4

CONTRACTOR'S EMPLOYEE LIST

Allottee/s's Name : _____ Wing: _____

Unit/Flat/Premises No.: _____

Access to Building Premises

Sr. No.	Name of Person	Name of Contractor	ID Card No.	Permitted Area	Work Details

Allottee/s



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ANNEXURE 5

ID CARD REQUISITION FORM

Authorized Contractor: _____

Name of Person: _____

Unit/Flat/Premises No.: _____

Contact Nos.: _____

Purpose: (A/c, Electrical, Plumbing, Flooring, Carpentry, any other _____ etc.)

No. of gate passes to be issued: _____

Date of Issue: _____ Valid upto: _____

Sr. No.	Name of Person	Signature	Remark

Name of Person: _____ Signature: _____

List of Documents required: 02 nos. colored passport size Photographs
Address Proof
Photo ID proof
Copy of Group Insurance / WCP



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ANNEXURE 6

HOT WORK PERMIT

Unit/Flat/Premises No.:

Wing:

Permit Initiator: _____ Phone: _____ Date: _____

Work Start Time: _____ am / pm Work End Time: _____ am / pm

Location: _____ Equipment: _____

Description of Work: _____

PRE - WORK JOB SITE INSPECTION

Property Manager's Signature:

Type of work to be taken up:

Safety Specialist Signature (if needed)

Safety systems made available at site.

Name of responsible supervisor, detailed to supervise Hot Work: _____

Property Manager's signature for authorization to proceed: _____

Fire Extinguisher (**Dry Chemical / Co2**)

Fire Watch Required? (**Y / N**)

Special Precautions: _____

ON – SITE JOB COMMUNICATIONS

Signature of person doing work: _____ Contact Number: _____

Property Manager's signature: _____ Post Hard Copy at Work Site: _____

PERMIT CLOSEOUT

Job Completed? (**Y / N**)

Job worked hot is now cold? (**Y / N**)

Return Hard Copy to the Property Manager

Signature of Person Doing Work:

The allottee's fit-out contractor must provide suitable protection and safety for the building and workers. The allottee/s will be entirely responsible for all damage and interference caused in the event a hot work permit is granted.



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ANNEXURE 7

INTIMATION OF FIT – OUT COMPLETION

Date: _____

To,

The Property Manager

Area allocated for Work: _____ North Alexa.

Ref: Unit/Flat/Premises No.: _____ Wing : _____

Name of the Allottee/s: _____

Dear Sir,

This is to inform you that the fit-out work in my/our above-mentioned unit/flat/premises is completed in all respect without any modification to the building infrastructure and have been carried out as per the submitted drawing to JP Infra and in accordance with the terms and conditions of the fit-out guidelines.

I/We have cleared all the debris as well as returned the labor entry permit cards to your office.

Further, I/We would also like to inform you that the unit/flat/premises is ready for your inspection and request you to arrange for the inspection and initiate the process of refund of my/our interest free building protection deposit.

Thanking you,

Yours faithfully,

(Allottee's Signature)



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ANNEXURE 8

FIT-OUT MANAGER'S CLEARANCE FORM

To,
Security Dept.

Date: _____

Request you to inspect the site and authorize to start the following work:

Unit/Flat/Premises No.: _____ Wing: _____

Name of the allottee/tenant: _____

Address: _____

_____ Contact No: _____

Area allocated for Work: _____ Nature of Work: _____

Size Permitted: _____ Duration of Work: _____

Permission granted for trading hours: _____ Third Party insurance available: _____

(Copy to be submitted)

Safety Precautions Required:

- Safety Harness to be worn (Mandatory for any work at 10ft Height)
- All ladders used for the work to be in good condition (only aluminum ladders)
- Safety Shoes to be worn while performing work in the electrical zones.
- Fire extinguishers, First Aid Box and Emergency Numbers should be available at work sites.
- A 35-foot safe zone in all directions from the welding area must be maintained by covering all combustibles with non-combustible material or removing them, and work site should be kept combustibles free
- Safety Signage (No Smoking etc.) and Identity Cards should be properly displayed at work site.
- Contractors must submit labor list with their residential address and alternate contact details.
- Security Clearance form (duly filled) should be pasted at work site with labor list and indemnity (Note: only bonafide workers, whose names are listed in the security clearance form, are permitted to work).

Name of the Workers: 1) _____ 2) _____

3) _____ 4) _____ 5) _____

(In case of large number of workers, contractors can attach certified labor list along with the security clearance form)

Please Note:

_____ (Agency/Organization) hereby indemnifies
Property Management Team, against damages or claims caused due to the work happening at site.

Security Department to do the following:

Inspect the site to see whether all safety precautions are followed. Brief all workers about the safety aspects of the work.

Security Department

Property Manager



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ANNEXURE 9

CONTRACTOR ENTRY PERMIT APPLICATION FORM

(For initial issue to Personnel Client Companies Agencies, Utility Services Staff, etc.)

Date.: _____

Entry Permit (EP) No.: _____

Allottee/s Name and Unit/Flat/Premises No: _____

EP Category (Nature of Job): _____

Contractor / Agency: _____

Name of Person: _____

Identification Mark: _____ Sex: _____ DOB: _____ Age: _____ (years)

Father's/ Husband's Name: _____

Height: _____ (cm) Blood Group: _____ Mobile: _____

Paste One
stamp size
Photograph

PRESENT ADDRESS: _____

District: _____ City: _____

State: _____ Pin: _____

Contact Details: _____

PRESENT ADDRESS: _____

District: _____ City: _____

State: _____ Pin: _____

Contact Details: _____

UNDERTAKING

I/We, the undersigned, certify that the details given above are correct and true to the best of my knowledge. I take full responsibility for the conduct and behavior of the above person engaged by me during work at JP North Aviva. I will follow all safety and security rules and procedures while working in JP North Aviva. I/We am/are aware that the loss / non - return / misuse of this Entry Permit shall make me/us liable for penalties as decided by the competent authority.

Applicant's Signature / Thumb impression

Authorized Signatory:

Name: _____

Access Recommended by (Name and signature of Client administrator): _____

Approved By _____

Property Management _____



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ANNEXURE 10

For use of Security Department

ACKNOWLEDGEMENT

E.P.No.: _____ Date of Issue: _____

Name of Applicant: _____ Main Contractor: _____

Signature of Security: _____



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ANNEXURE 11

UNDERTAKING- CUM – INDEMNITY

(TO BE FRANKED FOR Rs.600/-)

To,
J.P. Infra Realty Pvt. Ltd.
301, Viraj Towers,
Western Express Highway Near
WEH Metro Station
Andheri(E)- Mumbai 400093

Re: - I, Shri. /Smt _____ of Indian Inhabitant residing at _____ do hereby state and undertake as under :-

• I say that I have received possession of unit/flat/premises _____ no. _____ in Tower/Wing _____ on _____ floor in real estate project JP North _____ from J.P. Infra Realty Private Limited. ('Developer/Promoter') on post receipt of Occupation Certification.

• I further say that I intend to initiate fit-out in the said unit/flat/premises and agree, undertake to observe guidelines prescribed by the Developer in respect thereof.

• I agree to pay the Interest Free Building Protection Deposit of Rs. _____/-. The details of the cheque are given below,

Name of the Bank _____, Cheque No. _____

Cheque date: _____

• I further say that I shall submit requisite forms with names of the laborers to be deployed for the said fit-out work, collect Identity Cards for them and submit all such requisite details with the property management team prior to permission to be accorded by the property management team to commence fit-out work.

• I further say that we will intimate the Property Manager/Developer post completion of fit-out work who will inspect the site and prepare report inter alia, accessing damages, unattended debris, etc. on site.

• I further say that we will also co-operate with Property Manager/Developer's team to facilitate Civil Work inspection within 6 (six) months from the date of occupation and access any damages that may have occurred to the water proofing, plumbing, etc.

• I further say that I will rectify, repair the damages as may be pointed by the Developer, Property Manager or the expert appointed by the Developer within 15 (fifteen) days.

• I further say that upon our failure to rectify/repair the damages, the Developer will be entitled to repair the same and debit the exact charges (including of applicable taxes) to the interest free building protection deposit amount lying with the Developer.

• I further say that any additional amount as may be required for carrying out repairs will be refunded/ paid by us to the Developer without any demur.

• I further say that if there is any delay in making such additional payment the Developer will be entitled to charge interest, which may be included in the maintenance charge in respect of the aforesaid unit/flat/premises

• I hereby agree to indemnify and keep indemnified the Developer, its Officers, Consultants, Employees and/ or such other persons deployed on site looking after maintenance without any demur.



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ANNEXURE 11

Mr./Ms.

Solemnly affirm at Mumbai_____ On this_____ day of_____ 2022



N O R T H | A L E X A

Site Address – North Alexa, Vinay Nagar Rd, Ghodbunder Village Road, Mira Road (East), Thane – 401 107.

Office Address: - 3rd Floor Viraj Tower, Western Express Highway, Near WEH Metro Station.
Andheri (East), Mumbai – 400 093.



JP North Alexa P51700016736 | Visit: <https://maharera.mahaonline.gov.in>

The image, statements, and expressions are for representation and illustration purposes only.

Tata Power bill name change guide

Please note, the intention of this guide (since created by fellow residents) is only to assist the community. You are requested to please bear in mind that this is not an official document in any form or manner. When in doubt, please contact Raju Varma from JP Facilities Team @ raju.varma@jpinfra.com or 8657526794 for accurate assistance.

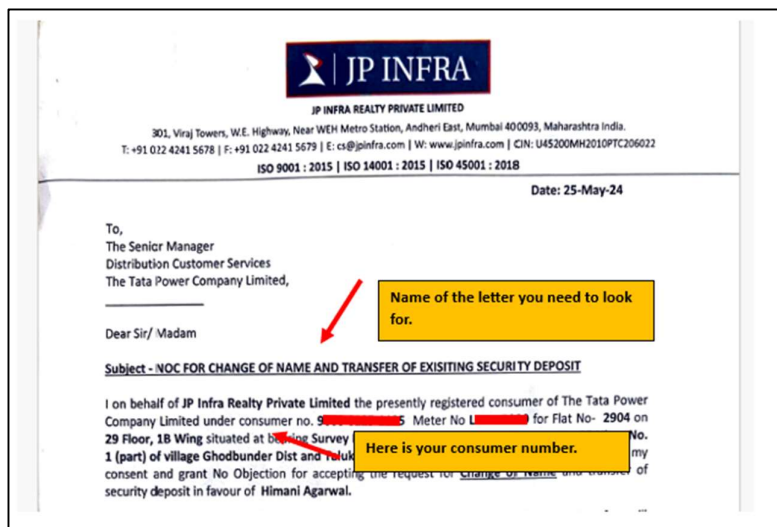
If you need assistance on this document, please contact our fellow resident Himani @ 9606111985.

Please note update as of July 2024 is that there is an ongoing meter confusion issue within JP Alexa, due to which JP is not issuing NOC to B-wing residents. Furthermore, there are residents who are receiving multiple bill copies and consumer numbers due to this meter confusion.

You are requested to be patient until this issue is resolved. You may communicate with Raju from JPFM Team on this matter, contact details in below document.

Where to locate the consumer number: -

- You can find your consumer number in the NoC letter that you received as a part of your Possession kit.



- Send an email to Customercare@tatapower.com mention your consumer number in subject line, and ask them for an e-copy of electricity bill.

Original Text

From: Himani A <himanis12@gmail.com>

To: Customercare@tatapower.com

CC:

Sent: 11.07.24 20:37:11

Subject: Need bill copy: Consumer number [REDACTED]

Hello Team,

Kindly email me the recent bill copy for above-mentioned consumer number.

Thank you,
Himani.

- Once you receive the bill copy, please verify that the flat # matches your flat number. If it does not, please contact Raju Varma from JP Facilities Team @ raju.varma@jpinfra.com or 8657526794 for assistance.
- If the details are correct, please verify the bill to make sure there are no arrear charges. If so, please speak with JP and request them to clear or reimburse you those arrear charges. It is my understanding that you will be liable to make payments from the time you got your possession.
- Once your charges are verified, make the payment, and reply on the above email asking to provide steps on how to change the ownership to your name.
- Customer care will respond, wait for 2-3 business days post making payment, to ensure your payment reflects in their system. If you attempt to initiate transfer before that, their system will ask you make a payment 1st.

- Post the above cool-off period, login to the website, link below or you may refer to the email you received in above step from Customer care.

https://ind01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fcustomerportal.tatapower.com%2FTPCD%2FCustomService%2Fouter_service_request_namechange.aspx&data=05%7C02%7Ccbsl-RenitaY%40tatapower.com%7C290029c078cc4af0f39b08dc83c73dcb%7C04ea39e3ac5b4971937c8344c97a4509%7C0%7C0%7C638530138952123591%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6IjE6Ik1haWwiLCJXVCI6Mn0%3D%7C0%7C%7C%7C&sdata=Nw9AjMq8q1BbhptNd32ToBl%2BhtWCcxApiW0sgKSda3U%3D&reserved=0

- Enter your consumer number.

My TATA Power

SERVICES

Name Change Application

Step 1: 1 2 3

☒ Apply ☐ Upload Documents

Existing Consumer No. :

SUBMIT

Step 1 **Step 2**


- Update your personal details as requested below. Members who are single applicants as per the agreement, you can update “Not applicable” for Second applicant name.

New Applicant Details

E Billing : ☐ Yes
☐ No

Type of Premises : ☐ Rented ☐ Others
☐ Owned ☐ Builder

Type of Consumer : ☐ Registered Resid Housing/Industrial Society/Common Amenities
☐ Un—registered Residential Housing Societies
☐ Bungalows
☐ Company
☐ Pagdi
☐ Slums/Shacks
☐ Chawl
☐ Other



- You need to upload requested documents from the below screenshot list. Each drop-down has a separate list of acceptable documents that you can upload, which we will review with each screenshot.

Name Change Application

Step 2:

✓

3

- Please take a print out after fill up application form, sign it, scan & upload in system with required documents..
- All documents should be Self-attested.

Document Type:
-Select-

-Select-

Ownership Proof

Identity Proof

Latest Bill copy

NOC - No Objection Certificate

Image of Signature

Other Documents

- Click on Submit for completion of application.

- Under “Ownership Proof,” as of July 2024 we can all upload a copy of our agreement. Please extract 1st 4 pages, last 4 pages and schedule 2 from your registered agreement. Schedule 2 can be found around page 75 of your agreement.

Document Type:
Ownership Proof

REGISTERED AGREEMENT/PURCHASE DEED/ SALE DEED

SHARE CERTIFICATE OF REGISTERED SOCIETY

ATTESTED COPY OF SOCIETY REGISTRATION CERTIFICATE.

RESOLUTION AUTHORIZING THE OFFICE BEARERS TO SIGN ON BEHALF OF SOCIETY.

- Under identity proof, you can upload any 1 of the documents of your choice.

Document Type:
Identity Proof

Voters Identification Card

Aadhaar Card

Passport

Photopass(Recognized Organization Photo Identity Card)

Photo ID in Purchase/Sale Agreement

Collector/Govt Authorized PhotoID

Driving Licence

PAN Card

- Upload a copy of your bill, which we secured during the initial steps of this guide.


Document Type:
Latest Bill copy

Latest Bill copy


- Upload the letter received from JP, as a part of our possession documents, which we referred to when trying to locate our Consumer number.

Document Type:
NOC - No Objection Certificate


NOC from previous owner(As appears on Bill)



Use this option.



NOC from joint holder(In case of joint ownership)




- Sign on a blank piece of paper, and upload an image of that signature here.

Document Type:
Image of Signature

Image of Signature

Sign on a blank piece of paper, and upload an image of that signature here.



- If there are any other documents, you can upload them here. If not, you can tick the 2 boxes and click on next.

Document Type:
Other Documents

Other Documents

- Unless complete documents are uploaded, your application will be kept on hold.
- For any queries please write to
NameChangeQueryresolution@tatapower.com
- Click on Submit for completion of application.

☒ I/We agree to the terms & conditions as mentioned in Name Change Undertaking

☒ I/We agree to the terms conditions mentioned the Power Supply Agreement Terms & Conditions

BACK

NEXT

- Review your request to ensure you did not enter anything incorrectly, post which click on the button as indicated below.

Required Document List(Uploaded Document)

Ownership Proof - REGISTERED
AGREEMENT/PURCHASE DEED/ SALE
DEED
Tata Power - agreement extract - Himani Agarwal.pdf

Identity Proof - Aadhaar Card
Himani Aadhar copy with enrollment number.pdf

Latest Bill copy
9 [REDACTED] 5 JUL-2024.pdf

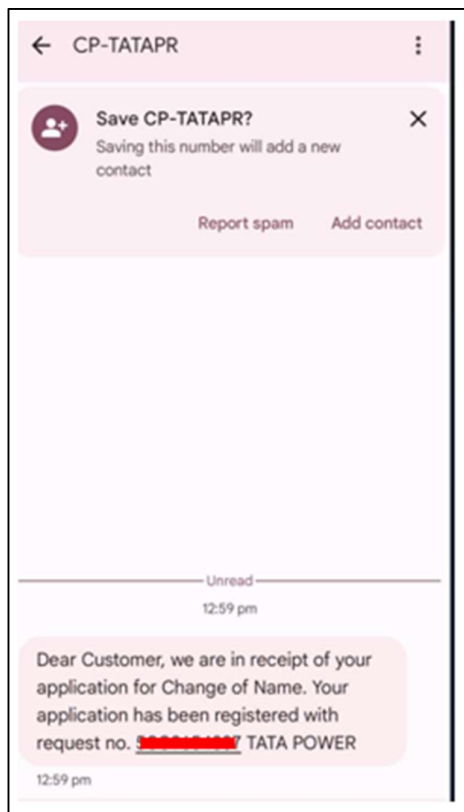
NOC - No Objection Certificate -
NOC from previous owner(As
appears on Bill)
electricity name change letter.pdf

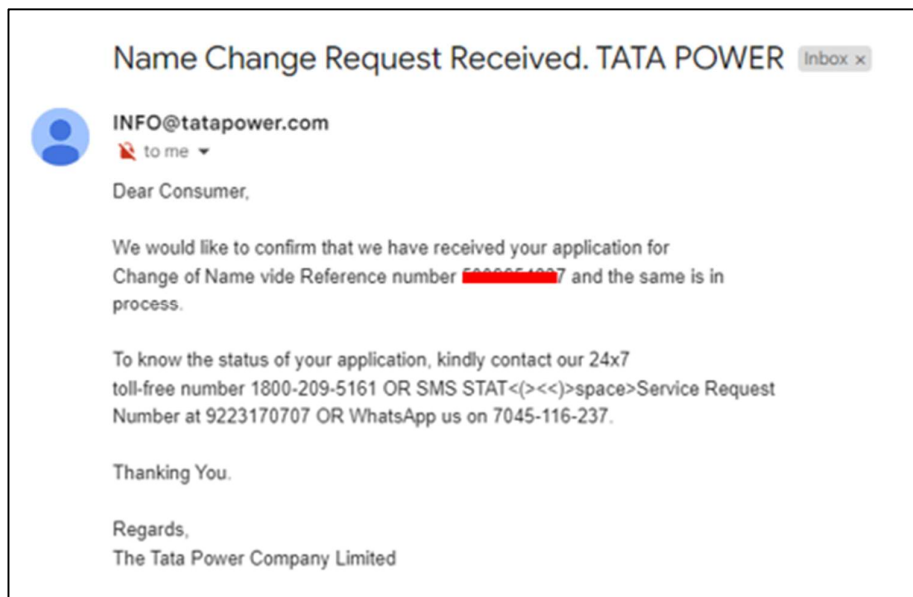
Image of Signature
WhatsApp Image 2024-07-18 at 12.50.10 PM.jpeg

BACK

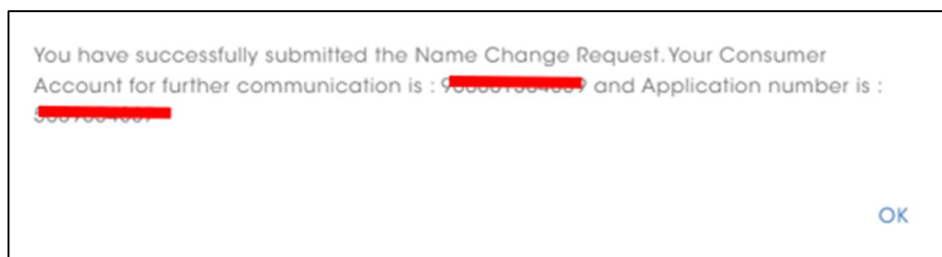
SAVE AND UPLOAD DOCUMENTS

- Upon submission, on your registered mobile number and email ID, you will receive an automated SMS and an automated email.





➤ You will also see the below pop-up on your browser screen. Click on Ok.



Congratulations! You have completed your steps. You can track your request as per the below page, and stay connected with Tata Power customer care. If they revert to you with any concerns, you may address them as appropriate.

