**APMS staff Duties and Responsibilities**

1. **Technical Services**
2. **In charge – Facilities**
3. Fulfill the commitments as per the schedule work on day –to- day basis.
4. Going round (observation of seepages/ shaft leakages/ over flowing tanks / STP etc.) of facility and coordinate with supervisors if any deviations observed.
5. Functional check of critical equipments like Transformers/DG/Firefighting system/Fire alarm system/Elevators / LT panels / HT panels etc.
6. Team briefing and work assignment.
7. Closely follow up with Helpdesk to close customer complaints on day to day basis.
8. Maintain a track of Daily consumptions of water, Electricity and Diesel.
9. Maintain track of Critical spares and consumables
10. Reconciliation of Diesel consumption and electrical/plumbing consumables
11. Follow up with AMC vendors for equipment timely maintenance
12. Coordinate with Substation and HMWS departments
13. Coordinate with projects department to close pending issues/ works
14. Maintain Daily , Weekly and Monthly reports and share with society.
15. Prepare and follow-up 52 week maintenance
16. Maintain good relations with customers
17. Ensure Day to day operations
18. Monitoring the shift timings of the technicians.
19. Allotment of jobs to the technicians as per the schedule.
20. Follow up with help desk to close customer complaints
21. Monitoring activities of the technicians on the allotted jobs.
22. Issuing of tools and materials to the technicians and ensures the work is carried out in a proper manner.
23. To plan for the next day activities and to ensure all the material and tools are available.
24. Ensure the technicians are following standard safety practices and procedures during their duty timing.
25. To coordinate in preparing weekly schedules.
26. To ensure the day scheduled activities are carried out and completed
27. Coordinate with service vendors for equipment maintenance
28. Maintain checklists and records
29. **ELECTRICIANS**

|  |  |  |  |
| --- | --- | --- | --- |
| **S.NO** | **Morning shift** | **Afternoon shift** | **Night shift** |
| 1 | Checking LT rooms ,Transformers , DG sets etc. | Checking LT rooms ,Transformers , DG sets etc. | Checking LT rooms ,Transformers , DG sets etc. |
| 2 | DG trail run | Record parameters of UPS, Transformers | Record parameters of UPS , Transformers |
| 3 | Cross-check the noted readings (EB & DG). | Pump rooms inspection & Monitor electrical panels of STP, WTP & LMR electrical panel. If required replace the spares | Note down Day consumption EB & DG and Attend customer complaints |
| 4 | Collecting parameters of LT panels for every 4 Hrs. | Street lights maintenance | Switching off parking lights wherever it is applicable |
| 5 | Maintenance of electrical Panels | Switching on street lights | Switching off street lights @6am |
| 6 | Coordinate with AMC vendors for preventive and breakdown maintenance | Switching on parking lights | If required top up the diesel in tanks and maintain track |
| 7 | Replacement of fused lamps and other spare of common area | Replacement of fused lamps and other spare of common area | Fused Lamps identification work. |
| 8 | Manual rescue if lift get struck | Manual rescue if lift get struck | Manual rescue if lift get struck |
| 9 | Record power failure log | Record power failure log | Record power failure log |
| 10 | Attend customer complaints | Attend customer complaints | Attend customer complaints |
| 11 | Monitor Lift operations | Coordinate with Housekeeping team to clean utility room | Check elevator functioning |

1. **PLUMBERS**

|  |  |
| --- | --- |
| **Day shift Plumbers** | **Night shift Plumbers** |
| 1. Inspection of water tanks ,Underground sumps , Pump rooms | Inspection of water tanks ,Underground sumps , Pump rooms |
| 2. Attending in house customer complaints | Attending in house customer complaints |
| 3.Monitoring water levels at regular intervals (Every 3 hrs) | Monitoring water levels at regular intervals (Every 3 hrs) |
| 4. Note down Day consumption of water | Note down Night consumption of water |
| 5. Receive water from HMWS | Note down parameters of water levels |
| 6. Two plumbers deployed for checking common area drain lines maintenance and water level monitoring |  |
| 7. Maintenance of domestic pumps, PRV(Pressure regulating valve) & Flush Pumps (STP final tanks) | Dedicated person in the night for fire pumps pressure monitoring. |
| 8. Switching on water pumps to fill overhead tanks | Switching on water pumps to fill overhead tanks |
| 9. Replacement of faulty spare of common area | Attending in-house customer complaints |
| 10. Inspection of shafts for leakages |  |
| 11. Underground drain line maintenance when required |  |
| 12. Monitoring water levels and coordinate with HMWS for water |  |

1. **STP Operator**
   1. To take-over the plant from the previous shift operator after checking and ensuring the plant condition. To notify any abnormalities and inform the same to the concerned person.
   2. To fill the check-list and daily report properly according to the operations carried in the day.
   3. To physically check the aeration tank water color, clarifier condition and note down MLSS value periodically.
   4. To update the status of PSF, ACF and Electro-Mechanical Equipment.
   5. To Back-wash both sets of filters in each shift, to cross check the pressure difference and note the same in the log book.
   6. To clean the Bar-screen, Aeration tank filters and Blower air-filters according to the given schedule.
   7. To take part in tank cleaning activities by properly coordinating with other team members.
   8. To react fast and report any problem pertaining to the plant to the concerned person and ensure proper flow of plant operations.
   9. To operate the centrifuge and its subsystems daily, and to maintain it according to the preventive maintenance plan.
   10. To hand-over the plant to the next shift operator by mutually cross-checking and signing the Equipment status and check lists.
2. **PMS (soft services)**
3. **PMS In charge**
4. Direct and manage all soft services related activities on a daily basis.
5. Collect resident’s data sheet.
6. Extend assistance for housewarming, moving in and moving out.
7. Source , induct, deploy and ensure productive use of manpower
8. Manage club house as a centre of attraction and make full use of the amenities by the residents.
9. Procurement of Domestic gas cylinders and reconciliation of piped gas.
10. Billing and collection for electricity, DG power and recharge of prepaid LPG and electricity.
11. Coordinate with HO on HR activities and issues
12. Maintain the imprest amount.
13. Coordinate and support the maintenance and security teams
14. Liaise with local Government Authorities.
15. Interface with residents of Societies MC members to resolve issues and complaints with a focus on customer satisfaction.
16. Indent material, procure and maintain optimum stock.
17. Prepare and submit daily MIS report to HO
18. **House Keeping supervisor**
19. To ensure standards of cleanliness, hygiene and tidiness in all the common areas.
20. Supervise the daily dusting, cleaning and mopping of assigned corridor areas, common areas and washrooms.
21. Maintain all HK equipment in working condition.
22. Maintain the HK material store in orderly way.
23. Resolve residents’ complaints wherever feasible at ground level and ensure escalation to higher ups for serious complaints.
24. Promptly report and document any observed safety hazards, conditions or unsafe practices on ground
25. **H K worker**
26. Sweeping and mopping all common area floors.
27. Sweeping corridors, stairways and lifts.
28. Dusting and cleaning windows and glass.
29. Garbage collection from flats.
30. Empty and clean trash bins.
31. Dispose garbage from site.
32. Wipe glass and mirror surfaces.
33. Sweeping cellar and sub cellar car parking areas.
34. All dormitories washrooms cleaning.
35. Inner and outer roads sweeping.
36. Sweeping of common areas and walk ways.
37. Cleaning and maintenance of water bodies.
38. Cleaning of children play areas.
39. **Club House HK worker**
40. Sweep, scrub, mop and polish floors
41. Clean corridors, lobbies, stairways and lounges as well as guest rooms
42. Vacuum clean carpets, rugs and draperies
43. Shampoo carpets, rugs and upholstery
44. Dust and polish furniture and fittings
45. Clean metal fixtures and fittings
46. Empty and clean trash bins
47. Dispose of trash in a sanitary manner
48. Clean wash basins, mirrors, tubs and showers
49. Wipe down glass and mirror surfaces
50. Make up beds and change linens as required
51. Tidy up rooms
52. Wash windows as scheduled
53. Sort, fold and put away clean laundry
54. Replace dirty linens with clean items
55. Inspect and turn mattresses regularly
56. Operate mechanized cleaning equipment
57. Maintain all cleaning equipment and materials in a safe and sanitary working condition
58. Monitor and report necessary domestic repairs and replacements.
59. **Horticulture In charge**
60. Responsible to manage the site landscapes in all it’s beauty
61. Scheduling for new plants planting and replanting of the existing plants.
62. Soil fertility management.
63. Responsible for taking over new projects landscapes from contractors and prepare snag lists.
64. Responsible for pest and diseases control management, water use, labour productivity, fertilizers use and nutrients supply to the plants.
65. Source for Horticulture supervisors and Garden workers as and when required.

1. **Horticulture supervisor**
2. Daily briefing to the garden workers and work distribution.
3. Maintain daily attendance of the garden workers.
4. Maintain daily check lists.
5. Ensuring watering to the plants, weed removing and follow spraying and fertilizer schedules.
6. Ensure day to day dried shoots and leaves disposal from site.
7. Ensure timely gap filling of the plants.
8. **Garden worker**
9. Daily cleaning of dried leaves and chutes.
10. Watering to all plants as per schedule.
11. Pruning the plants as per given schedule.
12. Apply vermi compost and fertilizers.
13. Removal of weeding.
14. Gap filling work.
15. Soil mulching.
16. Disposal of garden waste from site.
17. **Help Desk Asst.**
18. Track the daily complaints through help line number, verbal, walk-in and from residents Apna Complex portal.
19. Raise complaint tickets and allot to the concerned technician.
20. Continue follow ups on the open complaints to ensure closure as per SLA.
21. Cross checking the complaints status and same has been recorded in soft copies for tracking.
22. Prepare the bills for, at a cost works in the flats, collect cash and submit to Accountant
23. Raise the complaints and follow up with the vendors for attending to the complaints.
24. Data Entry as per requirement.
25. Maintain Documentation and filing
26. Assist Manager and supervisors in day to day activities.
27. Prepare the daily reports of Electrical and water capacity report and sent to Society.

1. **Office Assistant**
2. Assistance to Admin Manager in day to day activities
3. Prepare the monthly staff attendance for wages.
4. Maintain Staff leave applications.
5. Process the ESI and PF Application forms as per eligibility
6. Process the Bank account opening for new employees .
7. Process the resigned employees formalities and Submit the PF withdrawal forms to HO
8. Check the Attendance Register daily
9. Prepare the Daily report(staff presents/w/o s, leaves, absents) and send to HO and site managers
10. Prepare the HK and Garden workers Daily attendance report and send to Society
11. Address the Apna Complex Complaints
12. Prepare the monthly vendor bills and send to HO and keep the record.
13. Attend to the customer queries during their visits to the office.
14. Data entry as per requirement.
15. Maintain the documentation and filing.

#### Security & Safety:

#### Head Security, Vigilance & Safety

#### Lead the security and fire teams by constantly motivating, facilitating, updating and energize the security department.

#### Forecast, plan and execute deployment of security staff across various sites.

* 1. Sustain the existing security setup, update, use contemporary technology by optimum utilization of existing resources.
  2. Set up a training school, schedule training modules and impart continuous training to all the security and fire staff matching industry requirements.
  3. Check attrition, recruit sufficient security staff and leave reserves for smooth functioning of physical security operations.
  4. Review installations and upgrade on solar fencing, CCTV, boom barrier operations, communication systems like walkie-talkies/mobile phones.
  5. Set up a centralized monitoring station to cover/monitor multiple sites through CCTV, alarms, calling on mobile and releasing physical reports to ensure round the clock uninterrupted security services.
  6. As part of vigilance function liaise, gather authentic information, transmit effectively, conduct enquiries following management directives, conduct field trips and depute round the clock field officers for ensuring that security and other staff are discharging their assigned duties at their designated work locations.
  7. Task the managers, security officers, supervisors for conduct of daily security operations and report to higher authorities.
  8. Follow up for updating and documenting the policies on security, SOPs, roles and responsibilities of the individuals/appointments, booklets and instructions.
  9. Guide multiple sites to transmit MIS reports, attendance, log incidents, raise indents, obtain approvals and address the deficiencies for smooth security operations.
  10. Plan and create a career path and motivate the subordinate staff to take up various responsibilities.
  11. Team up with the manager (technical/fire services) for conduct of fire drills, recruitment of man power, maintenance of fire equipment, coordinate with Government/ fire department, conduct fire safety audits and designate emergency rescue teams.
  12. Draw the annual financial budget for whole security apparatus.
  13. Interface with Societies Managing committees periodically and as and when the Societies call for meetings
  14. Coordinate with Technical and Soft services Heads for smooth day to day functioning of APMS activities

#### Manager - Security

1. He is designate manager operations, while interacting with cluster in charge, deputy managers/assistant managers he will be in full control of all the security staff with in the security function.
2. He is an important link between the head-security and all the staff starting from the security officers to the guards. He will interact, address routine issues, allot duties at different sites and mainly check the attrition levels.
3. He will assist the head security to canvasses and augment for recruitment of SO, ASO, supervisor and guards.
4. Monitor all the after duty activities of the guards, check their habitat, understand their savings and spending, check their background, attitudes, behavior patterns, working styles, emotional parameters, hygiene and discipline in confidentiality.
5. Support the head in establishing the training school, prepare course material, set up the administrative machinery, coordinate with the instructors and plan the training schedule for all the staff.
6. Assist to execute and coordinate the technical function and ensure maintenance of solar fencing, CCTV, boom barrier operations, communication systems like walkie-talkies/mobile phones.
7. Ensure indents across all the sites are raised on time and thoroughly follow up for procuring/repair of the security related equipment.
8. In tune with the management policy of one-up –down functioning, he will perform the duties of cluster in charge and takes up higher responsibilities at the times of need.
9. He will assist, liaise with the police, statutory authorities at ground level, interact with vendors, visitors, residents, gather information, move around on field trips, monitor the attendance on daily basis, inspect all the books/registers of record, gate passes and accept all the written requests from the security staff.
10. Conduct regular training classes and ensure that the policies, SOPs, roles and responsibilities, instructions, security procedures are understood by the guards and supervisors and explain to them in their language they understand.
11. Team up with the manager (technical/fire services) for conduct of fire drills and be an important member of emergency rescue teams.
12. **Deputy Manager/Assistant Manager – Security** 
    1. He will be the hub/cluster in-charge. He will assign the operations within the cluster and will be the site in charge of one of the largest/prime community.
    2. Coordinate with the MC, their managers and APMS site in charge for all security, vigilance and safety matters.
    3. Coordinate for conduct of fire drills within and across clusters.
    4. Move on rounds at different timings.
    5. Conduct surprise visits particularly during night.
    6. Continuously train the guards and recommend the guards for required training skills.
    7. Rotate the guards to other sites and ensure that they can be deployed at different sites within a short notice.
    8. Gather all possible information affecting security and pass it to the higher authorities on time.
    9. Report all VIP and government officials, fire officials, police, investigating agencies, press, statutory (ESI/PF) revenue official movements at sites to the higher authorities.
    10. Check, all the registers, the solar fence, perimeter, biometric systems and ensure all the equipment are held functional for smooth security operations.
    11. Be patient, composed and mature when handling untoward incidents, irritant customers, hurried visitors, time-shortage vendors/business partners and any other genuine individuals.
    12. Make a note of all the incidents that raise curiosity for providing it to the law enforcing agencies at the time of need.
    13. Never share any information concerning the community and the company as you are not designated to do so.
13. **Security Officer**
14. He will be the site in charge.
15. Must be conversant with all the duties of the security guards and the supervisor.
16. Coordinate with the MC, association representatives and APMS site in charge, for all security, vigilance and safety matters.
17. Ensure that all the guards are allotted their duties, implement shift changes, request for reserves and mark daily attendance of all the guards.
18. Prepare identity cards for maids/vendors/drivers/visitors, maintain data of all the residents/vehicles, issue stickers to identify vehicles, carry out back ground check and ensure that the traffic and movements within the society are under control.
19. Coordinate for conduct of fire drills as per the periodicity.
20. Ensure that all the lady guards are deployed on duties and provide all the safe environs for carrying out their duties with due regards for their safety.
21. Monitor all the movements, check and counter check when on doubt.
22. Move on rounds at different timings.
23. Conduct surprise visits particularly during night.
24. Monitor the staff movement and prepare pay rolls of security guards of the site and submit the attendance for timely payment of wages.
25. Always assist the community on all security related issues, emergencies and organizing cultural events in a safe environment.
26. Monitor the guards particularly their conduct and update their dossiers on time.
27. Recommend the guards for required training skills.
28. Report all VIP and government officials, fire officials, police, investigating agencies, press, statutory (ESI/PF) revenue official movements to the higher authorities.
29. Report all the matters concerned with vigilance immediately to higher authorities no matter lest the matter be more trivial.
30. Check, all the registers, the solar fence, perimeter, biometric systems and ensure that all the equipment are held functional for smooth security operations.
31. Be patient, composed and mature when handling untoward incidents, irritant customers, hurried visitors, time-shortage vendors/business partners and any other genuine individuals.
32. Control gate passes.
33. Identify company officials and provide them smooth access.
34. Never share any information concerning the community and the company as you are not designated to do so.
35. **Assistant Security Officer**
36. He will report to the cluster manager.
37. When the societies are large he will be performing the duties of shift supervisor.
38. He will be looking after 2 or 3 sites, will be present at the designated site to ensure the shift change occurs as per the procedures. He is responsible for the full deployment of guards.
39. Resource manpower.
40. Perform the duties of field officer and conduct night checks.
41. Assists the site in charge and perform relieving duties on requirement.
42. Must be able to carry out all the functions of the security officer and the shift supervisor.

**6. Senior Supervisor/Supervisor**

1. A single supervisor is deployed at small sites and there may be more supervisors within the shift.
2. He is the single point of contact for all the guards, within his control.
3. He will not leave the duty until he is relieved.
4. He is responsible for proper handing/taking over of duties on each shift change.
5. Log all incidents and bring it to the notice of the site security officer/security manager.
6. Closely monitor the functioning of the guards and take all the decisions and escalate when on doubt.
7. He will be the first point of contact in the event of fire/ any emergency.
8. Supervise the vehicular traffic, monitor the resident/ visitor/ vendor/ maids/ drivers/ labor and material movements closely.
9. Check ID cards of all the service providers, staff and record details of service provider’s belongings like cell phone, articles, cash and any other items of value before entering into the premise.
10. Identify and allow all the contract labor as per their work permits.
11. Check and record the incoming and outgoing material to match the detail in delivery challans/Invoice.
12. Do not allow any material without proper gate pass and authorized signatures.
13. Ensure that guards are checking all the outside vehicles thoroughly before entering or leaving the community.
14. Ensure that the service providers/ labor/vendors, staff including security are frisked and their personal belongings declared.
15. Restrict entry of intoxicated individuals.

**7. Security guard**

* 1. Maintain and update all the registers as per the procedures.
  2. Check the ID cards of employees, visitor/gate passes.
  3. Check all the vehicles following the standing orders and procedures.
  4. Check the belongings of the labor.
  5. Direct the visitor / vendor to their respective places.
  6. Record details of all the incoming and outgoing vehicles.
  7. Stop any outgoing vehicle that is without proper documentation.
  8. Release outward material after verifying necessary entries.
  9. Collect the gate passes when the visitors/vendors are leaving the premises.
  10. Ensure that all employees record every entry/exit in staff movement register.
  11. Check the school buses while leaving the premises.
  12. Deposit the Lost & Found items with the Security Officer after entering in “LOST & FOUND” register.
  13. Record the movement of keys in the register before handing/depositing the key.
  14. Be polite and firm when dealing/interacting with all the individuals.
      1. **Lady Security guard** 
         1. Frisk all the servant maids and other lady security guards.
         2. Make an entry of belongings of the maids and ensure they do not carry any material without authorization.
         3. Issue and collect job cards on every entry and exit.
         4. Cross check their timings, need be call the respective residents for confirmation.
         5. Report any form of harassment to the SO.
         6. Assist the guards in maintaining the gate entry registers when the guards have their lunch break.
         7. Accompany the SO when dealing with the lady residents while on duty.
         8. Any other security duty restricted to their gender and as and when assigned during emergency.

**Fire Safety**

#### In Charge - Fire & safety

#### 

#### Checks the operational status of the fire equipment at all the sites and reports technical snags to technical head.

* 1. He in coordination with head-security conducts fire drills at all the sites.
  2. Plan, develop and implement, systems, programs and SOPs relating to fire prevention, protection, suppressions, investigations and training.
  3. Plan maintenance schedules for fire equipment as part of preventive maintenance.
  4. Follow up for renewal of NOC’s with state fire Department.
  5. Train the residents & staff in evacuation and firefighting techniques.
  6. Address all the queries from fire department and obtain inspection closure certificates on time.
  7. Liaise with the nearest hospitals, fire stations and plan entry and exit of fire tenders and ambulance following evacuation drills.
  8. Prepare an emergency action plan and mark responsibilities to handle all emergencies and in particular fire related emergencies.
  9. Ensure confidentiality, understand and update statutory requirements and advise the organization accordingly.
  10. Interact with societies and motivate them for more resident participation.
  11. Fix signboards, alert boards, attract attention to fire safety by sloganeering and create more awareness on fire safety.
  12. Sensitize and continuously educate the residents, staff, visitors, management and all the incumbents at all the sites on every occasion about the importance of fire safety.

1. **Supervisor - Fire & Safety:-**
2. Conduct periodic Inspection of Pumps, hose, PA systems, water sumps, fire extinguishers and other fire related equipment, update status and report to the Fire & Safety Manager.
3. Visit various sites as assigned by the fire safety manager.
4. Conduct internal trainings for the housekeeping, security, technical and the volunteer residents on first aid & basic firefighting techniques.
5. Prepare and issue work permits to related works.
6. Collect daily reports on the functionality of Fire alarm & Flow meter panels and report the status to fire & safety manager.
7. Inspect smoke & heat detectors as per the periodicity.
8. Liaise with nearby fire department and nearest ambulance service providers/hospital.
9. Organize, assign, supervise and evaluate the work of fire stewards.
10. Communicate effectively with peers, subordinates and residents on the existing fire protection equipment within the societies.
11. Conduct fire drills and run hydrants frequently as part of continuous training and preparedness.
12. Ensure that all the records, files and communications are up to date.
13. **Fire Steward:-**
    1. Manually check the Pump house, fill the check lists and report to fire supervisor any changes in the status of the pumps.
    2. As per the schedule check block CP hoses and equipment and report functionality.
    3. As per schedule check fire extinguishers, Hooters, Speakers and MCP’s.
    4. Fix the leaks in sluice and gate valves and escalate further for technical assistance.
    5. Check all yard hydrant points and report the conditions on weekly basis.
    6. Following safety precautions barricade work areas restricting easy entry and exit.
    7. Assist the fire safety supervisor during regular fire equipment maintenance activities.
    8. Check the fire extinguishers, maintain the record of their expiry and coordinate with the site in charge/fire supervisor to carry out the refilling jobs before expiry.
    9. Actively participate in all fire drills.
    10. Maintain the fire room and keep it in good condition.
    11. Check the PA system daily and maintain record.
    12. Check the water levels in the sumps daily, maintain record and report alarming levels immediately.
    13. Work in shifts and patrol during night hours.
    14. Be aware of the nearest police station, hospital and fire station.
    15. Be conversant in reporting of fire to the authorities.