

# DOCUMENT FOR RESIDENTIAL BUILDINGS PRE-OPERATION FAMILIARISATION OF GIFT CITY INFRASTRUCTURE



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## Abbreviations

- |                          |  |
|--------------------------|--|
| 1. <b>GIFTCL</b>         | Gujarat International Finance Tec-City Company Limited.          |
| 2. <b>GIFTPCL</b>        | GIFT Power Company Limited                                       |
| 3. <b>DP</b>             | Development Permission   |
| 4. <b>OC</b>             | Occupancy Certificate  |
| 5. <b>CLM</b>            | City Level Maintenance   |
| 6. <b>AWCS</b>           | Automated Waste Collection System                                |
| 7. <b>DCS</b>            | District Cooling System  |
| 8. <b>GSPC</b>           | Gujarat State Petroleum Corporation                              |
| 9. <b>O &amp; M</b>      | Operations and Maintenance                                       |
| 10. <b>STP</b>           | Sewage Treatment Plant   |
| 11. <b>WTP</b>           | Water Treatment Plant  |
| 12. <b>CPHEEO</b>        | Central Public Health and Environmental Engineering Organization |
| 13. <b>IBMS</b>          | Intelligent Building Management Systems                          |
| 14. <b>C4</b>            | City Command Control Centre                                      |
| 15. <b>EC</b>            | Environmental Clearance  |
| 16. <b>GIFT Area DCR</b> | GIFT Area Development Control Regulation                         |
| 17. <b>DRR</b>           | Disaster Risk Reduction  |

## **1. Introduction**

The operation team or management committee stepping into new building needs the project information documented clearly, concisely and in an accessible form.

Residential Building pre-operation document shall contain the following information:

- Details Legal & statutory agreements executed by project team.
- Details of Payment done and future obligations
- Utility & Infrastructure connection details
- Scope and clearly earmarked battery limit for ownership and operation responsibility
- Details of Guidelines to follow.
- Emergency and helpdesk contact details.
- Sign off document.

Above list is indicative only and scope may be enhanced based on building requirements.

## **2. List of Documents to be provided by GIFT to Developer**

Some of the below-listed documents as trust-building tools to lend credence to the building occupants and ensure legal & statutory compliance at the time of operationalisation of building. At the time of the handover, this should be first in checklist.

### **2.1 Legal & Statutory documents**

1. Agreement to Lease cum Development Agreement
2. Lease Deed
3. Development Permission
4. Occupancy Certificate
5. Eligibility certificate for qualifying in 5000 exempted units
6. Payment Receipts for DR Allocation
7. CLM Charges
8. List of pending compliances issued with Occupancy Certificate
9. Fire Safety Certificate & bi-annual renewal application by Residential Society to Chief Fire Officer - GIFT Notified Area.
10. Electrical Inspector Changing permission of Electrical Network.
11. High rise permission of electrical infrastructure.

### 3. Utility connections Information

Information on all types of utility connection provided in the building with contract demand, charges paid for connections, payment of security deposits, process for alteration in demand and ownership. Details of applicable tariff, billing cycle and tariff change mechanism for all types of utility services in GIFT city.

#### 3.1. Electrical Supply System

GIFT Power Company (GIFT PCL) is a power distribution licensee for GIFT City. GIFT PCL is responsible for providing power connection, any change in power demand and consumer profile. Process for all the applications is online available on GIFTCL/ GIFT PCL website on link <https://power.giftgujarat.in/> . For understanding process of applications refer Development & Operations Guidebook of GIFT City available on GIFTCL website link <https://giftgujarat.aflip.in/citizenhandbook> . Electric connection related following details for the building shall be shared for future uses.

- a. Existing Electric connections name of consumer, contract demand, applicable tariff category, unit or flat number, consumer wise meter number, security deposit of every consumer.
- b. Existing applicable tariff (**Annexure - 1**).
- c. For connection charges refer GERC Notification for GERC (Licensee's Power to Recover Expenditure incurred in providing supply and other Miscellaneous Charges) Regulations, 2005 and its amendments.
- d. Electricity tariff is approved by Gujarat Electricity Regulatory Commission every year through Tariff order. GIFT PCL will share the Tariff with all the consumer every year after GERC order.
- e. Electricity Bill will be delivered thorough E- Bill only and monthly billing cycle is applicable for all type of consumers.
- f. Payment Record of Electricity connection charges & Bill till handover.
- g. Record of Security deposits of electricity connection.
- h. No Due Certificate till handover period for all the consumers in the building.

### 3.2. DCS supply system (Cooling as Service)

GIFTCL is a District Cooling system (DCS) distributor for GIFT city. GIFTCL DCS department is responsible for providing DCS connection, any change in DCS demand and consumer profile. Process for all the applications is online available on GIFTCL website on link <https://gift-web-assets.s3.ap-south-1.amazonaws.com/ApplicationForm.pdf> . For understanding process of applications refer Development & Operations Guidebook of GIFT City available on GIFTCL website link <https://giftgujarat.aflip.in/citizenhandbook> . DCS connection related following details for the building shall be shared for future uses.

- a. Existing DCS connections name of consumer, contract demand, applicable tariff category, unit or flat number, consumer wise meter number, security deposit of every consumer.
- b. Existing applicable tariff
- c. For connection charges refer latest applicable DCS Tariff (**Annexure - 2**)
- d. DCS tariff is approved by GIFTCL every year. GIFTCL will share the Tariff with all the consumer every year after approval.
- e. DCS Bill will be generated and delivered thorough E- Bill only and monthly billing cycle is applicable for all type of consumers.
- f. Payment Record of DCS connection charges & Bill paid uptill handover.
- g. Record of Security deposits of DCS connection.
- h. No Due Certificate till handing over for all the consumers in the building.



### 3.3. Water supply System

GIFTCL is a water supply distributor for GIFT city. GIFTCL water department is responsible for providing water connection, any change in water demand and consumer profile. Process for all the applications is online available on GIFTCL website on link <https://gift-web-assets.s3.ap-south-1.amazonaws.com/ApplicationForm.pdf> . For understanding process of applications refer Development & Operations Guidebook of GIFT City available on GIFTCL website link <https://giftgujarat.aflip.in/citizenhandbook> . Water connection related following details for the building shall be shared for future uses.

- a. Existing water connection name of consumer, contract demand, applicable tariff category, consumer meter number, security deposit.
- b. For connection charges and existing applicable tariff refer **Annexure - 3**.
- c. Water tariff is approved by GIFT CL Notified Committee every year. GIFTCL will share the Tariff with all the consumer every year after approval.
- d. Water Bill will be delivered thorough E- Bill only and monthly billing cycle is applicable for all type of consumers.
- e. Payment Record of Water connection charges & Bill till handover.
- f. Record of Security deposits of Water connection.
- g. No Due Certificate till handover period for the consumer in the building

### 3.4. AWCS System

GIFTCL provides services of AWCS & Solid Waste Management in GIFT City. GIFTCL AWCS department is responsible for providing AWCS connection, any change in AWCS consumer profile. Process for all the applications is online available on GIFTCL website on link <https://gift-web-assets.s3.ap-south-1.amazonaws.com/ApplicationForm.pdf> . For understanding process of applications refer Development & Operations Guidebook of GIFT City available on GIFTCL website link <https://giftgujarat.aflip.in/citizenhandbook> . AWCS connection related following detail for the building shall be shared for future uses.

- a. Existing AWCS connection name of consumer, contract demand, applicable tariff category, consumer meter number, security deposit.
- b. Existing applicable tariff
- c. For connection charges refer **Annexure - 4**.
- d. AWCS tariff is approved by GIFTCL Notified Committee every year. GIFTCL will share the Tariff with all the consumer every year after approval.
- e. AWCS Bill will be delivered through E- Bill only and the monthly billing cycle is applicable for all type of consumers.
- f. Payment Record of AWCS connection charges & Bill till handover
- g. Record of Security deposits of Water connection.
- h. No Due Certificate till handover period for the consumer in the building

### 3.5. Sewage collection System





GIFTCL provides Sewage collection & treatment services in GIFT city. GIFTCL is responsible for providing Sewage connection. Process for all the applications is online available on GIFTCL website on link <https://assets.giftgujarat.in/ApplicationForm.pdf> . For understanding process of applications refer Development & Operations Guidebook of GIFT City available on GIFT CL website link <https://giftgujarat.aflip.in/citizenhandbook> . Sewage connection related following detail for the building shall be shared for future uses.

- a. Existing Sewage connection name of consumer, contract demand, applicable tariff category, consumer meter number, security deposit.
- b. Existing applicable tariff
- c. For connection charges refer **Annexure – 5**.
- d. Sewage tariff is approved by GIFT CL Notified Committee every year. GIFT CL will share the Tariff with all the consumer every year after approval.
- e. Sewage Bill will be delivered through E- Bill only and monthly billing cycle is applicable for all types of consumers.
- f. Payment Record of Sewage connection charges & Bill till handover.
- g. Record of Security deposits of Sewage connection.
- h. No Due Certificate till handover period for the consumer in the building

### 3.6. Piped Natural Gas (PNG) Connection

Gujarat Gas Ltd. (GSPC group Company – Government of Gujarat Undertaking) provides piped natural gas connection services in GIFT City for residential, commercial and industrial use. It also provides CNG as Greener Cleaner Fuel for vehicle use. Gujarat Gas Ltd. is responsible for providing piped natural gas connection (PNG), any change in gas demand and consumer profile. Process for all the applications (Alteration, additional points, Temporary disconnection, complaint, meter reading submission, bill payment) are available online on Gujarat Gas Ltd. website on link <https://www.gujaratgas.com/> & mobile application (can be downloaded from attached QR code). For name change request (Ownership transfer) customer will have to contact Gujarat Gas Ltd office situated near Sector-5 CNG Station, Small “G” Road, Sector-5, Gandhinagar during 09:30 am to 5:30 am.

Following are various link for availing various services from Gujarat Gas Ltd:

Details	Link
Gujarat Gas Ltd Mobile Application	<div style="border: 1px solid black; padding: 10px; text-align: center;"> <p>Scan the QR Code and Download the App Now!</p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">  <p>Google (Android) Users</p> </div> <div style="text-align: center;">  </div> <div style="text-align: center;">  <p>Apple (iOS) Users</p> </div> <div style="text-align: center;">  </div> </div> </div>
Gujarat Gas Ltd Website	<a href="https://www.gujaratgas.com/">https://www.gujaratgas.com/</a>
Customer Care (8 AM to 8 PM)	1800-123-6000 (Toll free) 079-71123711
Emergency Contact Details (24 x 7)	079-23264555 +917211164222 These numbers are for Gandhinagar GA only
Online Bill Payment	<a href="https://www.gujaratgas.com/png-domestic/bill-payment/">https://www.gujaratgas.com/png-domestic/bill-payment/</a>
Update contact details online	<a href="https://applications.gujaratgas.com/CustomerInfo/Login.aspx">https://applications.gujaratgas.com/CustomerInfo/Login.aspx</a>
For Gas Price related updates	<a href="https://www.gujaratgas.com/check-gas-price/">https://www.gujaratgas.com/check-gas-price/</a>
Prepaid Meter recharge	Link will be provided later on to the developer

Piped Natural Gas (PNG) connection related following details for the building shall be shared for future uses.


- a. Existing Piped natural gas (PNG) connection Customer ID, name of consumer, applicable tariff card, security deposit receipt (Subject to tariff plan of GGL) of every consumer.
- b. Application For Name transfer (form can be downloaded from mobile application), Initially all the domestic connections are provided in the name of developer (bulk registration cases), hence every individual residence owner need to transfer the ownership of connection along with contact number and email id by contacting Gujarat Gas Ltd for availing best services experience.
- c. Application for Temp. Disconnection (can be applied through mobile application).
- d. Application For Additional point as (can be applied through mobile application).
- e. Application for Reconnection / Alternation and Modification as per attached **Annexure-6**.
- f. For connection charges refer Gujarat Gas Ltd policy (below are the charges paid by the developer as per current new connection charges in case of bulk building registration).

<b>GIFT City, Gandhinagar, Builder Booking Scheme (subject to change from time to time without any prior notice)</b>	
Equipment Security Deposit	9,000
Stamp Duty	354
TDC charges -365 days	561
Name transfer charges	236
Advance against Gas Use	349
<b>Total Connection Cost</b>	<b>10,500</b>

- g. Piped Natural Gas price is approved by Gujarat Gas Ltd. Gujarat Gas Ltd will update the latest prices at the link: [Check Gas Price | PNG Domestic \(gujaratgas.com\)](http://gujaratgas.com).
- h. Piped Natural Gas Bill will be delivered through E- Bill only and bi-monthly billing cycle is applicable for all types of consumers. However, these domestic connections are provided with prepaid smart meter and individual customer need to make recharge according to his need / usage before using the gas.
- i. No Due Certificate by developer till handover period for the consumer in the building

## Do's and Don'ts for PNG connection






# Gujarat Gas Family Welcomes You









GUJARAT GAS

### PRECAUTIONS TO BE TAKEN IN CASE YOU SMELL GAS





#### Do's





-  Open all doors and windows. 
-  Close the main isolation valve.
-  Remove naked flame to avoid any ignition source.
-  Evacuate gas leakage area and inform on Gujarat Gas Emergency No.

#### Don'ts

-  Do not use mobile phone in gas leak area. 
-  Do not operate any electrical switches or appliances. 
-  Do not allow general public / pedestrian within the leak affected area. 

### OTHER PRECAUTIONARY MEASURES

-  Do not excavate near Piped Natural Gas (PNG) / Pipeline Gas Installation.
-  If you want to excavate / notice excavation work near PNG / Pipeline Gas Installation call Gujarat Gas immediately.
-  Always close main isolation valve after use or in case of supply disruption.
-  Ensure that the "Suraksha / Rubber" hose is not longer than 1.5 Meters.

-  Call Gujarat Gas for modification for PNG / Pipeline Gas Installation.
-  Ensure all PNG / Pipeline Gas Installations above ground are not concealed or buried.
-  Install Gas Geyser in Open Area.
-  Ensure Water Line and Gas Line are fixed separately.

### 3.7. Internet and Broadband Connection

GIFTCL will enable extension of connectivity of multiple telecom and internet service providers up to building's telco room over fibre optic cable. The distribution of connectivity within the building will be responsibility of the Developer. The Developer will be responsible for carrying out the inbuilding cabling in line with cabling guidelines issued by GIFT. The responsibility of uptime of services will lie with respective telecom and internet service providers and the Occupants can choose the service provider of their choice.

- a. Current List of available telecom and internet service providers is mentioned below (as on December 2023):

Internet & Data Service Providers in GIFT City				
Sr. No.	Company Name	Person Name	Contact Number	Email
1	Tata Communications	Mr.Rajeev Shah	9033099899	rajeev.shah@tatacommunications.com
2	BlazeNet	Mr.Kuldeep	9825610949	kuldeep@blazenet.biz
		Mr.Rajiv Sharma	9825097086	rajeev@blazenet.biz
3	Vodafone Idea	Mr.Anil Chaudhari	9825000111	anil.chaudhari@vodafoneidea.com
4	GTPL	Mr.Mitul Shah	9702004447	mitul.shah@gtpl.net
		Mr. Vaibhav Shah	9825300490	Vaibhav.shah@gtpl.net
5	BSNL	Mr.Jwalant Yadav	9429899994	agmprojects.bsnl@gmail.com
6	MicroScan	Mr.Ismail Kazi	9029023322	Ismail.kazi@microscan.co.in
7	Bharti Airtel	Mr. Mahesh V Ghelani	9099914000	mahesh.ghelani@airtel.com
8	Tikona	Mr.Jagat Gupta	9821234950	jagatgupta@gmail.com
9	Ishan	Mr. Pradip Pandya	9879612021	Pandya.Pradip@ishanitech.biz
10	RailTel	Mr.Sharad Sharma	9771425854	sharad.sharma@railtelindia.com
11	Reliance Jio	Mr.Vimal Thakkar	7016759997	Vimal1.Thaker@ril.com
		Mr. Harshal Vachharajani	6351111981	Harshal.V@ril.com
12	Sify	Mr.Rasik Rakholiya	9925611180	rasik.rakholiya@sifycorp.com
13	PowerGrid	Mr.Gajendra Chaudhary	9429893358	gsc@powergrid.in
14	TATA Teleservices	Mr. Arvind Porwal	9039099522	arvind.porwal@tatatel.co.in
15	Lightstorm	Mr. Jay Pancholi	9823003400	Jay.Pancholi@Lightstorm.net

Please note that the list of telecom and internet service providers may change time to time. Please refer GIFTCL's website for an updated list.

### **3.8. Cable TV and DTH Connection**

Enabling the Cable TV & DTH infrastructure within the building will be responsibility of the Developer. The Developer can get into separate agreement with the Cable TV & DTH service provider. The cabling for Cable TV & DTH services will be responsibility of the Developer. The responsibility of uptime of Cable TV & DTH services will lie with respective Cable TV & DTH Service providers.



## **4. Details of Utility wise Operation & Maintenance scope of GIFT City & Building management**

### **4.1. Electrical supply System**

GIFT Power Company Limited (GIFT PCL) is a power distribution licensee for GIFT City. GIFTPCL is responsible for operation and maintenance of Electric Supply System till the battery limits defined in following paragraph.

#### **Battery Limits of Electrical Infrastructure for Residential buildings**

##### **1. Electrical Infrastructure Within the purview of GIFTPCL:**

- a. Power will be supplied at LT level (415 V) from the nearby centralized substation to the residential building envelope by GIFTPCL, in case of individual consumer load up to 100 KW. All the O&M work at the centralized substation shall be carried out by GIFTPCL.
- b. In case of consumer load above 100KVA, then 33kV HT connection shall be provided by GIFTPCL. Thus, all the necessary development, operation and Maintenance (O&M) of HT infrastructure shall be carried out by the developer or Authorized agency of developer.
- c. GIFTPCL has made necessary arrangements for metering and billing of energy consumption of each consumer/building as per tariff.
- d. Developer/Management Committee will be solely responsible for O&M of electrical infrastructure of building from the point of supply to the unit holder/ transferee/ occupier point of supply. In case of any fault in tariff meter or tariff metering equipment, the same shall be resolved by GIFTPCL.

##### **2. Electrical Infrastructure Within the Building Scope.**

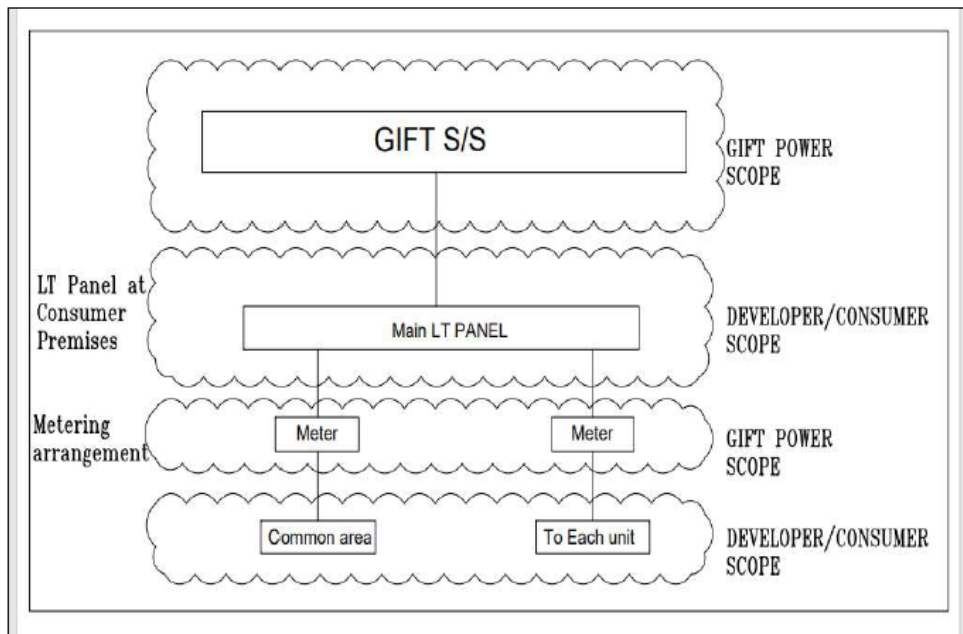
- a. Developer/ Management Committee has developed and will be responsible to operate and maintain complete electrical infrastructure of building from the point of supply to the unit holder/ transferee/ occupier point of supply.
- b. Main LT panels, metering panels, has been installed within the building by the developer for all the individual consumer loads upto 100KW. And the same shall be Operated and maintained by Developer/ Management Committee.
- c. In case of consumer load above 100KVA, then 33kV HT connection shall be provided. Thus, all the necessary equipment for the HT

connection within the building shall be developed, operated, and maintained by the developer/ Management Committee.

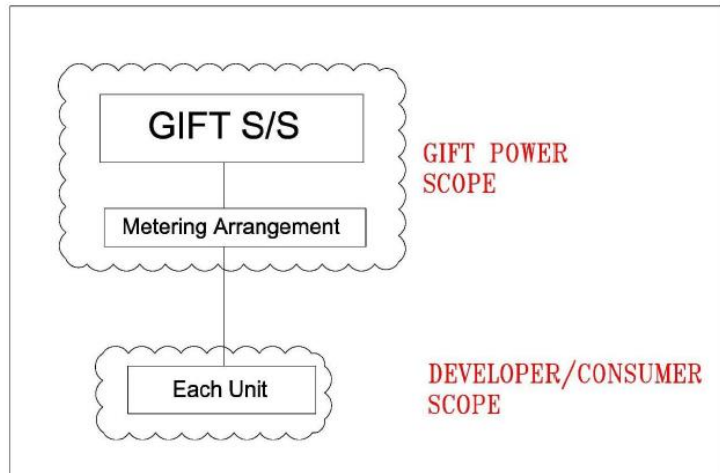
- d. Operation and maintenance of backup power arrangement will be done by GIFT PCL and O&M cost will be recovered proportionately from consumers availing backup power facility based on contract demand. O&M cost shall be reviewed annually, based on actual expenditure and the same shall be revised after due process of approval from competent authority.
- e. Monthly fixed O&M cost of DG backup system excluding GST is Rs. 88/- per kVA. Also, the Monthly fuel cost (variable cost) for DG Back up will be recovered from consumer based on actual DG running hours. The variable cost will be divided proportionately among the consumers depend upon their backup power demand.
- f. The service provider may revise the charges for O&M from time to time, without any prior intimation.

**Schematic diagram for the Scope of works for Residential Buildings in GIFT City.**

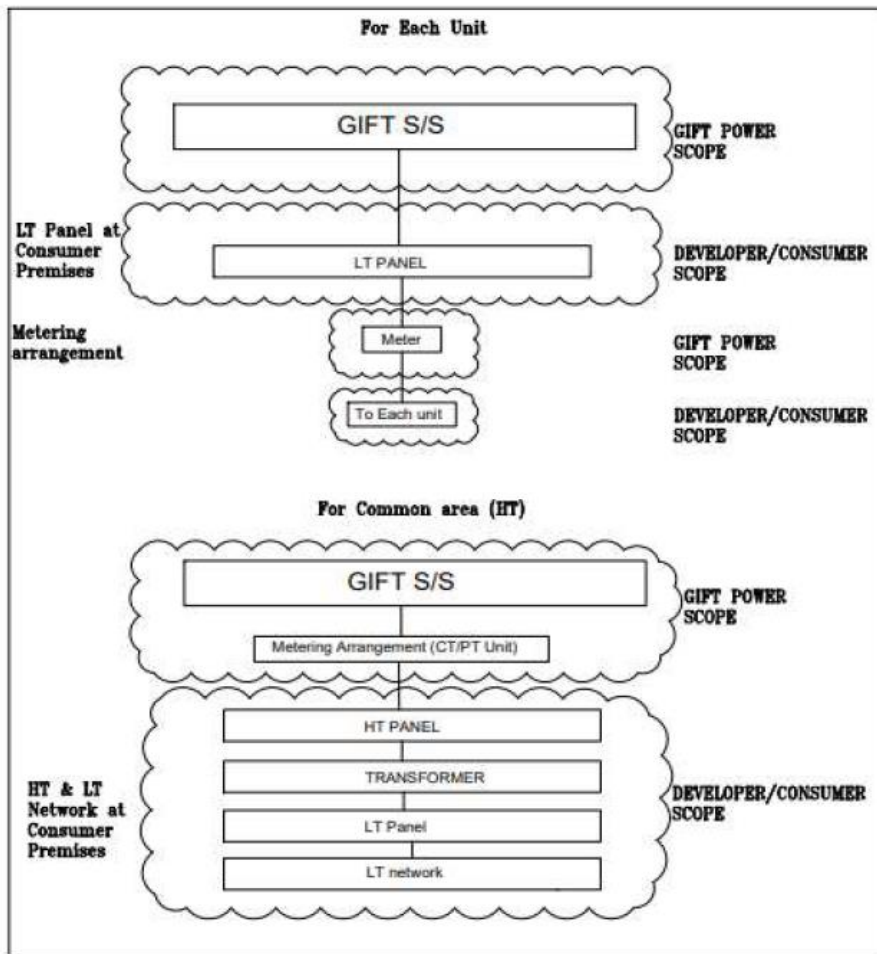
**Case 1: Power network up to incoming cable of the main LT panel of the premises.**



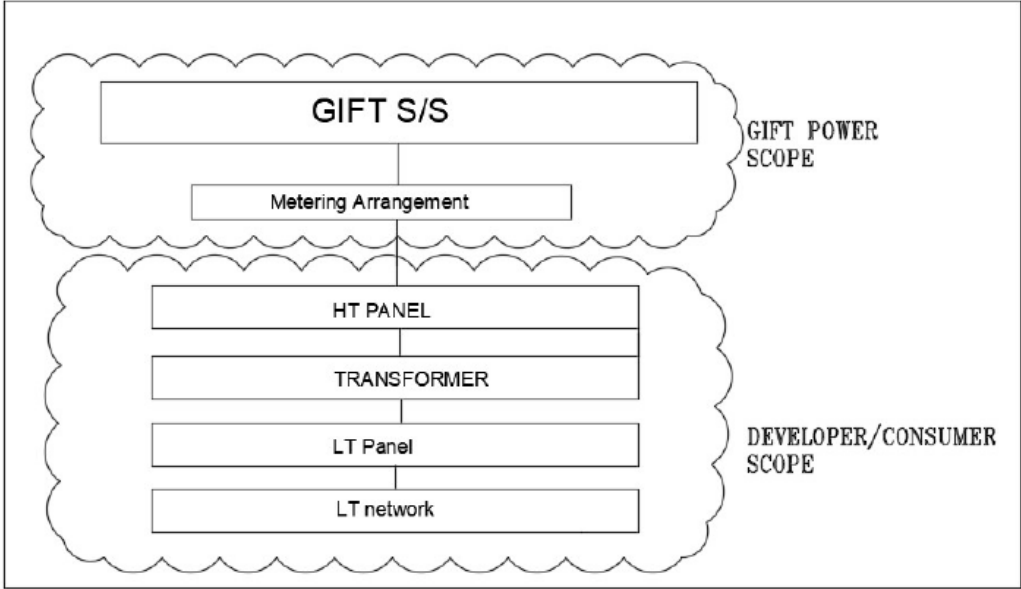
**Case 2: Power Network up to the LT metering Point for only tenants/units.**



**Case 3: Each unit supply on LT and common area supply on HT**



**Case 4: Residential Scheme as single consumer (HT)**



## **4.2. DCS supply system**

GIFTCL is a District Cooling system (DCS) distributor for GIFT City. GIFTCL DCS department is responsible for maintaining primary side (DCS side) infrastructure and chilled supply from District Cooling Plant, up to the point of supply connection located in the Utility tunnel one meter away from the building wall connecting tunnel as mentioned in below paragraphs.

### **Network Development for District Cooling System**

#### **1. GIFTCL Scope:**

- a. GIFTCL has developed and extended the main Chilled Water Pipping network from District cooling plant through the Utility tunnel/buried up to the point of supply in the tunnel for the building.
- b. GIFTCL has installed and will supply, operate and maintain all the electromechanical equipment such as control valves, master BTU meter, isolation valves, temperature sensors, differential pressure transmitter, PLC panel, power and control wiring from equipment to PLC panel, UPS with battery backup, pipes & fittings with support systems up to the point of supply located inside the tunnel.
- c. The “Point of supply” has been established as shown in Figure-1 which is located approximately one Meter from the individual building wall inside the Utility tunnel.
- d. GIFTCL has provided one Submeter for each Residential unit and will operate and maintain the same.

#### **2. Developer/Consumer Scope:**

- a. Developer / Management Committee has installed and will operate and maintain primary side (DCS side) of chilled water pipes between the Energy Transfer Station (ETS) located in the building, and the point of supply connection located in the Utility tunnel one meter away from the building wall connecting inside tunnel, including control & insolation valves, temperature & pressure sensors etc. on this line.
- b. Secondary side Chilled water piping from Energy Transfer Station towards the building, connecting individual air handling units, control/isolation valves, chilled water circulation pumps, complete energy transfer station and associated electrical and instrumentation works.
- c. Developer / Management Committee has installed one submeter in tamper proof enclosure with controlled access, in the chilled water line

supplying chilled water to each residential unit, the submeter will be provided by GIFTCL.

- d. Developer/ Management Committee has installed hardwiring from each submeter upto the collection station easily accessible to GIFT staff. at the secured and lockable location in the building.
- e. Developer/ Management Committee has installed and will have to supply, operate and maintain two nos. of temperature sensor & transmitter in secondary side of chilled water piping header. Developer will provide wired connection of temperature sensors up to “point of supply” in Utility tunnel for GIFT DCS to monitor the temperature.
- f. Battery limit for DCS connection to any building is as mentioned in Figure-1.

### **Dos & Don'ts related to DCS – (District Cooling System)**

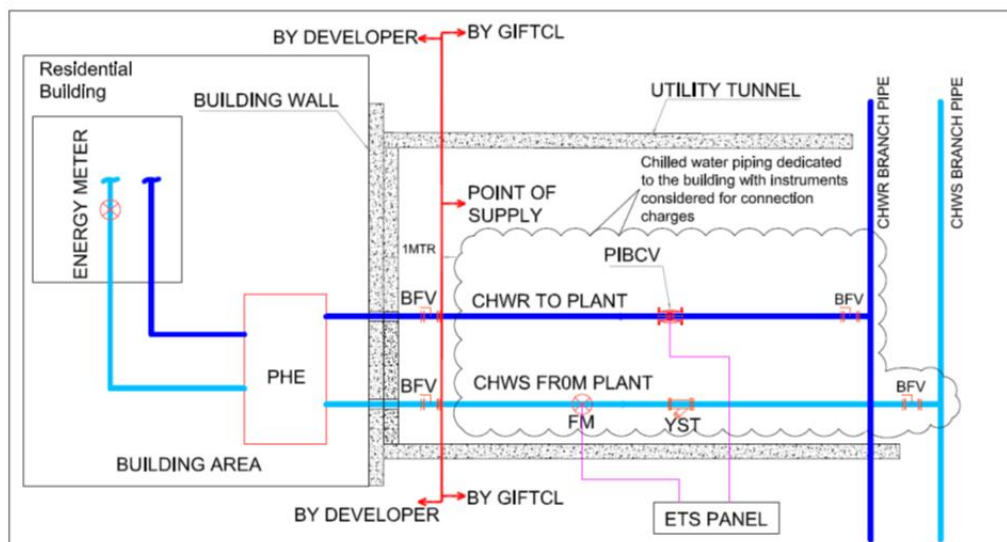
#### **Do's:**

1. Do take the time to understand how the district cooling system works in your area. This includes knowing how the chilled water is produced, distributed, and utilized.
2. All the air terminal and indoor units must be compatible with the building supply & return designed chilled water temperature.
3. The occupant is responsible for securing the meter at all times, any loss or mishandling of the meter shall be to the account of the resident or flat owner.
4. For any meter and billing related issue or new connection, disconnection, restoration of connection etc., contact the DCS help desk.
5. For any temperature related issue in the occupied area / residential area or any leakage from the chilled water pipes in the building complex, contact the building facility management team.
6. For any chilled water supply & return temperature related issue from DCS plant to the building ETS room, contact the DCS control room.
7. Ensure regular cleaning and service of PHE as per OEM recommendation to maintain design temperature approach.
8. Ensure regular servicing of the pumps, strainers, valves, electrical panels, indoor units and other associated equipment for best performance.
9. Maintain adequate corrosion inhibitor chemicals in the building side chilled water piping network.

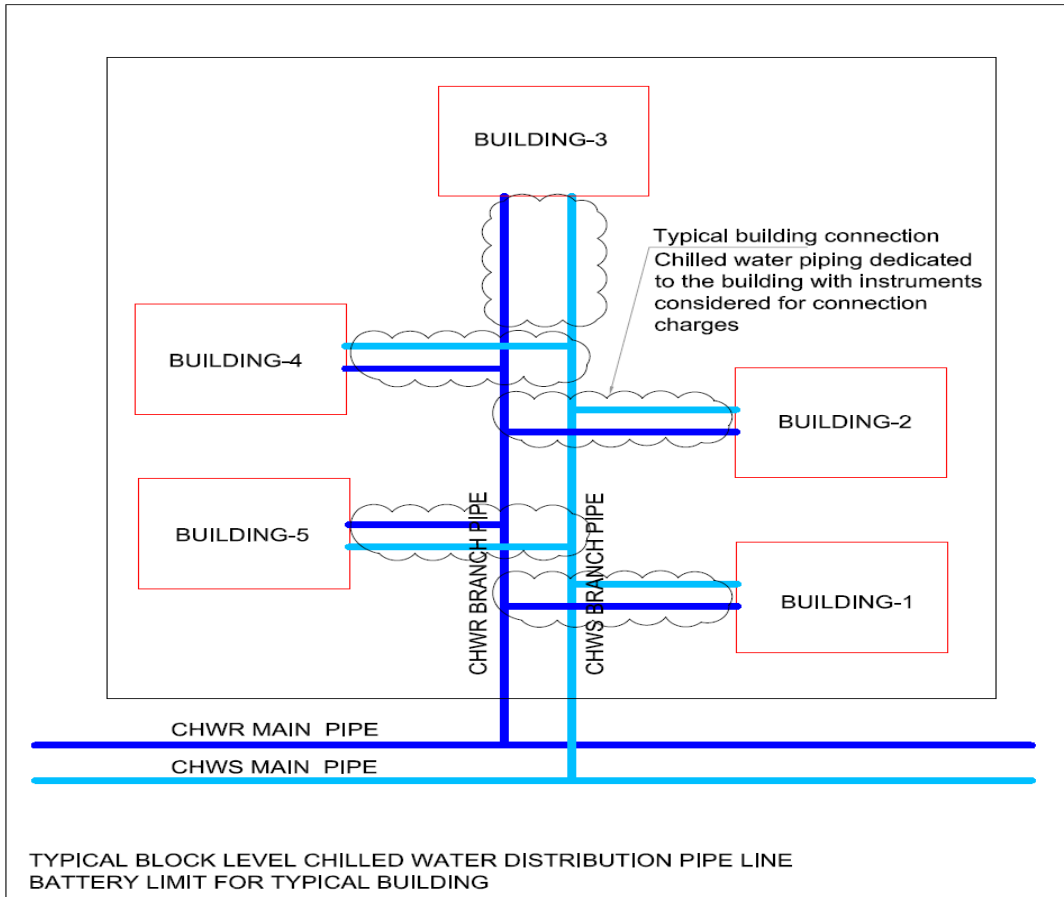
## Don'ts:

1. Do not vent, drain or open water circuit towards DCS supply / return lines.
2. Do not carry out repair or replacement of any pipe, gauges, fitting, insulation, sensors etc. on DCS supply /return lines without prior written permission of the DCS Engineer.
3. Do not try to reset, repair, replace, interchange, modify, bypass or temper with the BTU meter system or any of the accessories and sensors as this shall be considered as illegal act and shall attract penal action. Only DCS Engineer is authorized to attend to this system.
4. Do not ignore leaks, malfunctions, or unusual noises coming from the cooling system. Report these issues promptly to prevent further damage.
5. Do not obstruct or cover district cooling equipment, accessories, sensors, etc.
6. Do not install mismatched or incompatible indoor cooling equipment / units. In case of doubt check with building HVAC consultant or DCS help desk.
7. Never directly connect the DCS side chilled water circuit (Supply and return lines) to the building side chilled water circuit (supply and return lines).

## Battery limit line diagrams



**Figure 1 – Battery limit in Residential Scheme for Residential connection**



**Figure 2 – Battery limit for typical Block**



### **4.3. Water supply System**

GIFTCL is a water supply distributor for GIFT City. GIFTCL is responsible for operation and maintenance of Water Supply System till the battery limits defined in following paragraphs. Also, Operation and routine maintenance work shall include the day-to-day operation, inspection, performance logging, maintenance, servicing, periodic testing and calibration of the equipments.

#### **Battery Limits of Water Infrastructure for buildings**

##### **1. Water Infrastructure Within the GIFTCL:**

- a. GIFT has treated and provided potable / treated water with matching IS 10500 / GPCB norms.
- b. GIFT has developed and extended the main treated water pipping network through the Utility tunnel.
- c. GIFT has Installed auto butterfly valve, flow meter and pipeline installation up to one running meter after interface of Utility Tunnel inside building.
- d. Operation & Maintenance of Treated Water pipe network with controls and accessories up till the building's battery limit.
- e. Sampling location shall be decided by GIFTCL's representative at time to time.

##### **2. Water Infrastructure Within the Building Scope.**

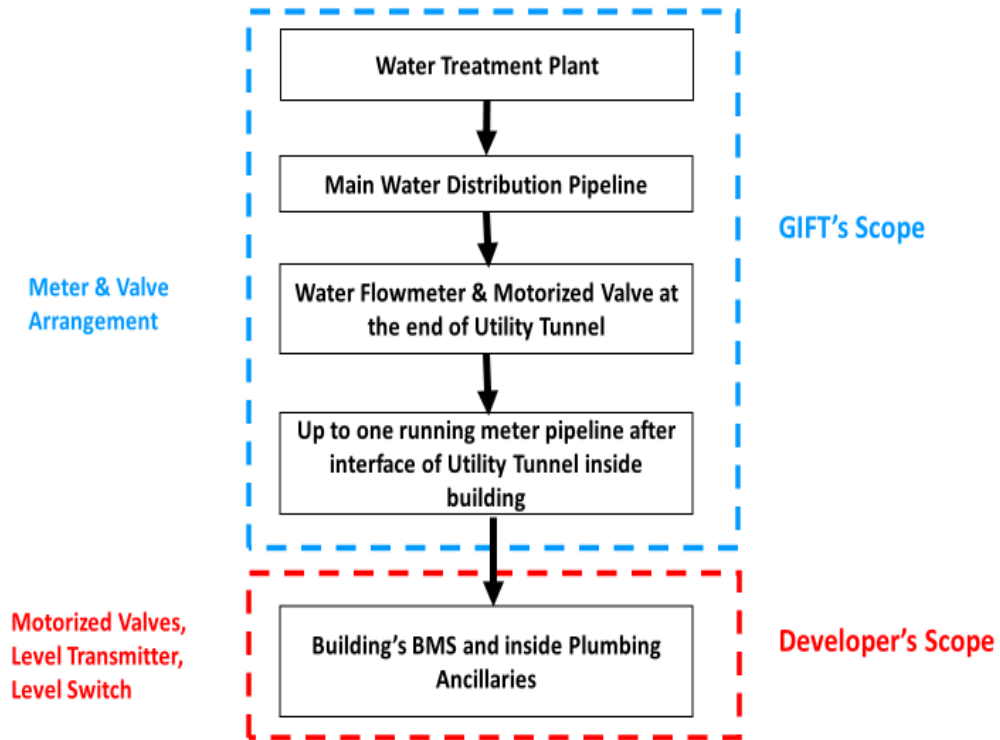
- a. The Developer/ Management Committee is responsible for connection from battery limit of GIFT i.e. 1m after tunnel interface inside the building till the underground water storage sump.
- b. GIFTCL will not be responsible for any asset of network inside building; Developer will be solely responsible for internal building's pipeline network and related accessories O&M / repair works.
- c. Developer/ Management Committee has provided water collection sump and fire water sump separately as per standards / National Building Code.
- d. Developer/ Management Committee has provided tertiary treatment along with online monitoring system before main distribution within building.
- e. Developer/ Management Committee has to provide water sample analysis report every quarterly by MoEF approved Schedule II auditor / Laboratory.

- f. In addition to the tertiary treatment, the developer is also responsible for online water quality monitoring sensors (as per GIFT's standards) in the building premises, after tertiary treatment, before supplying the water to any consumer of the building.

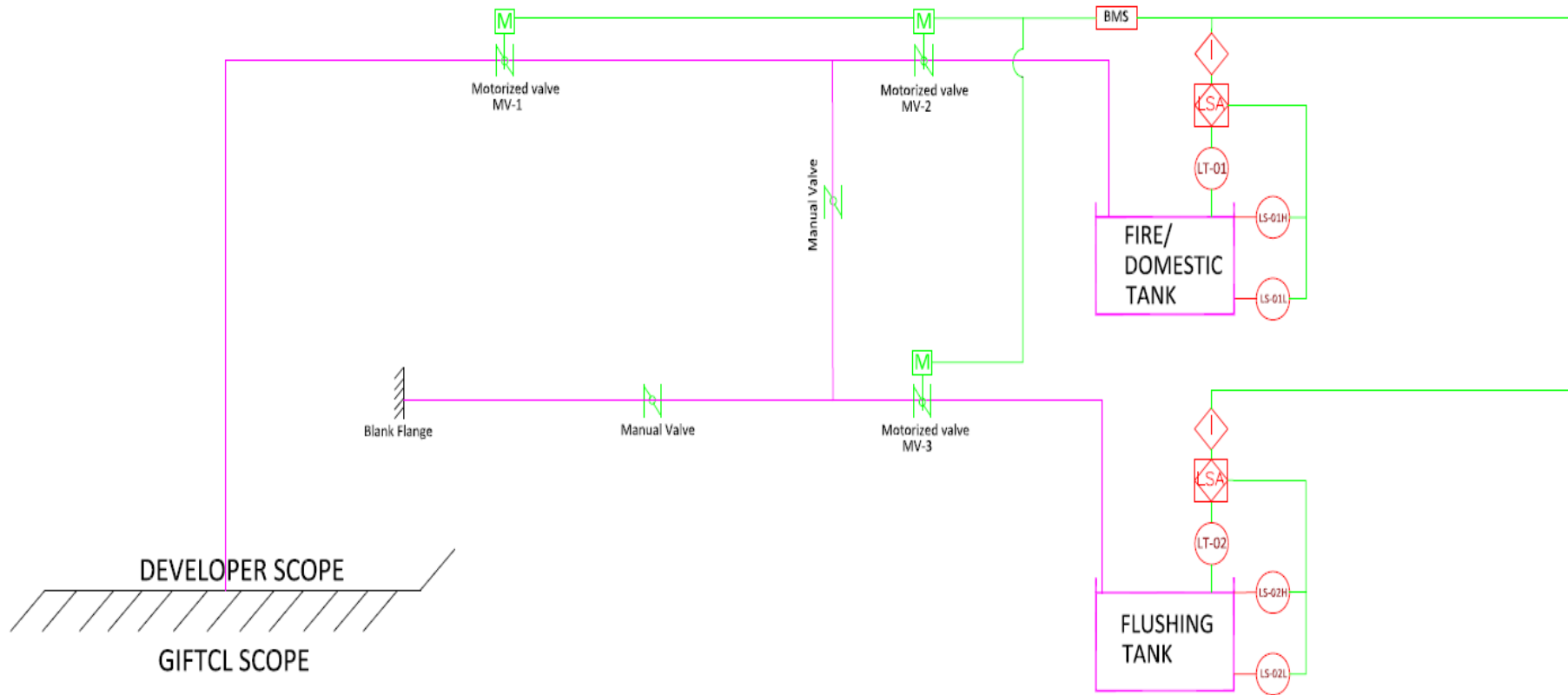
The Developer has to install an Online Water Monitoring System for Domestic Water distribution. It is mandatory to install the system after the UV System or before supplying it to Internal Consumers to check the Water Quality Parameters. E.g., PH, TDS, TSS/Turbidity, hardness, and Microflora measurement. Also, developer shall make the provisions to provide the signal to GIFT SCADA. Water Quality Monitoring System Parameters (PH, TDS, TSS/Turbidity, Hardness, and Microflora Measurement) will provide Analog input (AI) signals to the developer's BMS. From Developer's BMS, Developer has transposed the signal and will have to provide as Analog output (AO) to GIFT SCADA network for monitoring purpose only.

- g. Developer has provided Ultrasonic/Radar Level transmitters, Level switches and Motorized Valves in the underground tanks & water inlet lines. These Motorized valves should operate according to the level of UG Tank and control by developer's BMS. This should automatically open and close based on tank level and prevent any overflow from the tank. Along with that the signals of the UG Tank Level transmitters, Level switches and Motorized valves Open/Close feedback shall be connected to GIFTCL SCADA network through developers BMS for monitoring purpose only.
  - I. GIFT is providing only domestic water at present. In future if excess STP treated water will be available then it will be provided to developer at tunnel end and for that developer has to make necessary arrangement.
  - II. At present developer has to connect their flushing tank with domestic water pipeline having valve arrangement. So, in future when STP treated water if available can be directly connected with flushing pipeline. Tentative drawing for the arrangement is shown in below picture for Bypass Arrangement.
- h. Developer/ Management Committee should provide proper signage showing drinking water location, Irrigation water etc.
- i. Irrigation/Gardening water/STP treated water tap points should clearly mark "NOT FIT FOR DRINKING".

**Schematic diagram for the Scope of works for Residential Buildings in GIFT City.**



**Battery Limit – Water Supply**



**Bypass Arrangement**

#### **4.4. Automated Waste Collection System (AWCS)**

GIFTCL provides services of AWCS & Solid Waste Management in GIFT City. GIFTCL will supply, install, test and commission AWCS pipeline and re-quired connections such as storage section from the termination of Chute along with analog level sensors, discharge valve, air inlet valves, sectioning valves, silencers, bends, Y-pipes, accessories such as pipe net, conduiting, compressed air tubing, and inspection door from chute end in the building up to the Utility Tunnel. The maintenance / O&M / repair works of these units will be done by GIFTCL at the cost of Developer. GIFTCL will lay AWCS pipeline in the utility tunnel to the Central Waste Handling Facility (CWHF). GIFTCL will do maintenance / O&M / repair works of any assets inside the buildings or package but at the cost of Developer. The Battery Limits of Solid Waste Infrastructure is defined below:

#### **Battery Limits of Solid Waste Infrastructure for Residential buildings**

##### **1. Solid Waste Infrastructure Within the GIFTCL:**

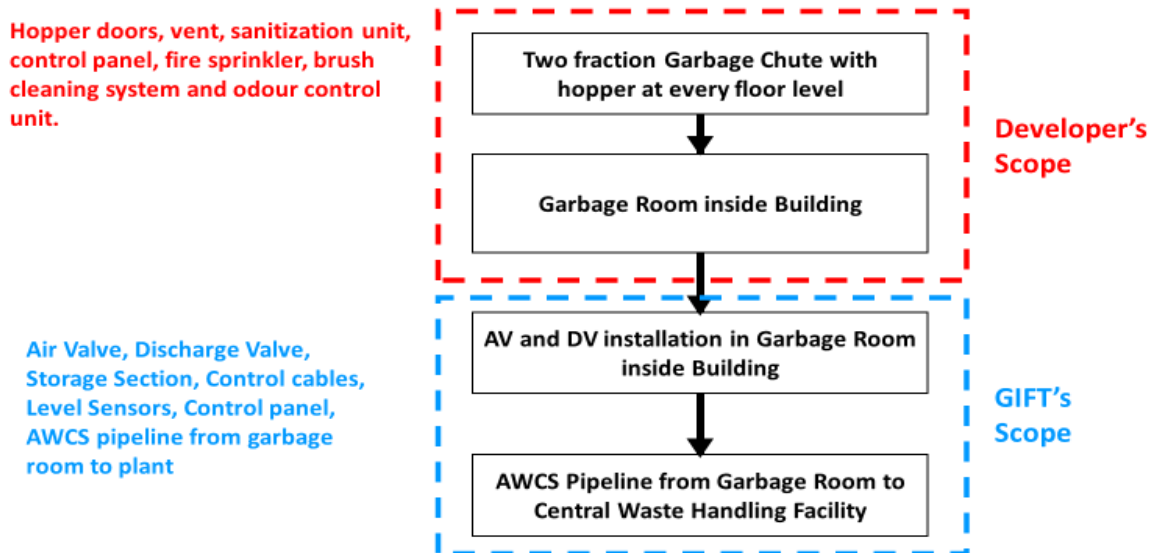
- a. GIFTCL has installed and will supply, test and commission Automated Waste Collection System (AWCS) pipeline and required connections such as storage section from the termination of Chute along with analog level sensors, discharge valve, air inlet valves, sectioning valves, silencers, bends, Y-pipes, accessories such as pipe net, conduiting, compressed air tubing, and inspection door from chute end in the building up to the Utility Tunnel.
- b. GIFTCL has laid AWCS pipeline in the utility tunnel to the Central Waste Handling Facility (CWHF).
- c. GIFTCL is responsible for maintenance / O&M / repair works of any assets inside the building for AWCS only (AWCS assets installed by GIFTCL).
- d. GIFTCL will provide periodic training for operators / staff / personnel for operating chutes and AWCS system.

##### **2. Solid Waste Infrastructure Within the Building Scope.**

- a. Developer has installed two fraction chutes (dry and wet) with garbage room exactly below the garbage chutes.
- b. Garbage chutes will have hopper doors at every floor level, vent, sanitization unit, control panel, fire sprinkler, brush cleaning system and odour control unit.
- c. Drainage point, electric supply, water tap connection and ventilation in the garbage room.

- d. Developer/ Management Committee is responsible for providing storage area for bulky waste at any floor level accessible by transportation vehicle.

**Schematic diagram for the Scope of works for Residential Buildings in GIFT City.**



**Battery Limit – Solid Waste Collection**

**Dos and Don'ts for Developer/ Managing Committee:**

1. Source segregation of waste (dry & wet) shall be done at building level and responsibility of Occupants/Developer/ Management Committee.
2. Occupants/ Developer/ Management Committee to ensure no mixing of wet & dry wastes shall be done by the occupants.
3. Dumping of wet waste in dry waste chute by occupants/ staff/ operators and vice versa is not allowed.
4. Developer/society to ensure Restricted/ hazardous waste/ flammable items/ e-waste/ medical waste/ bulky waste dumping not allowed in AWCS system. List of restricted waste is given below.

## What is allowed શું માન્ય છે



**1. Newspapers, magazines and other paper wastes**  
છાપો, મેગેઝિન અને અન્ય પેપર કચરો.



**2. Clothes and accessories**  
કપડા, બુટ, ચપ્પલ, વગેરે વગેરે



**3. Cans and glass bottles (not longer than 350 mm)**  
કેન, ગ્લાસ અને પ્લાસ્ટિક બોતલ  
(350 mm થી નાના)



**4. Broken wood waste (not longer than 350mm)**  
લાકડાના ટુકડા (350 mm થી નાના)



**5. Plastic bags and bottles**  
પ્લાસ્ટિકની થેલી, બેગ, બોતલ



**6. Food waste**  
ખેરાક કચરો



**7. Liquid such as juice, soups & drinks should be mixed with other type of waste prior to disposal**  
પવાણી જેમ કે રસ, સુપ અને નિકાલ પહેલાં અન્ય પ્રકારની કચરો સાથે મિશ્રિત થવો જોઈએ

## What is not allowed શું માન્ય નથી



**1. Bulky waste**  
• Furniture, appliances, mattress, and cardboard or carton boxes.  
ફર્નિચર, ઉપકરણો, પુટ બોક્સ, ગાદકું



**2. Combustible and inflammable substances likely to cause fire or explosions.**  
જ્વાલનશીલ પદાર્થ જેના દ્વારા આગ અથવા વિસ્ફોટની સંભાવના



**3. Hard waste**  
• Stones, metal scraps  
પથ્થર, મેટલ સ્ક્રેપ



**4. Waste emitting an offensive odour**  
• Animal feces and urine, bodies of house pets and rats.  
જાનવલ્લી મળ, પેશાબ, પાલકુ પાણીના અને ઉંઠના મૂતર



**5. Viscous waste**  
• Binders and adhesives such as paste and rapid binding glue.  
બાઈન્ડર અને એડહેસિવ, ઝડપી બંધનકર્તા ગુંદર



**6. Spongy waste**  
• Sponges, cushions, pillows, blanket and comforters.  
સ્પંજ, કુશન, ગાદલા, ધાબળો અને આરામ કરનારાઓ



**7. Dangerous chemicals**  
• Corrosive and poisonous substances such as acidic and alkaline solutions.

સડો અને ઝેરી એસિડિક અને જેમ કે પદાર્થો આલ્કલાઇન ઉકેલો

#### **4.5. Sewage collection System**

GIFTCL provides Sewage collection & treatment services in GIFT city. GIFTCL has laid gravity-based sewage corridor through closed conduit pipeline, which carries the sewage to the sewage treatment plant for ultimate treatment. Operation and routine maintenance work shall include the day-to-day operation, inspection, performance logging, maintenance, servicing, periodic testing and calibration of the equipments. The Battery Limit of Sewage Infrastructure is mentioned below:

##### **Battery Limits of Sewage Infrastructure for Residential buildings**

#### **1. Sewage Infrastructure Within the GIFTCL:**

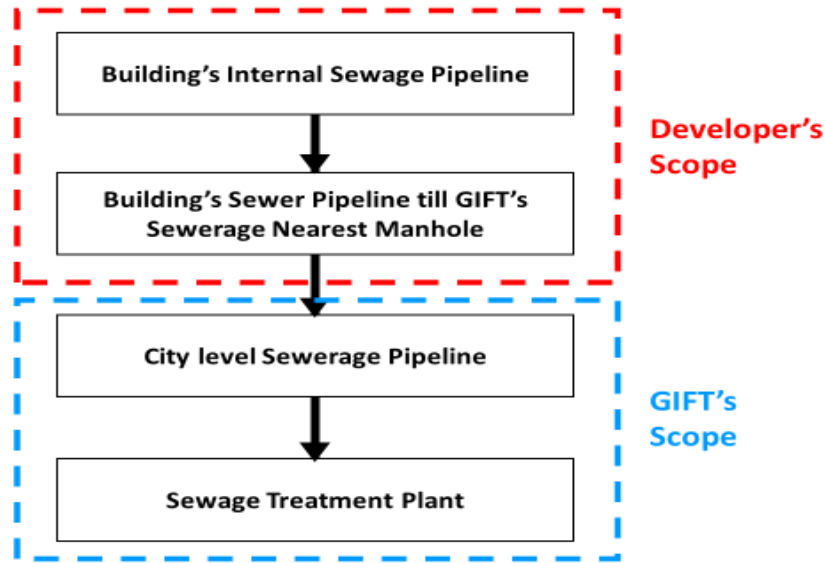
- a. GIFTCL has laid main sewage collection pipeline in city level sewage corridor, which carries the sewage to the sewage treatment plant for ultimate treatment.

#### **2. Sewage Infrastructure Within the Building Scope:**

- a. Developer has designed and laid internal sewage network up to the nearest GIFTCL's manhole of main sewage corridor considering all relevant guidelines and updated Central Public Health and Environmental Engineering Organization (CPHEEO) Standard – Sewerage and Sewage Treatment Manual/ NBC.
- b. Developer/ Management Committee is responsible has to ensure a minimum self-cleansing velocity at ultimate peak flow.
- c. Developer/ Management Committee has installed all pipes, fittings, pumps; valves etc. in a manner as to provide easy accessibility for repair and maintenance and shall not cause obstruction in shafts, passage, etc.
- d. Developer has designed and laid internal building sewage network in a manner to match invert level of the GIFTCL's manhole (the location of which will be decided and provided by GIFTCL) of main sewage corridor through gravity.
- e. The operation and maintenance of all the pipes, fittings, pumps, valves etc. laid by the developer is the responsibility of the Developer/ Management Committee.
- f. Developer has to provide raw sewage sample analysis reports every quarterly by MoEF approves Schedule II auditor / Laboratory.
- g. Sampling location shall be decided by GIFTCL's representative, from time to time.



**Schematic diagram for the Scope of works for Residential Buildings in GIFT City.**



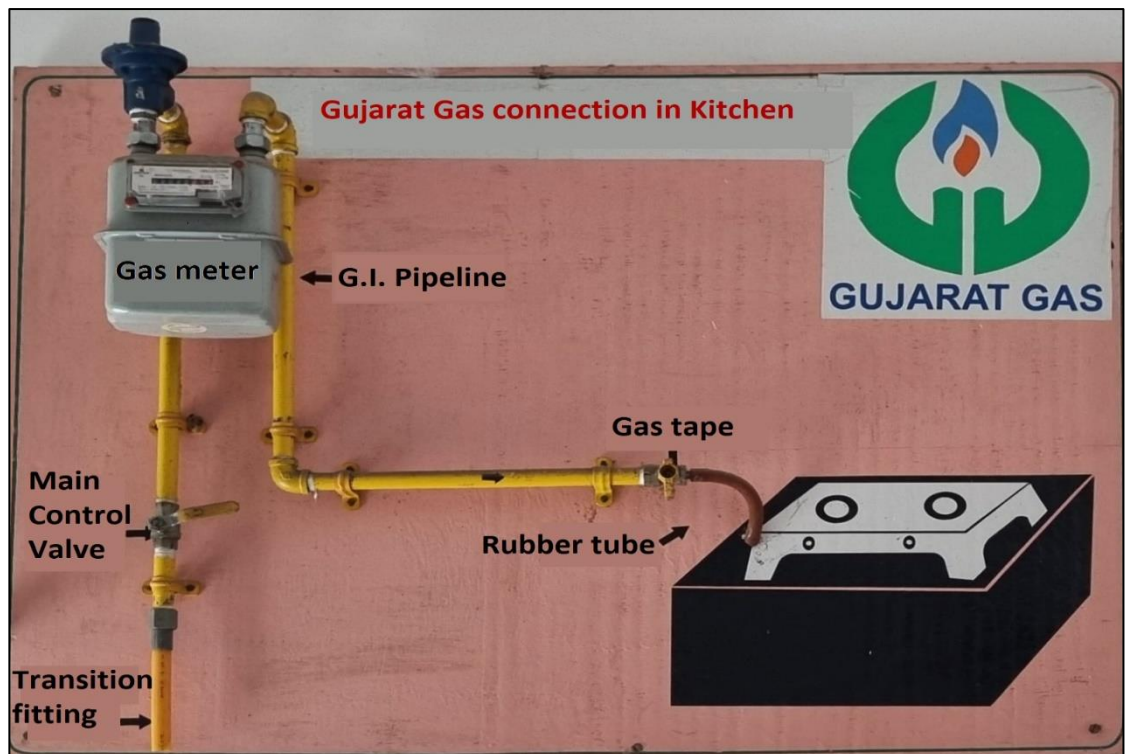
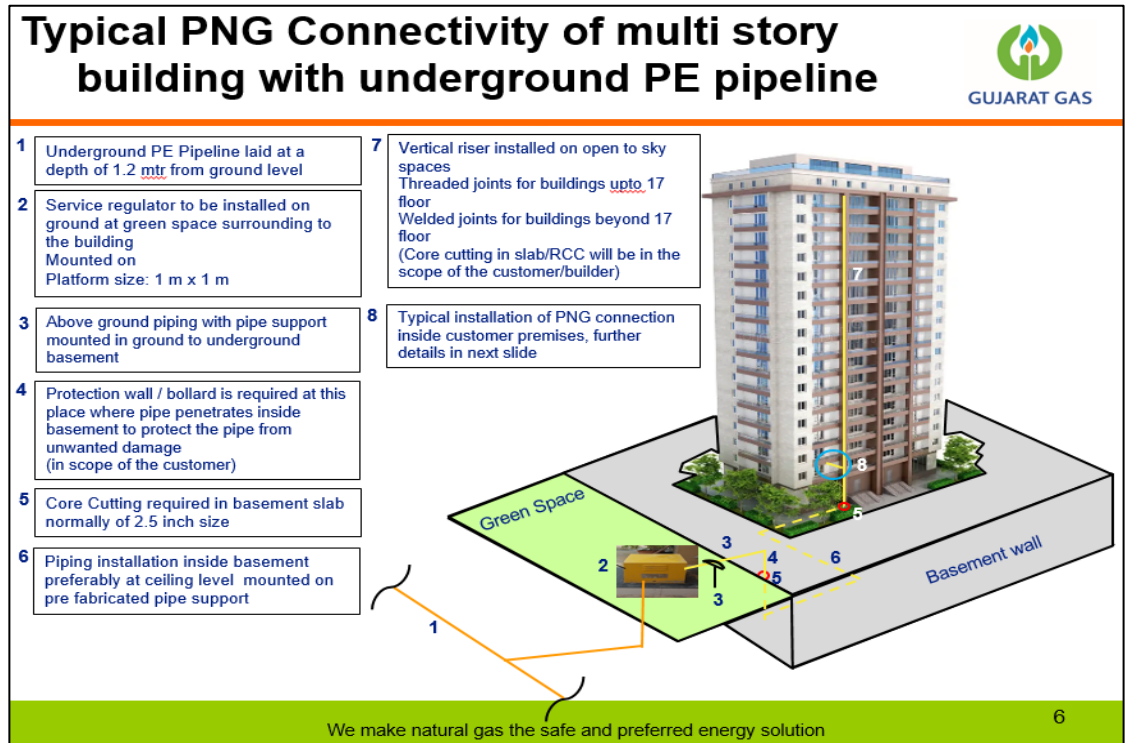
**Battery Limit – Sewer Collection**

**Do's and Don'ts for Developers:**

1. Sewer and storm water networks are separate and developer/Management committee need to ensure that, in any circumstances the sewer and storm water shall not be mixed.
2. Developer/Management committee need to ensure that all the storm water within the building/terrace/roof top/premises need to be discharge in the GIFTCL chamber.
3. Developer/Management committee need to ensure that, all the kitchen/pantry's used water need to be discharged into sewage pipe network only through oil/grease trap.

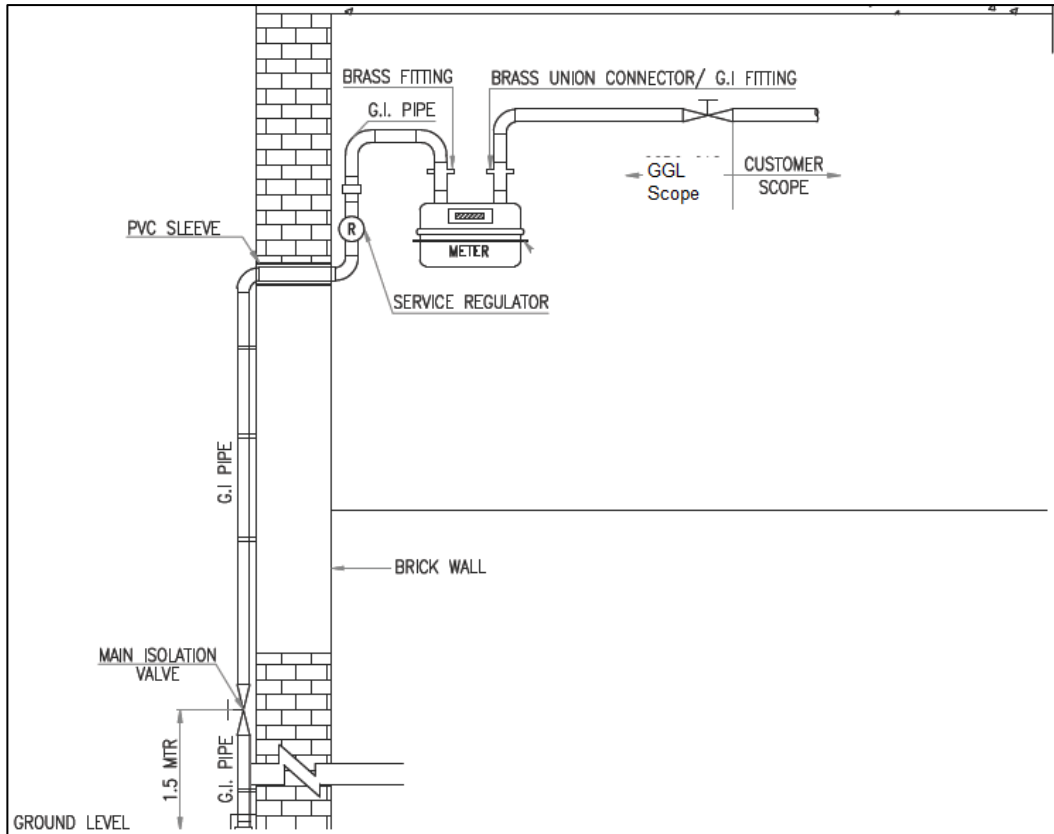
#### 4.6. Piped Natural Gas (PNG) Connection

Gas piping system schematics (if applicable), official authorisation and inspection reports. In case of domestic PNG connection entire scope of work till burner conversion is in the scope of Gujarat Gas Ltd.



**a. User Guidelines for retail – PNG Commercial Connection.**

In case of commercial connection scope of installation of PNG connection till meter outlet valve is in the scope of Gujarat Gas Ltd and remaining scope of installation will be in the scope of the customer



**Typical PNG commercial connection**

#### **4.7. Internet and Broadband Connection**

- a. GIFTCL has enabled extension of connectivity of multiple telecom and internet service provider up to building's telcom room over fibre optic cable. The distribution of connectivity and maintenance of the infrastructure within the building will be responsibility of the developer/management committee.
- b. The developer is responsible for maintaining the inbuilding cabling in line with cabling guidelines issued by GIFTCL.
- c. Updated list of available telecom and internet service provider are published time to time on the GIFTCL website and chatbot.
- d. The responsibility of uptime of services will lie with respective telecom and internet service provider.
- e. For new or renewal of the services, the Occupants can choose the service provider of the choice.
- f. Developer / Management Committee will be responsible to comply cable Guidelines, issued and updated time to time by GIFTCL.

#### **4.8. Cable TV or DTH Connection**

- a. Enabling the Cable TV or DTH infrastructure within the building will be responsibility of the Developer / Management Committee. The Developer / Management Committee can get into separate agreement with the Cable TV or DTH service provider. In case of DTH, Developer shall ensure that DTH services are provided using one dish only which will be installed on the building rooftop. There shall not be use of multiple Dishes getting installed on terrace Galleries or common areas of the building.
- b. Maintenance of the inbuilding cabling for Cable TV or DTH services will be responsibility of the Developer / Management Committee.
- c. The responsibility of uptime of Cable TV or DTH services will lie with respective Cable TV or DTH Service provider.

## 4.9. Utility tunnel

GIFTCL developed the vision of “DIGGING FREE CITY” by placing all the utilities in a TUNNEL across the city so that there is no need to excavate the roads in future for repair/maintenance /renovation/up gradation of any utility. The provisions are made in the tunnel for smooth access, separation of utilities, proper drainage, lighting, and other long-term concerns, such as maintenance and security. The Battery Limit of the Utility Tunnel is placed below:

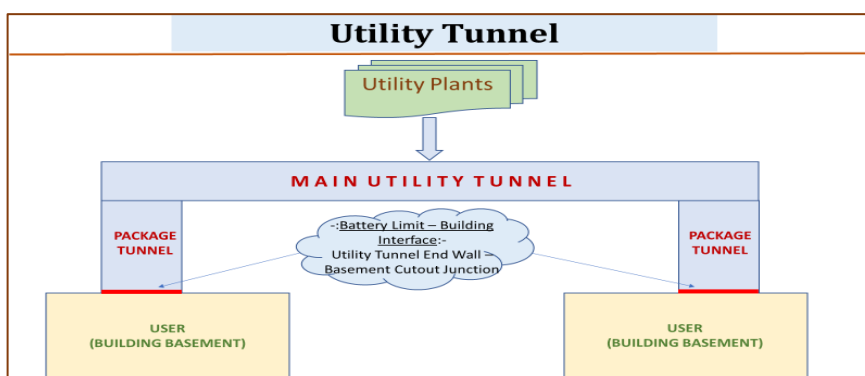
**Civil Construction battery limit, at Building interface, of Utility Tunnel is as below:**

### GIFT Scope

- GIFTCL has constructed the Utility Tunnel to cater requisite utilities (services) from respective utility Plants to Developers (Building Interface).
- Utility Tunnel is constructed upto basement retaining wall of building.
- Utilities shall enter into building from cut-out provided at the end wall of Utility Tunnel and basement retaining wall.
- Utility Tunnel - Building interface cutout sealing (in end wall of Utility Tunnel) has been done by GIFTCL.

### Developer's Scope

- Providing Cut-out in building basement wall is in the scope of the Developer as per size and levels provided by GIFTCL.
- Utility Tunnel - Building interface cutout sealing (in basement wall) shall be done by the Developer/ Management Committee.



#### **4.10. Storm water drainage system**

GIFTCL has provided a city level stormwater collection network in GIFT city. Operation and routine maintenance work shall include the day-to-day operation, inspection, performance logging, maintenance, servicing majority during pre and post monsoon.

The Battery Limit of Stormwater Infrastructure is mentioned below:

#### **Battery Limits of Stormwater Infrastructure for buildings:**

##### **Stormwater Infrastructure Within the GIFTCL:**

- I. GIFTCL has laid stormwater collection network in city level dedicated corridor, which will carry the stormwater to its nearest dedicated city level outfall.

##### **Stormwater Infrastructure Within the Building Scope:**

- I. Developer has designed and laid internal stormwater network up to the nearest GIFTCL's chamber (as per the invert level) of main stormwater network considering all relevant guidelines and updated Central Public Health and Environmental Engineering Organization (CPHEEO) Standard/ NBC.
- II. Developer has installed all pipes, fittings, pumps; valves etc. in a manner as to provide easy accessibility for repair & maintenance & shall not cause obstruction in shafts, passage, etc.
- III. Developer/Management Committee is responsible for doing the operation and maintenance of all the pipes, fittings, pumps, valves etc.

#### **Do's and Don'ts for Developer/ Management Committee:**

##### **Do's**

- Keep storm drains clear of dirt, leaves, debris to prevent clogging and allow unimpeded water flow.
- Regularly maintain and clear out stormwater pipes and infrastructure.
- Plant native, water-capturing bushes, trees, and other vegetation around stormwater drainage areas

**Don'ts**

- Discharge or connect sewage lines to storm drains
- Dump any chemical waste, oils, grease, pesticides, or debris into storm.
- Allow erosion around storm drains that could lead to increased sediment deposits.
- Landscape stormwater drain areas with non-native plants that require fertilizers and chemicals.
- Fail to maintain stormwater drainage infrastructure which could lead to cracks, leaks and flooding.
- Leave soil, litter or construction debris near storm drains where it can easily runoff with rainwater.
- Do call appropriate authorities if you witness illegal dumping or discharge into storm drains.

#### **4.11. Fire detection and mitigation system**

GIFTCL has its own Fire station equipped with fire fighting vehicles, Emergency response equipment, firefighting team for the service of the GIFT notified area.

##### **GIFTCL Scope:**

- To issue Fire Safety Certificate by Chief Fire Officer - GIFT Notified Area.
- To conduct Fire and Life Safety Inspection (6 monthly) of developer building.
- Provide Emergency Contact details of GIFT City Fire & Emergency services.

##### **Developer Scope:**

- Developer has installed Fire protection/Firefighting system, Fire suppression system and Fire detection & alarm detection system etc. infrastructure installed within the building. Developer/Management Committee will be solely responsible for operation, maintenance and repair of complete systems. Developer shall be responsible for Periodic checks to ensure that fire fighting systems in the building are in working condition at all times.
- Developer/ Management Committee will be responsible to maintain Fire driveway of building as per the approved plan/drawing & must be free from obstruction for smooth maneuvering of Fire vehicles around the building.
- Developer/ Management Committee will be solely responsible to maintain refuge area as per the approved drawing and to equip REFUGE AREA with sufficient first aid box, public address speaker, Fire extinguisher, Fire sprinkler, emergency lighting and drinking water facility.
- Developer/ Management Committee will be responsible to conduct Fire drill once every three months during the first two years. Thereafter, at least once every six months to familiarize residents with emergency evacuation procedures. Developer/ Management Committee to maintain a videographic record of fire drills conducted including attendance, headcount, training, feedback, and corrective action taken if any.

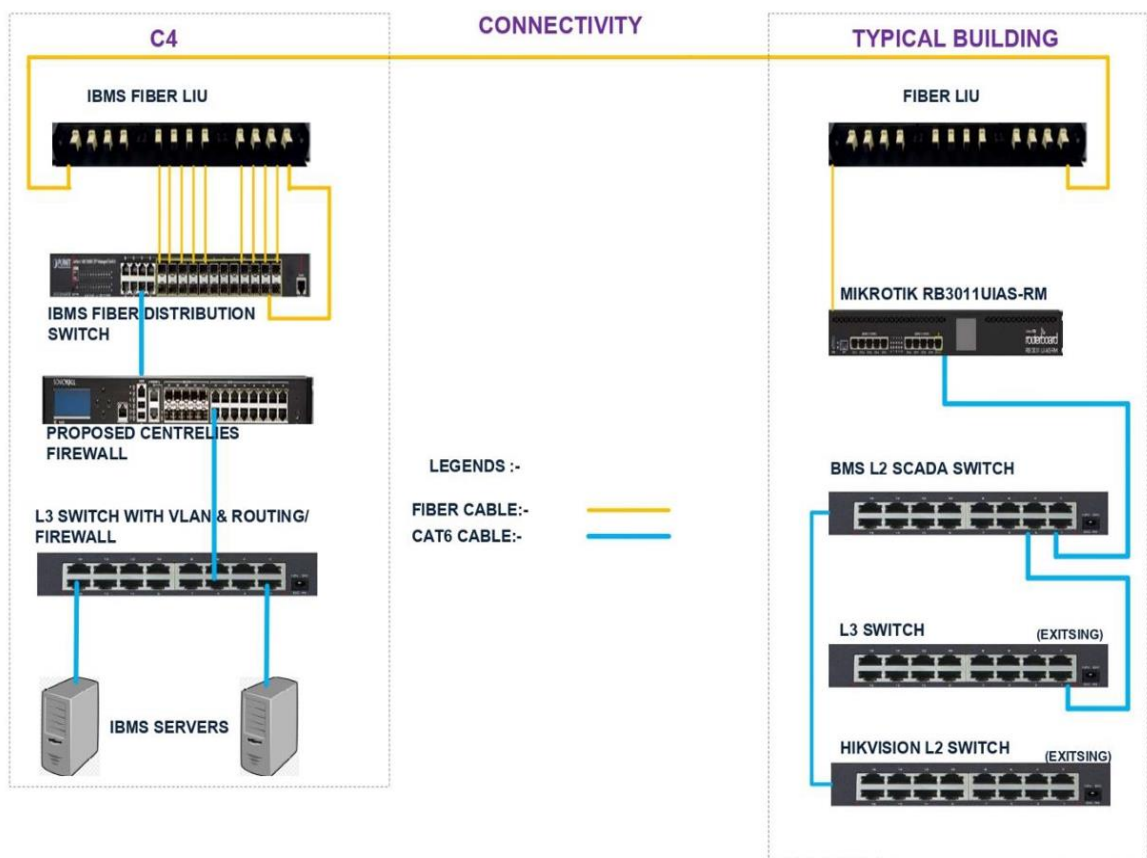


## 5. Details of City Infrastructure Operation & Maintenance scope of GIFT City & Building management

### 5.1. IBMS system

IBMS system at GIFT City aims to create a smart and interconnected infrastructure, allowing for centralized monitoring and control (City Command Control Centre - C4) of various buildings and campus-related functions. This approach enhances operational efficiency, resource management, and responsiveness to dynamic situations, ultimately contributing to a more intelligent and sustainable built environment.

#### MULTIPLE BUILDING TO C4 NETWORK CONNECTIVITY LAYOUT



#### Guidelines to be followed by Developers:

- Developer / Management Committee needs to keep the provision of the BMS room and indicate the same in the drawing.
- All IBMS (Intelligent Building Management System) system components need to be connected mandatory to GIFT C-4 and the developer / Management Committee has to extend inputs to our systems at C-4 and to maintain the IBMS system components in working conditions all the time.

- c. Developer needs to keep the provision of the Telecom room and indicate the same in the drawing (Minimum 12 Ft. x 12 Ft for keeping 2 nos. telecom rack + wall mount Fiber management system (All IT/Telecom equipment will be provided by the operator). Fiber management system (FMS - terminating fibre coming from all floors) is to be provided by the Developer). Developer / Management Committee will be responsible to maintain telecom room hygiene, racks etc. in working condition.
- d. The Developer needs to lay the dual cable tray from two diverse path to take the fibre optic coming from the GIFT tunnel entrance to their telecom room.
- e. GIFT will also require detailed drawing(s) depicting placement of various IBMS system's components and their integration and their working philosophy.
- f. GIFT IBMS guidelines for residential building and in-building cabling guidelines that need to be followed and infrastructure / systems needs to be maintained according to IBMS guidelines by developer / Management Committee.
- g. Developer / Management committee will allow access of IBMS system components to GIFT so that IBMS systems can be extended to C4. GIFT will install firewall to prevent unauthorized access and broadcast traffic.

## 5.2. Entry-Exit Road & Pathway

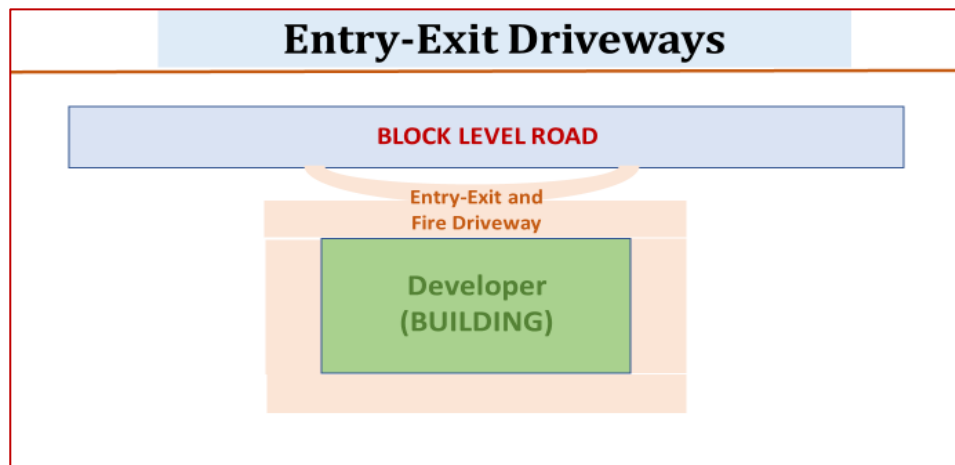
Various categories of driveways are constructed in GIFT City as per connectivity level and usage. Civil Construction battery limit of Building connectivity is as below.

### GIFT Scope

- Development outside building basement extent is scope of GIFT.
- Entry-Exit driveway for ingress-egress of vehicles from buildings to main road shall be constructed by GIFT.
- Fire Driveway around buildings shall be constructed by GIFT.
- Development outside the building basement extent shall be carried out by GIFT.

### Developer's Scope

- Any development, including entry-exit driveway, if coming within building basement extent shall be the scope of Developer.



### **5.3. Streetlight and Pathway lights**

The streetlighting/streetscape lighting system which has been developed by GIFTCL under area development, shall be operated and maintained by GIFTCL. It may also be transferred to the Developer /Management Committee for O&M works, with mutual concurrence.

The streetlighting/streetscape lighting system which have been developed by the Developer, the same needs to be operated and maintained by Developer/Management committee.

### **5.4. Landscape and Hardscape**

GIFT city has a landscape plan that thrives to retain the individual character of the zones/ blocks and yet it binds and creates a homogenous setting for the entire expanse.

At GIFT, the land parcels (blocks) do not have any compound wall. The greens flow seamlessly from the large undivided areas to small clusters. Similarly, a seamless pedestrian corridor in front of each building connects all blocks. Further, each block will have a shared community space inculcated with public activities providing for the much-needed locale breathers within the overall network of public spaces.

At Block level the area outside basement extent of the buildings includes Ingress-Egress of buildings, Vehicular Corridor, Pedestrian Network, Plazas, Taxi Bays, Bus Stops, Tree line and planted areas.

a. Development and maintenance of landscape: At city level the development and maintenance of the hardscape (pedestrian and vehicular area, plazas etc.), and planted area at road central verge, traffic islands, streetscape and other areas outside basement extent of buildings is done by GIFTCL. It may also be transferred to the Developer /Management Committee for O&M works, with mutual concurrence or as per prevailing policy, if any.

The landscape developed by the Developer within the allotted basement extent or land parcel needs to be maintained by Developer/Management committee.

b. Mandatory Tree Plantation:

As per statutory requirement of Development Permission, Developer had to ensure plantation and maintenance of 3(three) trees per 200 Sq.m. of the leased land area.

The location and species of trees to be planted for said plantation activity had been provided by GIFTCL as per the tree masterplan or the landscape plan of the city.

The plantation shall be maintained by the developer for a period of 5 years. Upon completion of the said maintenance period if the trees are maintained properly, then the security deposit shall be refunded to the Developer. If the trees are not brought up properly and necessary arrangement is not made for maintaining them, then the security deposit shall be forfeited.

Inspection Schedule: The inspection of planted trees shall be carried out annually by GIFTCL to check the growth and maintenance provision for the trees. Accordingly, if found necessary, letter for proper upkeep of planted trees shall be issued to the developer upon inspection.

## **5.5. Security services**

GIFTCL has appointed a Security Agency to provide round-the-clock security services across the GIFT city area for safety and security of its occupants. There is a robust security mechanism supported by advanced ICT technologies in place to regulate entry and exit of public and vehicles, security, traffic management, monitoring of incidents, activities etc. In addition, high end CCTV cameras are installed all across the city and all activities are monitored and immediate measures are taken to prevent untoward incidents.

However, responsibility of guarding each towers/ buildings lies with the Developer/ Management Committee. GIFT City will not be responsible for any matter pertaining to Security within the society premises/building.

Ensuring parking facility of vehicles of residents or occupants of companies or its visitors is the responsibility of each tower/ building and the same shall be followed by respective Towers/ Building or its Mangers /Societies diligently. GIFTCL shall take necessary action if any resident/occupant of any Society/Building/Tower found to be violating the parking rules. As per the GIFT Area DCR, no parking is allowed on road.

## **6. Guidelines to be followed by Building management.**

### **6.1. Compliances to OC conditions**

- a. Any change/ alteration in the building is not allowed without the prior approval of the Competent Authority.
- b. All the condition mentioned in the OC is to be regularly monitored and report is to be submitted to the Authority.

### **6.2. Compliance to the EC:**

- a. Gujarat International Finance Tec-City Co. Ltd. (GIFTCL) has obtained the Environment Clearance (EC) for the entire GIFT City. The said Project is an integral part of the EC of GIFT City. The Co-Developer/Developer shall comply with the EC conditions and GIFT guidelines and ensure Environmental Health and Safety (EHS) measures.
- b. All the condition mentioned as per EC is to be regularly monitored and compliance report is to be submitted to the Authority.

### **6.3. Disaster Risk Reduction ( DRR)**

- a. Developer/ Management committee shall prepare and submit building level Disaster Management Plan to the GIFT DRR department for review and approval.
- b. Developer/ Management committee will appoint a building level Disaster Management Officer (B-DMO) and floor wardens.
- c. Developer/ Management committee to ensure half yearly mock drills on different disaster scenario are conducted and brief reports are submitted to the GIFT DRR department.

### **6.4. Retail Area operation guideline in Residential**

- a. Compliance for retail guidelines (**As per Annexure - 7**)
  1. Working of the building's convenience shops, offices, etc. in detail.
  2. Parking for retail

## 7. Other Useful information

### 7.1. City system

#### a. Citizen Helpdesk:

GIFTCL has implemented a CRM portal and mobile application. This application facilitates the management of complaints and requests from both citizens and users within GIFT City.

Through the app, residents, guests, and building staff can submit complaints or queries related to public utilities and various municipal services offered by GIFT City. The application streamlines the process with easy ticket creation, real-time updates, proactive alerts, and information dissemination through messages.

The GIFT City Helpdesk Application ensures swift, efficient services, fostering seamless communication between residents, guests, and building management staff with the GIFT City Citizen helpdesk.

CRM web portal link: <https://crm.giftgujarat.in/>

Mobile App Link:

Andriod:

<https://play.google.com/store/apps/details?id=com.gdhelpdesk&pli=1>

Apple OS: <https://apps.apple.com/in/app/gift-city-helpdesk/id6446754811>

**SCAN QR TO DOWNLOAD  
GIFT MOBILE APP**



**GIFT CITY CITIZEN HELPLINE**

#### b. Public transport:

GIFTCL has started various transportation services within and outside GIFT City. The timings and the route is updated on <https://www.giftgujarat.in/useful-links> . The same can be downloaded from the above link. The details of the transport is updated time to time on the above mentioned link.

The QR Code will be placed at different Bus Stops as may be scanned placed at the Bus stops within GIFT City.



## **7.2. Building Facility Management Services By GIFT**

Developer/ Management Committee has to deploy Agency for Facility Management Services in the Building. FMS shall have manpower to operate and maintain following services with Annual Maintenance Contract (AMC) of all the key plants/equipments/ machinery:

1. DCS
2. Fire
3. Water / Sewage
4. AWCS
5. Electrical
6. IBMS
7. Elevators
8. CCTV

### **a. Scope of Services**

1. The Contractor shall provide adequate skilled manpower to carry out the facilities management services of the residential complex. The deployed manpower should have relevant technical qualification and possess hands-on work experience in facilities management.
2. Prepare a comprehensive preventive maintenance schedule covering all the equipment/system installed in the residential complex.
3. Maintain the common areas and all equipment installed in the residential complex including the units installed in individual flats as per the maintenance schedule.
4. Preventive maintenance schedule should be intimated in advance by the Contractor to the tenants/occupants of the building unless it is an emergency.
5. Establish AMC contracts with OEM/Authorized service providers for key critical equipment.
6. The Contractor shall only coordinate the AMC with Elevators OEM. The OEM of Elevators shall be fully responsible for any incident or failure of lift service.
7. Ensure proper illumination in corridors, common areas and externals of the building.
8. The building main header and return temperature of chilled water shall be maintained as per GIFT DCS standards.
9. Regular inspection of water systems including monitoring of water level in tanks on daily basis and proper functioning of water pumps.

10. Daily log of operation of all systems such as HVAC, Electrical, Plumbing, Firefighting and Fire Alarm, UPS, etc.
11. The Contractor shall carry out the operation, maintenance, repair & replacement of the all the equipment and associated system to ensure that they remain working at all times.
12. The Contractor shall provide tools and tackles required for providing the services.
13. The Contractor shall follow all relevant rules of Health, Safety and Environment.
14. The Contractor shall keep the Client fully updated in the event of any untoward occurrences and take immediate measures to curb such occurrences and respond to emergencies in an efficient manner.
15. The Client shall provide a suitable office for the FMS staff with proper seating arrangement including computers, printers, chairs, tables, lockers, cupboards etc.

**b. Preventive Maintenance services**

1. The Contractor should conduct and discharge the Preventive maintenance activity periodically to ensure the facilities and/ or equipment are working efficiently through systematic inspection, detection and prevention of impending failures. It consists of schedule maintenance periods by calendar or by equipment runtime to maintain the designed life span of equipment. Some of the preventive maintenance services include cleaning, lubrication of moving parts, adjustments of belts, tightening of loose connections, etc.
2. The Contractor should ensure that, for each and every equipment installed, an exhaustive planned preventive Maintenance PPM schedule should be prepared. As per the schedule PPM docket should be released and the technician should carry out the job. In addition, the equipment history card has to be put in place from the date for easy and quick reference of maintenance carried out. All the preventive maintenance activities to be recorded into the relevant checklists and signed off by Technician/Supervisor
3. The Contractor should provide well equipped specialized and qualified trained team at site to take care of mechanical / electromechanical maintenance inside the building.
4. The scope of electrical and plumbing will include daily operations and maintenance of all electrical systems - incoming and distribution, HVAC, storm water pumps, sewage pumps and general lighting. In

addition to O&M and implementation of predictive maintenance, spares planning, breakdown maintenance and liaising with OEMs, GIFT Utilities Departments and concerned authorities.

5. The Contractor should attend to all breakdown calls as and when needed and then analysis of such calls are recorded and reported to the tenants/occupants for any suitable action.

**c. Annual Maintenance Contract (AMC)**

Contractor should closely monitor and supervise the AMC work carried out by the respective contractors for the following equipment: -

1. Elevators.
2. Electrical panels & Transformers.
3. Plate Heat Exchangers (PHEs) & Chilled water pumps.
4. Fire Alarm systems & Firefighting systems.
5. Plumbing System.
6. UPS.
7. BMS
8. AC / AHU units
9. Garbage Chutes
10. CCTV

**d. Utility Management**

Contractor should undertake services of Utility Management viz electricity, DCS, Potable water, Sewage system for closely monitoring the consumption of the said utilities on daily basis.

## **8. DOCUMENT TAKEOVER LIST**

### **8.1. Property Documents**

- i. AMC Documents (if any)
- ii. Clearance to operate Elevators (Takeover)
- iii. Executed Transfer Deed
- iv. Undertaking by the Builder/Developer that he will complete the Pending work within deadline (if any)

### **8.2. UTILITIES DOCUMENT HANDOVER**

#### **8.2.1. Water**

- a. Necessary as-built and water related drawings of the Buildings.
- b. Contact details of the facility Management services personnel.
- c. Maintenance schedule of all Water equipment's like uv, sensors, panel, meter, valves, or any other related equipment etc.

#### **8.2.2. District Cooling System**

- a. SLD of chilled water piping layout with BTU meter locations to be provided.
- b. Residential unitwise BTU meter serial number to be provided.
- c. Contact details of Facility Management Team who will maintain DCS services in the Society.
- d. Details of the Residential Society management committee.
- e. As built drawing of HVAC works with DBR carried out in the entire building with specification.
- f. All the AMC documents for the HVAC system installed in the building.

#### **8.2.3. Sewage Plant**

- a. Necessary as - built and drawings of internal sewer network of the buildings.
- b. Contact details of the facility Management services personnel.
- c. Maintenance schedule of all Equipment's like pipeline and chambers.

#### **8.2.4. Automated Waste Collection System**

- a. Necessary as built and drawings (i.e. chute) of the Buildings.
- b. Contact details of the facility Management services personnel.

- c. Maintenance schedule of all chutes & AWCS Equipment's like electrical panel, hopper, disinfecting and sanitizing systems, AV, DV etc.

#### **8.2.5. Electrical Supply**

- a. Necessary as - built and vendor drawings of the Buildings.
- b. Contact details of the facility Management services personnel.
- c. NoC from Electrical Inspector.
- d. Maintenance schedule of all Major Electrical Equipment's like transformer, HT Panel, LT Panels, Emergency Panels.

#### **8.2.6. Fire**

- a. At the time of Fire NOC renewal application - Annual maintenance contract for fire protection system, Fire & evacuation drill report and overall fire protect in system testing in presence of Fire Department Personnel.
- b. Compliance report from Society on Fire & Life Safety Inspection by GIFT Fire department.
- c. As per emergency contact list.

#### **8.2.7. Disaster Risk Reduction (DRR)**

- a. Building level Disaster Management plan.

#### **8.2.8. Security**

- a. Police verification of Security Guards – Mandatory.

#### **8.2.9. Cameras, CCTV**

- a. The feed of cameras at building lobby, building entrance, parking, basement, periphery, and any other critical area of the building - GIFT will require view rights/read only access.

#### **8.2.10. BMS**

- a. Parallel access for integrating the building level IBMS with city level centralize IBMS platform.
- b. Developer will have to ensure that installed IBMS system should be capable of extending its signal over industry standard protocols (BACnet, Modbus, OPC, TCP-IP, ONVIF, etc.).

#### **8.2.11. Internet and Broadband Connection**

- a. Developer will have to provide the as built drawing of the inbuilding cabling.

## **ACKNOWLEDGEMENT**

I acknowledge the receipt of the society documents for \_\_\_\_\_ . These documents were handed over to me on \_\_\_\_\_ by Gujarat International Finance Tec-City Company Limited.

I have reviewed the documents, and I confirm that they are complete and in good order. I understand the importance of these documents in managing the affairs of our society, and I will ensure that they are kept safe and secure.

Sincerely,

[Developer Name]

## Annexure – 1

### Existing Applicable Tariff for Electrical Supply System

#### Charges for Power Connection:

##### I. Connection Charges

Sr. No.	Consumer Category		Load in Aggregate	Applicable Connection Charges	Reference
1	Low Tension	Permanent	Up to 2 KW	Rs. 3500.00	GERC Letter No. GERC /Tech/2014/1378 dated 24th Jun 2014
			2 to 6 KW	Rs. 6500.00	
			6 to 12 KW	Rs. 12000.00	
			12 to 20 KW	Rs. 21000.00	
		20 to 100 KW	Rs. 21000.00 + 1100 per KW above 20KW		
		Temporary	For all load up to 100KW	Actual cost of Network Development	
2	High Tension	Permanent & Temporary	Above 100KVA load	Actual cost of Network Development beyond Utility tunnel switching room	GERC Notification No. 9 of 2005

##### II. Security Deposit (With Interest)

Sr. No.	Consumer Category		Category	Applicable Security Deposit Charges	Reference
1	Low Tension	Permanent	Residential	Rs. 200.00 Per 0.5 KW	GERC Notification No. 8 of 2005
			Commercial	Rs. 500.00 Per 0.5 KW	
			LT Motive Power governed by connected load	Rs. 800.00 Per HP	
			LT Motive Power governed by demand load 20 to 100 KW	1.5 times monthly bill charges	
		Temporary	For all load up to 100KW	Consumption Charges of 10 unit Per KW Per Day	
2	High Tension	Permanent & Temporary	Above 100KVA load	1.0 times monthly bill charges	

##### III. POWER CONSUMPTION CHARGES

Sr. No.	Consumer Category		Category	Applicable Energy Charges	Reference
1	Low Tension	Permanent	Residential	First 50 Units 305 Paise Per Unit	GIFTPCL Tariff Order – 2020-21
				Next 50 Units 350 Paise Per Unit	
				Next 150 Units 415 Paise Per Unit	
				Above 250 Units 520 Paise Per Unit	
			Non-RGP	Up to 10KW load 435 Paise Per Unit	

				Above 10KW Load 465 Paise Per Unit	
			LTMD	For all load 460 Paise Per Unit	
			GLP	For all load 390 Paise Per Unit	
		<b>Temporary</b>	For all load up to 100KW	For all load 465 Paise Per Unit	
<b>2</b>	<b>High Tension</b>	<b>Permanent (HTP-I)</b>	Above 100KVA load	Up to 500KVA - 400 Paise Per Unit	
				500 to 1000 KVA 420 Paise Per Unit	
				1000 to 2500 KVA 420 Paise Per Unit	
				Above 2500KVA 430 Paise Per Unit	
		<b>Temporary (HTP-III)</b>	For all Unit 660 Paise Per Unit		

Note: Fuel cost adjustment charge on consumption, meter rent are over and above Energy charges.

#### IV. POWER DEMAND CHARGES

Sr. No.	Consumer Category	Category	Category	Applicable Demand Charges	Reference
<b>1</b>	<b>Low Tension</b>	<b>Permanent</b>	Residential (RGP)	Up to 2 KW Rs. 15.0 Per Month	GIFTPCL Tariff Order - 2020-21
				2 to 4 KW Rs. 25.0 Per Month	
				4 to 6 KW Rs. 45.0 Per Month	
				Above 6 KW Rs. 70.0 Per Month	
			Non-RGP	Up to 10KW Rs. 50/KW/Month	
				Next 30 KW Rs. 85/KW/Month	
				LTMD	
			Next 20 KW Rs. 130/KW/Month		
			GLP	Above 60 KW Rs. 195/KW/Month	
				Billing Demand in excess of Cont. demand Rs. 265/KW/Month	
<b>Temporary</b>	For all load up to 100KW	For all load Rs 15 Per KW per Day			
<b>2</b>	<b>High Tension</b>	<b>Permanent</b>	Above 100KVA load	Up to 500KVA Rs. 150/KVA/Month	
				Next 500KVA Rs. 260/KVA/Month	
				Above 1000KVA Rs. 475/KVA/Month	
				Billing Demand in excess of Cont. demand Rs. 555/KVA/Month	



		<b>Temporary</b>		For all Load	Rs. 18/KVA/Day
				Billing Demand in excess of Cont. demand	Rs. 20/KVA/Month

Note: Minimum Demand charges: Minimum demand charges shall be 85% of the contract demand or actual Maximum demand, whichever is higher @ applicable demand charge rate per KVA per month.

#### V. DELAY PAYMENT CHARGES

Sr.	Category	Amount
1.	In all Categories	15% interest per annum of the bill amount payment after due date

1. The above charges are subject to change from time to time by the Distribution Licensee after approval of GERC.
2. The above all charges are exclusive of applicable taxes.

## **Annexure – 2**

### **DCS - TARIFF CARD**

Applicable effective from 01-July-2022

**1) NEW DCS CONNECTION CHARGES: (ONE TIME CHARGES)**

DCS connection charges shall be levied as per Annexure-I.

**2) SECURITY DEPOSIT (INTEREST FREE)**

Sr.	Category	Amount
1.	Residential	1.5 months collection charges, as applicable
2.	Commercial	1.5 months collection charges as applicable
3.	Institutional	1.5 months collection charges as applicable

**3) MONTHLY BILLING CHARGES**

**A. CONSUMPTION CHARGES <sup>1</sup>**

Sr.	Category	Rate (Rs.)	Unit
1.	Commercial	5.30	Rs. per TR-Hr
2.	Institutional	5.30	Rs. per TR-Hr
3.	Residential	4.30	Rs. per TR-Hr

**B. FUEL SURCHARGES CHARGES <sup>2</sup>**

Sr.	Category	Rate (Rs.)	Unit
1.	Commercial	2.60	Rs. per TR-Hr
2.	Institutional	2.60	Rs. per TR-Hr
3.	Residential	2.60	Rs. per TR-Hr

**C. DEMAND CHARGES <sup>1</sup>**

Sr.	Category	Rate (Rs.)	Unit
1.	Commercial	420 <sup>3</sup>	Rs per TR per Month
2.	Institutional	420 <sup>3</sup>	Rs per TR per Month
3.	Residential	190	Rs. Per Month

**D. CHARGES FOR DEMAND ABOVE CONTRACT DEMAND<sup>4</sup>**

Sr.	Category	Rate (Rs.)	Unit
1.	Commercial	560 <sup>3</sup>	Rs per TR per Month
2.	Institutional	560 <sup>3</sup>	Rs per TR per Month

**E. METER CHARGES**

Sr.	Category	Rate (Rs.)	Unit
1.	Residential	10,000	One time at the time of connection
2.		190	Rs per Month

**F. RETURN WATER TEMPERATURE ADJUSTEMENT**

Sr.	Category	Remark
1.	Commercial	During development phase of GIFT, the return water temperature adjustment charges are not enforced but this will be evaluated as case to case based. The user may be penalized for not providing chilled water return temperature as per DCS Ready reckoner for loss incurred by DCS due to low return temperature
2.	Institutional	
3.	Residential	

**G. DELAY PAYMENT CHARGES**

Sr.	Category	Amount
1.	Commercial	18% interest per annum of the bill amount payment after due date
2.	Institutional	18% interest per annum of the bill amount payment after due date
3.	Residential	18% interest per annum of the bill amount payment after due date

**Note:**

- Any revision in electrical tariff by GIFT Power Company Limited (GPCL) will have proportional revision in DCS tariff in terms of consumption and demand charges and this will be effective from the day of electrical tariff revision.
- The fuel surcharge will be as levied per GPCL with applicable duties/taxes. This is subjected to change with any revision in fuel surcharge amount by GPCL and will be effective from the day of revision by GPCL.
- Demand charges will be charged on 85% of the contract demand or actual peak demand, whichever is higher @ applicable demand charge rate per unit per month.
- If peak demand of any month is more than that of contract demand, the user will be charged as per charge mentioned in " D " for demand more than contract demand.
- The user may be penalized for not providing chilled water return temperature as per DCS Ready reckoner on case to case basis for loss incurred by DCS due to low return temperature.
- Unit of measurement of Energy meter in commercial building meter is MBTU and Residential meter is kWh. This are also unit of Energy consumption of DCS and can be converted to TR-Hr by following factor.
  - 1 Tr-Hr = 0.012 MBTU
  - 1 Tr-Hr = 3.5168 kWh

**Annexure – 3**  
**Water Consumption Tariff Structure**

**A. Permanent Water Supply Connection Charges: Domestic /Non-Domestic Scheme.**

**1. Charges**

**I. Security Deposit (interest free)**

Sr. No.	Consumer Category	Water (INR)
1	Domestic	3 months X Consumption Charges as applicable for full Water Demand
2	Non - Domestic	4 months X Consumption Charges as applicable for full Water Demand

**II. Consumption Tariff**

Charges for FY 2023-24 i.e. from 1<sup>st</sup> April 2023 to 31<sup>st</sup> March 2024.

Sr. No.	Consumer Category	Water Charges* (INR/ KL)
1	Domestic	22
2	Non - Domestic	44

\* Water charges will increase @ 10% every year starting from FY 2023-24 i.e. from 1<sup>st</sup> April 2023.

**III. Delay Payment Charges**

Sr. No.	Consumer Category	Penalty
1	Domestic	18% interest per annum of the bill amount payment after due date
2	Non – Domestic	

**Construction Water**

**B. Construction Water Supply Connection Charges: Domestic /Non-Domestic Scheme.**

\* The Construction water requirement will be treated as per non-domestic charges/tariff.

## 1. Charges

### I. New connection charges:

This one-time charge is in the form of connection charges which is fixed, nonrefundable

## 2. Cost Recovery

### I. Recovery of connection charges includes cost of followings:

1. valve
2. meter
3. strainer
4. chamber
5. Pipe

### II. Cost recovered through DR charges includes followings:

1. Raw water pumping arrangement.
2. Distribution network up to sluice/ butterfly valve near developer premises.

## IV. Security Deposit (interest free)

Sr. No.	Consumer Category	Water (INR)
1	Non - Domestic	4 months X Consumption Charges as applicable for full Water Demand

## V. Consumption Tariff

Charges for FY 2023-24 i.e. from 1<sup>st</sup> April 2023 to 31<sup>st</sup> March 2024.

Sr. No.	Consumer Category	Water Charges* (INR/ KL)
1	Non - Domestic	44

\* Water charges will increase @ 10% every year starting from FY 2023-24 i.e. from 1<sup>st</sup> April 2023.

## VI. Delay Payment Charges

Sr. No.	Consumer Category	Penalty
1	Non – Domestic	18% interest per annum of the bill amount payment after due date

**A. Permanent for Flushing Water<sup>^</sup>**

**VII. Minimum New Connection Charges (one-time charges)**

**VIII. Security Deposit (interest free)**

**IX. Consumption Tariff**

**X. Delay Payment Charges**

*<sup>^</sup>The charges/ tariff for clause C.IX, C.X, C.XI & C.XII will be conveyed at later stages, whenever, the flushing water will be available for supply.*

**Note for Tariff Structure**

- All the above rates/ charges/ tariff mentioned are exclusive of all taxes
- The billing will commence from the date of connection.
- The above tariff structure is subject to change from time to time by the Service Provider, without prior intimation to the developer.
- Penalty/ Cost recovery as per GIFT norms from developers for violation/ misuse of system.

## Annexure - 4

### Permanent Solid Waste Connection Charges:

#### I. Charges:

##### Security Deposit (interest free)

Sr. No.	Consumer Category	Solid Waste (INR)
1	Domestic	3 months X Collection Charges as applicable for total BUA
2	Non - Domestic	4 months X Collection Charges as applicable for total BUA

##### Consumption charges

Charges for FY 2023-24 i.e. from 1<sup>st</sup> April 2023 to 31<sup>st</sup> March 2024.

Sr. No.	Consumer Category	Solid Waste Charges (INR/ Sq. Ft. of BUA)
1	Domestic	0.25
2	Non - Domestic	0.27

\* Solid waste charges will increase of Rs 0.05 per Sq. ft of BUA every year starting from FY 2023-24 i.e. from 1<sup>st</sup> April 2023.

##### Phasing of Collection Tariff

Sr. No.	Timeline after issuing Occupancy Certificate (OC) to building	Charges as per BUA
1	0 months to 12 months	10% of BUA or actual occupancy whichever is higher
2	12 months to 24 months	30% of BUA or as per actual BUA occupied whichever is higher
3	24 months to 36 months	60% of BUA or as per actual BUA occupied whichever is higher
4	> 36 months	100% of BUA

□ **Delay Payment Charges**

<b>Sr. No.</b>	<b>Consumer Category</b>	<b>Penalty</b>
1	Domestic	18% interest per annum of the bill amount payment after due date
2	Non – Domestic	

The manual collection of solid waste will be treated as per non-domestic charges/tariff.

**Note**

- All the above rates/ charges/ tariff mentioned are exclusive of all taxes
- The billing will commence from the date of connection.
- The above charges are subject to change from time to time by the Service Provider.
- Penalty/ Cost recovery from developers for violation/ misuse of system



## Annexure - 5

### Permanent Sewage Connection Charges

#### 1. Charges

##### I. Security Deposit (interest free)

Sr. No.	Consumer Category	Sewage (INR)
1	Domestic	3 months X Total Sewage Charge
2	Non - Domestic	4 months X Total Sewage Charge

##### II. Consumption Tariff

Charges for FY 2023-24 i.e. from 1<sup>st</sup> April 2023 to 31<sup>st</sup> March 2024.

Sr. No.	Consumer Category	Sewage Charges* (INR/ KL)
1	Domestic	30% of water charges
2	Non - Domestic	

\* Sewage charges will increase at proportion of 10% every year starting from FY 2023-24, up till it reaches to 60% of water charges; further increase will be decided by GIFTCL.

##### III. Delay Payment Charges

Sr. No.	Consumer Category	Penalty
1	Domestic	18% interest per annum of the bill amount payment after due date
2	Non - Domestic	

The Temporary Sewage connection will be treated as per non-domestic charges/tariff.

#### **Note for Tariff Structure**

- All the above rates/ charges/ tariff mentioned are exclusive of all taxes
- The billing will commence from the date of connection.
- The above tariff structure is subject to change from time to time by the Service Provider, without prior intimation to the developer.
- Penalty/ Cost recovery as per GIFT norms from developers for violation/ misuse of system.

## Annexure – 6 Name Change Form

### નામ ફેરબદલ કરવાની અરજી



ગ્રાહક નંબર

જુના ગ્રાહકનું નામ : \_\_\_\_\_ તારીખ : \_\_\_\_\_

ગેસ કનેક્શનનું સરનામું : \_\_\_\_\_ રીકવેસ્ટ નં. : \_\_\_\_\_

સાહેબશ્રી, \_\_\_\_\_ જુના ગ્રાહકનો ફોન નં. \_\_\_\_\_

સવિનય જણાવવાનું કે ઉપરોક્ત ગેસ કનેક્શન માટે નીચેના કારણસર નામ ફેરબદલ કરવા માટે આ સાથે જરૂરી દસ્તાવેજ પુરાવા સહિત અરજી આપું છું. આ સાથે હું બાહેધરી આપું છું કે જુના ગ્રાહક સાથે કરવામાં આવેલ કરારની તમામ શરતો મને મંજૂર છે અને બંધનકર્તા રહેશે.

● **નામ ફેરબદલ કરવા માટેનું કારણ**

- (૧) મિલકત વેચાણ  (૨) ગ્રાહકનું મૃત્યુ  (૩) અટકમાં ફેરફાર  
 (૪) અન્ય કારણો \_\_\_\_\_

● **જેના નામે ફેરબદલ કરવું હોય તેનું નામ (નવા ગ્રાહકનું નામ) \_\_\_\_\_ જુના ગ્રાહકની સહી (બિલ્ડરની સહી/સ્ટેમ્પ)**

નામ (First Name)	પિતા-પતિનું નામ (Middle Name)	અટક (Surname)

● **નોંધ :** ગેસ બીલનો ઉપયોગ ફક્ત ગેસ કનેક્શન પૂરતો મર્યાદિત રહેશે. જો તેનો ઉપયોગ મિલકતની માલીકીના પુરાવા તરીકે કરવામાં આવશે તો તેની પ્રમાણિતતાની જવાબદારી ગુજરાત ગેસ લી.ની રહેશે નહીં.

નવા ગ્રાહકનો ફોન નં. \_\_\_\_\_

● **રજૂ કરવાના દસ્તાવેજ પુરાવા**

X \_\_\_\_\_  
નવા ગ્રાહકની સહી

મિલકતનું વેચાણ	ગ્રાહકનું મૃત્યુ	અટક-નામ બદલવું	અન્ય
<p>→ ઘર માલિકીના પુરાવાની (કોઈપણ એક નકલ)</p> <p><input type="checkbox"/> ચાલુ વર્ષનું વેરાબીલ } જુના અને નવા</p> <p><input type="checkbox"/> રજીસ્ટર્ડ વેચાણ દસ્તાવેજ } <input type="checkbox"/> કબજા રસીદ } <input type="checkbox"/> પ્રોપર્ટી ઈન્ડેક્સ } <input type="checkbox"/> હાલનો ૭-૧૨નો ઉતારો</p> <p>→ નવા અને જુના ગ્રાહકનું ઓળખપત્ર (કોઈપણ એક નકલ)</p> <p><input type="checkbox"/> ડ્રાઈવિંગ લાયસન્સ <input type="checkbox"/> પાનકાર્ડ <input type="checkbox"/> પાસપોર્ટ <input type="checkbox"/> મતદાર ઓળખપત્ર <input type="checkbox"/> આધારકાર્ડ</p> <p>→ જુના ગ્રાહકનું સંમતિ પત્રક <input type="checkbox"/> ફોર્મની પાછળ</p>	<p><input type="checkbox"/> મરણ નોંધણી નકલ <input type="checkbox"/> પેટીનામું-વારસદારનું સંમતિપત્રક રૂા. ૧૦૦ના સ્ટેમ્પ ઉપર લોટારાઈઝડ (ઓળખપત્ર સાથે)</p> <p>→ ઘર માલિકીના પુરાવાની (કોઈપણ એક નકલ)</p> <p><input type="checkbox"/> ચાલુ વર્ષનું વેરાબીલ } જુના અને નવા</p> <p><input type="checkbox"/> રજીસ્ટર્ડ વેચાણ દસ્તાવેજ } <input type="checkbox"/> કબજા રસીદ } <input type="checkbox"/> પ્રોપર્ટી ઈન્ડેક્સ } <input type="checkbox"/> હાલનો ૭-૧૨નો ઉતારો</p> <p>→ નવા અને જુના ગ્રાહકનું ઓળખપત્ર (કોઈપણ એક નકલ)</p> <p><input type="checkbox"/> ડ્રાઈવિંગ લાયસન્સ <input type="checkbox"/> પાનકાર્ડ <input type="checkbox"/> પાસપોર્ટ <input type="checkbox"/> મતદાર ઓળખપત્ર <input type="checkbox"/> આધારકાર્ડ</p>	<p><input type="checkbox"/> ગવિન્ટ ગોઝેટની નકલ/ <input type="checkbox"/> અટકની એફીડેવિટ</p> <p>→ નવા ગ્રાહકનું ઓળખપત્ર (કોઈપણ એક નકલ)</p> <p><input type="checkbox"/> ડ્રાઈવિંગ લાયસન્સ <input type="checkbox"/> પાનકાર્ડ <input type="checkbox"/> પાસપોર્ટ <input type="checkbox"/> મતદાર ઓળખપત્ર <input type="checkbox"/> આધાર કાર્ડ</p> <p>→ ચાલુ વર્ષનું વેરાબીલ</p>	

- દસ્તાવેજ, કબજા રસીદ, પ્રોપર્ટી ઈન્ડેક્સની નકલ રજીસ્ટર્ડ અને નોટરી હોવી જરૂરી છે.
- દસ્તાવેજ, કબજા રસીદ, પ્રોપર્ટી ઈન્ડેક્સની નકલ ચાર વર્ષથી જુની હશે તો વેરાબીલ (ચાલુ વર્ષ)ની કોપી લાવવી જરૂરી છે.
- માલિકીના તેમજ ઓળખપત્રના પુરાવામાં નામ તથા અટક એક સરખા હોવા જરૂરી છે.
- એકથી વધારે માલિક હોયતો બાકીનાની NOC ઓળખપત્ર સાથે લાવવી (ફોર્મની પાછળ).
- ઉપર જણાવેલ દરેકની નકલ SELF ATTESTED લાવવાની રહેશે.
- નામ ફેરબદલ કરવાની અરજી દસ્તાવેજની ચકાસણીને આધીન રહેશે.
- નામ ફેરફારની પ્રોસેસ ફી ભરવાની રહેશે.
- ગ્રાહકે બાકી નીકળતા લેણાં પુરેપુરા ભરપાઈ કરવાના રહેશે.

### નામ ફેરબદલ કરવાની અરજી

(ગ્રાહક કોપી)



ગ્રાહક નંબર

જુના ગ્રાહકનું નામ : \_\_\_\_\_

ગેસ કનેક્શનનું સરનામું : \_\_\_\_\_

તારીખ : \_\_\_\_\_

રીકવેસ્ટ નં. : \_\_\_\_\_

- નામ ફેરફારની પ્રોસેસ ફી ભરવાની રહેશે.
- ગ્રાહકે બાકી નીકળતા લેણાં પુરેપુરા ભરપાઈ કરવાના રહેશે.
- નામ ફેરબદલ કરવાની અરજી દસ્તાવેજની ચકાસણીને આધીન રહેશે.
- **નોંધ :** ગેસ બીલનો ઉપયોગ ફક્ત ગેસ કનેક્શન પૂરતો મર્યાદિત રહેશે. જો તેનો ઉપયોગ મિલકતની માલીકીના પુરાવા તરીકે કરવામાં આવશે તો તેની પ્રમાણિતતાની જવાબદારી ગુજરાત ગેસ લી.ની રહેશે નહીં.

## જુના ગ્રાહકનું સંમતિપત્રક

હું (જુના ગ્રાહકનું નામ): \_\_\_\_\_  
આ સાથે જણાવું છું અને જાહેર કરું છું કે, મેં ગુજરાત ગેસ કંપનીનું પાઈપલાઈન ગેસ કનેક્શન,  
ગ્રાહક નંબર \_\_\_\_\_ થી, હાલ ગેસ કનેક્શન સ્થળ \_\_\_\_\_

ખાતે લીધેલ હતું પરંતુ હવે ઉપરોક્ત મિલકત ગેસ પાઈપ લાઈન કનેક્શન સહિત વેચાણથી આપેલ છે તો સદર ગેસ પાઈપ  
લાઈન કનેક્શન (નવા ગ્રાહકનું નામ) \_\_\_\_\_

ના નામે ટ્રાન્સફર થાય તો તેમાં મને કોઈપણ જાતનો વાંધો નથી અને ભવિષ્યમાં આ સંદર્ભમાં કોઈ વિવાદ / તકરાર થશે તો  
તેની હું બાંહેધરી આપું છું અને આ સંદર્ભે ગુજરાત ગેસ દ્વારા જે નિર્ણય કરવામાં આવશે તે મને બંધનકર્તા રહેશે.

તારીખ : \_\_\_\_\_

સ્થળ : \_\_\_\_\_

X

જુના ગ્રાહકની સહી (બિલ્ડરની સહી/સ્ટેમ્પ)

## સંમતિપત્રક (નવા ગ્રાહકનું)

(મકાનની સહીયારી માલિકી હોય ત્યારે NOC - ઓળખપત્ર સાથે)

પ્રતિશ્રી,  
ગુજરાત ગેસ લીમીટેડ

ગેસ કનેક્શનનું સરનામું \_\_\_\_\_

હું / અમે મારી / અમારી સ્વ / સહીયારી માલિકીની ઉપર જણાવેલ મિલકત માટે ગુજરાત ગેસ લિ. અને /  
અથવા તેના આનુષંગિકોને આ સાથે જાણ કરું છું કે ગુજરાત ગેસ કનેક્શન  
શ્રી \_\_\_\_\_

મારા \_\_\_\_\_ (સંબંધદર્શાવવો), ના નામે થાય તો તેમાં મને/અમને કોઈપણ જાતનો  
વાંધો રહેશે નહીં. આથી હું / અમે સંમતિ સાથે બાંહેધરી આપીએ છીએ કે આ ગેસ કનેક્શન થકી ઉક્ત મિલકતને થતાં  
કોઈપણ જાતના નુકશાન / ખર્ચા / રીપેરીંગ સંદર્ભે અને અન્ય કોઈપણ પ્રકારના દાવા-દુવી સંદર્ભે હમણાં કે ભવિષ્યમાં  
ગુજરાત ગેસ લિ. અને/અથવા તેના આનુષંગિકોને જવાબદાર ગણાવીશું નહીં.

તારીખ : \_\_\_\_\_

સ્થળ : \_\_\_\_\_

X

મકાન માલિકની સહી

X

મકાન માલિકનું નામ

X

મકાન માલિકની સહી

X

મકાન માલિકનું નામ


X

મકાન માલિકની સહી

X

મકાન માલિકનું નામ

## Pipeline Alteration/ Modification Form

	Sr. No. : _____		
	Td So No. : _____		
	Noti. No. (R8) : _____		
	Noti. No. (P6) : _____		
<b>Application Form for Alteration &amp; Modification / Re-opening &amp; Dismantling</b>			
	Date : _____		
Customer ID : _____			
Customer Name : _____			
Address : _____ _____			
	1) Contact No. : _____		
	2) Contact No. : _____		
Dear Sir / Madam, I / We herewith request GUJARAT GAS LIMITED, to provide us following work at our above mentioned address.			
Sr. No.	Point at	Alteration & Modification at	Re-opening & Dismantling
1	Kitchen		
2	Bathroom		
I / We shall make advance payment as per the company's rules and regulations for the same.			
Cash / Cheque Amount : _____	<b>END CAP REQD.?</b> Yes <input type="checkbox"/> No <input type="checkbox"/>	Description	Amount (Rs.)
Cash / Cheque Date : _____		TD+Modification Charges	
Receipt / Cheque No. : _____		Previous Gas Bill Amount	
Bank Name / MICR No. : _____		Interim Bill Amount	
		Balance Installments Amount	
		Advance Amount	
		<b>Total Amount</b>	
<b>Note:</b> Please note that payment should be paid by Cheque/D.D. in favor of "GUJARAT GAS LIMITED" (In case of NON-MICR Cheque will not be accepted)			
Customer's Signature : _____			
<b>Customer's Copy</b>			
Customer No. : _____		CUSTOMER CARE Nos.:	
Name of Customer : _____		Request No. : _____	
Date of Application : ____ / ____ / ____			
Authorized Signatory : _____			

Annexure -7



*Guidelines / Policy for Retail Development  
in the  
Residential Area in GIFT City*



Gujarat International Finance Tec-City

**Preface**

GIFT City is being developed as a global financial and commercial business hub for international and domestic services. The city will serve as a paradigm for Next Class Development in terms of Quality of Life, Infrastructure, and Ambience, utilizing land as a precious resource.

Well-designed residential area is an integral part of the city master plan to promote walk to work concept. Retail spaces is must in residential areas to serve the residents and provide a mixed-use environment.

To regularize and maintain such spaces so that it should not cause any hindrance to the residents, this guideline is prepared. It includes physical design concepts, massing and development, public realm, prominent building components, Façade control, etc.

These guidelines shall form basis for the design of retail spaces in residential areas.

## **Guidelines / Policy for Retail Development in the Residential Area in GIFT City**

### **Sizes:**

- Minimum size of Commercial unit frontage shall not be less than 6m.

### **Types of Commercial spaces which may be allowed in Residential development:**

- Professional practices like CA, Advocate, Doctor, Architect etc.
- Single brand outlet
- Retail/Hypermarket
- Fine-dine/Exclusive Café
- Gyms/ fitness centers
- Banks/financial service center
- Other such usage with permission/consent of GIFTCL

### **Location:**

- Commercial units shall be permissible maximum up to second floor or on top floor, but the separate entry-exit shall be provided.

### **Access control:**

- Entry-exit to the residential and commercial areas shall not conflict with each other and shall be demarcated property.
- Vehicular circulation for residential and commercial uses shall be separated from each other and pedestrian walkways shall be physically separated from vehicle travel lanes, it can act as pedestrian walkway zone.
- Commercial area shall be public realm zone.
- No vehicle movement is allowed except emergency vehicle in front of retail.

### **Parking:**

- Parking for visitor to the commercial areas shall be adequate and conveniently located and shall be demarcated separately in the residential area.

### **Branding signage control:**

- Provision of display sign & advertisement board shall be mounted at specific location on the building facade and must be appropriately sized and placed such

that they relate well to the scale and design of the building architecture (refer schematic figure 1).

**Drainage, Sanitation & Drinking water facilities:**

- Minimum required drainage, sanitation and drinking water facilities for visitors shall be provide as per NBC.

**General guidelines:**

- Any part of the Commercial area shall be within building line including all projections/ weather shades etc above door.
- Design of frontage of commercial areas should be such that it might not be encroached or used by commercial units in future (refer schematic figure 2).
- Operation and maintenance of all the common areas and facilities shall be managed by the developer/co-operative housing society.
- GIFTCL may update and amend these Guidelines from time to time.



Figure 1 - Typical Retail signage- Elevation and Section

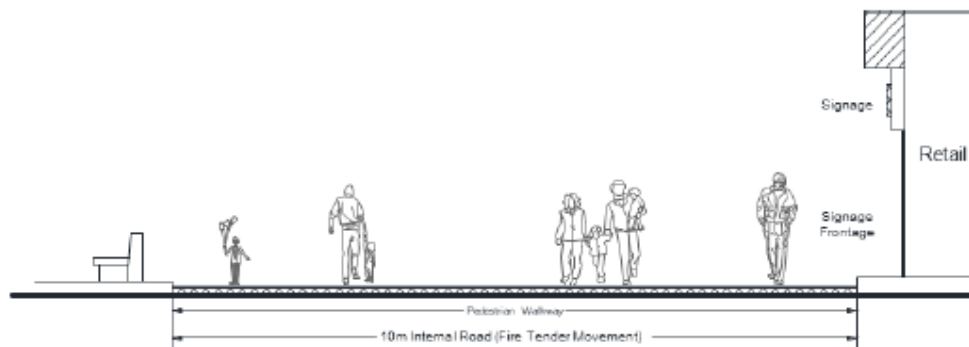


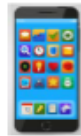
Figure 2 - Street Cross Section



## Annexure – 8



**SCAN QR TO CONNECT WITH US**



**GIFT CRM APPLICATION**  
crm.giftgujarat.in



**GIFT CHATBOT**  
+9190997 00247

**GIFT CITY CITIZEN HELPLINE**



**1800-120-1300**

**GIFT CITY FIRE & EMERGENCY SERVICES**



**7874-101-101**

## Annexure – 9

<b>Gujarat International Finance Tec-City Company Limited EMERGENCY CONTACT LIST</b>		
S.N	Particular	Contact Number
<b>GIFT CITY HELPLINE</b>		
1	GIFT City Command & Control Centre ( C-4 )	18001201300
	GIFT City Fire & Emergency Services	7874101101
	GIFT City Power helpdesk	8238166633/8238366633
	GIFT City Power Distribution	8141433366/8141033366
<b>HOSPITALS</b>		
2	Civil Hospital, Gandhinagar	079-23221931/32
	Apollo Hospital, Bhat, Gandhinagar	079-66701866
	SMVS Hospital, Kudasán	079-23200108
<b>AMBULANCE</b>		
3	Ambulance helpline	108
	Apollo Hospital, Ambulance	1066
<b>POLICE</b>		
4	Police Control Room	100
	Daboda Police Station	6359624929
<b>FIRE &amp; EMERGENCY SERVICES</b>		
5	Gandhinagar Fire & Emergency Services	079-23222742/079-23222100
	Ahmedabad Fire & Emergency Services	101 /079-221484/66/67/68
<b>EMERGENCY OPERATION CENTRE</b>		
6	District Emergency Operation Centre (Gandhinagar)	1077 7923256720
	State Emergency Operation Centre (Gujarat)	1070 079-23251900/02/14
7	Gujarat Gas Helpline	079-23264555/7211164222
8	Animal Helpline	1962
9	Snake Catcher	9924373373

<b>Emergency Contact Details</b>			
<b>Department</b>	<b>Name of Concerned Person</b>	<b>Contact Number</b>	<b>Email ID</b>
<b>Civil Utilities Tunnel Management</b>	Jasmine Shah	9727754704	<a href="mailto:jasmine.shah@giftgujarat.in">jasmine.shah@giftgujarat.in</a>
	Anil Parmar	9687780574	<a href="mailto:anil.parmar@giftgujarat.in">anil.parmar@giftgujarat.in</a>
<b>Outside Cleaning</b>	Shashang Hathi	9712960293	<a href="mailto:shashang.hathi@giftgujarat.in">shashang.hathi@giftgujarat.in</a>
	Sanjay Kumar	7567898210	<a href="mailto:sanjay.kumar@giftgujarat.in">sanjay.kumar@giftgujarat.in</a>
	Ramesh Kapur	7567898214	<a href="mailto:ramesh.kapoor@giftgujarat.in">ramesh.kapoor@giftgujarat.in</a>
<b>Security Department</b>	Shibu Pillai	9825005330	<a href="mailto:shibu.pillai@giftgujarat.in">shibu.pillai@giftgujarat.in</a>
	Manoj Yadav	9727707953	<a href="mailto:manoj.yadav@giftgujarat.in">manoj.yadav@giftgujarat.in</a>
<b>City Administration Department</b>	Sushant Raval	9909015205	<a href="mailto:sushant.rawal@giftgujarat.in">sushant.rawal@giftgujarat.in</a>
	Rajesh Dhruv	7567898188	<a href="mailto:rajesh.dhruv@giftgujarat.in">rajesh.dhruv@giftgujarat.in</a>
	Shibu Pillai	9825005330	<a href="mailto:shibu.pillai@giftgujarat.in">shibu.pillai@giftgujarat.in</a>
<b>POWER Energy Billing Related</b>	Gift Power Billdesk	8141033366	<a href="mailto:giftpower.billdesk@giftgujarat.in">giftpower.billdesk@giftgujarat.in</a>
	Shrikanth Janu	8980006431	<a href="mailto:srikanth.jannu@giftgujarat.in">srikanth.jannu@giftgujarat.in</a>
	Prashant Dadheech	8980006425	<a href="mailto:prashant.dadheech@giftgujarat.in">prashant.dadheech@giftgujarat.in</a>
<b>POWER Energy Meter or Connection related</b>	Customer Care Power	8141433366	<a href="mailto:customercare.power@giftgujarat.in">customercare.power@giftgujarat.in</a>
	Gautam Makwana	7567892507	<a href="mailto:gautam.makavana@giftgujarat.in">gautam.makavana@giftgujarat.in</a>
	Amit Dalal	7567898183	<a href="mailto:amit.dalal@giftgujarat.in">amit.dalal@giftgujarat.in</a>
	Prashant Dadheech	8980006425	<a href="mailto:prashant.dadheech@giftgujarat.in">prashant.dadheech@giftgujarat.in</a>
<b>POWER Voltage and Power Related Failure Issue</b>	Electrical Helpline	8141433366	<a href="mailto:customercare.power@giftgujarat.in">customercare.power@giftgujarat.in</a>
	Abhay Chaudhari	7567892146	<a href="mailto:abhay.chaudhari@giftgujarat.in">abhay.chaudhari@giftgujarat.in</a>
	Vishwas Sheode	7567067197	<a href="mailto:vishwas.sheode@giftgujarat.in">vishwas.sheode@giftgujarat.in</a>
	Prashant Dadheech	8980006425	<a href="mailto:prashant.dadheech@giftgujarat.in">prashant.dadheech@giftgujarat.in</a>
<b>Civil Road Engineering</b>	Jasmine shah	9727754704	<a href="mailto:jasmine.shah@giftgujarat.in">jasmine.shah@giftgujarat.in</a>
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<b>Water, Sewage and Solid Waste</b>	Darshan Prajapati	6354632268	<a href="mailto:darshan.prajapati@giftgujarat.in">darshan.prajapati@giftgujarat.in</a>
	Navis Khabhati	9033494246	<a href="mailto:nkhambhati@giftgujarat.in">nkhambhati@giftgujarat.in</a>
	Bhavik Patel	7046610825	<a href="mailto:bhavik.patel@giftgujarat.in">bhavik.patel@giftgujarat.in</a>
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	Madhav Puranik	8980006416	<a href="mailto:madhav.puranik@giftgujarat.in">madhav.puranik@giftgujarat.in</a>
	Rajeev Sharma	9925571023	<a href="mailto:rajeev.sharma@giftgujarat.in">rajeev.sharma@giftgujarat.in</a>
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