

DOCUMENT FOR COMMERCIAL BUILDINGS PRE-OPERATION FAMILIARISATION OF GIFT CITY INFRASTRUCTURE



Index

Sr. No.	Content	Page No.
1	Introduction	4
2	List of documents to be provided by GIFT to Developer	5
2.1	Legal & Statutory documents	5
3	Utility connections Information	6
3.1	Electrical Supply system	6
3.2	DCS Supply System (Cooling as Service)	7
3.3	Water Supply System	7
3.4	AWCS System	8
3.5	Sewage Collection System	9
3.6	Internet Leased Line and Data Connection	9
3.7	Cable TV or DTH Connection	10
4	Details of Utility wise Operation & Maintenance scope of GIFTCL & Building management	11
4.1	Electrical Supply System	11
4.2	DCS Supply System	13
4.3	Water Supply System	18
4.4	AWCS System	22
4.5	Sewage collection System	24
4.6	Internet Leased Line and Data Connection	26
4.7	Cable TV or DTH Connection	27
4.8	Utility tunnel	27
4.9	Storm water drainage system	28
4.10	Fire detection and mitigation system	30
5	Details of City Infrastructure Operation & Maintenance scope of GIFTCL & Building management	32
5.1	IBMS system	32
5.2	Entry-Exit Road & Pathway	34
5.3	Streetlight & Pathway lights	34
5.4	Landscape & Hardscape	35
5.5	Security services	36
6	Guidelines to be followed by Building management	37
6.1	Compliances to OC conditions	37
6.2	Compliances to EC conditions	37
6.2	Disaster Risk Reduction	37

7	Building Facility Management Services	38
8	Other Useful information	41
8.1	City System	41
9	List of Document to be provided by the Developer/Society	43
9	Sign Off and Acknowledgement	45
10	Annexures	46-62

Abbreviations

1. GIFTCL	Gujarat International Finance Tec-City Company Limited.
2. GIFT PCL	GIFT Power Company Limited
3. DP	Development Permission
4. OC	Occupancy Certificate
5. CLM	City Level Maintenance
6. AWCS	Automated Waste Collection System
7. DCS	District Cooling System
8. GSPC	Gujarat State Petroleum Corporation
9. O & M	Operations and Maintenance
10. STP	Sewage Treatment Plant
11. WTP	Water Treatment Plant
12. CPHEEO	Central Public Health and Environmental Engineering Organization
13. IBMS	Intelligent Building Management System
14. C4	City Command Control Centre
15. EC	Environmental Clearance
16. GIFT Area DCR	GIFT Area Development Control Regulation
17. DRR	Disaster Risk Reduction
18. FSPA	Fire Safety Plan Approval
19. FSCA	Fire Safety Certificate Approval
20. FSCR	Fire Safety Certificate Renewal
21. ETS	Energy Transfer Station
22. HT	High-tension
23. LT	Low-tension

1. Introduction

The purpose of this document is to serve as a ready reckoner for all building occupants, outlining the necessary procedures and guidelines for various services provided by GIFTCL. It details the roles and responsibilities of GIFTCL and the Developer (including Co-Developer in the GIFT SEZ Area) to provide clarity to consumers. Additionally, “Do’s and Don’ts” for each utility type are included to ensure that Developers, Consumers, and the Management

To enhance readability and user convenience, all details are divided into various chapters. The key components of this document include:

- List of documents to be provided by GIFTCL to Developer.
- Information on all types of utility connections provided in the building.
- Details of utility wise Operation & Maintenance scope of GIFTCL and Building management.
- Guidelines to be followed by Building management.
- List of documents to be provided by the Developer/Society.
- Building Facility Management Services by the Developer / Management Committee.
- Emergency Contact Details.
- Sign off document.

The list is indicative and may change based on building requirements.

***Management Committee:** A committee elected by the residents of a society/building, which is responsible for managing the day-to-day affairs of the society/building and ensuring it complies with all applicable rules and regulations and obligations.

2. List of Documents to be provided by GIFTCL to the Developer

Some of the documents listed below serve as trust-building tools to lend credibility to the building occupants and ensure legal and statutory compliance at the time of the building's operationalization. These should be prioritized on the checklist during the handover process.

2.1 Legal & Statutory documents

1. Agreement to Lease cum Development Agreement.
2. Lease Deed.
3. Development Permission.
4. Occupancy Certificate.
5. Payment Receipts for DR.
6. List of pending compliances issued with Occupancy Certificate.
7. Fire Safety Plan Approval (FSPA), Fire Safety Certificate Approval (FSCA) & Fire Safety Certificate Renewal (FSCR) from the Chief Fire Officer - GIFT Notified Area.
8. Electrical Inspector Charging permission of Electrical Network.
9. High rise permission of electrical infrastructure.

3. Utility connections Information

This chapter provides information about all types of utility connections available in the building, including contract demand, charges paid for connections, payment of security deposits, and the process for altering demand and ownership. It also details the applicable tariffs, billing cycles, and tariff change mechanisms for all types of utility services in GIFT City.

3.1. Electrical Supply System

GIFT Power Company (GIFTPCL) is a power distribution licensee for GIFT City. GIFTPCL is responsible for providing power connection, any change in power demand and consumer profile. Process for all the applications is available online on GIFTPCL website on the link <https://utilities.giftgujarat.in/>. For understanding the application process, refer to the Development & Operations Guidebook of GIFT City available on the GIFTPCL website at this link <https://giftgujarat.aflip.in/citizenhandbook>.

The following details related to the building's electric connection should be shared for future reference:

- 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 GIFTPCL tariff (**Annexure - 1**).
- c. For connection charges refer GERC Notification (Licensee's Power to Recover Expenditure incurred in providing supply and other Miscellaneous Charges) GERC Regulations, 2005 and its amendments.
- d. The electricity tariff is approved annually by the Gujarat Electricity Regulatory Commission through a tariff order. GIFTPCL will inform all consumers about the new tariff order each year following the GERC's decision.
- e. Electricity bill will be delivered thorough E- Bill only and a monthly billing cycle is applicable for all type of consumers.
- f. Payment Record of Electricity connection charges and bill till handover.
- g. Record of security deposit(s) of electricity connection(s).
- h. GIFTPCL to handover no dues certificate till the handing over date for the consumer(s) in the building to the developer/management committee.

3.2. District Cooling System (Cooling as a Service)

GIFTCL provides the District Cooling System (DCS) for GIFT City. The GIFTCL DCS department is responsible for providing DCS connections, managing any changes in DCS demand, and updating consumer profiles. Process for all the applications is available on the link <https://utilities.giftgujarat.in/>. For understanding process of applications, please refer Development & Operations Guidebook of GIFT City available on the 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, meter number, security deposit of 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 consumers every year after approval.
- e. DCS bill will be generated and delivered through E- Bill only and a monthly billing cycle is applicable for all type of consumers.
- f. Payment Record of DCS connection charge and bill paid up till handover.
- g. Record of Security deposit of DCS connection.
- h. GIFTCL to handover no dues certificate till the handing over date for the consumer(s) in the building to the developer/management committee.

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 available online on the link <https://utilities.giftgujarat.in/>. For understanding process of applications, please refer Development & Operations Guidebook of GIFT City available on GIFTCL website <https://giftgujarat.aflip.in/citizenhandbook>.

The following details related to the building's water connection should be shared for future reference:

- 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 the GIFT Notified Area Committee every year. GIFTCL will share the tariff with all consumers every year after approval.
- d. Water bill will be delivered thorough E- Bill only and a monthly billing cycle is applicable for all type of consumers.
- e. Payment record of water connection charge and bill up till handover.
- f. Record of security deposit(s) of water connection(s).
- g. GIFTCL to handover no dues certificate till the handing over date for the consumer(s) in the building to the developer/management committee.

3.4. Automated Waste Collection System

GIFTCL provides services of Automated Waste Collection System (AWCS) and 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 available online on the link <https://utilities.giftgujarat.in/>. For understanding process of applications, please refer Development & Operations Guidebook of GIFT City available on the link <https://giftgujarat.aflip.in/citizenhandbook>.

The following details related to the building's Automated Waste Collection System (AWCS) connection should be shared for future reference:

- 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 the GIFT Notified Area Committee every year. GIFTCL will share the tariff with all consumers every year after approval.
- e. AWCS bill will be delivered through E- Bill only and a monthly billing cycle is applicable for all type of consumers.
- f. Payment record of AWCS connection charges and bills up till handover.
- g. Record of security deposit of waste collection.
- h. GIFTCL to handover no dues certificate till the handing over date for the consumer(s) in the building to the developer/management committee.

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 available online on the link <https://utilities.giftgujarat.in/>. For understanding process of applications, please refer Development & Operations Guidebook of GIFT City available on the link <https://giftgujarat.aflip.in/citizenhandbook>.

The following details related to the building's sewage connection should be shared for future reference:

- 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 the GIFT Notified Area Committee every year. GIFTCL will share the tariff with all consumers every year after approval.
- e. Sewage bill will be delivered through E- Bill only and a monthly billing cycle is applicable for all type of consumers.
- f. Payment record of sewage connection charges and bills up till handover.
- g. Record of security deposit of sewage connection.
- h. GIFTCL to handover no dues certificate till the handing over date for the consumer(s) in the building to the developer/management committee.

3.6. Internet Leased Line and Data Connection

GIFTCL will enable extension of connectivity of multiple telecom and Internet service providers up to the building's telco room over a fibre optic cable. The distribution of connectivity within the building will be the responsibility of the Developer. The Developer will be responsible for carrying out the inbuilding cabling in line with cabling guidelines issued by GIFTCL. The Cabling Guidelines is available at the link <https://crm.giftgujarat.in/uploads/BasicCablingServicesGuidelinesinGIFTCity-V-2.0.pdf> The Developer also develops and maintains Building Telecom Room from where in-building cabling has been laid for all offices. The checklist for Building Telecom Room is available at the link <https://crm.giftgujarat.in/uploads/BuildingTelecomRoomChecklist.pdf>. 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.

Current List of available telecom and Internet service providers is mentioned below (as of August 2024):

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	GTPPL	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. Ashwani Tyagi	9925229961	Ashwani.tyagi@tikona.in
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
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
16	JTM Internet	Mr. Suraj Mer	9979430099	sales@jtminternet.com
		Mr. Akash Patel	7043216445	

Please note that the list of Telecom and Internet service providers may change time to time. Please refer GIFTCL's website <https://giftgujarat.in/useful-links> for an updated list.

3.7. Cable TV and DTH Connection

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

Please note that the list of cable TV and DTH service providers may change time to time. Please refer GIFTCL's website <https://giftgujarat.in/useful-links> for an updated list

4. Details of Utility wise Operation & Maintenance scope of GIFTCL & Building management

4.1. Electrical Supply System

GIFT Power Company Limited (GIFTPCL) is a power distribution licensee for the notified area of GIFT UDA. GIFTPCL is responsible for operation and maintenance of Electric Supply System till the buildings/consumers battery limits defined in following paragraph.

Battery Limits of Electrical Infrastructure for Commercial building

1. Electrical Infrastructure within the purview of GIFTPCL:

- a. Power shall be supplied at 33 KV through the utility tunnel to the building interface (up to Developer's HT panel) by GIFTCL or its subsidiary. Further step-down facilities for the building shall be the responsibility of the Developer.
- b. In case of consumer load of up to 100 KW, power shall be supplied at LT level (415 V) from the nearby substation to the building envelope by GIFTCL or its subsidiary company.
- c. The Developer / end-user shall be responsible to pay the applicable service connection charges with applicable security deposit and regular monthly electricity charges.
- d. GIFTPCL shall make necessary arrangements for metering and billing of energy consumption of each consumer/building as per approved tariff.
- e. The Developer/Management Committee will be solely responsible for the 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. Developer/Management Committee Scope - Electrical Infrastructure within the Building.

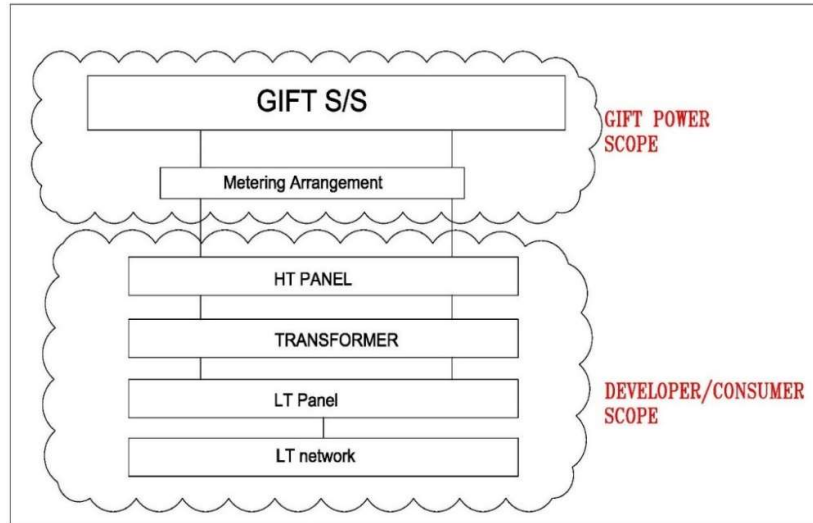
- a. The Developer/Management Committee has developed and will be responsible to operate and maintain complete electrical infrastructure of building from the point of supply to the unit holder/ transferee/ occupier point of supply. Scope includes supply, installation, testing and commissioning of HT panel, transformer, LT panel, power factor

correction arrangement, harmonic filters, earthing arrangement, cabling works etc. as per approved drawings.

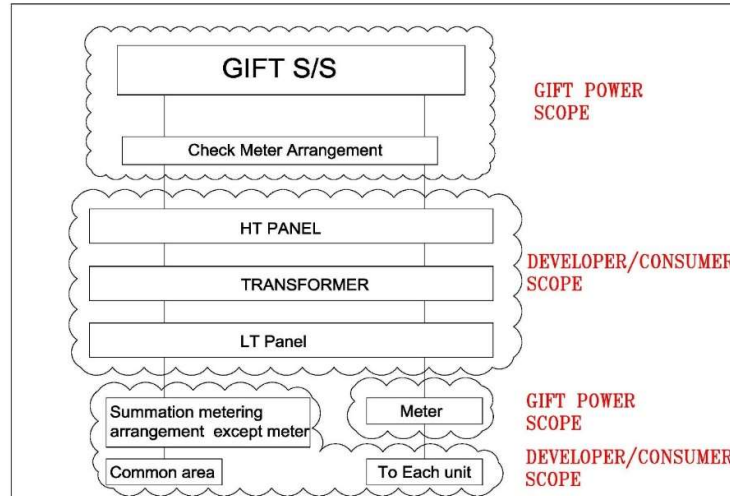
- b. Main LT panels, metering panels, earthing system, cabling works etc has been installed within the building by the Developer for all the individual consumer loads upto 100KW, same shall be Operated and maintained by Developer/ Management Committee.
- c. In the case of a consumer load exceeding 100 KVA, a 33 KV HT connection will be provided. Therefore, all necessary equipment for the HT connection within the building must be developed, operated, and maintained by the Developer or Management Committee.
- d. GIFTCL or its subsidiary shall do necessary arrangement for metering and billing of energy consumption of each consumer/building as per the Tariff.
- e. The Developer shall be solely responsible for the operation and maintenance (O&M) of assets from the HT incoming panel to the floor-level LT metering points, as well as for restoring power in case of a fault in the network between the HT incoming points and the metering point. Any faults in the tariff meter or tariff metering equipment shall be resolved by GIFTCL or its subsidiary.
- f. Operation and maintenance of backup power arrangement will be done by GIFTCL and capital 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.
- g. The current monthly fixed O&M charges for the DG backup system, excluding GST, are Rs. 88 per KVA. Additionally, the monthly fuel cost (variable cost) for the DG backup will be recovered from consumers based on the actual DG running hours. The variable cost will be divided proportionately among the consumers, depending on their backup power demand.
- h. 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 Commercial Buildings in GIFT City.

Case 1: Commercial Tower as Single consumer (HT)



Case 2: Commercial Tower with both HT & LT consumers:



4.2. District Cooling System

GIFTCL is the District Cooling System (DCS) service provider for GIFT City. The GIFTCL DCS department is responsible for maintaining the primary side (DCS side) infrastructure and supplying chilled water from the 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 the following paragraphs.

Network Development for District Cooling System

1. GIFTCL Scope:

- a. GIFTCL has developed and extended the main Chilled Water Piping network from its 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 Utility 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.

2. Developer/Management Committee Scope:

- a. The 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 to the point of supply connection located in the Utility tunnel one meter away from the building wall connecting inside tunnel, including control and insulation valves, temperature & pressure sensors etc. on this line.
- b. Secondary side Chilled water piping from Energy Transfer Station (located in the building) towards the building, that includes control/isolation valves, chilled water circulation pumps, electrical and instrumentation systems etc, supplying the chilled water to the individual air handling units & AC units of the end users.
- c. The Developer/Management Committee has installed and will be responsible for supplying, operating, and maintaining two temperature sensors and transmitters on the secondary side of the chilled water piping header. The Developer will provide a wired connection for the temperature sensors (Building side Supply and Return) up to the “point of supply” in the Utility tunnel, allowing the GIFT DCS to monitor the temperature.
- d. Battery limit for DCS connection to any building is as mentioned in Figure-1.

- e. The Developer is permitted to install multiple sub-BTU meters at their own cost in various offices and air-conditioned areas/spaces within the building. This is for the purpose of billing individual offices or commercial spaces based on their usage of cooling energy.

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. The ETS room should have electronic access control to restrict entry of unauthorized personnel.
3. Proper precautions and safety measures to protect the ETS room from any activity of Riot and vandalism.
4. Proper security measures must be in place to ensure safety of the DCS CHW pipeline laid in the building between the Point of Supply in the Utility Tunnel and the ETS room.
5. The Developer is required to design and install all the AHUs/AC units in the building compatible with DCS system having inlet temperature as 6°C & outlet temperature as 15°C (9°C delta T- maximum allowed permissible temperature difference between inlet and outlet water).
6. The building CHW distribution system should be appropriately designed with necessary control and balancing valves to ensure an appropriate supply of CHW in all areas at all floors as per the design.
7. All the air terminal and indoor units must be compatible with the building supply & return designed chilled water temperature.
8. For any meter and billing related issues, demand extension/reduction or new connection, disconnection, restoration of connection etc., contact the DCS help desk.
9. For any temperature-related issues in the occupied or commercial areas, or any leakage from the chilled water pipes in the building complex, please contact the building facility management team.
10. For any chilled water supply & return temperature related issue from DCS plant to the building ETS room, contact the DCS control room.
11. Ensure regular cleaning and service of PHE at least once a year only through OEM or authorized service provider of OEM.
12. Ensure all the main isolating valves of DCS Side & Building side in the ETS room are properly maintained and should be in working condition.

13. Ensure regular servicing of the pumps, strainers, valves, electrical panels, indoor units and other associated equipment for best performance.
14. Maintain adequate corrosion inhibitor chemicals & biocide the building side chilled water piping network.

Don'ts:

1. Do not vent, drain or open water circuit of DCS supply / return lines under any circumstances
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 tamper 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 GIFTCL authorized DCS Engineer is permitted to attend to this system.
4. Do not ignore leaks, malfunctions, or unusual noises coming from the cooling system. Report any such issue 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 the 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

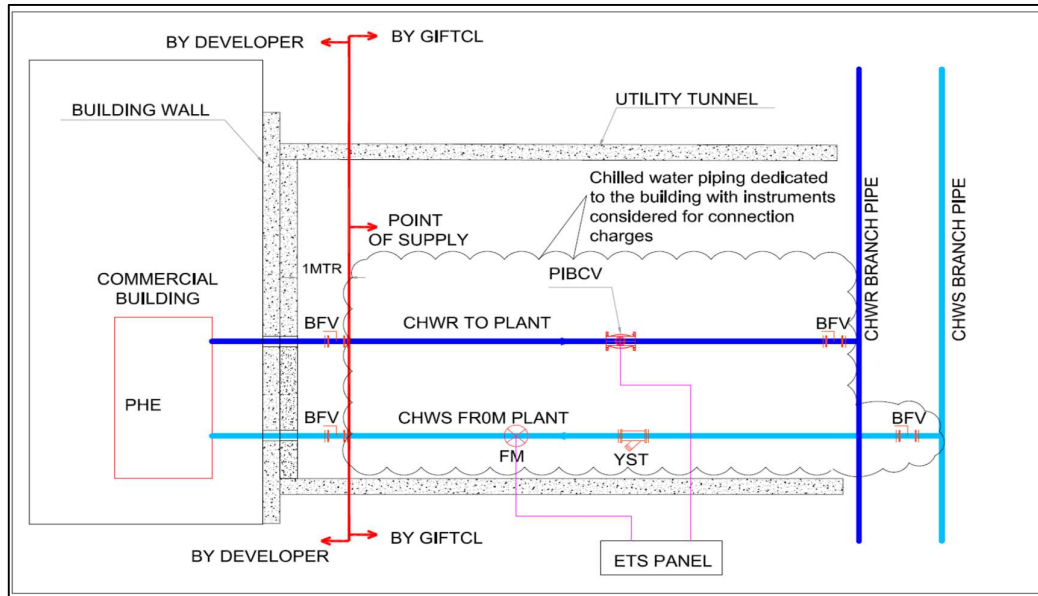


Figure 1 – Battery limit for Commercial connection

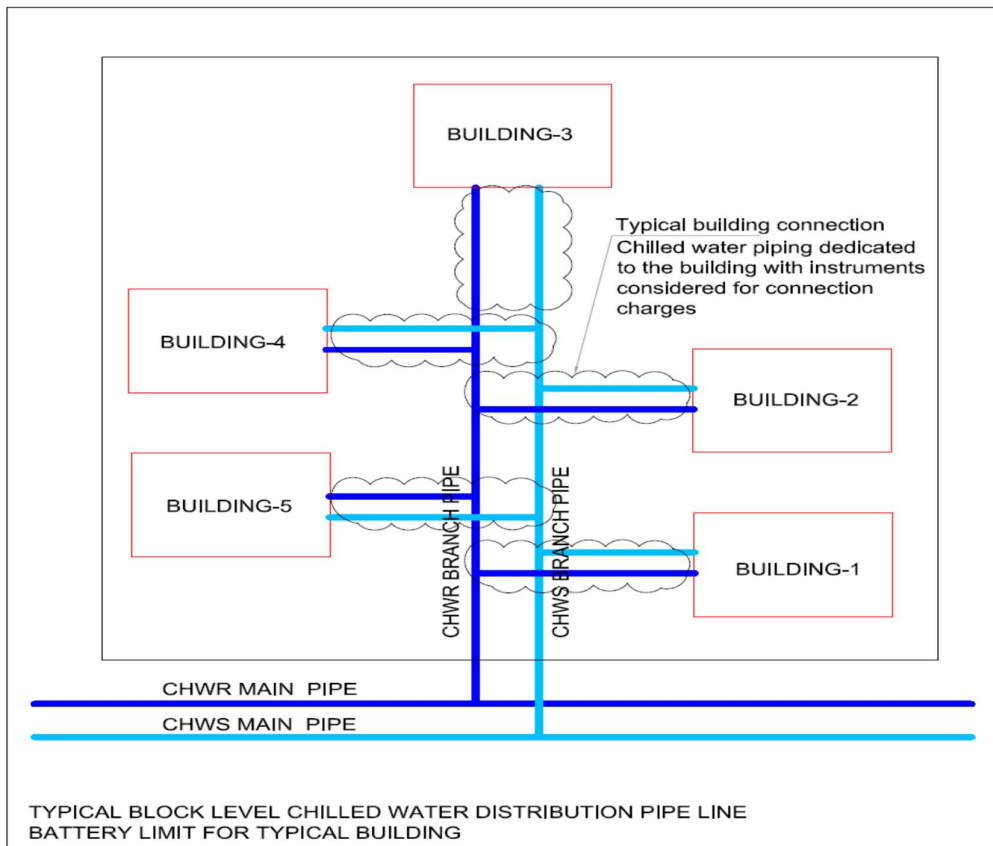


Figure 2 – Battery limit for typical Block

4.3. Water Supply System

GIFTCL is the water supply distributor for GIFT City. GIFTCL is responsible for the operation and maintenance of the Water Supply System up to the battery limits defined in the following paragraphs. Additionally, operation and routine maintenance work shall include day-to-day operations, inspections, performance logging, maintenance, servicing, periodic testing, and calibration of the equipment.

Battery Limits of Water Infrastructure for buildings:

1. Water Infrastructure within the GIFTCL:

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

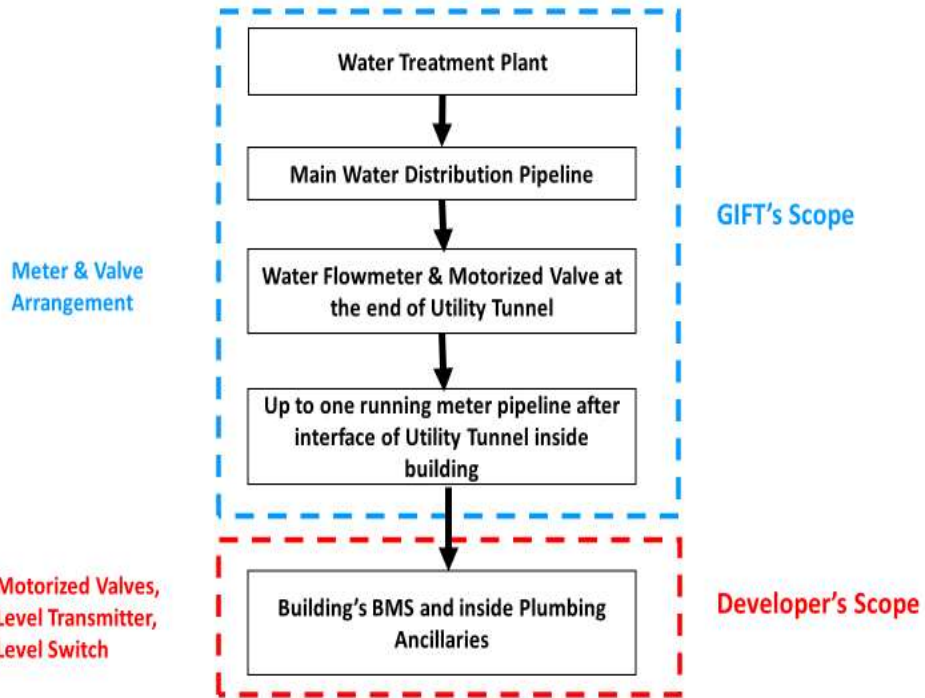
2. Developer/Management Committee Scope -Water Infrastructure within the Building:

- a. The Developer/Management Committee is responsible for connection from battery limit of GIFTCL i.e. 1 Meter 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. The Developer/Management Committee has provided water collection sump and fire water sump separately as per standards / National Building Code.
- d. The Developer/Management Committee must provide tertiary treatment along with online monitoring system before main distribution within the building.

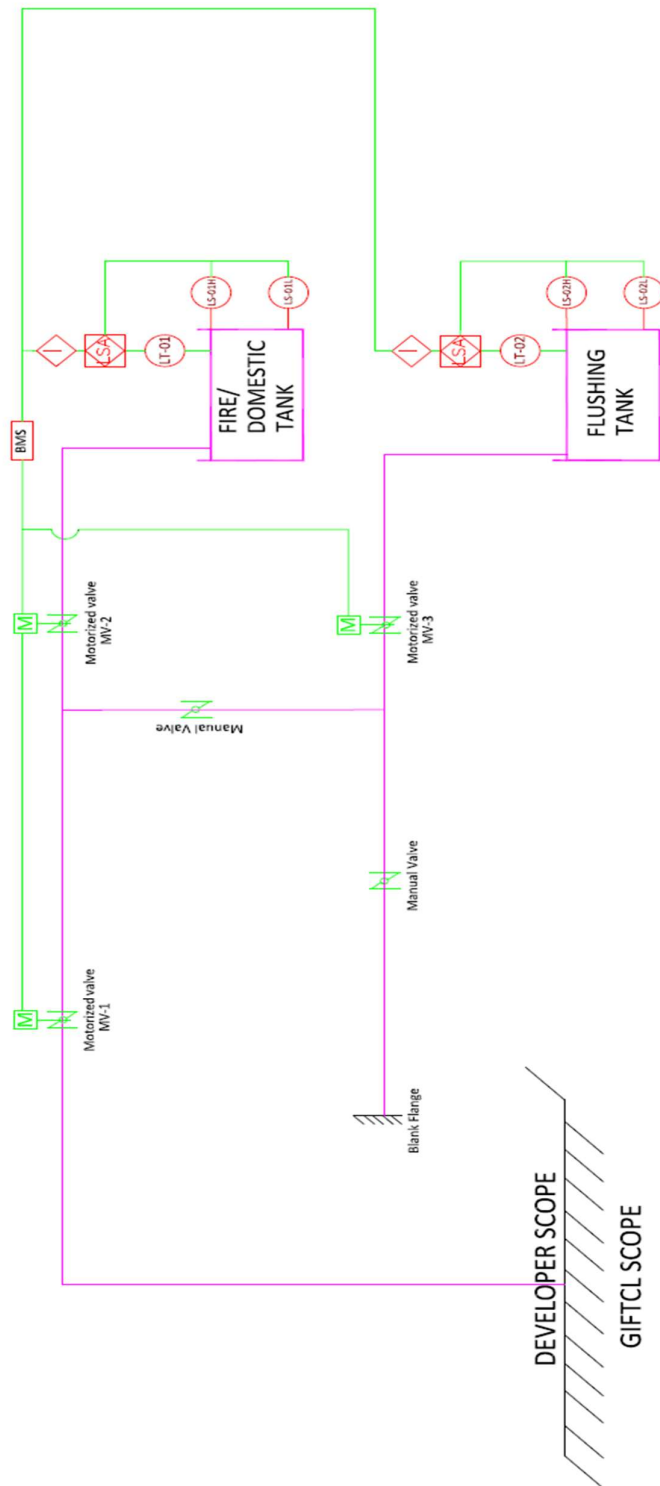
- e. The Developer/Management Committee must provide water sample analysis report by MoEF approved Schedule II auditor / Laboratory every quarter.
- f. In addition to the tertiary treatment, the developer is also responsible for online water quality monitoring sensors (as per GIFTCL's standards) in the building premises, after tertiary treatment, before supplying the water to any consumer of the building.
- g. The Developer has installed 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. The developer shall also make the provisions to provide the signal to GIFT SCADA and City Command and Control Centre (C-4). 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.
- h. The 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. GIFTCL is currently providing only domestic water. In the future, if excess STP-treated water becomes available, it will be provided to the developer at the tunnel end. The developer has made the necessary arrangements for this.
- j. At present developer has connected 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.
- k. The 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 SUITABLE FOR DRINKING”.

Schematic diagram for the Scope of works for 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 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. 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 buildings

1. Solid Waste Infrastructure within the GIFTCL:

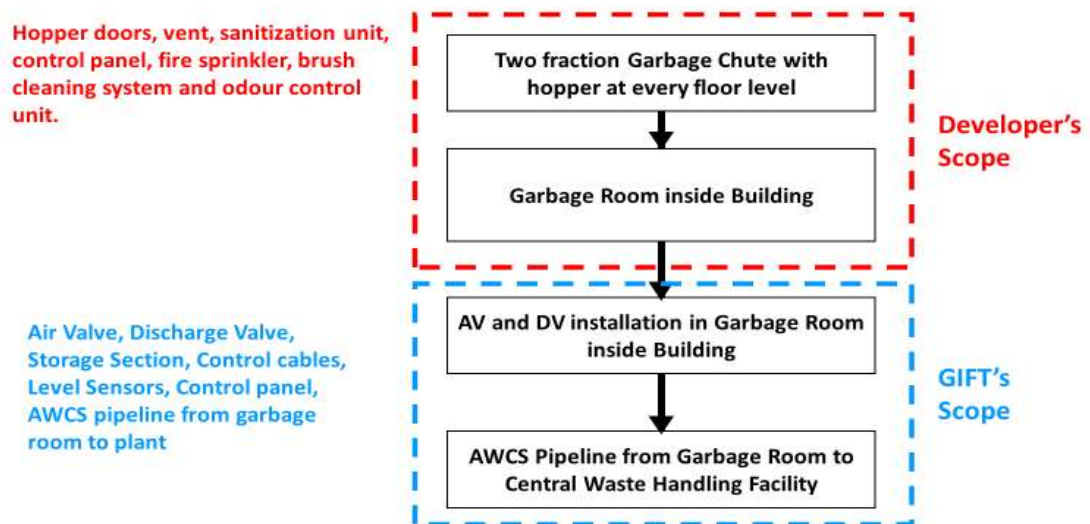
- a. GIFTCL has installed and will supply, test and commission Automated Waste Collection System (AWCS) pipeline and required connections such as storage section from the termination of Chute along with analog level sensors, discharge valve, air inlet valves, sectioning valves, silencers, bends, Y-pipes, 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. Developer/Management Committee Scope - Solid Waste Infrastructure within the Building.

- a. The 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. The Developer/Management Committee is responsible for providing storage area for bulky waste at any floor level accessible by transportation vehicle.
- e. The developer has established protocols and provided infrastructure to ensure that AWCS chute doors are locked and accessible only to authorized personnel for garbage disposal, in accordance with the policy.

Schematic diagram for the Scope of works for 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 that no mixing of wet & dry wastes shall be done by the occupants.
3. Dumping of wet waste in dry waste chute and vice versa by occupants/ staff/ operators is not allowed.
4. The 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
છાપી, મેગેઝિન અને અન્ય પેપર કચરો.
- 

2. Clothes and accessories
કપડા, લુટ, ચમ્પલ, વગેરે વગેરે
- 

3. Cans and glass bottles (not longer than 350 mm)
કેન્સ, 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
બેચક 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 પ્લાસ્ટિક 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, પુટ્ટ બોક્સ, ગાદકું
- 

2. Combustible and inflammable substances likely to cause fire or explosions.
જ્વાલનશીલ પદાર્થો જેના દ્વારા આગ અથવા વિસ્ફોટની સંજ્ઞા
- 

3. Hard waste
• Stones, metal scraps
પત્થર, મેટલ સ્ક્રાપ
- 

4. Waste emitting an offensive odour
• Animal feces and urine, bodies of house pets and rats.
જાનવરની મળ, પેશાબ, પાલતુ પાણીના અને ઉંચના મૃતદેહ
- 

5. Viscous waste
• Binders and adhesives such as paste and rapid binding glue.
બાઈન્ડર અને ચેડકેસિવ, 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.
સડી 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 equipment.

The Battery Limit of Sewage Infrastructure is mentioned below:

Battery Limits of Sewage Infrastructure for buildings

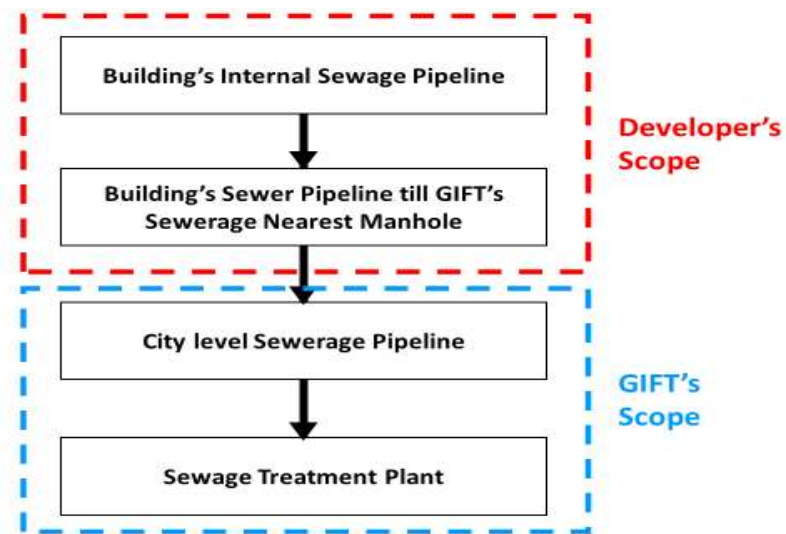
1. Sewage Infrastructure Within the GIFTCL:

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

2. Developer/Management Committee Scope - Sewage Infrastructure within the Building:

- a. The 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. The Developer/Management Committee is responsible to ensure a minimum self-cleansing velocity at ultimate peak flow.
- c. The 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. The Developer has designed and laid the internal building sewage network to match the invert level of GIFTCL's manhole, the location of which will be decided and provided by GIFTCL, ensuring proper flow through gravity into the main sewage corridor.
- 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. The Developer has to provide raw sewage sample analysis reports generated by MoEF approved Schedule II auditor / Laboratory every quarter.
- g. Sampling location shall be decided by GIFTCL's representative from time to time.

Schematic diagram for the Scope of works for Buildings in GIFT City:



Battery Limit – Sewer Collection

Do's and Don'ts for Developers:

1. Sewer and storm water networks are separate. Developer/Management Committee needs to ensure that, in any circumstances the sewer and storm water shall never be mixed.
2. The Developer/Management Committee needs to ensure that all the storm water within the building/terrace/roof top/premises will be discharged in the GIFTCL chamber.
3. The Developer/Management Committee needs to ensure that all the kitchen/pantry's used water will be discharged into sewage pipe network only through oil/grease trap.

4.6. Internet Leased Line and Data Connection

- a. GIFTCL has enabled extension of connectivity of multiple telecom and Internet service provider up to building's telecom room over fibre optic cable. The distribution of connectivity and maintenance of the infrastructure within the building will be the responsibility of 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 from 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 their choice.
- f. The Developer/Management Committee will be responsible to comply with cabling guidelines, issued and updated from time to time by GIFTCL.
- g. The fibre optic connectivity from MMR (Meet me Room) to the buildings telecom room for Internet services will be provided by GIFTCL on commercial basis to the service providers directly.

4.7. 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.
- d. The fibre optic connectivity from MMR (Meet me Room) to the building telecom room for cable TV or DTH services will be provided by GIFTCL on commercial basis to the service providers directly.

4.8. Utility tunnel

GIFTCL envisioned a “DIG FREE CITY” by placing all utilities in a tunnel across the city. This eliminates the need to excavate roads in the future for repairs, maintenance, renovations, or upgrades of any utility. The tunnel is designed to provide smooth access, separation of utilities, proper drainage, lighting, and address long-term concerns such as maintenance and security.

The Battery Limit of the Utility Tunnel is placed below:

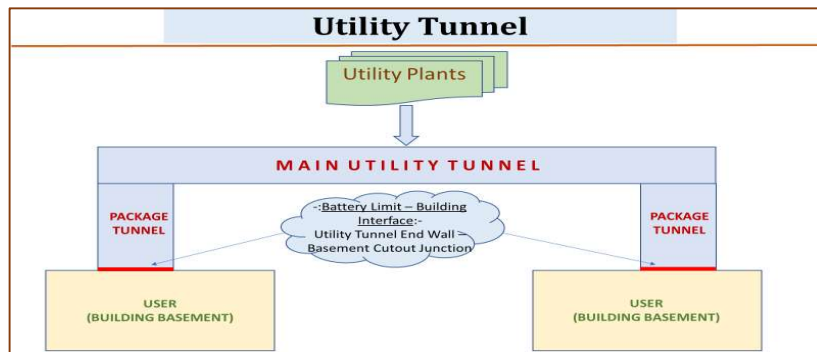
Civil Construction battery limit, at Building interface, of Utility Tunnel is as below:

GIFTCL Scope

- GIFTCL has constructed the Utility Tunnel to cater requisite utilities (services) from respective utility plants to the Developers (Building Interface).
- Utility Tunnel is constructed up to 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.



4.9. Storm water drainage system

GIFTCL has implemented a city-level stormwater collection network in GIFT City. The operation and routine maintenance work will include daily operations, inspections, performance logging, and servicing, primarily during the pre- and post-monsoon periods.

The Battery Limit of Stormwater Infrastructure is as below:

Battery Limits of Stormwater Infrastructure for the building:

Stormwater Infrastructure Within the GIFTCL:

- I. GIFTCL has established a city-level stormwater collection network within a dedicated corridor, which will transport stormwater to the nearest designated city-level outfall.

Developer/Management Committee Scope - Stormwater Infrastructure within the Building:

- I. The developer has designed and installed an internal stormwater network up to the nearest GIFTCL chamber, adhering to the invert level of the main stormwater network. This design complies with all relevant guidelines and the updated standards of the Central Public Health and Environmental Engineering Organization (CPHEEO) and the National Building Code (NBC).
- II. The developer has installed pipes, fittings, pumps, and valves to ensure easy accessibility for repair and maintenance, without causing obstructions in shafts, passages, or other areas.
- III. The Developer/Management Committee is responsible for carrying out 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.
- Please inform GIFTCL authority, if you witness any illegal dumping or discharge into storm drains.

Don'ts

- Discharge or connect sewage lines to storm drains.
- Dump any chemical waste, oils, grease, pesticides, or debris into storm drains.
- 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.

4.10. 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 FSPA, FSCA, FSCR, fit-out and interior approval by the Chief Fire Officer - GIFT Notified Area.
- To conduct Fire and Life Safety Inspection (every 6 months) 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 and other associated infrastructure within the building. The Developer/Management Committee will be solely responsible for operation, maintenance and repair of all Fire related systems. Developer shall be responsible for Periodic checks to ensure that fire fighting systems in the building are in working condition at all times.
- The Developer/Management Committee will be responsible for maintaining Fire driveway of building as per the approved plan/drawing and must be free from obstruction for smooth maneuvering of Fire vehicles around the building.
- The Developer/Management Committee will be solely responsible for maintaining refuge area as per the approved drawing and to equip Refuge Area with sufficient accessories like first aid box, public address

speaker, fire extinguisher, fire sprinkler, emergency lighting and drinking water facility etc.

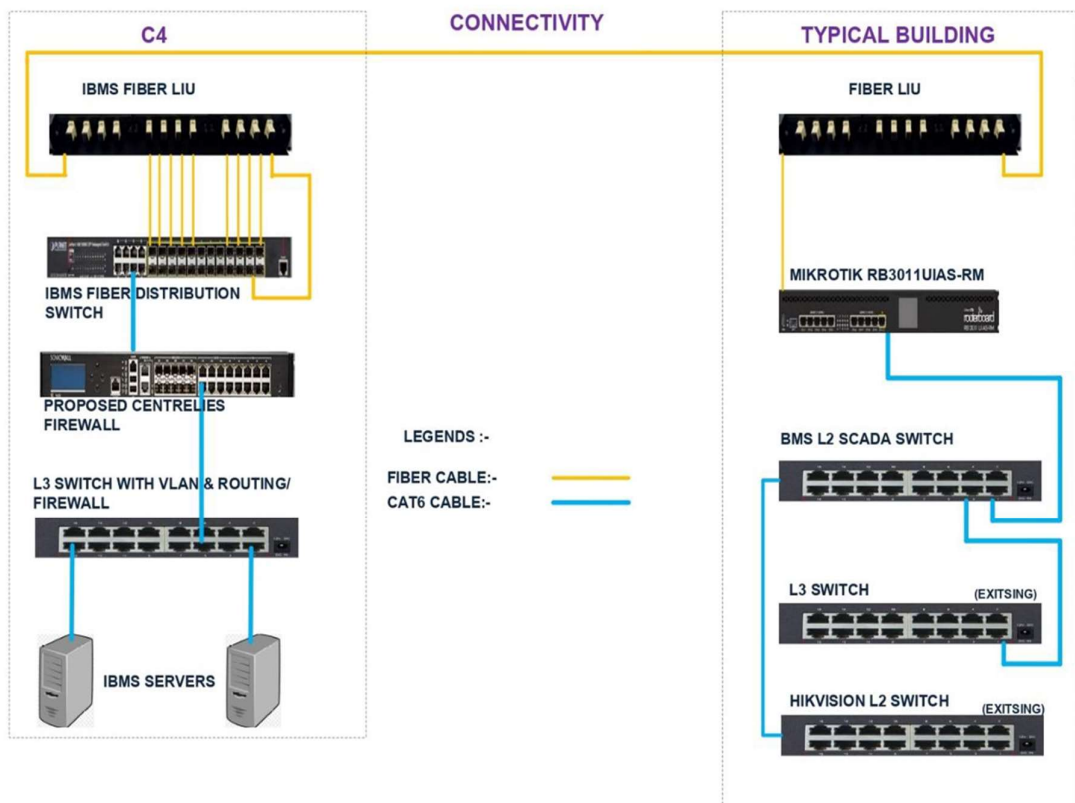
- The Developer/Management Committee will be responsible for conducting Fire drill once every three months during the first two years. Thereafter, at least once every six months to familiarize residents with emergency evacuation procedures. The developer or management committee must maintain a videographic record of fire drills, including attendance, headcount, training, feedback, and any corrective actions taken.
- The Developer/Management Committee will be responsible for appointing a competent fire safety executive/officer to inspect & maintain fire prevention and protection system and conduct awareness & training program for building occupants.

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

5.1. IBMS system

The IBMS system at GIFT City aims to create a smart and interconnected infrastructure, enabling centralized monitoring and control via City Command Control Centre - C4 by connecting BMS (Building Management System) rooms of various buildings and campus-related functions. This approach enhances operational efficiency, resource management, and responsiveness to any untoward situations, ultimately contributing to a more intelligent and sustainable built environment.

MULTIPLE BUILDING TO C4 NETWORK CONNECTIVITY LAYOUT



Guidelines to be followed by Developers:

- a. The Developer/Management Committee needs to keep the provision of the BMS room and indicate the same in the drawing as per the guidelines issued by GIFTCL.
- b. 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 GIFTCL systems at

C-4 and to maintain all IBMS system components in working conditions all the time.

- c. The Developer must allocate space for a telecom room and indicate it in the drawings (minimum 12 ft. x 12 ft. to accommodate two telecom racks and a wall-mounted fibre management system). All common IT/telecom equipment like multiplexer etc. required for providing services to the end users will be provided by the service provider. This common equipment will remain property of the respective service provider. The telecom room is to be built and maintained as per the specification provided by GIFTCL. The checklist for Building Telecom Room is available at the link <https://crm.giftgujarat.in/uploads/BuildingTelecomRoomChecklist.pdf>.
- d. The telecom room must have back up power (UPS) capable of supplying power via battery for a period of 45 minutes on full load.
- e. The telecom room must always have 24 x 7 comfort air conditioning with auto changeover switch in Building Telecom Room (at least 2 numbers of comfort air conditioners to work for 24 x 7).
- f. The Developer is responsible for providing the fiber management system (FMS) to terminate fibers coming from all floors. The developer or management committee will also be responsible for maintaining the fiber optic cabling in accordance with GIFTCL's issued cabling guidelines. They must ensure the telecom room's hygiene and keep the racks and other equipment in working condition. Additionally, the developer needs to lay dual cable trays along two diverse paths to route the fiber optic cables from the GIFT tunnel entrance to their telecom room.
- g. The Developer/Management Committee will be responsible to provide detailed drawing(s) depicting placement of various IBMS system's components and their integration and their working philosophy to GIFTCL.
- h. The Developer/Management Committee must follow IBMS guidelines and in-building cabling guidelines issued by GIFTCL. The IBMS guidelines for commercial building is available at link <https://crm.giftgujarat.in/uploads/GIFTCityIBMSGuidelines.pdf>. The Inbuilding cabling guideline is available at the link <https://crm.giftgujarat.in/uploads/BasicCablingServicesGuidelinesinGIFTCity-V-2.0.pdf>.
- i. The Developer/Management Committee will allow access of IBMS system components to GIFTCL so that IBMS systems can be integrated

with GIFTCL's to City Command and Control Centre (C-4). GIFTCL will install firewall to prevent unauthorized access and broadcast traffic.

5.2. Entry-Exit Road & Pathway

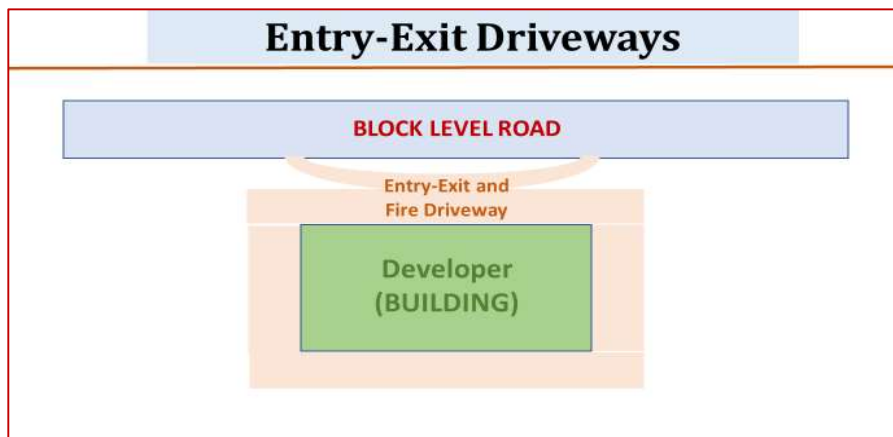
Various categories of driveways are constructed in GIFT City as per connectivity level and usage. Civil Construction battery limit of Building connectivity is as below.

GIFTCL Scope

- Development outside building basement extent is scope of GIFTCL.
- Entry-Exit driveway for ingress-egress of vehicles from buildings to main road shall be constructed by GIFTCL at the time of construction of the building after which Developer/Management Committee will be responsible for maintenance of the same.
- Fire Driveway around buildings shall be constructed by GIFTCL.
- Development outside the building basement extent shall be carried out by GIFTCL.

Developer's Scope

- Any development, including entry-exit driveway, fire driveway, etc. 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 strives to retain the individual character of the zones/ blocks and yet it binds and creates a homogenous setting for the entire expanse.

At GIFT City, the land parcels (blocks) do not have any compound walls. The green spaces flow seamlessly from large undivided areas to smaller clusters. Similarly, a continuous pedestrian corridor in front of each building connects all blocks. Additionally, each block will feature shared community spaces with public activities, providing much-needed local breathers within the overall network of public spaces.

At the block level, the area outside the basement extent of the buildings includes ingress and egress points, vehicular corridors, pedestrian networks, plazas, taxi bays, bus stops, tree lines, and planted areas.

GIFT Scope

- a. Development and maintenance of landscape: At the city level, GIFTCL is responsible for the development and maintenance of the hardscape (pedestrian and vehicular areas, plazas, etc.) and planted areas, including road central verges, traffic islands, streetscapes, and other areas outside the basement extent of buildings. This responsibility may be transferred to the developer or management committee for operation and maintenance (O&M) works, with mutual concurrence or as per prevailing policy, if any.

Developer's Scope

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 at least 3(three) trees per 200 Sq.m. of the leased land area.

The location and species of trees for the plantation activity have been provided by GIFTCL according to the city's tree masterplan or landscape plan.

The developer shall maintain the plantation for a period of 5 years. Upon completion of this maintenance period, if the trees are properly maintained, the security deposit will be refunded to the developer. If the trees are not properly maintained and necessary arrangements are not made for their upkeep, the security deposit will be forfeited.

Inspection Schedule: GIFTCL will conduct annual inspections of the planted trees to assess their growth and maintenance. If necessary, a letter will be issued to the developer for the proper upkeep of the trees based on the inspection results.

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 across the city and all activities are monitored and immediate measures are taken to prevent untoward incidents.

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

Ensuring parking facilities for vehicles of residents, company occupants, or visitors is the responsibility of each tower or building. This must be diligently managed by the respective towers, buildings, or their managers/societies. GIFTCL will take necessary action if any resident or occupant of any society, building, or tower is found violating the parking rules. According to the GIFT Area DCR, no parking is allowed on the 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 prior approval of the Competent Authority.
- b. All the conditions mentioned in the OC are to be regularly monitored, complied 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 area. The said Project is an integral part of the EC of GIFT City. The Co-Developer/Developer shall comply with the EC conditions and GIFTCL guidelines and ensure Environmental Health and Safety (EHS) measures.
- b. All the conditions mentioned as per EC are to be regularly monitored and compliance report is to be submitted to the Authority.

6.3. Disaster Risk Reduction (DRR)

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

7. Building Facility Management Services

The 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/equipment/machinery:

1. DCS
2. Fire
3. Water / Sewage
4. AWCS
5. Electrical
6. Building Telecom Room
7. Inbuilding Fiber Optic Cabling
8. IBMS
9. Elevators
10. CCTV

a. Scope of Services

1. The Agency shall provide adequate skilled manpower to carry out the facilities management services of the commercial 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 commercial complex.
3. Maintain the common areas and all equipment installed in the commercial complex including the units installed in individual flats as per the maintenance schedule.
4. Preventive maintenance schedule should be intimated in advance by the Agency 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 Agency 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. Maintenance and repair of Inbuilding Fiber Optic Cable infrastructure along with infrastructure installed in Building Telecom Room by the agency experienced in the relevant field.

9. The building main header and return temperature of chilled water shall be maintained as per GIFT DCS standards.
10. Regular inspection of water systems including monitoring of water level in tanks on daily basis and proper functioning of water pumps.
11. Daily log of operation of all systems such as HVAC, Electrical, Plumbing, Firefighting and Fire Alarm, UPS, etc.
12. The Agency shall carry out the operation, maintenance, repair & replacement of the all the equipment and associated system to ensure that they are in good working condition at all times.
13. The Agency shall provide tools and tackles required for providing the services.
14. The Agency shall follow all relevant rules of Health, Safety and Environment.
15. The Agency 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.
16. 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 Agency 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 agency should ensure that an exhaustive Planned Preventive Maintenance (PPM) schedule is prepared for every installed equipment. According to the schedule, a PPM docket should be released, and the technician should carry out the job. Additionally, an equipment history card must be maintained from the installation date for easy and quick reference of maintenance activities. All preventive maintenance activities should be recorded in the relevant checklists and signed off by the technician or supervisor.
3. The Agency 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, GIFTCL Utilities Departments and concerned authorities.
- c. The Agency 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.
 - d. **Annual Maintenance Contract (AMC)**
Agency 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. Building Telecom Room
 8. Inbuilding Fiber Optic Cabling
 9. BMS
 10. AC / AHU units
 11. Garbage Chutes
 12. CCTV
 - e. **Utility Management**
Agency should undertake services of Utility Management viz electricity, DCS, Inbuilding Fiber Optic Cable infrastructure, Potable water, Sewage system for closely monitoring the consumption of all utilities on daily basis.

8. Other Useful information

8.1. 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/id64446754811>

**SCAN QR TO DOWNLOAD
GIFT MOBILE APP**



GIFT CITY CITIZEN HELPLINE

- b. GIFTCL has an operational Toll-Free number 1800 120 1300. This number can be used for complaints, requests and suggestions by citizens and users within the GIFT city.

c. Public Transport:

Bus services: GIFTCL along with GSRTC (Gujarat state road transportation) has started Bus services within and outside GIFT City. These bus services connect GIFT with various areas of Ahmedabad and Gandhinagar cities.

The timings and the route are updated from time to time on <https://www.giftgujarat.in/useful-links>.

The QR Code for Bus timings is placed at Bus Stops for the convenience of the commuters.

Metro services: GIFTCL along with GMRC (Gujarat Metro Rail Corporation Limited) has started Metro rail services to connect Ahmedabad and Gandhinagar cities.

The timings and the route are updated from time to time on <https://www.giftgujarat.in/useful-links>

and

<https://www.gujaratmetrorail.com>

9. Document Takeover List

9.1. 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)

9.2. Utilities Document Handover

9.2.1. 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 filter, sensors, panel, meter, valves, or any other related equipment etc.

9.2.2. District Cooling System

- a. SLD (Single Line Diagram) of chilled water piping layout with BTU meter locations to be provided.
- b. Contact details of Facility Management Team who will maintain DCS services in the building.
- c. As built drawing of HVAC works with DBR carried out in the entire building with specification.
- d. All the AMC documents for the HVAC system installed in the building.

9.2.3. Sewage Plant

- a. Necessary As-built and drawings of internal sewer network of the building.
- b. Contact details of the facility Management services personnel.
- c. Maintenance schedule of all equipment like pipeline and chambers.

9.2.4. Automated Waste Collection System

- a. Necessary As-built and drawings (i.e. chute) of the building.
- 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.

9.2.5. Electrical Supply

- a. Necessary As-built and vendor drawings of the building.
- 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.

9.2.6. 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 will be required.
- b. Compliance report from Society on Fire & Life Safety Inspection by GIFT Fire department will be required.
- c. Updated emergency contact list for the building.

9.2.7. Disaster Risk Reduction (DRR)

- a. Building level Disaster Management plan.

9.2.8. Security

- a. Police verification of Security Guards is mandatory.

9.2.9. Cameras, CCTV

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

9.2.10. BMS

- a. Parallel access for integrating the building level IBMS with city level centralized IBMS platform is required.
- 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.) to city level centralized IBMS platform.

9.2.11. Internet Leased Line and Data Connection

- a. Developer will have to provide the As-built drawing of the inbuilding cabling done in accordance with the cabling guidelines issued by GIFTCL.

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

1. **Connection Charges:** Please refer Notification 9 of 2005 in the following link <https://gercin.org/regulation-category/consumer-regulations/>
2. **Security Deposit Charges:** Please refer Notification 8 of 2005 in the following link <https://gercin.org/regulation-category/consumer-regulations/>
3. **Demand & Consumption charges:** Please refer the Tariff order of GIFT PCL in the following link <https://gercin.org/order-category/tariff-orders/>

Delay Payment Charges:

Sr.No.	Category	Amount
1	In all categories	15% interest per annum of the bill amount payment after due date.

Note:

- a. The above charges are subjected to change from time to time by the distribution Licensee after approval from GERC.
- b. The above charges are exclusive of applicable charges

Annexure – 2

DCS-TARIFF CARD

Applicable effective from 01-Jan-2024

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

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

2) SECURITY DEPOSIT (INTEREST FREE)

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

Calculation of security deposit for Commercial & Institutional category:

Security deposit = $\{[(\text{Contract Demand} * 0.85 * 24 \text{ Hrs} * 30 \text{ Days} * (\text{Consumption charges} + \text{Applicable Fuel Surcharge})) + (\text{Contract demand} * \text{Demand Charge} * 0.85)] * 1.5 \text{ Months}$

Calculation of security deposit for Residential category:

a. Residential units of Residential buildings

Security deposit = $\text{Connection load} * 0.85 * 12 \text{ Hrs} * 30 \text{ Days} (\text{Consumption charges} + \text{Applicable Fuel Surcharge}) * 1.5 \text{ Months}$

b. Shops, offices and other facilities of Residential buildings

Security deposit = $\{[\text{Connection load} * 0.85 * 12 \text{ Hrs} * 30 \text{ Days} (\text{Consumption charges} + \text{Applicable Fuel Surcharge})] + [\text{Connection load} * \text{Demand charges} * 0.85]\} * 1.5 \text{ Months}$

3) MONTHLY BILLING CHARGES

A. CONSUMPTION CHARGES¹

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 CHARGES²

Sr.	Category	Rate (Rs.)	Unit
1.	Commercial	3.35	Rs. per TR-Hr
2.	Institutional	3.35	Rs. per TR-Hr
3.	Residential	3.35	Rs. per TR-Hr

C. DEMAND CHARGES¹

Sr.	Category	Rate (Rs.)	Unit
1.	Commercial	420 ³	Rs per TR per Month
2.	Institutional	420 ³	Rs per TR per Month
3.	Residential		
a	Residential units	190	Rs. Per Month
b.	Shops, offices & other facilities	420 ³	Rs. Per TR per Month

D. CHARGES FOR DEMAND ABOVE CONTRACT DEMAND

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

E. CEM (Consumer Energy Meter) CHARGES FOR RESIDENTIAL BUILDING

Sr.	Category	Rate (Rs.)	Unit
1.	Residential units	12,000	One time at the time of connection
2.		190	Rs. per Month

Sr.	Category	Rate (Rs.)	Unit
1.	Shops, offices & other facilities	24,000	One time at the time of connection
2.		350	Rs. Per Month

Note: A fixed one-time up-front cost for CEM shall be Rs. 24,000 up to the air-conditioning load of 5 Tr and above 5 Tr on actual basis for shops, offices & other facilities of Residential buildings.

F. RETURN WATER TEMPERATURE ADJUSTMENT.

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	

G. DELAY PAYMENT CHARGES

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

Note:

1. Any revision in electrical tariff by GIFT Power Company Limited (GPCL) shall 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.
2. The fuel surcharge will be levied as per GPCL with applicable duties/taxes. This is subjected to change with any revision in fuel surcharge amount by GPCL and shall be effective from the day of revision by GPCL.
3. Demand charges will be charged on 85% of the contract demand or actual peak demand, whichever is higher at applicable demand charge rate per unit per month.

For shops, office & other facilities of residential buildings, the demand charges will be charged on 85% of the connection load at applicable demand charge rate per unit per month.
4. 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.
5. 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.
6. Unit of measurement of Energy meter shall be MBTU/TR-Hr. This is also unit of Energy consumption of DCS and can be converted to TR-Hr by following factor.
 - a. 1 Tr-Hr = 0.012 MBTU
 - b. 1 Tr-Hr = 3.5168 kW-Hr
7. GST and other applicable taxes shall be levied as per the prevailing norms additionally.

Annexure – A

NEW DCS CONNECTION CHARGES (ONE TIME CHARGES)

The connection charges are the one-time charges which is the actual cost of work required to provide the DCS services to the consumer. This cost is non-refundable.

1. Commercial Tower: DCS connection to Main Commercial Building

The connection charges shall include the cost of the following items with 15% overhead and taxes as actual:

- i. Butterfly valves
- ii. BTU meter
- iii. PIBCV – control valves
- iv. DPT, RTDs, Temperature gauges and pressure gauges.
- v. Strainer
- vi. ETS (Energy transfer station) panel
- vii. Cost of total length of dedicated Chilled water insulated pipe at actual (both supply & return pipe included) of adequate size required to provide DCS service, measured from Point of Supply up to the branch pipe tapping connecting to the main chilled water header. (Refer figure 2 & 3)

The estimate for the connection charges shall be provided by GIFTCL as per site requirement for providing DCS connection to the building. The estimated cost shall be deposited by the developer in advance. Upon completing the DCS connection to the building if the actual cost is more than estimated amount, any excess amount shall be deposited by consumer and cost shall be refunded to the consumer in case the deposited amount is more than the actual cost incurred.

2. Residential Scheme: DCS Connection to main Residential Building

The connection charges shall include the cost of the following items with 15% overhead and taxes as actual:

- i. Butterfly valves
- ii. PIBCV – control valves
- iii. DPT, RTDs, Temperature gauges and pressure gauges.
- iv. Strainer
- v. ETS (Energy transfer station) panel

- vi. Cost of total length of dedicated Chilled water insulated pipe at actual (both supply & return pipe included) of adequate size required to provide DCS service, measured from Point of Supply up to the branch pipe tapping connecting to the main chilled water header. (Refer figure 1 & 3)

The estimate for the connection charges shall be provided by GIFTCL as per site requirement for providing DCS connection to the building. The estimated cost shall be deposited by the developer in advance. Upon completing the DCS connection to the building if the actual cost is more than estimated amount, any excess amount shall be deposited by consumer and cost shall be refunded to the consumer in case the deposited amount is more than the actual cost incurred.

Connection charges for individual Residential units

- a. One-time charges for consumer energy meter for each residence unit shall be as per Consumer Energy Metering Policy-Residential building.
- b. One-time charges for consumer energy meter for each shop, office and common facility unit up to HVAC load of 5 TR shall be as per Consumer Energy Metering Policy-Residential building.
- c. One-time charges for consumer energy meter for each shop, office and common facility unit with HVAC load above 5 TR: On actual basis and to be decided by GIFTCL.
- d. Recurring cost for BTU meter maintenance shall be as per Consumer Energy Metering Policy-Residential building for the lifetime of the connection applicable to Residential BTU meters. For meters of shops, offices etc. meter maintenance charges shall be decided by GIFTCL. GIFTCL will address any issues related to submeter repair, maintenance, calibration, or replacement.

Battery limit line diagrams

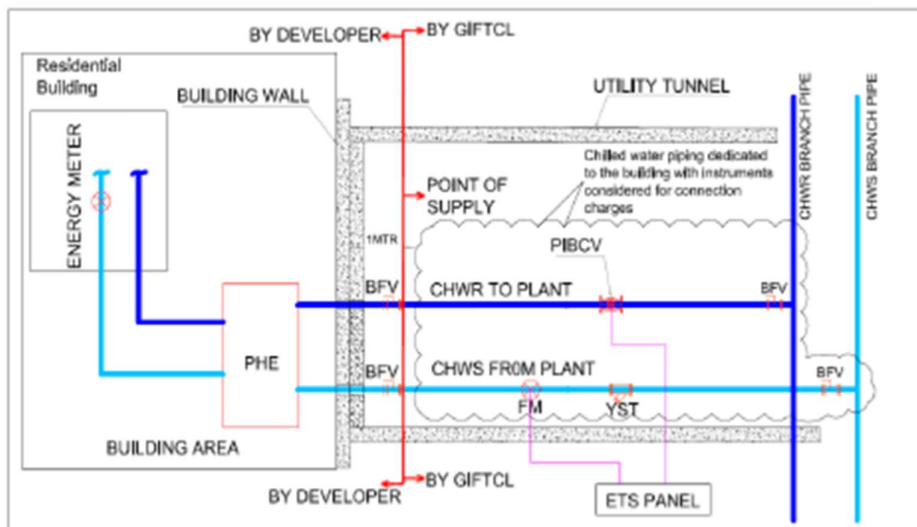


Figure 1 - Battery limit in Residential Scheme for Residential connection

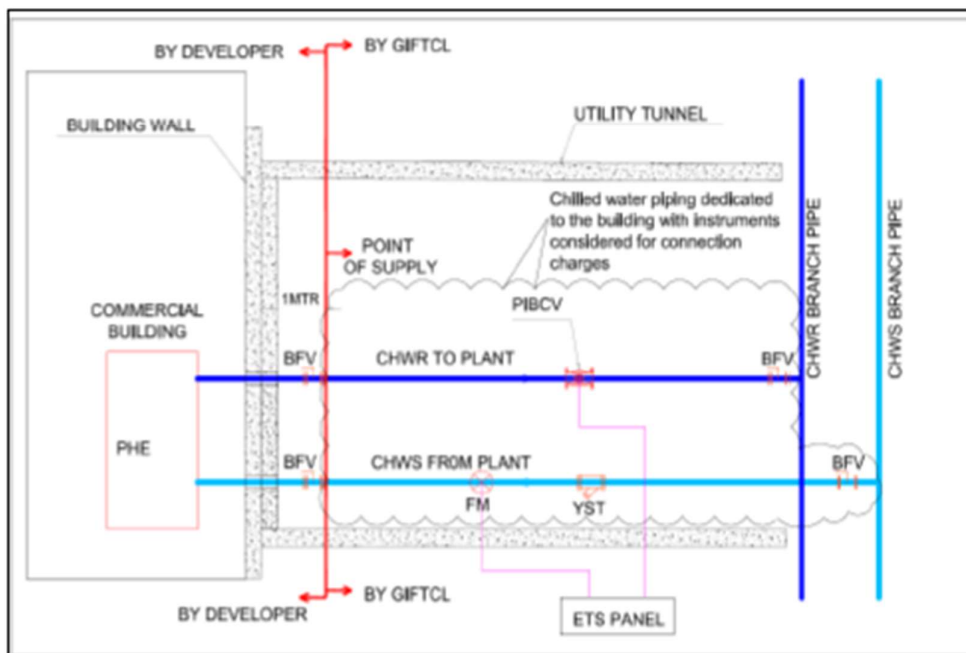


Figure 2 - Battery limit in Commercial buildings

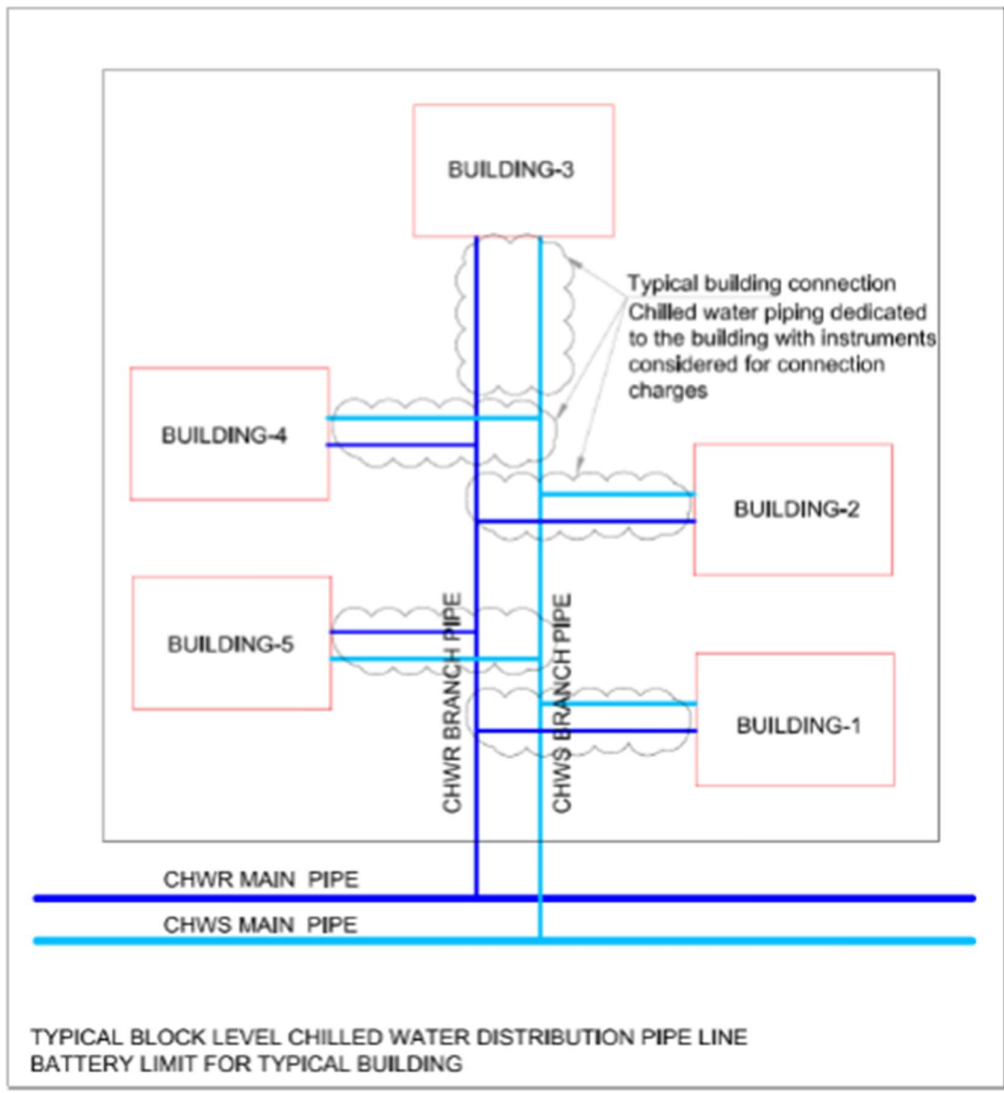


Figure 3 - District Cooling system Battery limit for typical Block

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 2024-25 i.e. from 1st April 2024 to 31st March 2025.

Sr. No.	Consumer Category	Water Charges* (INR/ KL)
1	Domestic	24.20
2	Non - Domestic	48.40

* Water charges will increase @ 10% every year or as approved by GIFTCL Notified Area Committee every year.

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

II. Recovery of connection charges includes cost of followings:

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

III. Cost recovered through DR charges includes followings:

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

Note: The developer should arrange at least one day of water storage capacity and in case of any breakdown the developer should arrange water by himself.

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 2024-25 i.e. from 1st April 2024 to 31st March 2025.

Sr. No.	Consumer Category	Water Charges* (INR/ KL)
1	Non - Domestic	48.40

* Water charges will increase @ 10% every year or as approved by GIFTCL Notified Area Committee every year.

VI. Delay Payment Charges

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

C. Permanent for Flushing Water^

- I. Minimum New Connection Charges (one-time charges)
- II. Security Deposit (interest free)
- III. Consumption Tariff
- IV. Delay Payment Charges

^The charges/ tariff for clause C.I, C.II, C.III & C.IV 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 any prior intimation to the developer.
- Penalty/ Cost recovery as per GIFTCL 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 2024-25 i.e. from 1st April 2024 to 31st March 2025.

Sr. No.	Consumer Category	Solid Waste Charges (INR/ Sq. Ft. of BUA)
1	Domestic	0.30
2	Non - Domestic	0.32

* Solid waste charges will increase of Rs 0.05 per Sq. ft of BUA every year or as approved by GIFT Notified Area Committee every year.

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

Note: Phasing of collection tariff shall be revised as approved by GIFT Notified Area Committee every year.

□ **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 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.
- There will be 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 1st April 2023 to 31st March 2024.

Sr. No.	Consumer Category	Sewage Charges* (INR/ KL)
1	Domestic	40% 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 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.
- There will be penalty/ cost recovery as per GIFTCL norms from developers for violation/ misuse of system.

Annexure – 6




SCAN QR TO CONNECT WITH US



GIFT CRM APPLICATION
crm.giftgujarat.in

GIFT CHATBOT
[+9190997 00247](tel:+919099700247)

GIFT CITY CITIZEN HELPLINE

 **1800-120-1300**

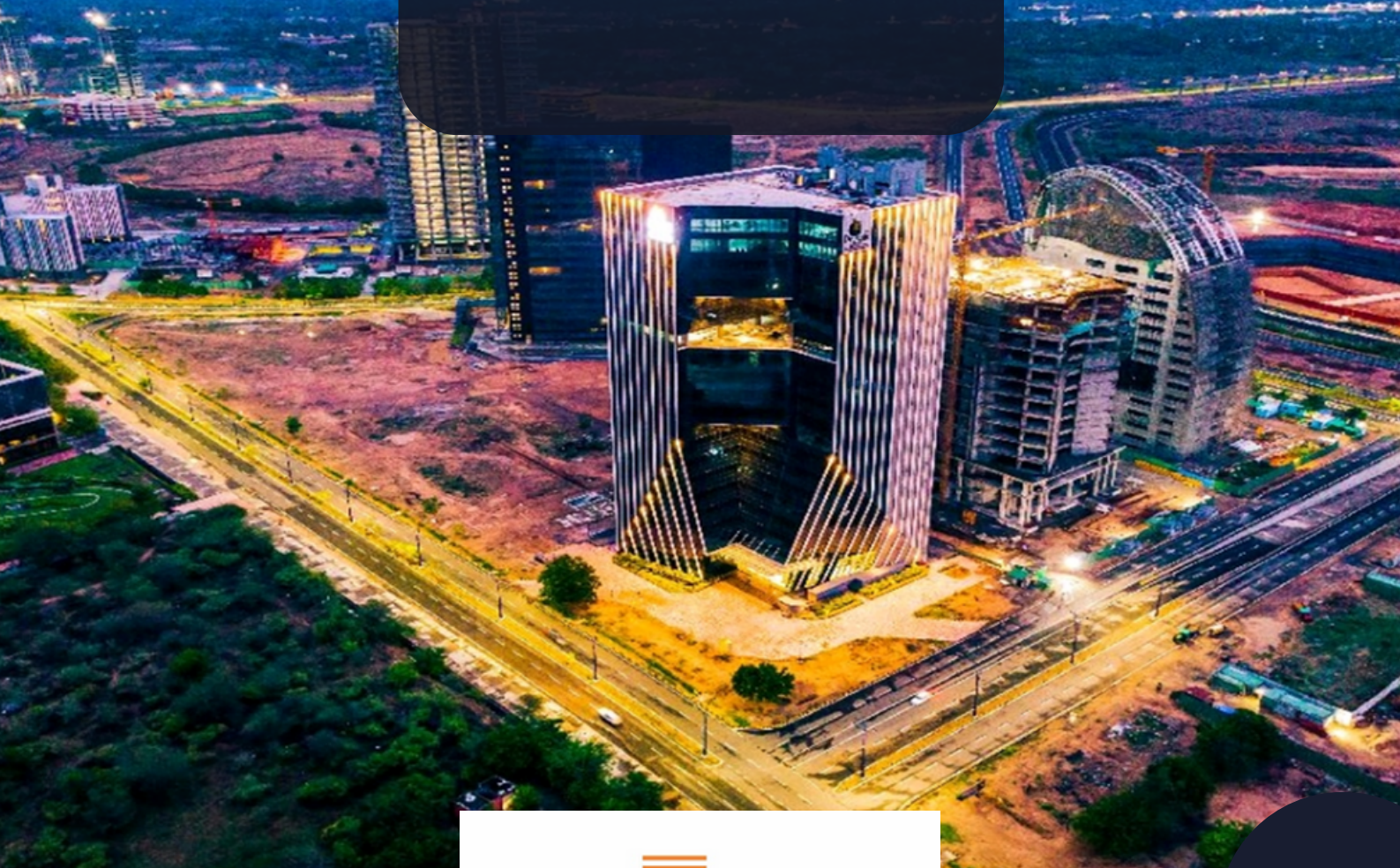
GIFT CITY FIRE & EMERGENCY SERVICES

 **7874-101-101**

Annexure – 7

Gujarat International Finance Tec-City Company Limited EMERGENCY CONTACT LIST		
S.N	Particular	Contact Number
GIFT CITY HELPLINE		
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
	HOSPITALS	
2	Civil Hospital, Gandhinagar	079-23221931/32
	Apollo Hospital, Bhat, Gandhinagar	079-66701866
	SMVS Hospital, Kudasán	079-23200108
AMBULANCE		
3	Ambulance helpline	108
	Apollo Hospital, Ambulance	1066
POLICE		
4	Police Control Room	100
	Daboda Police Station	6359624929
FIRE & EMERGENCY SERVICES		
5	Gandhinagar Fire & Emergency Services	079-23222742/079-23222100
	Ahmedabad Fire & Emergency Services	101 /079-221484/66/67/68
EMERGENCY OPERATION CENTRE		
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

Emergency Contact Details			
Department	Name of Concerned Person	Contact Number	Email ID
Civil Utilities Tunnel Management	Jasmine Shah	9727754704	jasmine.shah@giftgujarat.in
	Anil Parmar	9687780574	anil.parmar@giftgujarat.in
Outside Cleaning	Shashang Hathi	9712960293	shashang.hathi@giftgujarat.in
	Sanjay Kumar	7567898210	sanjay.kumar@giftgujarat.in
	Ramesh Kapur	7567898214	ramesh.kapoor@giftgujarat.in
Security Department	Rajesh Dhruv	7567898188	rajesh.dhruv@giftgujarat.in
	Shibu Pillai	9825005330	shibu.pillai@giftgujarat.in
City Administration Department	Sushant Raval	9909015205	sushant.rawal@giftgujarat.in
	Rajesh Dhruv	7567898188	rajesh.dhruv@giftgujarat.in
	Shibu Pillai	9825005330	shibu.pillai@giftgujarat.in
POWER Energy Billing Related	Gift Power Billdesk	8141033366	giftpower.billdesk@giftgujarat.in
	Shrikanth Janu	8980006431	srikanth.jannu@giftgujarat.in
	Prashant Dadheech	8980006425	prashant.dadheech@giftgujarat.in
POWER Energy Meter or Connection related	Customer Care Power	8141433366	customercare.power@giftgujarat.in
	Gautam Makwana	7567892507	gautam.makavana@giftgujarat.in
	Amit Dalal	7567898183	amit.dalal@giftgujarat.in
	Prashant Dadheech	8980006425	prashant.dadheech@giftgujarat.in
POWER Voltage and Power Related Failure Issue	Electrical Helpline	8141433366	customercare.power@giftgujarat.in
	Abhay Chaudhari	7567892146	abhay.chaudhari@giftgujarat.in
	Vishwas Sheode	7567067197	vishwas.sheode@giftgujarat.in
	Prashant Dadheech	8980006425	prashant.dadheech@giftgujarat.in
Civil Road Engineering	Jasmine shah	9727754704	jasmine.shah@giftgujarat.in
	Ramesh Kapoor	7567898214	ramesh.kapoor@giftgujarat.in
Water, Sewage and Solid Waste	Darshan Prajapati	6354632268	darshan.prajapati@giftgujarat.in
	Nevis Khambhati	9033494246	nkhambhati@giftgujarat.in
	Bhavik Patel	7046610825	bhavik.patel@giftgujarat.in
	Vimal Patel	9537173717	vimal.patel@giftgujarat.in
	Janki Jethi	9825713090	janki.jethi@giftgujarat.in
District Cooling System	Vipul Panchal	9909944984	vipul.panchal@giftgujarat.in
	Shrey Shah	9913441745	shrey.shah@giftgujarat.in
	Madhav Puranik	8980006416	madhav.puranik@giftgujarat.in
	Rajeev Sharma	9925571023	rajeev.sharma@giftgujarat.in
ICT	Ankit Solanki	9099777507	ankit.solanki@giftgujarat.in
	Vikram Shah	9727772828	vikram.shah@giftgujarat.in
	Nilesh Purey	9099057100	nilesh.purey@giftgujarat.in



Embrace the Power of Progress

Step into the Thriving Epicenter of
Global Finance and IT !

GUJARAT INTERNATIONAL FINANCE TEC-CITY COMPANY LTD.
EPS - BUILDING NO. 49A, BLOCK 49, ZONE 04, GYAN MARG, GIFT CITY,
GANDHINAGAR-382355