

GUIDELINES FOR PROCESSING - SECURITY DEPOSIT REFUND

The Following guidelines outline the procedure to be followed for processing a Construction / Renovation / Other security Deposit.

1. The Security Request as initiated by the Residents Member shall be received in written either through e-mail or Hard copy if so desirable by the Resident. Such Application should accompany the payment receipt ideally.
2. If the resident wishes to submit the hard copy the format is at **Annexure – A**
3. The same shall be received by Customer Relations Executive and acknowledgement be given.
4. The Accountant will check the Entry of the Claimed payment in Tally Records, House Files etc.
5. The Accountant will then inform the Security Officer to check the concerned area and ensure that the post Construction Guidelines are not flouted:
 - a. The Surrounding area or nearby area are clean
 - b. There should be no damage to the Common Area Property
 - c. The Resident has removed all the temporary structures if any from the site and the site is clear.
6. In case of new Construction submitting copy of the Occupation Certificate is required.
7. The Previous Dues of the Resident should be clear and there is no outstanding on the CAM and O&M Services account, or any other account if applicable.
8. The Security Officer shall give a written statement to the above effect in the attached format at Annexure- B.
9. The above shall be endorsed by the Accountant, Facility Manager and Estate Manager for the rest of the points.
10. The Block Convener is to be informed verbally and concurrence obtained for Refund.
11. Upon Completion of above formalities the Refund shall be put up for Approval to the Office Bearers.
12. Approving Authorities are as under:
 - a. The President, NRWA
 - b. The Secretary, NRWA
 - c. Treasurer, NRWA
 - d. Any other Office Bearer Appointed by the above for express consent in their absence.
13. The Refund once approved shall be remitted through Cheque- Which shall require signatures of two office bearers out of the following:
 - a. The President, NRWA
 - b. The Secretary, NRWA
 - c. Treasurer, NRWA
 - d. Jt. Secretary, NRWA

ANNEXURE- A

(To be filled by the resident in absence of e-mail)

To

Date:

The Estate Manager
Nirvana Residents Welfare Association
Sector-50, Gurugram,
Haryana

Sub: Refund of Security amount.

Sir,

This is to confirm that I.....House no.....have not taken the refund of balance amount of Security deposited & all my Construction activities have been completed as per the guidelines of Nrwa.

In case any time in future it is found that the Refund has been made Twice Nrwa shall be authorized to recover the Amount.

Kindly make the cheque with name of

Thanks & Regards

Resident's Signature

The above refund request has been received for further process.

The Payment Receipt is attached.

Customer Relations Executive's Signature

ANNEXURE- B

(To be filled by the Security Officer/Facility Manager)

Subject: Construction Site Checking and clearance

Sir,

This is to confirm that the informed House number..... has been checked and that:

- a. The Surrounding area or nearby area is clean
- b. There is no damage to the Common Area Property
- c. The Resident has removed all the temporary structures from the site and the site is clear.

Security Officer

The Aforementioned House number..... File is complete in all respect.

Customer Relation Executive

The Common Area Maintenance Charges are clear for the house number..... and there are no dues.

Accountant

The Refund Request may be processed.

Facility Manager

Estate Manager