

SITE PREPARATION & OPERATIONAL OBLIGATIONS

CUSTOMER RESPONSIBILITIES POLICY

Document Reference: AHC-CRP-2026

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Verified Official Policy & Legal Addendum

CHAPTER 1: APPOINTMENT, PRE-SITE READINESS & LEGAL OBLIGATIONS

1.1 Objective and Purpose: Outlines mandatory operational actions, site preparations, and statutory obligations required from the Customer before, during, and after project execution.

1.2 Statutory Approvals & Society Permissions:

• The NOC Mandate: Customer bears 100% exclusive responsibility for securing all written permissions and NOCs from housing societies, RWAs, and municipal authorities (JDA / JMC).

• Society Constraints: Customer must communicate work hour limits, labor gate passes, and debris dumping rules to our scheduling desk.

• Legal Indemnity: Company disclaims all liabilities stemming from society work stoppages or municipal fines due to missing approvals.

1.3 Structural Blueprint Provisions: Customer must provide authentic conduit and pipeline maps before wall cutting or drilling. Missing maps require a Concealed Hazard Waiver.

CHAPTER 2: UTILITY CONTINUITY & SITE LICENSE PROVISIONS

MANDATORY OBLIGATIONS ON SITE:

• [UTILITY REQUISITE A: STABLE ELECTRICAL POWER] Provision of functional 5A/15A commercial-grade sockets. Impact: Powers concrete mixers, sanders, sprayers, and laser tools.

• [UTILITY REQUISITE B: CONTINUOUS WATER SUPPLY] Provision of continuous high-volume domestic water lines. Impact: Required for chemical mixing, civil works, and cleanup.

2.1 Unhindered Access: Safe daily right of entry between 09:00 AM and 06:00 PM. Custom biometric passes must be arranged by customer.

2.2 Material Storage: Secure, dry, lockable room on-site to house delivered paints, plywood, and kitchen hardware. Theft or rain exposure of delivered goods is customer responsibility.

CHAPTER 3: ASSET PROTECTION & PREPARATION PARAMETERS

3.1 Vacation of Valuables: All loose personal belongings, jewellery, cash, laptops, sensitive documents, and heirloom artifacts must be removed from work zones prior to mobilization. Zero liability for unsecured loose assets.

3.2 Adjacent Area Protection: Customer must close doors and windows to non-work corridors and staircases to prevent plaster dust ingress.

CHAPTER 4 & 5: PENALTIES & ADMINISTRATIVE ARCHIVING

4.1 Entry Denial & Idle Labor: Crews turned away due to missing keys, power/water outage, or missing society passes log an Idle Labor Day; customer billed a ₹5,000 Remobilization Fee.

4.2 Milestone Approvals: Delays in shade or drawing approvals exceeding three (3) calendar days grant the Company the right to pause work and reallocate crews.

5.1 Archiving: Blueprint waivers and entry records archived for seven (7) years.

5.2 Legal Anchor: Enforced in strict accordance with statutory regulations of Rajasthan; venue Jaipur civil courts.

EXECUTED & AUTHORIZED BY ARAVALI HOME CARE

Signed: Executive Directorate, Aravali Home Care | Date: August 22, 2026

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