

GENERAL RULES AND REGULATIONS FOR CAR CLEANERS AND CAR-WASHING SERVICES

1. Purpose and Applicability

1.1. These Rules shall regulate the entry, registration and activities of persons engaged in cleaning or washing cars belonging to residents within the premises of the Society.

1.2. These Rules shall apply to all residents, vehicle owners, car cleaners, security personnel and other persons concerned with car-cleaning services within the Society.

1.3. The purpose of these Rules is to maintain reasonable security, cleanliness, safety and orderly use of the Society's parking areas while preserving the freedom of residents to engage a car cleaner of their choice.

2. Freedom to Engage a Car Cleaner

2.1. Every resident shall be free to engage any individual or service provider for cleaning or washing their vehicle, subject to compliance with these Rules and applicable law.

2.2. The Society shall not insist that residents engage only a particular car cleaner, contractor, agency or service provider, unless a specific restriction is lawfully authorised and reasonably necessary for the Society's operations or security.

2.3. The resident engaging the car cleaner shall be responsible for ensuring that the cleaner completes the applicable registration and security formalities before commencing regular work within the premises.

2.4. Registration of a car cleaner with the Society shall be for identification, access-control and security purposes only and shall not constitute an endorsement or recommendation of the cleaner.

3. Registration and Police Verification

3.1. Every resident intending to engage a regular car cleaner shall provide the particulars reasonably required for registration with the Society's authorised office or security department.

3.2. Such particulars may include:

- a. Name and recent photograph of the car cleaner;
- b. Contact details and residential address;
- c. Name and flat number of the resident engaging the cleaner;
- d. Vehicle registration number or details of the vehicles to be cleaned, where relevant;
- e. Identity particulars reasonably necessary for verification; and

f. Police verification acknowledgement or reference number, where applicable.

3.3. The resident employer and car cleaner shall comply with the applicable Delhi Police verification requirements and any other lawful requirements imposed by the competent authority.

3.4. Where police verification is required under the applicable procedure, the resident shall ensure that the prescribed process is completed and that the relevant acknowledgement is furnished to the Society, subject to applicable law.

3.5. Society registration shall not be treated as a substitute for police verification, nor shall it be represented as a guarantee of the character or conduct of the cleaner.

3.6. Original identity documents shall not be retained by the Society or resident merely for registration purposes.

3.7. The Society shall handle identity particulars and other personal information confidentially and shall use them only for legitimate security, access-management or legal purposes.

4. Entry and Identification

4.1. A registered car cleaner shall enter and leave the Society through the designated entry points and comply with reasonable security procedures.

4.2. The Society may issue an identification card, access pass or other credential under its approved procedure.

4.3. Car cleaners shall produce their identification or access credentials when reasonably requested by authorised security personnel.

4.4. A replacement or temporary car cleaner shall be subject to the applicable visitor-registration and verification procedure before being permitted to undertake work within the premises.

4.5. The Society may restrict or suspend access where there is a specific and reasonable security concern, subject to applicable law and a fair procedure.

5. Conduct Within the Society

5.1. Car cleaners shall conduct themselves in a civil and orderly manner and shall comply with reasonable instructions concerning security, cleanliness, parking and safety.

5.2. Car cleaners shall clean only those vehicles for which they have been engaged or authorised by the relevant vehicle owner.

5.3. No car cleaner shall enter a flat, access an unauthorised parking space, handle another person's vehicle or remove any item from a vehicle without the appropriate authority.

5.4. Car cleaners shall not obstruct internal roads, entrances, pedestrian pathways, emergency access routes or other vehicles.

5.5. Any complaint of theft, damage, misconduct or suspicious activity shall be reported promptly to the Society's authorised office and, where appropriate, the police.

5.6. The Society and its security personnel shall not subject car cleaners to abusive, discriminatory or humiliating treatment.

6. Cleaning Materials, Water and Waste

6.1. Car cleaners shall use water and cleaning materials responsibly and shall comply with the Society's notified arrangements for water use.

6.2. Washing shall not be carried out in a manner that causes avoidable flooding, waterlogging, damage to parking surfaces or inconvenience to other residents.

6.3. Used cloths, bottles, packaging and other waste shall be collected and disposed of properly.

6.4. No hazardous, corrosive or otherwise prohibited substance shall be used within the premises.

6.5. The Society may prescribe reasonable restrictions on the use of hoses, pressure washers, electrical equipment and other devices where necessary for water conservation, safety or protection of common property.

6.6. Car cleaners shall not use electricity or water from common facilities except in accordance with the Society's authorised arrangements.

7. Damage, Loss and Complaints

7.1. Residents should inspect their vehicles and communicate any complaint concerning cleaning, damage or missing items directly to the car cleaner or service provider concerned.

7.2. Any claim for damage or loss shall be assessed on its facts and dealt with between the relevant parties in accordance with applicable law.

7.3. The Society may facilitate communication or record a complaint for security purposes, but shall not be required to adjudicate private contractual disputes between a resident and a car cleaner.

7.4. Nothing in these Rules shall prevent a resident from approaching the police, a competent authority, an insurer or a court where appropriate.

8. Disclaimer Regarding Quality of Cleaning Services

8.1. The Society, its Managing Committee, office-bearers, employees and security personnel shall not be responsible for the quality, adequacy, frequency, manner or outcome of car-cleaning services engaged privately by residents.

8.2. The Society does not select, supervise, train, employ or guarantee any car cleaner solely by virtue of permitting registration or entry into the premises.

8.3. The engagement of a car cleaner shall be a private arrangement between the resident and the cleaner or service provider. The resident shall independently decide whether to engage, continue or discontinue the service.

8.4. The Society shall not be liable merely because a resident is dissatisfied with the cleaning quality, punctuality, charges or other contractual terms of the service.

8.5. Nothing in this disclaimer shall exclude or limit any liability that cannot lawfully be excluded, including liability arising from the Society's own negligence, wilful misconduct or breach of a legal duty, where established under applicable law.

9. Responsibility of the Resident Engaging the Cleaner

9.1. The resident shall provide accurate registration particulars and ensure compliance with applicable verification and access requirements.

9.2. The resident shall inform the Society when the engagement ends or when the cleaner is replaced, within a reasonable period.

9.3. The resident shall ensure that the cleaner is informed of the applicable rules concerning security, water use, waste disposal and conduct.

9.4. Any contractual arrangement concerning service charges, frequency of cleaning, payment, quality or termination shall be settled directly between the resident and the cleaner.

10. Non-Exclusivity and Fair Application

10.1. Residents shall not be compelled to engage a particular cleaner merely because that person is registered with the Society.

10.2. The Society may maintain a list of registered cleaners for access-control purposes, but inclusion in such a list shall not imply a recommendation or guarantee.

10.3. The Society shall apply the security and registration requirements uniformly and shall not impose arbitrary or discriminatory restrictions.

11. Violation and Enforcement

11.1. The Society may issue a written notice or take proportionate corrective action where a car cleaner or resident violates these Rules.

11.2. Any restriction, penalty or suspension of access shall be imposed only where authorised by applicable law and valid bye-laws or duly adopted rules, following the applicable procedure.

11.3. Immediate temporary security measures may be taken where reasonably necessary to address a genuine and identifiable threat, subject to applicable law.

11.4. No person shall be detained, searched forcibly, deprived of personal property or otherwise subjected to coercive action except as lawfully authorised.

12. Interpretation and Amendment

12.1. These Rules shall be interpreted consistently with the Delhi Cooperative Societies Act, 2003, the Delhi Cooperative Societies Rules, 2007, the registered bye-laws of the Society and other applicable laws.

12.2. Any amendment shall be made by the competent body of the Society in accordance with the prescribed procedure.

12.3. If any provision is found inconsistent with applicable law, it shall be read down or treated as inoperative to the extent of the inconsistency.