



No.KV-II/Admin/2022-23

Dated 07.05.2022

Standard Operating Procedure (SOP) on Lifts

It may be aware that the Kendriya Vihar-II is equipped with Lifts beside Stairs in its each Block to facilitate all the residents to reach in their flats safely and it is expected from the users of lifts that it is used properly with adequate care. However it is observed that some of the lifts are used very badly either by the residents or by the workers who are authorised to carry on their repair /construction work, mainly while lifting the bags of Cement/sands, bricks, wood planks, building material, painting material etc. to be used and also house hold articles during shifting in the respective flat through the lifts and not by stairs. As a result thereof, sensors and doors of the lifts get damaged which amounts to bear the unwarranted financial burden to AOA, KV-II in terms of its repair and replacement of doors.

2. Therefore in order take extra precaution with regard to use the lifts and stairs of the Blocks, henceforth the following standard operating procedure will be adhered to strictly:

- i. The loader/ porter/ worker having Cement/ Sand bags/ Bricks/wooden planks/ building material/ heavy goods, painting material to be used in the respective Flats will carry only through Stairs of block and not by the Lifts. By not adhering to the procedure, the Contractor/ worker will be penalised with reasonable amount of money.
- ii. The user of lift will ensure that the collapsible door of lift is properly closed\shut down.
- iii. The user using logistic support while carrying the house hold goods are asked not to use lifts for shifting Steel/ Wooden wardrobe, heavy good etc.
- iv. While using the lift by the residents/users, there may be apprehension of becoming lift "out of order" due to sensor/electric failure. The residents/users are advised not to create panic and ask the rescue support from the lift operators, security personnel or the AOA office at the following contact numbers;
 - a. Lift operator (Otis): 9990045253
 - b. Lift operator (ThyssenKrupp): 9310117702
 - c. Lift Electrician: 9910964421
 - d. Emergency Number (Office): 9354396300
 - e. Security Assistance of Gate 1: 8527180661



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