

DELHI HINDUSTANI MERCANTILE CGHS LTD

GENERAL RULES AND REGULATIONS FOR ENGAGEMENT, REGISTRATION AND ENTRY OF DOMESTIC HELP

1. Short Title and Applicability

1.1. These Rules shall be called the “Rules for Engagement, Registration and Entry of Domestic Help” of the Society.

1.2. These Rules shall apply to all members, flat owners, tenants, residents, employers, domestic workers, security personnel and other persons concerned with the engagement or entry of domestic help into the Society's premises.

1.3. These Rules shall be read with the Delhi Cooperative Societies Act, 2003, the Delhi Cooperative Societies Rules, 2007, the Society's registered bye-laws, applicable police directions and other laws in force.

1.4. The purpose of these Rules is to maintain reasonable security, proper access records and peaceful residential conditions while safeguarding the lawful rights, dignity and privacy of domestic workers.

2. Definition of Domestic Help

For the purposes of these Rules, “Domestic Help” shall include persons engaged for household cleaning, cooking, washing, childcare, elder care, nursing or caregiving, driving, gardening, housekeeping and other similar household services, whether employed on a full-time, part-time, temporary or live-in basis.

3. Responsibility of the Resident Employer

3.1. Every resident engaging domestic help shall be responsible for providing accurate particulars of the worker for the Society's authorised registration and security procedure.

3.2. The resident employer shall inform the Society's designated office or security department before the worker commences regular work, wherever reasonably practicable.

3.3. The employer shall notify the Society of any material change in the worker's particulars, discontinuation of employment or replacement of domestic help within a reasonable period.

3.4. The Society's registration of a domestic worker shall be for security and access-management purposes and shall not constitute a guarantee of the worker's character or conduct.

4. Registration and Identity Particulars

4.1. Every resident employer shall submit the prescribed domestic-help registration form to the Society's authorised office.

4.2. The registration form may contain the following particulars, to the extent reasonably necessary:

- a. Name of the domestic worker;
- b. Photograph, where reasonably required for identification;
- c. Contact details and address;
- d. Name and flat number of the resident employer;
- e. Nature of work and approximate working hours;
- f. Emergency contact details, where reasonably available;
- g. Details of an identity document, where lawfully required; and
- h. Police verification reference or acknowledgement, where applicable.

4.3. The Society may issue an identification card, access card or other credential to a registered worker under its uniform security procedure.

4.4. A worker shall not be required to deposit original identity documents with the Society or the employer.

4.5. The Society shall not demand irrelevant personal information or retain copies of identity documents longer than reasonably necessary for a lawful purpose.

5. Police Verification

5.1. Resident employers shall comply with the applicable directions and procedures of Delhi Police concerning domestic-help verification.

5.2. Where verification is required or considered appropriate under the applicable procedure, the employer shall submit the prescribed domestic-help verification form to the concerned police authority and retain the acknowledgement or reference number.

5.3. The Society may facilitate the verification process by providing information about the applicable procedure and maintaining a record of submission, subject to applicable law.

5.4. Society registration and police verification are separate processes. Completion of the Society's internal registration shall not be represented as police clearance.

5.5. A delay in police verification shall be dealt with in accordance with applicable police directions and law. The Society shall not impose an automatic or indefinite prohibition without a lawful basis.

6. Entry and Exit Procedure

6.1. Registered domestic help shall enter and leave the premises through the designated entry points and comply with the Society's reasonable access-control arrangements.

6.2. Security personnel may verify the worker's identity or access credential in accordance with the prescribed procedure.

6.3. Where an entry register or electronic access system is maintained, the necessary entry and exit particulars shall be recorded consistently and proportionately.

6.4. Visitors or replacement workers who are not registered may be subjected to a reasonable temporary-entry verification procedure, including confirmation by the resident employer.

6.5. No security personnel shall subject domestic help to abusive language, intimidation, humiliation or unnecessary physical searches.

6.6. Entry-control arrangements shall not unreasonably prevent a worker from leaving the premises at the end of the working period or in an emergency.

7. Change of Employer and Cessation of Employment

7.1. A domestic worker who changes the employing flat shall be registered against the new employer in accordance with the prescribed procedure.

7.2. The former employer shall inform the Society when the worker ceases to be employed by that household, where reasonably practicable.

7.3. Access cards or Society-issued credentials shall be returned or deactivated when no longer required.

7.4. The Society shall update its records without unnecessary delay and shall not circulate unverified allegations against a worker merely because employment has ended.

8. Live-in Domestic Help

8.1. Where domestic help resides in a flat as a live-in worker, the resident employer shall provide the information reasonably required for occupancy and emergency records, subject to applicable law.

8.2. The employer shall comply with applicable legal requirements concerning employment, wages, working conditions and the worker's welfare.

8.3. The Society may apply reasonable safety and emergency procedures to live-in workers, provided that such procedures are lawful and do not impose arbitrary restrictions on their movement or personal liberty.

9. Conduct of Domestic Help Within the Society

9.1. Domestic help shall comply with reasonable rules concerning cleanliness, waste disposal, parking, use of lifts, fire safety and protection of common property.

9.2. Domestic workers shall not damage common facilities, obstruct corridors or fire exits, or engage in unlawful activities.

9.3. Any complaint of misconduct shall be reported to the resident employer or the authorised Society office and dealt with fairly.

9.4. No adverse action shall be based solely on rumour, an unverified allegation or a worker's personal background.

10. Obligations of Resident Employers

10.1. Resident employers shall provide accurate registration particulars and shall not knowingly submit false information.

10.2. Employers shall communicate the applicable Society entry procedures to their domestic help.

10.3. Employers shall be responsible for their own contractual arrangements with domestic workers, including payment of agreed wages and compliance with applicable employment laws.

10.4. Employers shall not require domestic workers to perform duties that are unlawful or prohibited under applicable child-labour, trafficking or other protective legislation.

10.5. The Society shall not adjudicate private wage or employment disputes beyond its lawful authority. Such disputes may be referred to the competent authority where appropriate.

11. Use of Common Areas and Facilities

11.1. Domestic help shall use common areas in accordance with the Society's reasonable safety, hygiene and access rules.

11.2. No worker shall be subjected to arbitrary or humiliating restrictions solely because of their occupation.

11.3. Any restriction on the use of lifts, entrances, waiting areas or other common facilities shall be based on a legitimate operational or safety requirement, consistent with applicable law and valid bye-laws.

11.4. Domestic help shall not be denied emergency assistance or lawful access required to perform their duties.

12. Security Complaints and Incident Reporting

12.1. A resident who has a genuine security concern involving domestic help shall report the matter promptly to the Society's authorised office or the appropriate police authority.

12.2. The Society may preserve relevant entry records or other lawfully maintained evidence where reasonably necessary for investigating a reported incident.

12.3. Suspected theft, assault, abuse or other criminal conduct shall be reported to the police where appropriate. The Society shall not conduct an unauthorised criminal investigation or declare any person guilty.

12.4. Temporary security measures may be taken where reasonably necessary to address an immediate and identifiable risk, subject to applicable law and a fair procedure.

12.5. No domestic worker shall be detained, confined, searched forcibly or deprived of personal liberty by the Society or its security personnel except as lawfully authorised.

13. Confidentiality and Protection of Personal Information

13.1. Personal particulars and identity documents collected for registration shall be used only for legitimate security, access-management, emergency-response or legal purposes.

13.2. Access to such records shall be restricted to authorised personnel who require the information for their duties.

13.3. Photographs, identity details, addresses and allegations concerning domestic workers shall not be circulated in public messaging groups or displayed on notice boards without a lawful basis.

13.4. Records shall be retained only for the period reasonably necessary for the purpose for which they were collected, subject to applicable record-retention requirements.

13.5. Any disclosure to police or another competent authority shall be made in accordance with applicable law.

14. Prohibition on Unauthorised Charges and Discrimination

14.1. No registration fee, access fee, penalty or other charge shall be imposed upon domestic help or the resident employer unless authorised by applicable law or validly adopted bye-laws and policies.

14.2. No domestic worker shall be discriminated against or subjected to arbitrary restrictions on grounds prohibited by applicable law.

14.3. Security procedures shall be applied uniformly, subject to legitimate differences based on access requirements and safety considerations.

15. Enforcement and Consequences of Violation

15.1. The Society may issue a written advisory or notice to a resident or worker concerning a specific violation of these Rules.

15.2. The concerned person shall, where appropriate, be given a reasonable opportunity to explain the circumstances before adverse action is taken.

15.3. Any penalty or restriction shall be imposed only where authorised by applicable law and the Society's valid bye-laws or duly adopted rules.

15.4. Nothing in these Rules shall authorise forcible confinement, unlawful detention, arbitrary exclusion, public humiliation or other coercive action.

16. Powers of the Managing Committee

16.1. The Managing Committee or other competent body may implement these Rules through a uniform registration form, access procedure, complaint mechanism and record-maintenance system.

16.2. The Committee shall exercise its powers consistently with the Delhi Cooperative Societies Act, 2003, the Delhi Cooperative Societies Rules, 2007, the registered bye-laws and applicable law.

16.3. Any amendment to these Rules shall be made through the procedure prescribed by the governing documents and applicable law.

17. Interpretation and Savings

17.1. These Rules shall be interpreted consistently with the applicable statutory provisions, binding judicial directions, police requirements and the Society's registered bye-laws.

17.2. In the event of inconsistency, the applicable law and binding legal requirements shall prevail.

17.3. Nothing in these Rules shall be construed as conferring police powers upon the Society or authorising it to interfere with rights protected by law.