
eMunimJi · Society Workspace

Run your housing society — flats, maintenance, visitors, complaints, AGM — by WhatsApp or Telegram message.

SAS Business · Bengaluru

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Run your housing society from the chat you already use. Register flats, collect maintenance, wave visitors through the gate, log complaints, and hold the AGM — every command is a plain message to eMunimJi on WhatsApp or Telegram.

Last updated · June 2026 · Built from live code at commit 3f65c08. Every command below is wired and working.

How to read this guide

- Each command is a message you send to eMunimJi. Type it exactly; the part in <angle brackets> is yours to fill in.
- Most commands accept **Hindi / Hinglish** too — the Hindi form is shown where it helps.
- □ = works on the Free plan (logging) · □ = Paid feature.
- Lists (flats, defaulters, bookings) are **numbered**, and you act on a row by its number.
- **Who can do what:** reading (flats, dues, notices) is open to everyone. Money and committee actions (mark paid, generate bills, roles, NOC approval) need the matching committee role. The workspace owner can do everything.
- **Voice or type?** Typing always works for every command here. Voice works for the common verbs, but some newer admin/payment verbs (e.g. set upi, utr) are understood best when **typed** — by voice they route through the AI helper, which needs a Paid plan.

Plans — Free & Paid

eMunimJi keeps it to two plans, per workspace:

- □ **Free** — log your society's **income & expenses** and see balances and monthly totals, always free. Reading flats, dues, and notices stays open to members as it is today.
- □ **Paid** — everything else a society needs: maintenance billing & defaulter chasing, committee roles & approvals (NOC etc.), visitor / patrol / parcel logs, amenity bookings, UPI collection (QR bills + auto-reconcile), reports & exports, the voice/photo/AI helper, and the autonomous Munim agents.

A few things to know:

- □ **60-day free trial** on your **first** workspace — full Paid features, no card. After it, the workspace stays on Free (logging) until you upgrade.
- **One free workspace per number**; any extra workspaces are Paid (up to 10 per number).
- **Price for a Society workspace: ₹50 per flat per month** — e.g. 40 flats = ₹2,000/month.
- If a Paid plan's payment lapses, paid features pause (your data stays safe) until you renew.

You want	Send
This workspace's plan, trial days left, and price	my plan
All your workspaces, one line each	my shops
See Free vs Paid, the price, and pay	upgrade plan

1 · Get started

You want	Send	Notes
Begin / see the menu	hi · namaste	Your first message sets up the workspace and auto-detects your language from your script. □
Open the setup wizard anytime	setup	Re-runnable. Walks you through flats, residents, billing, and roles. □
Create the society workspace	add society <Name>	e.g. add society Green Meadows. □
Switch societies	select <name>	When you manage more than one. □
See everything you can do	help · madad	Workspace-aware. □
Switch to Hindi	language hindi	Per person — mixed-language societies work natively. □
Quick tips	tips	Short how-to nudges. □

2 · Flats & residents

The flat register is the backbone of your society. Add each flat once, then attach owners and residents to it.

Flats

You want	Send
Add a flat	add flat A-101
Add with details	add flat A-101 tower=1 floor=3 area=1200
List all flats	flats □
See one flat	flat A-101 □
Update a detail	flat A-101 floor 4 · flat A-101 area 1250 · flat A-101 active no

tower=, floor=, and area= are all optional when adding.

Owners & residents

You want	Send	Notes
Register the owner	owner in A-101 Ramesh Kumar 9876543210	
Change the owner	owner change A-101 to Suresh Rao 9811122233	
Add a resident / tenant	tenant in A-101 Anil Shah 9800011122	Fans a gate notice to guards, SecurityHead, and Manager so they can verify the new resident at the gate.
Same, alias	add resident A-101 Anil Shah 9800011122	
Mark a resident moved out	tenant out A-101 Anil Shah	Visit records are preserved as proof; the resident's PII is retired in place.
Residents hub	residents · setup residents	□

3 · Maintenance billing & dues

eMunimJi tallies dues, runs the monthly maintenance bill, and chases defaulters for you.

See where you stand

You want	Send
Dues summary	dues · defaulter · outstanding □
Who hasn't paid	defaulter list · unpaid flats □
Who has paid	paid list □
The current bill tally	bill · maintenance bill □

Collect & generate (Treasurer)

You want	Send	Notes
Record a payment	mark paid A-101 · mark paid A-101 5000	Treasurer only. A 2-button confirm appears; a part-payment amount is accepted. ☐
Generate this cycle's bills	generate bills	Treasurer only, with a confirm step. ☐
Nudge everyone who owes	remind defaulters	Treasurer only, with a confirm step. ☐
Run the maintenance agent now	run maintenance 2026-06	Generates and fans the month's bills immediately. ☐
Push the next run	postpone maintenance to 2026-07-05	☐

Set up billing & opening balances

You want	Send	Notes
Configure components, due date, late fees	setup billing	Per-component charges, the due date, and the late-fee rule. ☐
Set a flat's opening dues	opening flat A-101 3000	Carry-forward balance from before eMunimJi. ☐
Check opening-balance status	opening status	☐
Set the society's UPI ID	set upi society@bank	Puts a scan-to-pay QR on every maintenance bill. ☐
Check the UPI ID	upi status	☐

Maintenance bills auto-generate on the 1st of each month (with a day 1–7 catch-up window). Each bill DM carries ☐ **Mark Paid** / ☐ **Agree** / ☐ **Dispute** buttons. See §10 for what a dispute does.

Collect dues over UPI. Set set upi society@bank once (upi status to check) and **every maintenance bill carries a scan-to-pay QR** — a resident opens the bill on any phone, scans with any UPI app, and pays directly. Dues then settle via the confirm paths: forward the **bank-credit SMS** (auto-matches), tap ☐ **Received**, type utr <ref>, or the resident taps ☐ **I've paid** ☐ that's recorded as a claim until the **Treasurer** taps **Verify & Pay**. Every confirmation is deduped by the UPI reference, so a payment can't count twice.

4 · Committee roles

Roles decide who can run money and approval actions. Roles available: **President, Secretary, Treasurer, Manager, SecurityHead, Auditor, CommitteeMember**.

You want	Send	Notes
See the org chart	roles □	
Roles setup / status	setup roles	□
What roles do I hold	my roles □	
Who holds a role	who is Treasurer □	
Assign a role	assign role Treasurer to Ramesh 9876543210	Also ... to me, or hold a slot with assign role Auditor tbd Mr Mehta. □
Remove a role	revoke role Treasurer from 9876543210	□
Temporary cover	delegate Treasurer to Suresh 9811122233 for 7 days	Hands the role over for N days, then auto-returns. □

5 · Visitors & the gate

Guards and residents share the same gate flow. When a visitor arrives, the resident gets a prompt.

Resident actions

You want	Send
Approve the visitor	allow · haan aane do □
Turn them away	deny · mat aane do □
Pre-approve a maid / delivery	add helper Lakshmi 9800022233 7 days □
Remove a pre-approval	remove helper Lakshmi □
Mark a helper / visitor left	exit Lakshmi □
Today's gate report	visitor log · gate report · aaj kaun aaya □

Guard roster

You want	Send
Add a guard	add guard Ravi 9800099887 8 hr □
Remove a guard	remove guard 9800099887 □
Who's on shift	on duty · guards on duty □

6 · Amenities & bookings

Clubhouse, party hall, gym slots — residents book, the committee approves.

You want	Send	Notes
List amenities	amenities · facilities ☐	
See open slots	Clubhouse slots 2026-06-20 ☐	
Book a slot	book Clubhouse 2026-06-20 18:00 then confirm	Confirm seals the booking. ☐
Cancel a booking	cancel booking BK-1042	☐
My bookings	my bookings ☐	
Approve a booking (admin)	approve BK-1042	☐
Reject a booking (admin)	reject BK-1042 hall reserved for AGM	☐

7 · Complaints & requests

Complaints route straight to the Manager with **Accept / Reject** buttons.

You want	Send	Notes
File a complaint	complaint lift on B wing not working · shakayat lift kharab hai	Goes to the Manager.
Make a request	request need a parking sticker	
Track one	complaint status CMP-318 ☐	
My complaints	my complaints ☐	
What's assigned to me (Manager)	my assigned	
Withdraw one	withdraw CMP-318	

8 · Notices & polls

You want	Send	Notes
Read recent notices	notices · recent notices ☐	
Post a notice	notice Water tanker on Sunday 8am · naya notice ...	Fans out to all residents.
Run a poll	poll create "New gym equipment?" "Yes" "No" deadline=2026-06-30	Auto-fans Yes/No buttons (or numbered options). Add anon for a secret ballot.
Vote	vote PL-204 1	By the poll's reference and option number.

9 · NOC, AGM & meetings

NOC (No-Objection Certificate) ☐

You want	Send
Request an NOC	request noc A-101 Resale reason="selling the flat"

eMunimJi checks the flat's dues are clear, then routes to the Treasurer with ☐ **Approve NOC** / ☐ **Reject** buttons. An issued NOC is copied to guards, SecurityHead, and the Manager.

Meetings & AGM ☐

You want	Send
Call a meeting	meeting create 2026-06-28 18:00 Clubhouse agenda="Budget; New gym; Security audit"

This fans ☐ **Yes** / ☐ **No** / ☐ **Maybe** RSVP buttons to every flat and auto-creates one poll per agenda item.

10 · Agents & disputes

eMunimJi's agents run routine work autonomously — generating bills, triaging complaints, sending RSVP fan-outs — and propose high-risk actions (NOC, void, bank) for committee approval. The moment a resident disputes a subject, the agent **pauses** for that subject until it's resolved.

Raising a dispute

You want	Send	Notes
Dispute something	dispute maintenance: bill amount is wrong	Topics: maintenance, noc, notice, ticket, complaint, general. Auto-pauses the agent for that subject.
My disputes	my disputes □	

Handling disputes (committee)

You want	Send
See open disputes	disputes
View one	dispute show 17
Acknowledge	dispute ack 17
Resolve	dispute resolve 17 corrected bill to 4500
Reject	dispute reject 17 charge is correct per AGM
Withdraw (raiser)	dispute withdraw 17

Managing the agents

You want	Send	Notes
Agent status	agent status	
Turn an agent on/off	agent off maintenance · agent on maintenance	Optionally scope to an event: agent off maintenance reminder.
Undo a recent action	undo last	5-minute soft-undo window.
24-hour digest	agent activity	What the agents did today.

11 · Auditor / CA & more

You want	Send	Notes
Share read-only books with your CA	share with ca	Generates a read-only token for your auditor. □
Check CA access	ca status	□

You want	Send	Notes
Revoke CA access	revoke ca token	□
Rate a supplier / vendor	rate supplier ABC Plumbing 4/5/3	Quality / price / punctuality. □
Delete your data	delete my data	Your DPDP data right.
Pause your account	pause my account	

12 · Your personal subscriptions □□ (newspaper / milk / groceries)

Separate from anything the society runs: if **you** personally get a newspaper, milk or groceries delivered by a shop on eMunimJi, you manage those from this same chat — every shop in one place, from whatever workspace you're in.

You want	Send	Notes
See all your subscriptions, across all shops	my subscriptions	Numbered list — item · shop · qty × rate · status
Pause / resume · cancel · change qty	pause 2 · resume 2 · cancel 3 · update 2 qty 5	Manage any one by its number
Going away — pause everything	vacation (or no one home 15 to 20)	Pauses all; auto-resumes after; each shop notified
Come back early	I'm back	Resumes all from today

It's part of the **Paid delivery service the shop provides** — free for you to manage.

A typical month

1. **1st** — eMunimJi auto-generates maintenance bills; each flat gets a bill DM with Mark Paid / Agree / Dispute buttons. (Or run it yourself: run maintenance 2026-06.)
2. **Through the month** — guards add visitors at the gate; residents allow / deny; helpers come and go. Residents book Clubhouse ... for events; you approve them.
3. **Around the due date** — check defaulter list, then remind defaulters. As payments come in, the Treasurer records them: mark paid A-101.
4. **As needed** — residents file complaint ... (routes to Manager), request noc ... for a resale, raise dispute maintenance: ... if a bill looks wrong.
5. **AGM time** — meeting create 2026-06-28 18:00 Clubhouse agenda="..." fans RSVP buttons and a poll per agenda item; post the outcome with notice
6. **Audit** — share with ca hands your auditor read-only books; revoke ca token when done.