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Certificate Issued Date : 28-Jan-2022 09:00 AM
Account Reference : IMPACC (IV)/ dl752103/ DELHI/ DL-DLH
Unique Doc. Reference : SUBIN-DL75210355056461897715U
Purchased by : DHARAMSHILA CANCER FOUNDATION AND RESEARCH CENTRE
Description of Document : Article 5 General Agreement
Property Description : Not Applicable
Consideration Price (Rs.) : 0
(Zero)
First Party : DHARAMSHILA CANCER FOUNDATION AND RESEARCH CENTRE
Second Party : BABA HOUSEKEEPING AND FACILITIES PVT LTD
Stamp Duty Paid By : DHARAMSHILA CANCER FOUNDATION AND RESEARCH CENTRE
Stamp Duty Amount(Rs.) : 100
(One Hundred only)



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AGREEMENT FOR HOUSEKEEPING SERVICES

This agreement (hereinafter referred to as "the Agreement") is made and executed on this 29th day of January 2022 at Delhi

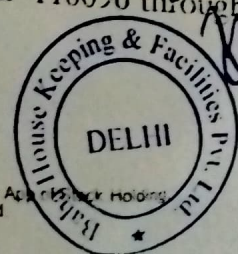
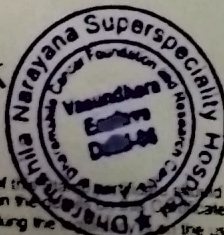
BY AND BETWEEN

DHARAMSHILA CANCER FOUNDATION AND RESEARCH CENTRE, a Society registered under Societies Registration Act, 1860 having its registered Office at Vasundhara Enclave, Near New Ashok Nagar Metro Station, New Delhi-110096 through

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Statutory Alert:

1. The authenticity of the e-Stamp may be verified at 'www.stampsonline.com' or using e-Stamp Mobile App. Any discrepancy in the e-Stamp should be reported to the Competent Authority.
2. The onus of checking the e-Stamp is on the users of the certificate.
3. In case of any discrepancy please inform the Competent Authority.



DHARAMSHILA CANCER FOUNDATION AND RESEARCH CENTRE

its unit named Dharamshila Narayana Superspeciality Hospital situated at Dharamshila Marg, Vasundhara Enclave, Near New Ashok Nagar Metro Station, Delhi - 110096 and represented by its Chief Operating Officer, Mr. Anuj Gupta (hereinafter referred to as "the First Party", which expression shall unless repugnant to the context, be deemed to include its successors-in-interest, nominees and permitted assigns)

OF THE FIRST PART

AND

BABA HOUSEKEEPING & FACILITIES PVT. LTD., a private limited company within the meaning of the Companies Act, 2013 and having its registered office at B-72, 1st Floor, Street No-10 Chander Vihar, I.P Extn. Delhi -110092 and represented by its Director, **Mr. A.K. Saxena** (hereinafter referred to as "the Second Party", which expression shall, unless repugnant to the context may include its authorized representatives, successors -in - interest and permitted assigns)

OF THE SECOND PART

(The First Party and the Second Party shall hereinafter be collectively referred to as "Parties" and individually as "Party".)

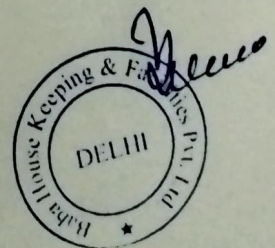
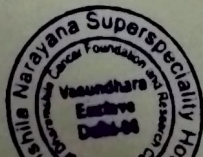
- A. Whereas the First Party is running a superspeciality hospital and the Second Party is specialized in providing quality housekeeping services and running housekeeping services on contract basis for providing quality housekeeping services to hospitals.
- B. Whereas the First Party is desirous of further improving its quality of services to the patients and wants to set up systems to achieve perfection in all areas of medical and other support services being rendered by the First Party laid down as per the Quality and Environment Management System (QEMS) and NABH standards for housekeeping services.
- C. The Second Party has approached the First Party to provide housekeeping services on contract basis and the First Party has agreed to this request.
- D. The Parties are entering into this Agreement to record their rights and obligations with respect to providing housekeeping services.

NOW THIS AGREEMENT WITNESS THAT

1. CONTRACT PERIOD

This agreement shall be in force from **01.04.2022 to 31.03.2025** and may be renewed further on such terms and conditions as may be mutually agreed.

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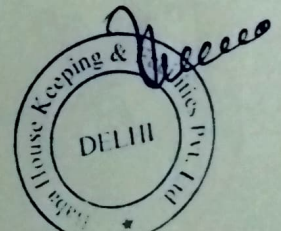


2. EXTENT OF COVERAGE

The Second Party shall provide total quality housekeeping services on all specified areas as listed in **Annexure- 1** as per the specifications of the First Party including all the other additional requirements/specifications as laid down/being laid down, as per the Quality and Environment Management System (QEMS) and NABH Standards of the First Party.

3. LEGAL AND STATUTORY OBLIGATIONS OF THE SECOND PARTY

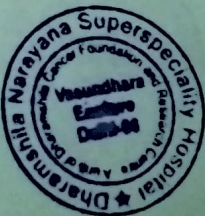
- 3.1 The Second Party will submit the copy of license under the Contract Labour (R & A) Act 1970, Govt. of NCT of Delhi.
- 3.2 The Second Party must ensure to have independent codes of PF, ESI and ensure compliance to all applicable labour legislations including provisions of contract labour (regulation & abolition) act, minimum wages act & other statutory obligations from time to time.
- 3.3 The Second Party shall deduct the PF, ESI Contributions and other statutory dues as applicable in respect of the workmen engaged by it and deposit the same with respective authorities within the specified period as laid down under these Acts and also submit the Statutory Return on the specified dates. Any liability arising out of the statutory enactment including all labour laws PF, ESI, Minimum wages Act, Etc. shall always remain with the Second Party. The Second party shall be responsible for due observance of the statutory obligation/conditions/requirements under various laws applicable to them or to the persons engaged by them either independently or by persons of their working in the premises of the specified area.
- 3.4 The Second Party shall ensure that all legal and statutory requirements (including but not limited to ESI, PF, applicable Tax, Contract Labour Act, Minimum Wages Act, etc.) in respect of its employees are complied with by the Second Party and it shall keep the Management of the First Party informed of the same.
- 3.5 The Second Party shall always remain responsible for payment of salaries/wages to the persons engaged by them on or before 7th of each month through transfer in their accounts and submit the details to the First Party after disbursement of the salary.
- 3.6 The Second Party shall be responsible for all the acts of omissions & commissions of the persons engaged by them. No claim in this respect will be entertained by the First Party. If there is any claim against the First Party, which is bound to meet or discharge by reasons of any statutory obligation or dictates of law due to the negligence of their working in the hospital, the party of the Second part shall be responsible as well as bound for all liabilities/expenses and



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proceedings and the Second Party shall defray such liabilities/ expenses and proceedings.

- 3.7 The Second Party shall not appoint any sub-contractor/ petty-contractors to carry out its contractual obligations under this agreement.
- 3.8 The relationship between the First Party and Second Party shall be that of "Principle To Principle". Whereas the Vendor is an "Independent Contractor" and nothing in this contract or its fulfilment is intended to create an employee-employer relationship between resources of contractor and the client. Whereas the resources deployed by the Second Party as per the terms of the contract & their complete supervision and control, will lie with Second Party.
- 3.9 The Second Party shall provide copies of paid wages, ECR/ Challans of EPF contribution, ESI contribution, TIC and proof of any other payment deposit of the previous month as may be required under law with the monthly bills in respect of all the contract workers working with them and deployed at the hospital. The proof of labour welfare fund contribution and annual / half yearly returns under the Welfare Fund Act shall also be furnished by the Second Party during the following month when they become due.
- 3.10 The Second Party shall submit GST returns evidence monthly/ quarterly/ half yearly/ yearly or as per requirement without fail from time to time as per mode applicable (online/ manual).
- 3.11 The Second party agrees to be complied with all provisions of The Sexual Harassment of Women at Workplace (Prevention, Prohibition, and Redressal) Act, 2013 and intimate with the name & contact details of the members of the Internal Committee from time to time in writing to the First Party.
- 3.12 The second party shall educate its employees on various provisions of The Sexual Harassment of Women at Workplace (Prevention, Prohibition, and Redressal) Act, 2013. The second party has also agreed to extend support to the Internal Committee of the First Party in case any employees of the Second Party are respondents in a complaint filed before the Internal Committee of the First Party.
- 3.13 The Second Party agrees to comply with all provisions of Inter-State Migrant Workman (Regulation of Employment and Conditions of Service) Act, 1979 or any other Rules or Regulations made thereunder during the term of this agreement. The second party also agreed to obtain written permission from the first party prior to the deployment of any workmen in the premises of first party. Any deviation from this Clause shall be treated as breach of this Agreement on the part of the Second Party and the First Party shall thereby be entitled to terminate this Agreement forthwith. Consequently, the Second Party shall indemnify, any and all loss or damage or action or proceeding or suit that



may be brought against the First Party by any authority insofar as any contravention of the provisions of Inter-State Migrant Workman (Regulation of Employment and Conditions of Service) Act. 1979 are concerned.”.

3.14 The Second party shall not engage any employee below the age of 18 under any circumstances. The provisions under The Child Labour (Prohibition and Regulation) Amendment Act. 2016 should be strictly adhered to. In case of any non compliance in this regard, the second party shall be liable for all consequences or any penalty imposed in this regard and shall lead to the termination of the contract at the risk and cost of the Contractor.

4. MANPOWER

The Second Party shall:-

4.1 Provide as per day to day requirements of well qualified, trained, well dressed and well groomed housekeeping staff, GDA (General Duty Attendants) and Office Assistants (Male/ Female), tentative requirement as listed in **Annexure- 1** and any additional requirement as and when required by the First Party for effective maintenance of excellent standards of Housekeeping Services and cleanliness in the hospital as listed in **Annexure- 4**.

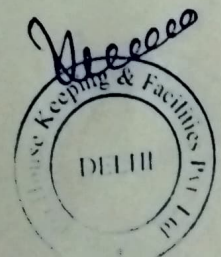
4.2 A list of prospective candidates required for housekeeping services shall be provided along with the bio-data including details of Inter State Migrants (if any) to the Manager Housekeeping at the hospital. The Manager Housekeeping shall scrutinize the bio-datas and interview the candidates. Those who qualify the interview shall be deployed after getting written clearance from the human resource department at the hospital.

4.3 All selected candidates will be given orientation at least for two days relating to Quality and Environment Management System (QEMS), NABH Standards, Customer satisfaction, Hygiene, Infection Control, Movement of Linen (Soiled/Clean), Bio-Medical Waste Disposal, Conservation of power and water sanitation, cleaning of toilets, material specimens, files movement and other related jobs.

4.4 The Second Party shall be responsible to educate the selected students about quality standards, environmental requirements and methodology to achieve the desired result as per Quality and Environment Management System (QEMS) and NABH Standards.

4.5 The Second Party shall instruct the employee deployed at the hospital premises of the First Party that they shall not carry any personal belonging inside the hospital. Anything brought including mobile will be kept in the lockers

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provided at the change room. They shall be liable for search at the entrance and exit point any time.

- 4.6 The Second Party shall be responsible for training of their manpower about quality standards, environment requirements and Occupational Health & Safety procedure Methodology.
- 4.7 Second Party shall submit updated nominal roll of the staff deployed along with copies of CVs and recent photographs to Manager Housekeeping. These requirements shall comply with by the Second Party as and when necessitated and if any changes are intimated instantly. Candidates at entry level shall be adults above the age of 18 years.
- 4.8 **Dress code and identity card-** The Second Party shall abide by the dress code for its workers as prescribed by the hospital management. They shall always be in prescribed uniform with I-Card displayed on them while entering, performing their duties & leaving the hospital. The present dress code is given in **Annexure-4 (Refer 4.2)**.

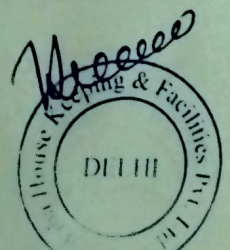
5. MEDICAL FITNESS

- 5.1 The Second Party will ensure that the persons employed for performing housekeeping services at the hospital are Hepatitis-B and Tetanus Vaccinated and any other vaccination against communicable diseases (as prescribed by the hospital from time to time) & medically fit and are not Infected/carriers of any infection, keeping in view the fact that they are working in the hospital. They shall be subject to medical examination at any time during duty hours and if found unfit shall be removed from duty without any notice to the Second Party. They will be required to undergo all tests/medical check-ups annually to fulfil the specifications of the Quality and Environment Management System (QEMS) standards and NABH Standards. Getting medical check-ups and submitting reports thereof shall be the responsibility of the Second Party.

6. The Second Party shall provide daily and weekly cleaning routine in the hospital as given in **Annexure-2 and Annexure-3**.

7. EQUIPMENTS, GADGETS AND CLEANING APPLIANCE

- 7.1 Mechanical equipment and cleaning appliance will be the main component of the mechanism for discharge of these obligations. The Second Party will deploy such machinery as considered necessary by them to provide high class, efficient, scientific and hygienic services to the patients and for proper cleanliness of the area entrusted to them. The Second Party shall use all standard materials as approved by the Management of the First Party.



7.2 The Second Party shall ensure the measurement, monitoring and calibration of all equipment/machines/tools, etc.

8. SHIFT DUTIES

Staff will be deployed on shift duties as per the duty roster made by the Housekeeping Manager. Deployment of the employees beyond permissible hours of work is strictly prohibited.

9. STAFF MOVEMENT

The employees of the Second party will enter and leave the hospital premises only through the basement staff entry of the hospital and they will have to punch their attendance upon arrival and leaving the hospital for the day.

10. PAYMENT OF BILLS

The Second Party shall submit monthly bills as per actual deployment/ working hours at mutually agreed rates, as given in **Annexure-6**, by 5th working day of the following month to Manager Housekeeping giving full details of the housekeeping Services carried out during the relevant month for which bill has been raised. The bills shall be paid by the First Party within 45 days from the date of submission, after proper scrutiny.

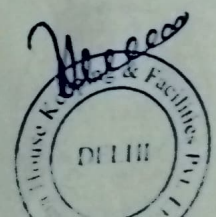
11. RIGHTS OF THE FIRST PARTY

11.1 The First Party shall intimate the Second Party regarding any modification/amendment in the terms and conditions, specification related to manpower, efficiency levels, skills levels required for various areas of operation/work, educational standards, uniforms/dress code, norms to be observed by the Second Party and their employees deployed in the premises.

11.2 The arrangement between the Parties herein as well as the outcome of housekeeping services shall be reviewed by the First Party quarterly during the term of this Agreement.

12. PENALTIES

In case the First Party is not satisfied with quality of Housekeeping Services provided by the Second Party on account of unsatisfactory services or for not providing the adequate/required manpower in different shifts or otherwise, a fine shall be imposed in the form of penalty on account of non-conformity which will be deducted from the bill of the Second Party during the particular month of operation in which penalty has



been imposed. Besides this, the First Party shall have the right to claim liquidated damages from the Second Party.

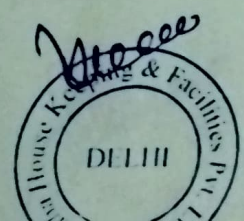
The Second Party shall ensure that the staff/ Workers deployed are punctual, polite, duty conscious and diligent. Certain exemplary punishments as a deterrent are given in Annexure-5.

13. SECURITY DEPOSIT

The second party has deposited a sum of Rs. 5,00,000 (Rupees Five Lakhs Only) with the first party as interest free security deposit which shall be returned immediately on successful/satisfactory completion / expiry of this agreement. In case of any damage / loss / theft or noncompliance of statutory provisions and other charges of such nature levied due to the negligence of housekeeping staff, the first party will revoke or deduct such charges from the security deposit.

14. LAW GOVERNING THE AGREEMENT AND DISPUTE RESOLUTION

- 14.1 This Agreement and the rights and obligations of the Parties hereunder shall be construed, interpreted and enforced in accordance and governed by the existing laws of India.
- 14.2 In the event of any claims, disputes, questions, involving the Parties and arising out of or in connection with this Agreement, or the execution, interpretation, validity, performance breach or termination hereof shall be resolved by the Parties hereto with 30 calendar days of arising thereof.
- 14.3 Subject to Clause 14.2 and 14.3, the Parties hereto unconditionally and irrevocably agree that only the courts in Delhi, India shall have the exclusive jurisdiction with regard to any questions or disputes arising out of this Agreement.
- 14.4 In the event the Parties are unable to mutually resolve the dispute within a period of 30 calendar days, the Parties shall refer the dispute to arbitration and both the Parties shall mutually appoint a sole arbitrator.
- 14.5 The arbitration proceedings shall be conducted per the provisions of the Arbitration and Conciliation Act, 1996. The decision of the sole arbitrator shall be final and binding on both the Parties.
- 14.6 The venue of arbitration shall be Delhi, India and the arbitration proceedings shall be conducted in English language only.



15. TERMINATION

- 15.1 This Agreement can be terminated by giving 30 days' notice on either side. If the Second Party terminates the Agreement before the expiry of the term of this Agreement, the First Party shall have the right to claim liquidated damages from the Second Party and the security deposit shall stand forfeited in entirety. In such an event, the Second Party shall not raise any claims for return of the security deposit amount.
- 15.2 The First Party shall have a right to terminate this Agreement with immediate effect if:
- i. The Second Party violates any of the terms and conditions of this Agreement; or
 - ii. The services provided to the First Party are unsatisfactory; or
 - iii. The Second Party is convicted of an offence under the applicable law; or
 - iv. The Second Party is declared as an undischarged insolvent; or
 - v. The Second Party has made a material misrepresentation.

16. NON-EXCLUSIVITY

The First Party reserves the right to appoint another party for obtaining quality housekeeping services envisaged herein, in any part of the hospital, in addition to the penalty imposed on the party of second part. The Second Party shall have no objection for the same.

17. FORCE MAJEURE

During force majeure, i.e. floods, riots, earthquakes, strikes, proclamation of emergency due to internal disturbance as notified by Government of India etc, which results in the second party unable to comply with the terms and conditions of the agreement the second party should provide the minimum possible services in the given circumstances. These minimum possible services shall continue to prevail during the period of force majeure if it is fifteen days or less. If it should continue beyond fifteen days, services shall be provided on mutually agreed terms and conditions including revised costs.


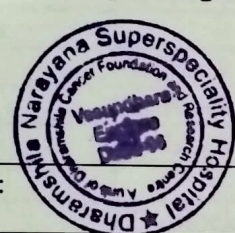
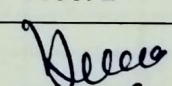
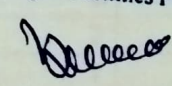
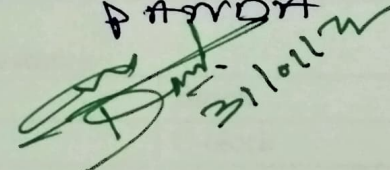
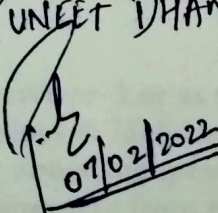
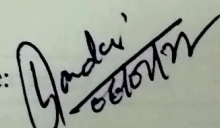
18. EXTENSION OF SCOPE

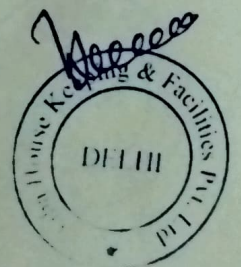
This agreement shall extend not only to the existing terms and conditions but also to future amendments/additions/deletions developed and implemented by the First Party through suitable modification, which may be carried out by the parties to the

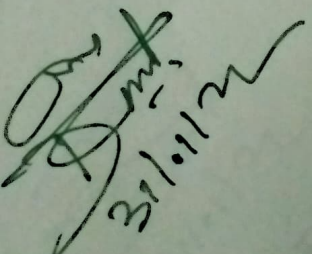


terms of this agreement if required by a Supplement Agreement to give effect to the various in the existing terms.

IN WITNESS WHEREOF the Parties hereto have signed this on the day, month and year mentioned herein above written in the presence of:

Dharamshila Cancer Foundation and Research Centre (Dharamshila Narayana Superspeciality Hospital) Vasundhara Enclave, Near New Ashok Nagar Metro Station, New Delhi-110096	Baba Housekeeping & Facilities Pvt. Ltd. B-72, 1 st Floor, Street No-10 Chander Vihar, I.P Extn. Delhi -110092
Signature:  Name: Mr. Anuj Gupta Designation: Chief Operating Officer Stamp 	Signature:  Name: Anil Kumar Senecha For Baba House Keeping & Facilities Pvt. Ltd. Designation:  Stamp Director
WITNESSES:	WITNESSES:
1. Name: DIPENDU DANDA Signature:  2. Name: PUNEET DHAMITA Signature:  07/02/2022	1. Name: Kamlesh Pandey Signature:  2. Name: Sabnam Signature:





MANPOWER DEPLOYMENT

Housekeeping & GDA

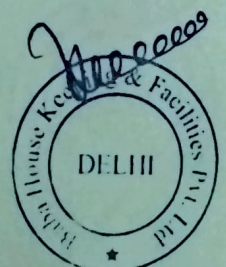
Floor	Block	Department/ Area	No. of manpower	
			HK	GDA
4 th Floor	A-block	BMT Ward/ Unit	10	-
4 th Floor	B-block	Lab & Blood Bank	1	3
4 th Floor	D Block	Dialysis	5	-
3 rd Floor	A-block	Wards	5	-
3 rd Floor	B-block	Wards	5	-
3 rd Floor	B -Block	PCR Lab	1	-
3 rd Floor	C-Block	Daycare	2	-
2 nd Floor	B- Block	Billing	-	1
1 st Floor	A-block	Endoscopy	1	-
1 st Floor	A-block	Wards	4	-
1 st Floor	B-block	ICU	5	-
1 st Floor	C-block	OT	4	-
1 st Floor	D-block	CCU & Cathlab	4	-
1 st Floor	C- Block	LTU	2	-
Ground Floor	-	Outer area	1	-
Basement	B-Block	Pharmacy	-	14
Basement	C-Block	CSSD	-	3
Basement	D-block	Laundry	-	3
Basement		Basement Area	1	-
Basement	D-Block	General Store	-	1
Outer		Staff Hostel	1	-
		Total	52	25

Office Assistants

Floor	Block	Department/ Area	No. of manpower
3 rd Floor	C-block	Finance	1
		Total	1

Note:

1. Supervisor- 1 or as per requirement
2. Sundays & Holidays- staff will be deployed as per the hospital's requirement.
3. The above manpower deployment is tentative. It may vary as per actual requirement from time to time.

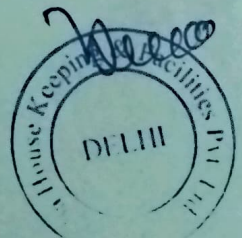


JOB DESCRIPTION**GDA**

1. To do the general cleaning / high dusting of all the appliances / furniture & fixture of the entire ward including the Patient Rooms, Doctors Room, Nursing counter, Lobby, Corridor, etc.
2. To keep the beds ready for new admissions with clean & spotless linen.
3. To ensure that all the appliances / accessories are available and are in the working condition before issuing the room to the patient.
4. To change the soiled linen of the patients and replace with the fresh laundered linen, and then transport to the utility room in the linen trolley.
5. To give sponge bath to the bed ridden patients as per instructions of the ward nurse.
6. To provide hot water with antiseptic solution to the patients for sits bath.
7. To provide drinking water to the patients, and make the patients feel comfortable.
8. To carry and deliver blood / urine / body fluids / tissues and any other samples to the lab along with prescribed register.
9. To replace / refill the empty Oxygen cylinders from the Manifold room.
10. To assist the nursing / technical staff in preparing / packing the dressing material for autoclaving.
11. To prepare the gauze pads under the supervision of nursing staff.
12. To shift the patients to desired departments with necessary documents as per instructions of the ward sister.
13. To shift the discharge patients in wheel chair and help them in transporting their luggage to the parking area.
14. To assist the Nursing staff in packing the bodies and safely transferring to the mortuary.
15. To follow the instructions of Supervisors, for any job assignment as and when regarding patient care.
16. Always be punctual, follow the dress code, and be courteous to all.

HOUSEKEEPING

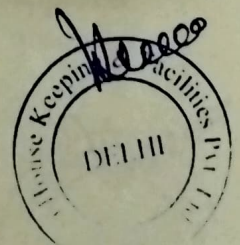
1. To follow the cleaning policy and do the general cleaning, emptying of waste bins, wet mopping, floor scrubbing, clearing of cobwebs, etc. as per the cleaning schedule of the entire are.



2. Always wear Personal Protective Equipment (PPE) while handling biomedical waste. Segregate the waste in the designated colour coded bins as per the defined hospital norms.
3. To ensure that all the cleaning appliances / accessories are available and are in good working condition, before leaving hand over to your reliever / supervisor.
4. To take the instructions of Nursing staff / department In-charge for providing bed pan / urine pots to the patients, shifting of patient or any other relevant jobs.
5. Ensure the spotless cleanliness of washrooms throughout the day, clean after every use. Always ventilate the washroom while cleaning, to let the fumes go out. For any deficiency inform the area supervisor / Department In charge and follow till the job gets done. Ensure the availability of all the cleaning accessories required for cleaning & maintaining the washroom.
6. To follow the instructions of Supervisors, for any job assignment as and when regarding patient care.
7. Always be punctual, follow the dress code, and be courteous to all.
8. To assist the Nursing staff in packing the bodies and safely transferring to the mortuary.
9. To keep the beds ready for new admissions with clean & spotless linen.
10. To prepare the gauze pads under the supervision of nursing staff.
11. To shift the discharge patients on wheelchair and help them in transporting their luggage to the parking area.
12. To change the soiled linen of the patients and replace with the fresh laundered linen, and then transport to the utility room in the linen trolley.
13. To carry and deliver blood / urine / body fluids / tissues and any other samples to the lab along with prescribed register.

OFFICE ASSISTANTS

1. To follow the instructions of Supervisors or Departmental in-charge for any job assignment in their designated area.
2. To assist specific departments in documentations.
3. To carry files from one department to other
4. To do photocopy of required documents if any
5. To get the documents signed from the concerned as per the requirement of a particular department.
6. Always be punctual, follow the dress code, and be courteous to all.



WORK INSTRUCTIONS FOR CLEANING

The Second Party will strictly follow daily and weekly cleaning schedule in the hospital as given below:

1. DAILY ROUTINE

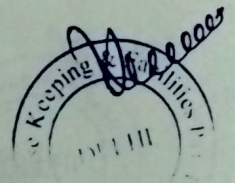
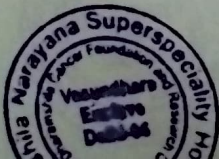
The Second Party will ensure on daily basis:-

- 1.1 Sweeping, mopping and dusting of each and every room, corridors, beds, walls, windows, windows panes, door mirrors, nuts, frames, panels, table, chairs tube light, night lamps, false ceiling and all-out bottles etc. (4 times daily).
- 1.2 Cleaning and disinfection of toilets, sinks, urinals, washbasins, bathroom fittings, urine bottles, bed pans, sink, mugs and buckets on daily basis to keep them sparklingly clean 2 times a day and as when necessary. Chrome polished sanitary fittings should not be touched with acid.
- 1.3 Cleaning of grooves and skirtings
- 1.4 Cleaning and clearing of waste paper baskets/dustbins of different colours/sizes, etc as per waste disposal policy.
- 1.5 Cleaning of all telephone instruments in the rooms on daily basis.
- 1.6 Cleaning and meticulous maintenance of corridors, lobbies, staircase, common spaces, drinking water cooler areas, lifts, open terrace and outside space as per hospital protocol/ schedule and as and when necessary. All bathroom fittings should be in good functional order.
- 1.7 Cleaning of footpath running outside hospital boundary and the parking area. Spraying of water in the parking lot preferably during late evening or early morning when occupancy of the area is minimum.
- 1.8 Removing of Stain.
- 1.9 Report on any broken, missing items anywhere immediately to Housekeeping Manager.
- 1.10 Municipal Waste Room to be cleaned daily.

2. WEEKLY ROUTINE

The Second Party will ensure the following on weekly basis:-

- 2.1 Scrubbing and washing of all doors, terraces, chajjas and stairs cases.
- 2.2 Weekly cleaning schedule to be made and approved by HK Manager
- 2.3 Cleaning and washing of all flooring with scrub machines using approved chemicals as applicable to the floor of standard quality and good quality of detergent, waxing etc.
- 2.4 Cleaning of equipment/furniture/fixtures and fittings.



REQUIREMENTS/ SPECIFICATIONS AS PER QUALITY AND ENVIRONMENT MANAGEMENT SYSTEM (QEMS) AND NABH STANDARDS

4.1 The Second Party will ensure the following:

1. Fulfil daily Manpower requirements of the hospital for providing housekeeping services in shifts as approved by the management.
2. Manpower must be adequately qualified and trained for housekeeping services as per following specifications-

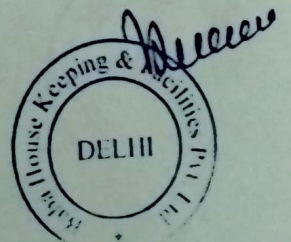
Job	Qualification	Experience
Housekeeping	Matric/Non Matric	2 Yrs
GDA/ Office Assistants	10 th	2-4Yrs
Supervisors	10+2	5-7 Yrs

Note: Minimum age at the time of entry should not be less than 20 years and not more than 40 years.

3. To submit bio-data of all the requisite manpower to Housekeeping Manager and get the candidates interviewed and approved in writing before orientation program is started.
4. To give orientation course of the hospital at least for 3 days with special emphasis to hygiene, infection control, Linen movement, files movement, Bio-Medical waste disposal. Conservation of power, water resources, cleaning of toilets and customer satisfaction.
5. To replace the unqualified/inefficient/in-disciplined workers with suitable workers at the earliest.
6. To train the selected manpower about quality standards, environmental requirements and Occupational Health & Safety Procedure Methodology.
7. To offer incentives to the best workers.
8. To submit Police verification documents after 3 days orientation programme.

4.2 DRESS CODE

The Second Party shall abide by the dress code for its workers as prescribed by the hospital management from time to time. The second party will provide two sets of uniform to each employee in order to maintain their personal hygiene.



For the present the dress code is as given below:

Housekeeping	Male	Colour code	Female	Colour Code
	Trouser	Navy Blue Two pleated	Salwar	Navy Blue
	Shirt	Navy Blue (Full/Half Sleeves)	Kurta	Navy Blue
	Shoes	Black	Shoes	Black
	Socks	Black	Dupatta	Blue
	Sweater	Plain Black V-Neck	Sweater	Black
GDA/ Office Assistants	Male	Colour code	Female	Colour Code
	Trouser	Navy Blue Two pleated	Salwar	Navy Blue
	Shirt	Sky Blue (Full/Half Sleeves)	Kurta	Sky Blue
	Shoes	Black	Shoes	Black
	Socks	Black	Dupatta	Blue
	Sweater	Plain Black V-Neck	Sweater	Black

4.3 IDENTITY CARDS

The Second Party shall issue Photo Identity Card to each person deployed in the premises as approved by the First Party. No employees of the Second Party will be allowed to enter the hospital premises without the said I-Card.

4.4 MACHINE/ EQUIPMENT/ CLEANING MATERIAL/ BROOMS/ MOP

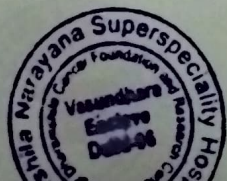
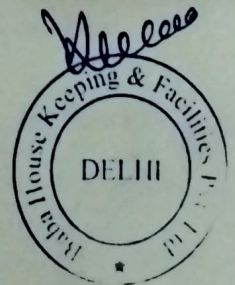
The Second Party shall be responsible for bringing all equipment used for cleaning the hospital and ensure the following:

- All toilet seats, sinks, washbasins are sparkling clean.
- Chrome polish is not ruined.
- All bathroom fittings are in good functional order.
- All corridors, false ceiling, fire hydrants, railing, water coolers, crash carts, trolleys, wheelchairs and other equipment lying in open spaces are meticulously cleaned.
- Breakages, Misplacement of items, if any, is immediately reported to the management.

4.5 METHODOLOGY

The Second Party will ensure the following:

1. Issuing detailed job profiles in Hindi to all workers.



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2. Familiarizing all employees with Daily Sweeping, mopping, dusting, cleaning, disinfections process fumigation and other cleaning procedures as per enclosed work instruction in **Annexure-2 and Annexure-3.**
3. Daily Disposal of waste as per the environment requirements enclosed in **Annexure-4.**
4. Transportation of Patients, their luggage/other materials, linen, specimen paper, files etc.
5. To make daily schedules for each worker for each shift with special emphasis on work to be carried out during night duties and Sunday/Holidays.
6. To ensure that all workers are trained in Standard Operating Procedures including how to handle emergencies as per S.O.P and Work Instructions for housekeeping, available with Manager Housekeeping.
7. Daily meeting for 30 minutes with DMS/Housekeeping Manager/Coordinator/Supervisor to analyse problem if any, and to find out solution.
8. To review quality and quantity of Manpower requirements.
9. To monitor untoward incidents if any, e.g. breakage/theft.
10. To monitor general hygiene, cleanliness, bio-medical waste disposal, environment factors and report problem if any, to Housekeeping Manager.
11. To submit monthly attendance registers, handling over-taking over registers and deployment sheet to Housekeeping Manager and get their approval for finalization of Monthly Bill.
12. To submit PF, ESI, and other statutory statement by due dates of each month.
13. To apply for renewal of contract one month before the expiry of the current contract.

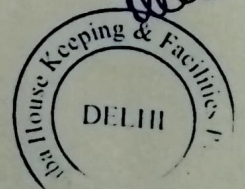
4.6 MEASUREMENT

To measure monitor and Calibre all Equipment/ Machine/ Tools used in housekeeping for cleaning the hospital.

4.7 MILIEU

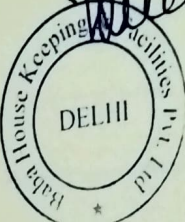
HK Supervisor to ensure the following:

1. No consumption of Alcohol/Smoking/Chewing of Tobacco/Pan-Masala by housekeeping employees in hospital premises while on duty.
2. Employees to report for duty in cleaned prescribed uniform, take Daily shave (as applicable), bath, and the Identity Card is displayed on them.
3. No loud Voice/shouting/answering back to anyone.
4. Following environmental requirements as laid down in the enclosed **Annexure-4.**



5. Switching on/ switching off electricity, electrical gadgets, etc. as per requirements.
6. No dripping taps, littered garbage, wet bathroom floors, smelly toilets, dirty waste/garbage's bins, leaking buckets/containers.
7. No plucking of flowers, fruit, leaves.
8. No spillage of acid on floors, taps other chrome pipes.

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PENALTIES

Annexure-5

The First Party shall have the right to impose penalty on the employees of the Second Party whenever they are found:-

S. NO.	NON- COMPLIANCES	PENALTIES
1.	Late Coming per employee	Rs.50/-.
2.	Leaving Workstation without information	Rs.50/-
3.	Unnecessarily Wasting Time	Rs-100/-
4.	Gossiping	Rs-100/-
5.	Smoking /Chewing Guthka /Pan Masala/Tobacco in the hospital premises	Rs.500/-
6.	Non Completion of assigned work	Rs.500/-
7.	Answering Back	Rs.100/-
8.	Disobedience	Rs.100/-
9.	Extra duty/Double duty	No wages will be paid to the employees performing duties more than authorized hours of work without the permission of the Manager/ Supervisor.
10.	Non-Updation of vendor staff file/ documentation (which includes Biodata, Medical examination, vaccination, Police verification, Photograph etc.)	Rs. 500 per staff/ instance
11.	Delay in vaccination and Medical check-up of the staff	Rs. 500 per staff / instance
12.	Delay in submitting copy of Police Verification	Rs. 500/- per staff/ instance

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House Keeping & Facilities
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MANPOWER COST

1. Minimum Wages in Force (As Notified from time to time Govt.)
2. The below manpower cost is tentative. Actual bill will be paid as per actual manpower deployed at agreed rate.

S. No.	Heads	Per month			
		Unskilled	Semi Skilled	Skilled	Graduate & above
1	Basic	15908	17537	19291	20976
2	DA	156	156	182	208
3	Wages (incl. DA)	16064	17693	19473	21184
4	ESI @ 3.25%	522	575	633	688
5	PF @ 13%	1950	1950	1950	1950
	Sub total	18536	20218	22056	23822
6	Service charge	825	825	825	825
	CTC (Sub total + Service charge)	19361	21043	22881	24647
	GST @ 18%	3485	3788	4119	4437
	Total payable per head	22846	24831	26999	29084

Note:

1. Minimum Wages 8 Hours x 26 Days
2. Staff will get three (3) paid National holidays (26th January, 15th August and 2nd October) in a year.
3. The above mentioned rates subject to charge as per change in Minimum Wages by Govt. Notification.
4. Total payable is inclusive of Service charge & GST.
5. The bill will be submitted along with checklist provided by HR.

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