

## Annexure-VI

### SCOPE OF WORK

The duties of the Caretaker-cum-Cook shall include :

- a. Registration of Guests.
- b. Collection of room rent as well as service charges and its remittance to the PRO or his appointed Officer on weekly basis.
- c. Maintenance of accounts in respect of Guest Suites. Maintaining liaison with the CPWD authorities and get civil/electrical maintenance work done by them.
- d. Maintenance of telephone call register.
- e. Equipments such as Colour TV, Water Purifier, Refrigerator, Washing Machine etc. available in the Guest Suites shall be kept clean and looked after properly. If any item needs repairs, the same shall be reported to the Department and the equipment repaired promptly.
- f. Rooms should be given to person allotted by the Department only and it should be ensured that there is no unauthorized occupation of rooms, no misuse of the facilities and that no equipment is missing.
- g. Tea, coffee, breakfast, lunch and dinner may be provided at the request and at the cost of the occupants. The bills towards the same will be prepared by the Caretaker and accounts will be inspected by the Asst./Dy. Commissioner(Preventive) on fortnightly basis.

### HOUSEKEEPING :

- i. The Agency shall provide housekeeping, sweeping and cleaning services to the above departmental guest suites, passages, lounges, balconies and space surrounding the guest suites.
- ii. General upkeep of guest suites in perfect and impeccable manner by making effective arrangements with required manpower needed for maintaining good internal ambience and maintain the standard of the guest suites on round the clock basis.
- iii. The housekeeping / cleaning services shall include sweeping, mopping, wet mopping, dusting, cleaning of windows, window panes, doors, W.C., wash basins, urinals, toilets, etc. On a daily basis and cleaning of ceiling fans, cobwebs and other dirt on weekends. Automatic floor cleaning machine, vacuum cleaner, etc. Shall be deployed during the weekends to keep the guest suites neat and clean.
- iv. The interiors including furniture, fittings and fixtures etc. In the guest suites shall be maintained and kept neat and clean. Any minor or major repairs in electrical lines / gadgets shall be informed to the Supdt(PRO) for necessary action.
- v. Period cleaning of the bathroom tiles, mirrors, furniture and other items in the guest suites.
- vi. Regular upkeep of the kitchenette of the guest suites.
- vii. All the workers should be in uniform and neatly dressed and shall be deployed to supplement daily work. They should carry their Photo Identity card issued by the Agency. The agency shall provide the list of names and addresses with photographs of the workers deployed to the Superintendent (PRO). In the event of leave, absence of any worker, the agency shall provide a substitute by giving all the details as mentioned above.
- viii. All the workers engaged should be above the age of 18 years but less than 40 years and shall be of good character, conduct, behaviour and sound health. They should be polite and physically fit. This office shall have the right to ask the Agency to remove any person from the services who is found unsuitable for the job or may have become a nuisance or annoyance which may adversely affect the property, reputation or the interest of the Department for any other reasons. Such person will not be allowed in the premises without permission from this office. The person posted shall comply with all the instructions issued by the authorized officers of this office. Non-compliance of any such instructions will lead to termination of the agreement.

#### **CATERING :**

- i. Catering of vegetarian / non-vegetarian food to the guests as and when required either by means of cooking in the guesthouses or by procuring from outside.
- ii. Tea/Breakfast/Lunch/Dinner, etc. has to be served to the guests in a decent and dignified manner, either in the dining hall or in the respective rooms as per the guests' choice.

#### **LAUNDRY**

- i. Wet washing and pressing of linen of the guest suites.
- ii. Bed linen and towels should be regularly washed and kept in clean condition for use. Washing of table cloth, curtains, blankets, etc are to be carried out based on needs.

#### **MISCELLANEOUS**

The safety and security of all property in the guest house will be the responsibility of the caretaker. In the event of theft or pilferage of the department's material or property, the liability will be fixed on the caretaker to compensate for such loss and in the event of proven negligence or proven connivance the caretaker should compensate for such loss or damage and the same will be debited from the amount payable to the contractor.