

Penalty shall be levied upon contractor (successful bidder) in case of non-compliance of duties as desired and the aggregate amount shall be deducted from bills. GST on penalties shall be charged extra. The details of such penalties are as follows:

| S.NO. | PARTICULARS | PENALTY (Rs.) | REMARKS |
|--------------|---|-------------------------|--|
| 1 | Loss or damage of Guest House properties. | Actual cost of Items | |
| 2 | Not displaying manners and etiquettes. | 100/- per incident | Observation by Guest House Management |
| 3 | Not wearing proper Uniform/ shoes/ ID card. | 100/- per staff | |
| 4 | Smoking or chewing gutka while on Duty. | 100/- per incident | |
| 5 | Complaint registered by guest. | 100/- per complaint | Housekeeping complaint register to be maintained by bidder / contractor. |
| 6 | Late coming of staff. | 100/- per day per staff | |
| 7 | Using guest house facilities without permission. | 200/- per incident | |
| 8 | Using guests' properties. | 500/- per incident | As per guests' complaints or observation by Guest House management |
| 9 | On duty in inebriated condition. | 500/- per incident | |
| 10 | Not producing desired level of work. / Inefficient working. | 500/- per day | Observation by Guest House Management |
| 11 | Non-submission of reports, charts, rosters and records in given or required time. | 500/- per lapse | |
| 12 | Non-deployment of required number of workers. | 500/- per manday | As per Annexure-1 of NIT |
| 13 | Not utilizing required quantity and quality of consumables. | 1000/- per day | As per Annexure-4 of NIT |

I declare that I have read the above carefully and agree to abide by them.

Bidder's Sign with Seal