

## **SCOPE OF WORK**

### **Annexure-1**

House Keeping Service in BHEL Guest House consists of following activities:

Sl.	Activities	Periodicity
1	<p>a) Vacant rooms, balconies, corridors to be made ready for allotment within 2 hrs. after intimation by reception; Housekeeping supervisor has to maintain hourly liaison with reception regarding the allotment;</p> <p>b) Thorough cleaning &amp; maintenance of rooms &amp; toilets<sup>#</sup> including change of linen as per norms of Guest House Extensions*; (Bathroom &amp; Toilet accessories are of high quality and costly, hence shall be cleaned with appropriate cleaning materials. Inappropriate cleaning material like acid use may lead to damage of items which will attract penalty in form of particular item cost.)</p> <p>c) Individual room records for all cleaning activity (As per chart to be approved by Guest House Incharge) to be maintained at every room.</p>	<p>a) Every day from 0800 Hrs. to 1200 Hrs. and as &amp; when rooms are vacated. (Round the clock service)</p> <p>b) Daily. (Round the clock service)</p> <p>c) Daily.</p>
2	<p>a) Mechanized cleaning of all premises of Guest Houses Extensions* Rooms, Lobbies and adjacent common areas;</p> <p>b) To maintain clean housekeeping desk and area;</p> <p>c) To define all such operations as per approval of Guest House Incharge.</p>	Every day at mutual convenient time. Report to be submitted in prescribed format approved by Guest House Incharge.
3	Collecting fresh Linen from store in clean mobile trolleys or cotton bags or plastic baskets for replacements in Guest Houses Extension* and return used ones in similar fashion. Records to be maintained.	Every day at mutually agreed time. Report to be submitted in prescribed format approved by Guest House Incharge.
4	Arranging appropriate Cleaning Materials, Tools and Equipment for cleaning & housekeeping (list as per annexure – 4 but not limited to it).	These shall be stocked, minimum quantity being as per annexure-4, to ensure ready availability and which shall be verified every month.
5	Effective and proper supervision to ensure complete and clean House Keeping as per charts decided along with Guest House Incharge.	Throughout during 1 <sup>st</sup> & 2 <sup>nd</sup> Shifts for close supervision

6	Proper record keeping for effective management. All records to be properly maintained and shared with Guest House Incharge for feedback and corrective action.	Report to be submitted every month in prescribed format approved by Guest House Incharge.
7	To take 3 rooms under weekly maintenance and to carry out proper and thorough upkeep. Records to be maintained and approved by Guest House Incharge.	Weekly

**Note :**

**(A) \*Guest Houses Extensions mean following premises of BHEL Bhopal Unit:**

1. Narmada Bhawan Extension: 12 Rooms with attached toilets, Corridors & Balconies, Common toilets, Pathways, Wash area and other common area.
3. Guest House Transit Flat: Kitchen, All the rooms, Lobbies, Sit-outs and adjacent common areas.
4. Kshitij Bhawan : 30 Rooms with attached toilets and adjacent Corridors, balconies, General toilets, Wash Area, Lobbies, Porch & common area.

**(B) # Maintenance of rooms and toilets includes following:**

- Bed making.
- Changing of drinking water in cool cages of all rooms.
- Cleaning of room amenities.
- Vacuum cleaning of curtains, sofas, chairs etc.
- Dusting of entire room.
- Check for all civil, electrical, telephone, cable, A.C. points of each room on daily basis & keeping records for the same. Rectification of any deficiency found in above points through concerned department.
- Resolution of complaints received from guests.
- Removing nets, cleaning of window glasses.
- Washing of walls of toilets.
- Cleaning of Commode, wash basin, mirrors.

**DAILY DEPLOYMENT OF WORKERS FOR WORKS OTHER THAN FLOOR/TOILET  
CLEANING**

<b>Sl. No.</b>	<b>Work, Shift &amp; Location Particulars</b>	<b>Shift</b>	<b>No. of persons considered</b>
<b><u>1.00</u></b>	<b><u>Narmada Bhawan Extension, Transit Flat</u></b>	<b>First</b>	Unskilled
1.01	Room Boy (Bed making, Room maintenance, Bathroom clening)		1
<b><u>2.00</u></b>	<b><u>Narmada Bhawan Extension, Transit Flat</u></b>	<b>Second</b>	Unskilled
2.01	Room Boy (Bed making, Room maintenance, Bathroom clening)		1
<b><u>03.00</u></b>	<b><u>KSHITIJ BHAWAN, B-WING</u></b>	<b>First</b>	Unskilled
3.01	Room Boy (Bed making, Room maintenance, Bathroom clening)		1
<b><u>04.00</u></b>	<b><u>KSHITIJ BHAWAN, B-WING</u></b>	<b>Second</b>	Unskilled
04.01	Room Boy (Bed making, Room maintenance, Bathroom clening)		1
<b><u>5.00</u></b>	<b><u>TOTAL NUMBER OF WORKERS</u></b>		<b>4</b>

**DEPLOYMENT OF SUERVISORS**

<b>Sl. No.</b>	<b>Work, Shift &amp; Location Particulars</b>	<b>Shift</b>	<b>No. of persons considered</b>
			Semiskilled
<b>1</b>	<b><u>Narmada Bhawan Extension, Transit Flat, Kshitij Bhawan</u></b>	<b>General</b>	1
	<b><u>TOTAL NUMBER OF SUPERVISOR</u></b>		<b>1</b>

**Note:**

1. Minimum 5 no. of workers will be required on daily basis to carry out all Housekeeping work.
2. Supervisors have to oversee all the activities of Housekeeping his persons are carrying out and also ensure quality of work by carrying out daily inspection.