

Sub.: Guideline rates for Security, Janitorial services, electricians, plumbers, etc.,

Guideline rates for these services outsource from contractors applicable from 01.04.2021 shall be as follows:

S.No.	Description	Charges
1	Security supervisor – 12hrs shift – must be at least inter pass with adequate skills to maintain all registers.	Rs. 14,900/- per month
2	Security guard – 12hrs shift – must be at least 10 th pass/fail with adequate training.	Rs. 11,000/- per month
3	Gardner – skilled – must be capable of undertaking new landscaping work – minimum 5 years' experience. Employ on a daily basis for 2 to 4 times a month i.e., once a week or once a fortnight.	Rs. 830/- per day
4	Gardner – semi skilled – must be capable of maintaining landscaped areas – minimum 3 years' experience.	Rs. 9,900/- per month
5	Gardner – unskilled.	Rs. 9,400/- per month
6	Gym supervisor – must be at least inter pass. Timing shall be 4 hours in the morning and 4 hours in the evening.	Rs. 9,900/- per month
7	Office boy – must be 10 th class pass/fail	Rs. 10,500/- per month
8	Lift operator – must be 10 th class pass/fail	Rs. 9,900/- per month
9	Sweeper	Rs. 9,400/- per month
10	Hamali – SSLP stores	Rs. 12,150/- per month
11	Sweeping / cleaning machine operator	Rs. 11,000/- per month
12	Maintenance supervisor – must be inter pass	Rs. 10,500/- per month
13	Plumber skilled + plumber helper – site visit once a week whole day. Plumber should carry full tool kit	Rs. 7,550/- per month
14	Plumber skilled + plumber helper – additional site visit upon request. ½ day charges / full day charges	Rs. 950/ 1,300/- per half day / full day
15	Electrician skilled + Electrician helper – site visit once a week whole day. Electrician should carry full tool kit	Rs. 7,550/- per month
16	Electrician skilled + electrician helper – additional site visit upon request. ½ day charges / full day charges	Rs. 950/ 1,300/- per half day / full day
17	Teacher for crèche – minimum inter pass with at least one-year experience. Timing: 9:30 am to 5 pm. NGOs may be encouraged to pay for the teachers either in part or full.	Rs. 3,300/- to 6,100/- per month
18	Aaya / helper for crèche Timing: 9:30 am to 6 pm. Can employ old or disabled lady who is unable to get other forms of employment.	Rs. 4,100/- to 4,650/- per month

Notes:

- Supervision charges (by employment of additional security supervisor without charge) shall be paid to security services over and above the charges mentioned above @ 8% of the above charges. Additionally, @ 4% of the above charges shall be paid towards the provision of the uniform. This amount to be paid only for those sites where uniform is upto date.
- Security services shall pay PF & ESI for at least 20 staff members on their rolls. For smaller agencies with less than 100 employees PF & ESI to be paid on 60% of total employees deputed on our sites. “Additional amount equal to 10% of the above rates (lowest rate) to be paid for upto 20 staff members (or 40%) on proof of regular payment of PF & ESI. Similarly, 15% of above rates to be paid for PF & ESI on 40% of staff deployed or 20 members, whichever is lower to housekeeping and gardening services”.

3. For all projects / sites where firms / companies are registered with GST bill shall be raised with GST @18% or Composite GST@6%. shall be paid to the service provider or Services provided to associations shall be exempt from GST payment.
4. Supervision charges for housekeeping and gardening services shall be 9% and 12% respectively. Additionally, 3% shall be paid to housekeeping services as uniform charges and shall be paid only for those sites where proper uniform has been provided.
5. Security services must be provided 7 days a week. Security service provider must ensure substitute personal for weekly offs and leaves. Double duties or OTs by security personal shall be limited to 3 times a month. Thereafter, mark absent for double duties.
6. Person for housekeeping services, maintenance services and gardening shall be given one weekly off (excluding Sunday) and two additional leaves every month. "Additional 6 leaves for festivals and national holidays as per list provided by HO shall also be permitted". Thereafter deduct charges for leaves.
7. Security guards/ supervisors/ office boys & sweepers etc., must be in an appropriate uniform. All personal must wear an ID card at all times. Security shall ensure that they are not allowed into the premises without proper ID.
8. Admin Manager shall ensure that at least two contractors are employed for providing each of these services to ensure that these services continue without interruption.
9. Owners of these security services must visit all sites at least once a month. "Monthly bills not to be cleared, unless such visits are made".
10. For maintenance purposes electricians and plumbers shall also be on a contract basis. They will visit site as per schedule and customer complaints of the entire week can be attended on that day. In case of additional work, they can be called on other days of the week and paid additional charges. Plumbers and electricians shall visit site on alternate days in case of holidays.
11. Services of plumber and electrician shall be provided to the following sites " SOV I & II and NE (if required)
12. All contractors must register under ESI and PF and make payments to them on a regular basis. Proof of such payment shall be provided regularly to the admin division.
13. Admin-Audit Manager to prepare and circulate the details of no. of personal to be deputed as per standard format given.
14. Collect an undertaking from each contractor stating that they will pay atleast 90% of amount mentioned above to their staff. Admin shall also discreetly enquire if the amounts are paid.
15. Security services, office assistants, and housekeeping staff shall be divided into 3 categories i.e., category A, category B and category C. The above rates are for category C staff. Staff employed at site/HO shall be rated as category A, category B and category C every quarter by admin managers at HO in consultation with and project managers at site and divisional managers at HO. Upto 1/3rd persons each from security services, housekeeping and office assistant shall be designated as category A. Similarly, upto 1/3rd persons each from security services, housekeeping and office assistant shall be designated as category B. This shall be applicable across all sites and all contractors. Service provider staff shall be eligible to upgrade to category A or B only if they have worked for at least 6months (eg: If there are 6 security personal at site, 2 may be designated as category A and 2 as category B. incase there are only 5 security personal at site 1 may be designated as category A and 1 as category B).
16. The form for quarterly review of service providers is attached herein. Review to be provided within 3 working days after end of each quarter. Category B staff shall be given additional pay of Rs. 750/- per month and category A staff shall be given additional pay of Rs. 1,500/- per month based on quarterly review from July 2020 onwards. Such payments shall be made directly from firm/company/association to the respective staff of service provider (voucher payment by cheque).