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**सी सी आर ए एस - क्षेत्रीय आयुर्वेद अनुसंधान संस्थान,
IS/ISO : 9001:2015
पूजप्पुरा, तिरुवनन्तपुरम - 695 012**

CCRAS- REGIONAL AYURVEDA RESEARCH INSTITUTE
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केन्द्रीय आयुर्वेदीय विज्ञान

अनुसंधान

परिषद

आयुष मंत्रालय, भारत सरकार, नई दिल्ली – 110058

Central Council for Research in Ayurvedic Sciences

Ministry of AYUSH, Govt. of India, New Delhi – 110058

***Particulars of Information under Section 4(1)(b) of the RTI Act, 2005**

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PARTICULARS OF ORGANISATION, FUNCTIONS AND DUTIES

CCRAS-Regional Ayurveda Research Institute (RARI), Thiruvananthapuram, is a peripheral Institute under the Central Council for Research in Ayurvedic Sciences (CCRAS), functioning at Poojappura, Thiruvananthapuram, and undertaking, coordinating, aiding, and promoting research in Ayurvedic Science with special emphasis on Lifestyle Healthcare. The Institute is situated in 1.54.500 acres of land provided by the Govt. of Kerala, and is functioning with Clinical Research and one outreach activity. There is also a well-established Library in the Institute, having a collection of nearly 2218 books on various subjects for reference, including Council's publications, which are also available for sale at a discount rate. The Clinical Section of the Institute provides OPD and IPD facilities. OP functioning is as follows:

Sl. No	OPD	Day
1	General OPD	All working days
2	Lifestyle OPD	

OPD Services are provided to the general public from 09.00AM to 01.00PM on all days except second Saturday, Sunday and Gazette Holidays declared by Government of India and local Central Government Employee Welfare Coordination Committee (CGEWCC)

Medicines are given to OPD patients free of cost. The IPD section functions with 30 beds (General and Pay wards). Three well-equipped Panchakarma Theatres (1-Male, 1-Female and 1 for pay ward) provide treatment facilities for the patients with service charges collected as per the guidelines from Headquarters.

NABL accredited Clinical Laboratory (**Certificate No: -NABL-M(EL)T 02378**) of the Institute is functioning with Biochemical/ Pathological/ Serological test facilities with service charges as per the guidelines from Headquarters.

The Institute has a well-furnished library located on the second floor of the hospital building, which houses around 2,255 reference books across various disciplines, 954 CCRAS publications and 150 CDs are also available for sale.

POWERS AND DUTIES OF OFFICERS AND EMPLOYEES

Regional Ayurveda Research Institute is headed by the Institute In-Charge, who is assisted by the Research Officers and Administrative Staffs. The Powers and Functions of the Incharges of the Institutes are attached and also available on CCRAS's website i.e. <http://www.ceras.nic.in> (<https://ccras.nic.in/memorandum-of-association-and-bye-laws/>) under the Head Memorandum of Association, Rules, Regulations and Bye-Laws of the Council.

S. No	Items/ Powers	Extent of powers delegated				Remarks
		Deputy Director(Admin.)		Incharges		
		Existing	Enhanced	Existing	Revised	
1	2	3	4	5	6	7
1.	Power to sanction taxes/surcharges, renewal of insurance, postal, telegraphic, water, electricity, telephone bills	Full	Full	Full	Full	Subject to budget provision
2.	Reimbursement of local conveyance in respect of employees working under them.	Rs.150/- p.m. per person	As per orders of D/o Expenditure	Rs.150/- p.m. per person	As per orders of D/o Expenditure	As amended from time to time
3.	Power to incur expenditure on non-recurring items.	Upto Rs.10,000/-	Upto Rs.1.00 lakh	Upto Rs.1,00,000/- in respect of CRIs and Rs.50,000/- in respect of other Units	Upto Rs.2.00 lakh to National Research Institutes, Cpt. Srinivasa Murthy Research Institute for Ayurveda and Siddha Drug development, Chennai, Ayurveda Central Research Institute, Delhi, Ayurveda Research Institute for Mother and Child Health Care, Trivandrum, Advanced Centre for Ayurveda in Mental Health and Neuro-Sciences NIMHANS,	Subject to budget provision and observations of codal formality. The accountability for justifiable expenditure fully lies with the officer sanctioning the amount. The Officer will also be responsible for compliance of all audit observations.

					Bangalore, Ayurveda Cancer Research Institute, Mumbai, Ayurveda Mental Health Research Institute, Nagpur & Ayurveda Regional Research Institute, Patna, and Rs.1,00,000/- for other Institutes.	
4.	To incur expenditure on recurring contingency like petrol, diet, Diesel (Central heating), stationery, postage etc.	Upto Rs.2,000/-	Full	Full	Full	Subject to budget provision and rates of diet prescribed by the Council.
5.	Purchase of books/ publications, periodicals, journals.	Full, on the recommendations of DD(Tech.) concerned Programme Officers	Full, on the recommendations of DD(Tech.) concerned Programme Officers	Full, except involving foreign currency.	Full	Subject to budget provision and requirement of allotted programme.
6.	Power to sanction temporary advances from the imprest.	Full	Full	Full	Full	Not more than one advance is sanctioned to an individual, till the adjustment is submitted.
7.	Power to sanction telephone rents, calls, phonograms, where telephone connections are sanctioned by the Council. Audit Fees and Advt.	Full	Full	Full	Full	

	charges.					
8.	Power to sanction expenditure on electricity and water charges.	Full	Full	Full	Full	
9.	To sanction repair charges of vehicles, equipments, tools, stores etc.	Upto Rs.5000/-	Full	Upto Rs.5000/-	Full	Through authorized workshops only.
10.	Purchase and supply of uniform for eligible staff.	Full in respect of employees working at Hqrs. Office	Full	Full in respect of employees working under them.	Full	As per DOPT guidelines
11.	a) Power to sanction advances of pay/TA/DA to the employees in whose case transfer orders have been issued by Hqrs. Office. b) Advance of leave salary as per rules	Full	Full	a) Full - provided the advance is sanctioned as per rules	Full	As per rules as amended from time to time
12.	To sanction the write off of irrecoverable stores etc. provided that (i) the loss is not due to theft and (ii) it does not disclose a defect of system or serious negligence on the part of some individual employees of the Central Council, which might possibly call for disciplinary action and to sanction write off and sell by auction or otherwise, in the interest of the Council, (ii) Declaring Condemn unserviceable stores. (The amount of sale proceeds shall be credited to the Hqrs.	Upto Rs.5000/-	Upto Rs.50,000/-	Upto Rs.5000/- in r/o CRIs and Rs.3000/- in r/o RRI's/ RRCs and other major institutes in each case (Note: each case means each occasion not each article). The case of theft, negligence on the part of individual including cases involving relaxation will continue to be referred to the Council.	Rs.50,000/- to all Subordinate Institutes/ Centres	On the recommendations of a Physical Verification Committee (Condemnation Committee) to be constituted according to Rules. -do-

	Office of the Central Council).					
13.	Power to sanction festival advance to entitled staff	Full in respect of employees working at Hqrs. Office	Full	Full in respect of employees working under them.	Full	
14.	Power to reimburse medical examination fee on first appointment as per scales laid down.	Full	Full	Full	Full	
15.	Power to sanction LTC and LTC advance in respect of staff working under them except head of Institutes/Centres.	Full in respect of employees working at Hqrs. Office.	Full	Full in respect of employees working at under them.	Full	
16.	Power to sanction cycle/fan advance to staff.	Full	Full	One case in a year	Full	
17.	Power to reimburse tuition fee/CEA in respect of employees working under him.	Full	Full	Full in respect of employees working at under them.	Full	
18.	Power to purchase prepared medicines from IMPCL and IMPCOPS only.	Upto Rs.50,000/- on the recommendation of Deputy Director (Tech.) Programme Officers	Full on the recommendation of Dy.Dir. (Tech.) Programme Officers	Upto Rs.1,00,000/- in case of CRIs and Rs.30,000/- in case of other Units.	Rs.2,00,000/- where OPD and/or IPD are functioning	Subject to budget provision
19.	Power to sanction medical reimbursement claim in respect of officers and staff working at Institutes/Centres/Units.	Upto the limit of Rs.10,000/- in each case.	Full	Upto the limit of Rs.500/- in each case in a year	Full	Claims for treatment taken from private hospitals in emergency to be sanctioned by Director General, CCRAS
20.	Power to purchase raw drugs for preparation of medicine including trial drugs for use in hospital as well as for supply to other projects of the CCRAS.	Upto Rs.50,000/- on the recommendation of Deputy Director (Tech.)	Full on the recommendation of Deputy Director (Tech.)	Rs.50,000/- in case of CRIs and Rs.15,000/- in case of other Units.	Rs.1,00,000/- (subject to obtaining GMP certificate)	Subject to budget provision

21.	Power to sanction annual maintenance contract charges in respect of typewriters, computers, fax, photo copier, duplicating machines, scientific instruments/equipments, ACs, heaters etc.	Full for approved AMC's	Full	Upto Rs.5,000/- in each case with reference to the budget provision	Full	AMCs to be awarded to the manufacturers or their authorized dealers. In other cases after observing codal formalities.
22.	Power to sanction GPF/CPF advance/withdrawals.	Full	Full	Not applicable	Not applicable	
23.	Power to sanction cash handling allowance	Full as per rules	Full as per rules	Not applicable	Full as per rules	Fidelity Bond to be kept in safe custody.
Administrative Powers		Deputy Director(Admn.)		In-charges		Remarks
		Existing	Enhanced	Existing	Revised	
24.	To transfer an employee from one sanction to another	Full	Full	Full		
25.	All kinds of leave except study leave	Upto Assistant Directors	Upto Assistant Directors	Full in respect of an employee working under him.	Full in respect of employees working under him.	
26.	Power to sanction all kinds of tours within the State.	Full	Full upto Assistant Directors	Full, except in the case of IN-charge	Full, except in the case of In-charge	Tours to be sanctioned strictly for Institute's work
27.	To order closure of the office on the basis of ad-hoc decision of the Central Govt. or respective State Govt.	Not applicable	Not applicable	Full	Full	As per decision of the local Co-ordination Committee
28.	Power to maintain service book and leave account.	Full except DD(A)	Full except DD(A)	Full except In-charge	Full except In-charge	
29.	Acceptance of Home Town declaration	Full	Full	Full in respect of employees working under them	Full in respect of employees working under them.	
30.	Issue of Identity Card to group A,B,C & D staff as per instructions regarding issue of identity card and conditions of issue as may be communicated	Full	Full	Full in respect of employees working under them	Full in respect of employees working under them	

	by Hqrs. from time to time.					
31.	Power to sanction special increment for promoting small family norms in respect of all group working under him	Full	Full	Full	Full	Subject to observance of Rules.
32.	Power to forward applications for outside employment in respect of staff working under them.	Full in respect of non-technical employees	Full in respect of non-technical employees	Full in respect of employees working under them under intimation to Hqrs. Office.	Withdrawal of power to forward applications for outside employment in n/o staff working under them vide Council's letter No.F.32-33/88-CCRAS/Admn./2534 dated 16/1/2013.	The deputation cases are subject to approval of Hqrs. Office
33.	Power to sanction stagnation increment in respect of staff working under them.	Full	Full	Full in respect of employees working under them	Full in respect of employees working under them	As per rules.
34.	Power to grant ACP/ Promotion to group C & D employees working under them.	Not applicable	Not applicable	Full in respect of Group C&D employees of maximum scale of pay of Rs.5000-8000/-	Full in respect of Group C&D employees in PB-1 upto Grade pay of Rs.2800/-	
35.	Power to fill up the vacancies by promotion in respect of Group C&D arisen due to death/retirement and resignation as per approved RRs.	Not applicable	Not applicable	Full in respect of Group C&D employees	Full in respect of Group C&D employees	Direct recruitment to be made with prior approval of Hqrs. Office.
36.	Detention of staff in Hqrs. Office/Institutes beyond normal office hours on working days and holidays and payment of Compensation/ Conveyance allowance as per rules.	Full	Full	Full in respect of employees working under them.	Full in respect of employees working under them.	Detention of female staff should be with their consent
37.	Permission for purchase of movable/immovable properties under CCS (Conduct) Rules.	Full upto the level of Assistant Directors	Full upto the level of Assistant Directors	Full in respect of employees working under them.	Full in respect of employees working under them.	In case of Group 'A' & I/c's, information to be sent to Hqrs. Office.

38.	NOC for Indian Passport.	Full in respect of employees working at Hqrs. Office	Full in respect of employees working at Hqrs. Office	Full in respect of employees working under them.	Full in respect of employees working under them.	In case of Group 'A' and Incharges, information to be sent to Hqrs. Office
39.	To grant permission for attending of local Seminars by the Scientists/Research Officers without TA/DA	Not applicable	Not applicable	Two occasions in a year and not more than 2 Scientists at a time.	Two occasions in a year and not more than 2 Scientists at a time.	Total absence including journey period not to exceed 7 days at a time and 15 days in a year for all Seminars
40.	Power to engagement of contractual/ temp. staff against the vacant post for a period of maximum one year.	Not applicable	Not applicable	Not applicable	Full	Subject to availability of vacant posts in respect of group -B, C, D and Research Projects. For Group 'A' with approval of Hqrs.



सी सी आर ए एस - क्षेत्रीय आयुर्वेद अनुसंधान संस्थान, तिरुवनंतपुरम

(केंद्रीय आयुर्वेदीय विज्ञान अनुसंधान परिषद, आयुष मंत्रालय, भारत सरकार)

पूजपुर, तिरुवनंतपुरम - 695012, केरल

CCRAS - REGIONAL AYURVEDA RESEARCH INSTITUTE, THIRUVANANTHAPURAM
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दिनांक: 13 NOV '2025

OFFICE ORDER NO. 682 /2025-2026

In supersession to the previous order No 153/2025-26 dated 18 Jun 2025 (File No 9-48/2023-RARI/Tvpm/Tech(NABH)/Part 1/515), the committees and its members are updated incorporating the recommendations of various committee meetings. The committees will time to time review, sort out and make recommendations/suggestions on issues pertaining to the respective committees. All are requested to note that the work mentioned is in addition to the allotted work of the sections/project. The order is issued with immediate effect until further orders. Brief of each duties attached as per appendix attached.

Technical In Charges to take initiatives for conducting weekly review meetings on every Friday. In the event Friday is holiday, then the review meeting shall be conducted on the next working day. Minutes of meeting to be prepared and approved. Pending issues related to each section to be discussed on review meeting.

Sl No	Name	Duties
1.	Dr Sree Deepthi GN, RO (Ay)	Institute In Charge
2.	Dr Praveen Balakrishnan, RO (Ay)	Hospital In Charge/Building Committee Chairman/Technical In Charge-I/Monthly, Quarterly/Annual Reports Officer/Care of Patients Committee Chairman/AHMIS Nodal Officer
3.	Dr Indu S, RO (Ay)	Establishment In Charge/Technical In Charge II /Pharmacy In Charge/ BIS Coordinator/ Internal Committee Chairperson and GeM Chairperson
4.	Dr Abhayadev A, RO (Ay)	IP In Charge/Kitchen & Diet In Charge/ HR Supervisor/Internal Audit Supervisor/Accounts In Charge/Safety Officer/ SC/ST Grievance Redressal Committee Chairman/ Hospital Safety and Disaster Management Committee Chairman
5.	Dr Krishna Rao S, RO (Ay)	OP In Charge/ Male Panchakarma In Charge/ Store In Charge/ GeM Consignee/Hindi Co Officer/NABH Coordinator/BIS Assistant Coordinator
6.	Dr Saniya CK, RO (Ay)	Library In Charge/Research Integrity Officer / Female Panchakarma In Charge /Security Supervisor/ Co Pharmacy In Charge/Internship In Charge / Quality Officer/Swachhata Committee Chairperson
7.	Dr Lisha S Raj, RO (Ay)	Laboratory In Charge/ Official Language In Charge / HIC Chairperson/Garden In Charge/Medical Records Supervisor/ Induction Training Committee Chairperson
8.	Smt Anila A, Sister In Charge	Sister In Charge/Medical Records Manager 1
9.	Smt Kumary A Suja, Social Worker	Social Worker/Duties of UDC2/ Medical Records Manager 2/Librarian/Store Supervisor

10.	Smt Vinitha VS, Pharmacist	Pharmacist 1/IP Pharmacy Supervisor/Hospital Safety Assistant 2
11.	Smt Anupama Rajan, Pharmacist	Pharmacist 2/ OP Pharmacy Supervisor/Co House Keeping Assistant
12.	Smt Krishna Priya SV, UDC	Duties of Assistant/UDC 1/Establishment/Accounts Supervisor/HR Manager 1
13.	Smt Niza NR, Lab Attendant	House Keeping Supervisor
14.	Shri Chandrababu N, Lab Attendant	Security Manager/Hospital Safety Assistant 1

Note : 1. As Smt Lakshmi S Nair was transferred to CSMDRI, Chennai and her charges has been transferred to Smt. Krishnapriya SV, the later will be referred to wherever Assistant is mentioned hereafter until further order.

2. As Shri Sureshababu, UDC was transferred to NARIP, Cheruthuruthy, and his charges has been transferred to Smt Kumary A Suja, Social Worker, the later will be referred to wherever UDC2 is mentioned hereafter until further order.


प्रभारी अनुसंधान अधिकारी

To

All Officers & Officials

- For compliance please

Copy to

1. Office Order File
2. Hindi File


प्रभारी अनुसंधान अधिकारी

PROCEDURES FOLLOWED IN THE DECISION-MAKING PROCESS, INCLUDING CHANNELS OF SUPERVISION AND ACCOUNTABILITY

The Institute is taking decision on various issues in the following manners:

The Institute is engaged in Research Activities and decisions are arrived at, after having the due deliberation by Advisory Board/Project Evaluation Committee and some decisions taken by the Institute In Charge as per powers delegated to him/her as per Rule-4(Schedule 1) under Memorandum of Association and Rules, Regulations and Bye-Laws of the Council. (Please refer to Council's website i.e. <http://www.ccras.nic.in> for Bye-Laws of the Council). The final decision-making authority is the Governing Body of the Council. Committees formulated are as under: -

BRIEF: COMMITTEES & DUTIES OF COMMITTEES

1. NABH Core Committee/ Steering Committee

- a. Chairperson – Dr Sree Deepthi GN, RO (Ay), RO In Charge
- b. Members - NABH Coordinator, All Research officers and Assistant
- c. Responsibilities - Review the status of the NABH Activities time to time, make necessary amendments if needed.
- d. Meeting and Reporting - Once in 6 months or as and when required

2. Pharmaco Therapeutic Committee

- a. Chairman/Chairperson – Dr Indu S, RO (Ay)
- b. Members- Dr Saniya CK, RO (Ay), all Research officers (Ay.), Smt Vinitha VS (Member Secretary), Smt Amupama Rajan, Pharmacist and Assistant
- c. Responsibilities - Monitoring of usage of medications with in the hospital & dispensary purchases, ensure that purchases made by the hospital pharmacy will be in accordance with purchase policies and procedures of the hospital, developing hospital formulary, monitoring prescription compliance to the formulary and its time-to-time updating, any additions or deletion to be made in the formulary shall be decided by this committee
- d. Meeting and Reporting - Once in 3 months or as and when required

3. Induction Training/Staff Training Committee

- a. Chairperson – Dr Lisha S Raj, RO (Path)
- b. Members – Smt Kumary A Suja, Social Worker, Smt Krishna Priya SV (Member Secretary), Smt Vinitha VS, Pharmacist Smt Niza NR, Lat Attendant
- c. Responsibilities - To carry out the induction training of all the freshly recruited staffs, and maintain the records, to conduct, provide logistic support and maintain the records of various staff trainings conducted in the institute.
- d. Meeting and Reporting - Once in 6 months or as and when required

4. Hospital Infection Control Committee

- a. Chairperson – Dr Lisha S Raj, RO (Path)
- b. Members – Dr Praveen Balakrishnan, RO (Ay), Dr Krishna Rao S, RO (Ay), Dr Abhayadev A, RO (Ay), Smt Anila A, Sister In Charge, Smt Kumary A Suja, Social Worker, Smt Niza NR (Member Secretary), Lat Attendant.
- c. Responsibilities - To establish a practical system for identifying, reporting and evaluating infection in inpatients, selected outpatients, discharged patients, To establish policy criteria for distinguishing between nosocomial and community acquired infections, To develop guidelines for segregation and disposal of hospital wastes, To establish a mechanism to investigate and identify the reservoir, source, and method of transmission of each outbreak of nosocomial infection and institute appropriate measures to limit further spread from identified sources of contagion. To establish and implement institution-wide policies and procedures, To review and evaluate written policies and procedures pertinent to hygiene maintenance and infection control for all services on an annual basis and revise wherever necessary, To establish a system for reporting, evaluating and maintaining records of infections among patients and personnel and the ongoing collection and analytic review of data and action taken with subsequent dispersion of this data throughout the hospital, To review the types of surveillance and reporting programmes implemented by Infection Control, To review standard criteria for reporting all types of infections
- d. Meeting and Reporting - Once in 3 months or as and when required

5. Quality Improvement Committee

- a. Chairman/Chairperson – Dr Saniya CK, RO (Ay)
- b. Members - All Research officers, Smt Kumary A Suja, Social Worker (Member Secretary), Smt Anila A, Sister In Charge.
- c. Responsibilities - Planning of the quality management system, Establishment, monitoring and review of quality indicators. Ensuring the availability of resources as required by the quality management system, Conducting management reviews. Reviewing non-conformances related to services Reviewing internal audit reports pertaining to quality improvement. Analysis of data on process and service measurements, Analysis of patient satisfaction data and complaints, Ensuring timely corrective and preventive actions, Ensuring continual improvement of the quality management system.
- d. Meeting and Reporting - Once in 3 months or as and when required

6. Hospital Safety and Disaster Management Committee

- a. Chairman – Dr Abhayadev A, RO (Ay) (Safety Officer)
- b. Members – Smt Vinita VS, Pharmacist, Smt Kumary A Suja, Social Worker, Smt Anupama Rajan, Pharmacist (Member Secretary), Shri Chandrababu N, Lab Attendant.
- c. Responsibilities - To identify the potential safety and security risks to patients, staff, and visitors in all phases of activities, To conduct facility inspection rounds to ensure safety in patient area and non-patient care area, To conduct hazard identification and risk analysis, To take root cause analysis, for process failure and near misses to take appropriate preventive/corrective measures, To develop and revise safety manual, To establish & review the Disaster Management Plan of the institution, Training of staff on DM, To ensure availability of adequate resources for Disaster Management, To conduct mock drill and fire & safety related activities, To test documented appropriate corrective / preventive action, Educating the staff in safety programme
- d. Meeting and Reporting - Once in 3 months or as and when required

7. Hospital Medical Records Committee

- a. Chairperson – Dr Lisha S Raj, RO (Path)
- b. Members – Smt Anila A, Sister In Charge (Member Secretary), Smt Kumary A Suja, Social Worker, Smt Anupama Rajan, Pharmacist.
- c. Responsibilities - To decide and develop suitable medical record forms, to keep the medical records safe and confidential, to detail and track the access of medical records by different personals.
- d. Meeting and Reporting - Once in 3 months or as and when required

8. Clinical Audit Committee

- a. Chairperson – Dr Lisha S Raj, RO (Path)
- b. Members – Smt Vinita VS, Pharmacist, Smt Anila A, Sister in Charge, Smt Krishna Priya SV, UDC (Member Secretary)
- c. Responsibilities - To review the medical records for adequacy and completeness, To determine whether the records meet the required standards for promptness, completeness, and clinical pertinence, To recommend policies regarding content and completion of medical records.
- d. Meeting and reporting - Once in 3 months

15. Staff Grievance Redressal Committee

- a. Chairperson-Dr Saniya CK, RO (Ay)
- b. Members – Smt Krishna Priya SV, UDC (Member Secretary), Smt Anila A, Sister in Charge
- c. Responsibilities - To appropriately track the grievances by the staff, To find amicable solution
- d. Meeting and Reporting - Once in 6 months or as and when required

16. SC/ST Grievance Redressal Committee

- a. Chairman – Dr Abhayadev A, RO (Ay)
- b. Members – Dr Saniya CK, RO (Ay), Smt B Saratha, MLT, SRRI Tvp, Smt Krishna Priya SV, UDC (Member Secretary), Shri Chandrababu N, Lab Attendant
- c. Responsibilities - Redress the grievances of SC/ST appropriately and timely.
- d. Meeting and Reporting - As and when required

17. Internal Committee

- a. Chairperson – Dr Indu S, RO (Ay)
- b. Members – Dr Praveen Balakrishnan, RO (Ay), Smt Kumary A Suja, Social Worker (Member Secretary), Smt Anupama Rajan, Pharmacist, Adv (Dr.) Lizzie Albert
- c. Responsibilities - To ensure prohibition of sexual harassment as defined at work place, To ensure that there is no hostile environment for women at work place and no women employee should have reasonable grounds to believe that she is disadvantaged in connection with her employment, Any complaint received should be investigated by the committee and the report to be submitted at the concerned authority for appropriate action
- d. Meeting and Reporting - As and when required

18. Internal Audit Committee

- a. Chairman – Dr Abhayadev A, RO (Ay)
- b. Members – Dr Indu S, RO (Ay), Dr Saniya CK, RO (Ay), Smt Kumary A Suja, Social worker (Member Secretary)
- c. Responsibilities - Review the status of the NABH/BIS activities, audit related activities time to time and make necessary amendments if needed.
- d. Meeting and Reporting - Once in a year

19. Condemnation Committee

- a. Chairperson – Dr Saniya CK, RO (Ay)
- b. Members – Smt Krishna Priya, SV, UDC, Smt Kumary A Suja, Social Worker (Member Secretary) Smt Anupama Rajan, Pharmacist
- c. Responsibilities -Recommend on condemnation of assets as per GFR.
- d. Meeting and Reporting -As and when required

20. Purchase Committee

- a. Chairman – Dr Abhayadev A, RO (Ay)
- b. Members – Dr Krishna Rao S, RO (Ay), Dr Saniya CK, RO (Ay), Smt Kumary A Suja, Social Worker (Member Secretary), Smt Vinitha VS, Pharmacist
- c. Responsibilities – To recommend purchase related matters as per GFR.
- d. Meeting and Reporting - As and when required

21. Inspection Committee

- a. Chairman – Dr Krishna Rao S, RO (Ay)
- b. Members – Smt Kumary A Suja, Social Worker, Smt Anupama Rajan, Pharmacist (Member Secretary)
- c. Responsibilities -Inspect the purchases made as per the recommendations of the Purchase committee and recommend for payment.
- d. Meeting and Reporting - Once in 6 months or as and when required

22. GeM Committee

- a. Chairperson – Dr Indu S, RO (Ay)
- b. Members – Dr Praveen Balakrishnan, RO (Ay), Dr Lisha S Raj, RO (Path), Smt Anila A, Sister In Charge, Smt Krishna Priya SV, UDC (Member Secretary), GeM Indenter.
- c. Responsibilities - Scrutiny of demands received from sections and monitor the purchase procedures of GeM and its associated works as per GFR and rules & instructions in this matter.
- d. Meeting and Reporting - As and when required

23. Official Language Implementation Committee

- a. Chairperson – Dr. Sree Deepthi GN, RO In Charge
- b. Members – Dr Lisha S Raj, RO (Path), All Research officers, Assistant and Hindi Assistant (Member Secretary)
- c. Responsibilities -Implement Official Language in the institute.
- d. Meeting and Reporting - Once in 3 months

24. Committee for prohibition of smoking

- a. Chairperson – Dr Lisha S Raj, RO (Path)
- b. Members – Dr Saniya CK, RO (Ay), Smt Anupama Rajan, Pharmacist (Member Secretary)
- c. Responsibilities -To make necessary arrangements to prevent smoking in the campus and recommend actions accordingly.
- d. Meeting and Reporting - As and when required

25. RTI

- a. Chairman – Dr Krishna Rao S, RO (Ay)
- b. Members - Assistant, Smt Krishna Priya SV, UDC (Member secretary), Smt Kumary A Suja, Social Worker
- c. Responsibilities – Reply and monitoring of RTI related issues.
- d. Meeting and Reporting - As and when required

26. Maintenance of Computers/all AMC Related Issues

- a. Chairman – Dr Praveen Balakrishnan, RO (Ay)
- b. Members – Smt Kumary Suja A, Social Worker (Member Secretary), Smt Niza NR, Lab Attendant
- c. Responsibilities - To do the necessary action for timely renewal / initiation of AMC concerned to the institute.
- d. Meeting and Reporting - As and when required

27. Building Maintenance Committee

- a. Chairman – Dr Praveen Balakrishnan, RO (Ay)
- b. Members – Dr Abhayadev A, RO (Ay), Dr Krishna Rao S, RO (Ay), Smt Anila A Sister in Charge, Assistant/ Smt Krishna Priya SV, UDC (Member Secretary)
- c. Responsibilities -Building maintenance related works in consultation with CPWD.
- d. Meeting and Reporting - As and when required

28. Committee for Printing of IEC Material

- a. Chairman – Dr Krishna Rao S, RO (Ay)
- b. Members - Assistant, Smt Kumary A Suja, Social Worker, Smt Krishna Priya SV, UDC (Member Secretary), Niza NR, Lab Attendant
- c. Responsibilities - To review the printing related activities of Institute and ensure the optimum utilization of **Printing and Publications** head.
- d. Meeting and Reporting - As and when required

29. AHMIS Implementation Committee

- a. Nodal Officer – Dr Praveen Balakrishnan, RO (Ay)
- b. Members – Dr Krishna Rao S, RO (Ay), all staffs related with OP and IP, Assistant
- c. Responsibilities -Implement AHMIS properly.
- d. Meeting and Reporting - As and when required

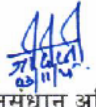
30. Swacchata Committee [**House Keeping Maintenance Committee**]

- a. Chairperson – Dr Saniya CK, RO (Ay)
- b. Members – Smt Niza NR, Lab Attendant (Member Secretary), Shri Chandrababu N, Lab Attendant, Smt Vinitha VS, Pharmacist
- c. Responsibilities -Maintenance of cleanliness of the institute, Implement Swacchata Pakhwada and Swacchata Abhiyaan as per directions.
- d. Meeting and Reporting - As and when required

31. Committee for Vigilance Related Activities

- a. Chairperson – Dr Krishna Rao S, RO (Ay)
- b. Members - Assistant, Smt Anupama Rajan, Pharmacist (Member Secretary)
- c. Responsibilities -Implementation of Vigilance related activities per directions.
- d. Meeting and Reporting – As and when required

*Note : Member Secretaries are responsible for coordinate with Chairman/Nodal Officer for conducting timely meetings, preparation of minutes of meetings and implementation of committee related activities.


प्रभारी अनुसंधान अधिकारी

THE NORMS FOR DISCHARGE OF ITS FUNCTIONS

Proposals are implemented after obtaining the Approval of Competent Authority/By Laws of Council. The bye Laws are available on CCRAS website : <http://www.CCRAS.nic.in> (<http://www.CCRAS.nic.in/memorandum-of-association-and-bye-laws/>)

Process of Redressal of Grievance

The details of Grievance Officer of Regional Ayurveda Research Institute are as follows:-

Name	-	Dr. Abhayadev A
Designation	-	Research Officer (Ay)
Address	-	Regional Ayurveda Research Institute Poojapura, Thiruvananthapuram Kerala- 695012

The Aggrieved person may approach the Grievance Officer directly or if not satisfied, to the Institute In Charge and Higher Authority of the Council.

RULES, REGULATIONS, INSTRUCTIONS, MANUALS AND RECORDS, HELD OR UNDER CONTROL OR USED BY EMPLOYEES FOR DISCHARGING ITS FUNCTIONS.

1. Manual of Office Procedure
2. Fundamental Rules and Supplementary Rules (FR&SR)
3. CCS (Classification, Control and Appeal) Rules 1965
4. CCS(Conduct) Rules 1964
5. General Financial Rules (GFR) 2017
6. Delegation of Financial Power Rules
7. CCRAS (Pension) Rules in line with CCS (Pension) Rules
8. Central Services (Medical Attendance) Rules
9. Central Civil Services (Leave) Rules 1972
10. Central Civil Services (Leave Travel Concession) Rules 1988
11. Central Vigilance Commission (CVC) Manual
12. Central Civil Services Revised (Pay) Rules 2016

STATEMENT OF CATEGORIES OF DOCUMENTS THAT ARE HELD OR UNDER CONTROL

- 1) Service Books of Officers/Staff except that of Institute Incharge
- 2) Delegation of Financial Powers given by CCRAS Hqtrs
- 3) Account Cash Books, Pay Bill Register
- 4) Recruitment Policies given by CCRAS Hqtrs
- 5) Rules & Regulations
- 6) Regular/Routine Correspondence
- 7) Title Deeds
- 8) Possession and encumbrance certificates
- 9) Tax Receipts (Land Tax, Building Tax etc.)
- 10) Hospital Registration under Kerala Clinical Establishment (Registration and Regulation) Act 2018
- 11) FSSAI Registration Certificate
- 12) NABL Registration Certificate.
- 13) Institutional Ethics Committee Registration under DHR
- 14) BIS Accreditation Certificate
- 15) Rohini Registration Certificate
- 16) EPF Registration Certificate

THE PARTICULARS OF ANY ARRANGEMENT THAT EXISTS FOR CONSULTATION WITH, OR REPRESENTATION BY, THE MEMBERS OF THE PUBLIC IN RELATION TO THE FORMULATION OF ITS POLICY OR IMPLEMENTATION THEREOF.

Whenever required, consultation with stakeholders/members of the public in relation to the formulation/implementation of policy etc., is done by CCRAS through the website

अनुबंध Contract			
 		अनुबंध क्रमांक Contract No: GEMC-511687794599471 अनुबंध तिथि Contract Generated Date : 25-Sep-2025 बोली/आरए/पीबीपी संख्या Bid/RA/PBP No.: GEM/2025/B/6603215	
संगठन विवरण Organisation Details प्रकार Type : Central Autonomous मंत्रालय Ministry : Ministry of AYUSH विभाग Department : Central Council for Research in Ayurvedic Sciences संगठन का नाम Organisation Name : Central Council for Research in Ayurvedic Sciences, Kerala कार्यालय क्षेत्र Office Zone: Thiruvananthapuram		खरीदार विवरण Buyer Details पद Designation : UDC1 संपर्क नंबर Contact No. : - ईमेल आईडी Email ID : sv.krishna@ccras.nic.in जीएसटीआईएन GSTIN : - पता Address : Regional Ayurveda Research Institute for Lifestyle Related Disorders, Opposite Saraswati Mandapam, Poojappura, Thiruvananthapuram - 695012, Kerala, Thiruvananthapuram, KERALA-695012, India	
वित्तीय स्वीकृति विवरण Financial Approval Detail आईएफडी सहमति IFD Concurrence : No प्रशासनिक अनुमोदन का पदनाम Designation of Administrative Approval: Research Officer In Charge वित्तीय अनुमोदन का पदनाम Designation of Financial Approval: Research Officer In Charge		भुगतान प्राधिकरण विवरण Paying Authority Details Role: PAO भुगतान का तरीका Payment Mode: Offline पद Designation : PAO ईमेल आईडी Email ID : pao1.ccras.kl@gembuyer.in जीएसटीआईएन GSTIN : 32AAAGR0224G12W पता Address: Regional Ayurveda Research Institute for Lifestyle Related Disorders, Opposite Saraswati Mandapam, Poojappura, Thiruvananthapuram - 695012, Kerala, Thiruvananthapuram, KERALA-695012, India	
परोक्षिती विवरण Consignee Details			
क्र.सं. S.No	परोक्षिती नाम & पता Consignee Name & Address		सेवा विवरण Service Description
1	संपर्क Contact : - ईमेल आईडी Email ID : krishna.r@ccras.nic.in जीएसटीआईएन GSTIN : - पता Address : Regional Ayurveda Research Institute for Lifestyle Related Disorders, Opposite Saraswati Mandapam, Poojappura, Thiruvananthapuram - 695012, Kerala, Thiruvananthapuram, KERALA-695012, India		Facility Management Service - Outcome Based
सेवा प्रदाता विवरण Service Provider Details जैसे विक्रेता आईडी GeM Seller ID : 6DC7190000756525 कंपनी का नाम Company Name : VANGUARD FORCE PRIVATE LIMITED संपर्क नंबर Contact No. : 08589093309 ईमेल आईडी Email ID : kochi@vanguardforce.com पता Address : 617,ALUNKARA HOUSE VMA LANE,THRIKKAKARA,THRIKKAKARA ERNAKULAM, Ernakulam, KERALA-682021, - एमएसएमआई पंजीकरण संख्या MSME Registration number : UDYAM-KL-02-0002100 जीएसटीआईएन GSTIN: 32AAECV1357J1ZD (R) , (S) , (S) , 33AAECV1357J1ZB (S) , (S) खरीदार द्वारा सत्यापित एमएसएमआई स्थिति MSME Status as verified by buyer : Verified एमएसएमआई सामाजिक श्रेणी MSE Social Category : General एमएसएमआई लिंग श्रेणी MSE Gender : OTHERS			
*जिसके नाम के पक्ष में GST/TAX इनवॉइस पेश किया जाएगा GST / Tax invoice to be raised in the name of - Buyer			
सेवा विवरण Service Details			
सेवा प्रारंभ तिथि (नवीनतम) Service Start Date (latest by): 01-Oct-2025		सेवा समाप्ति तिथि Service End Date : 30-Sep-2026	
श्रेणी नाम Category Name : Facility Management Service - Outcome Based			
बिलिंग चक्र Billing Cycle: monthly			
विवरण Description		Total area in sq. ft	Rate per Sqft. per month
Type of Premises	Healthcare	93,186	2.27
Type of services required	Housekeeping		
Cost for Consumables/ Materials	Consumables to be provided by service provider (inclusive in contract cost)		
Service component	Cleaning & Sanitation		
No. of months within the contract period	12		
कुल राशि (रु) Total Amount (Formula) : (Total area in sq. ft*Rate per Sqft. per month*No. of months within the contract period)			
ऐडऑन के बिना कुल मूल्य Total Value without Addons(INR)			2538386.64
कुल ऐडऑन मूल्य Total Addon Value(INR)			0
ऐडऑन सहित कुल मूल्य Total Value Including Addons(INR)			2538386.64
अनुबंध की राशि Amount of Contract			

सभी शुल्क और करों सहित कुल अनुबंध मूल्य Total Contract Value Including All Duties and Taxes(INR)		2538386.64																							
एसएलए विवरण SLA Details																									
Service Level Agreement for Facility Management Services 1 Agreement Overview This Agreement represents a Service Level Agreement ("SLA" or "Agreement") between the buyer and Facility Management Services (FMS) Service provider. The purpose of this agreement is to facilitate implementation of facility management services at the buyer's premises or any other premises designated by buyer. This Agreement outlines the scope of work, buyer's obligations, special terms and conditions related to service delivery and payment of services for mutual understanding of the stakeholders. The Agreement remains valid till completion of scope of services or end of contractual duration (whichever is earlier) unless either superseded by a revised agreement mutually endorsed by the stakeholders or terminated by either of the parties thereof. The Services contracts placed through GeM shall be governed by following set of Terms and Conditions: - General terms and conditions for Services; - Service Specific STC of the Services contracts shall include the service level agreement (SLA) for the service; - BID / Reverse Auction specific ATC. The above terms and conditions are in reverse order of precedence i.e. ATC supersedes Service specific STC which supersede GTC, whenever there are any conflicting provisions. The above set of terms and conditions along with scope of work and service level agreement as enumerated in the document shall be construed to be part of the Contract between Buyer and Service Provider. The service will be provided in bid only mode. 2 Objectives and Goals The objective of this agreement is to ensure that all the commitments and obligations are in place to ensure consistent delivery of services to buyer by service provider. The goals of this agreement are to: - Provide clear reference to service ownership, accountability, roles and responsibilities of both parties - Present a clear, concise and measurable description of services offered to the buyer - Establish terms and conditions for all the involved stakeholders, it also includes the actions to be taken in case of failure to comply with conditions specified - To ensure that both the parties understand the consequences in case of termination of services due to any of the stated reasons The agreement will act as a reference document that both the parties have understood the above-mentioned terms and conditions and have agreed to comply by the same. The agreement can also be revised/ modified on mutual consent of the stakeholders. 3 Parties to the Agreement The main stakeholders associated with this agreement are below- Buyer: Buyer is responsible to provide clear instructions, approvals and timely payments for the services availed Service Provider: Service provider is responsible to provide all the required services in timely manner. Service provider may also include seller, any authorized agents, assignees, successors and nominees as described in the agreement The responsibilities and obligations of the stakeholders have been outlined in this document. The document also encompasses service level/ penalties in case of non-adherence to the defined terms and conditions. It is assumed that all stakeholders have read and understood the same before signing the document. 4 Scope of Services This service deals with hiring of facility management services which encompasses all activities related to keeping a complex operating with all its infrastructural and maintenance related requirements. This service includes multiple disciplines to ensure functionality, comfort, safety and efficiency of the built environment by integrating people, place, process and technology. It typically includes a wide range of function and support services such as housekeeping, security, property or building management, basic engineering services, mail and messenger services, records management, safety and other support duties. Type of Model: This service offering can be availed basis three models namely (i) manpower, (ii) outcome (area) based and (iii) hybrid (which is combination of both manpower and outcome). The services need to be provided basis the model selected. - Manpower based model: Service provider will deploy manpower for rendering selected services as per the roles/ manpower profiles selected by buyer. - Outcome (area) based model: Service provider will deploy manpower basis his estimate depending on the information of premises and services selected by buyer. Buyer may mention the minimum assured manpower required for a service. - Hybrid model: Service provider needs to provide some services on manpower-based model while some on outcome (area) based depending on the selection of buyer during bid. Types of Services: This service offering provides multiple services under a single contract for professional maintenance and upkeep of the property (commercial, residential, hospitality, healthcare, industrial, etc.). Buyers of this service will have the option to choose the type of service and service components as per their requirement, for which the following categories have been defined: <table><tr><th>#</th><th>Services</th><th>Service Component</th></tr><tr><td rowspan="7">1</td><td rowspan="7">Housekeeping</td><td>- Cleaning & Sanitation</td></tr><tr><td>- Front Desk Management</td></tr><tr><td>- Mail Management/ Runner</td></tr><tr><td>- Waste Management (other than healthcare facility)</td></tr><tr><td>- Waste Management (Healthcare)</td></tr><tr><td>- Laundry Services</td></tr><tr><td>- Work Routine Services (Healthcare)</td></tr><tr><td rowspan="4">2</td><td rowspan="4">Security Services</td><td>- Work Routine Services (other than healthcare facility)</td></tr><tr><td>- Regular work of Guest House/ Hostel (Hospitality) (such as porter services, lift man, etc.)</td></tr><tr><td>- Physical Security</td></tr><tr><td>- Parking Management</td></tr><tr><td rowspan="3">3</td><td rowspan="3">Horticulture Services</td><td>- CCTV Control & Operations</td></tr><tr><td>- Visitor Management & Access Control</td></tr><tr><td>- Gardening</td></tr></table>			#	Services	Service Component	1	Housekeeping	- Cleaning & Sanitation	- Front Desk Management	- Mail Management/ Runner	- Waste Management (other than healthcare facility)	- Waste Management (Healthcare)	- Laundry Services	- Work Routine Services (Healthcare)	2	Security Services	- Work Routine Services (other than healthcare facility)	- Regular work of Guest House/ Hostel (Hospitality) (such as porter services, lift man, etc.)	- Physical Security	- Parking Management	3	Horticulture Services	- CCTV Control & Operations	- Visitor Management & Access Control	- Gardening
#	Services	Service Component																							
1	Housekeeping	- Cleaning & Sanitation																							
		- Front Desk Management																							
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		- Waste Management (other than healthcare facility)																							
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		- Physical Security																							
		- Parking Management																							
3	Horticulture Services	- CCTV Control & Operations																							
		- Visitor Management & Access Control																							
		- Gardening																							

#	Services	· Landscape Service Component · Assisting the patient in getting into or out of the bed · Attend to the personal hygiene of patients · Preparing and carrying the patients for operations, laboratory, X-ray and other investigations
4	Patient Support Services	· Carrying and transporting patients to various wards/ departments in the hospital · Assist in maintaining stocks of linen and non-medical supplies · Assist the nurses or doctors in diagnostic and treatment procedures · Assist in sterilization of instruments, appliances and dressings and dressing of postoperative wounds · Bedbug control · Disinfestation · General Pest Control · Rodent control · Termite Control (Spot treatment/ drilling treatment)
5	Pest Control Service	· Vector control (mosquitos/ insects) · Cockroach control · Fumigation · Pest proofing (Pest proofing is closure of holes and cracks that may potentially cause pest infestation) · Infection control (Surface sterilization) · Plumbing · Water Supply
6	O&M Mechanical	· Pumps · Fire Fighting System · Lift · Electrical Supply of HT/LT · DG Sets
7	O&M of Electrical Work	· UPS · AC Chillers · HVAC · Transformers
Manpower Required: Service provider shall provide manpower based on buyer's selection of manpower profile, quantity and skill level. Buyers of this service will have the option to choose the type of manpower as per their requirement, for which the following categories have been defined:		
#	Type of Manpower Required	
1	Cleaner / Sweeper	
2	Office Attendant	
3	Receptionist	
4	Mail Attendant/ Runner	
5	Guest house attendant	
6	Porter	
7	Laundry wash boys	
8	Security Guard	
9	Gardener	
10	Ward Boys/Girls	
11	Plumber	
12	Electrician	

13	Fire Supervisor
#	Type of Manpower Required
14	AC Plant Operator
15	Help Desk Support Executive
16	Others - Please Specify

Consumables: Service provider shall provide consumables such as cleaning agents, equipment, etc. based on buyer's selection of cost to be borne by buyer/ service provider/ reimbursable by buyer. In case wherein consumables are to be provided by service provider and the cost is to be included in the contract cost, a list of suggestive consumables will be provided by buyer.

Contract Duration: The buyer can only select a minimum contract duration of 1 month and maximum contract duration of 3 years.

The provider of such services shall quote a monthly manpower cost inclusive of commission depending on the type of services and manpower as selected by the buyer.

4.1 Service Details and Standards

- Service provider shall abide at all times by the all existing labor enactments and rules made there under, regulations, notifications and bye laws of the State or Central Government or local authority and any other labor law (including rules), regulations, bye laws that may be passed or notification that may be issued under any labor law in future either by the State or the Central Government or the local authority
- Service provider shall make his own arrangements for the engagement of all staff and labor, local or other, and for their payment, housing, feeding and transport.
 - Service provider is responsible for co-ordination and management of delivery of services from AMC vendors/suppliers/contractors, therefore for ensuring safety compliance by them, FMC is required to monitor the delivery of service and report client in case of non-compliance of safety requirements immediately
- The manpower deployed should maintain polite & courteous behavior towards the buyer. "Misbehavior" which may include, but not limited to, consumption of alcohol during or prior to duty, denial of duty during service hours as defined by user, use of abusive language, theft, shall attract penalties as per provisions of the contract.

4.2 Service Assumptions

- The Service Provider shall not sublet any part of the Contract. The Service Provider may act as an aggregator of manpower to be provided. However, it is the Service Provider who shall be responsible and liable to deliver the services as per the contract.
- The manpower provided by the service provider shall not be deemed employees of the buyer hence the compliance of the applicable labor laws and acts and other relevant laws will be the sole responsibility of the service provider.
 - Service provider shall not deploy any manpower that is ailing from any contagious disease
- Service provider shall verify the character & antecedent of manpower to be deployed.
- The persons deployed during the course of their work shall perform integrity to the Buyer and shall not disclose/ share any qualified documents and information which they are not supposed to divulge to Service Provider/ third parties.
- Service provider shall indemnify the buyer against all the losses, injuries and any kind of damage arrived due to its activities
 - The buyer will in no way be responsible for violation of labor laws and /or infringement of any other law for the time being in force, either by the manpower provided or by the service provider.
 - The attendance of the employees will be entered in the register provided by the Service Provider and/or in the Aadhaar based Biometric attendance system at the Buyer's premises. The persons deployed should be polite, cordial and efficient while handling the assigned work and their actions should promote good will and enhance the image of the Corporation or office concerned. The Service Provider shall be responsible for any act of indiscipline on the part of the persons deployed.
- Service Provider shall ensure that all the relevant licenses / registrations / permissions which may be required for providing the services are valid during the entire period of the contract; failing so shall attract the appropriate penalties. The documents relevant in this regard shall be provided by the Service Provider to the Buyer on demand.
- Service Provider shall be required to keep the Buyer updated about the change of address, change of the Management etc. from time to time.

5 Service Provider's Obligation

- Service provider shall ensure the level of service required is of the highest professional standard and shall ensure full compliance to the terms and conditions of the contract.
- Service provider shall attend to emergency works in time. No extra payment will be made for working on odd hours for emergency works.
 - Service provider will be required to submit list of the manpower being deployed with photo ID, address proof, police verification certificate and educational qualifications before deputing the workers. The service provider shall be solely responsible for the credentials/ acts of his staff /workers
- The service provider shall provide at his own cost proper uniform and badges and photo identity cards to the manpower deployed.
- In an event that, for any reason, the manpower provided change their contact number during the tenure of the contract then service provider will immediately notify the buyer of the above change.
- The service provider shall be responsible for ensuring compliance with the provisions related to Labour Law [Central/State] and specially Workmen Compensation Act, EPF Laws, ESIC Laws, Income tax laws and Minimum Wages Laws, Contract Labour (Regulations Abolition Act) and any other relevant acts as applicable at present or in future during the tenure of the contract and as may be enforced from time to time. Onus of compliance of all the applicable Laws/Acts/Rules shall rest with the service provider only and the buyer will not be liable in any manner.
 - Service Provider shall produce to the Buyer the details of payments of statutory benefits like bonus, leave, relief etc. from time to time to its personnel.
 - Service Provider shall cover all its personnel under the relevant laws of EPF, Labor, ESIC etc. Proof of the same should be submitted by the Service Provider.
- Service Provider shall submit a copy of wages sheet showing monthly wages paid to its personnel.
- Service Provider shall cover its personnel for personal accident and death whilst performing the duty and the Buyer shall own no liability and obligation in this regard.
- Service Provider shall also provide at its own cost all benefits statutory or otherwise to its deployed personnel and the Buyer shall not have any liability whatsoever on this account.
 - Service provider shall employ only manpower who has completed eighteen years of age and not above 65 years of age
 - The Service Provider shall provide the documentary proof for the qualifications and experience of the manpower deployed by them. The bio-data, qualification and experience of the said manpower should be certified by the Service Provider.
 - The Service Provider shall not deploy or shall discontinue deploying the person(s), if desired by the Buyer and must ensure prompt replacement of the personnel without any additional cost to the Buyer. The personnel being deployed shall ordinarily be continued and should not be changed without written intimation and consultation with Buyer.
- The Service Provider would be bound by the conditions with regard to police verification of the deployed staff and their medical fitness.
 - Adequate supervision shall be provided to ensure correct performance of the services in accordance with the prevailing requirements agreed upon between the two parties.
 - In an event that service provider fails to deliver or fails to carry out tasks as per schedule due to absence of personnel or any other reasons, the Service Provider at his own cost shall make alternate arrangement by providing similar manpower for which agreement is entered into, without any extra charges. Failure to do so will evoke penalty then buyer shall have right to recover damages as per the provisions of the contract.
 - The service provider shall be personally responsible for any theft, misconduct and /or disobedience on the part of personnel so provided by him.
 - The working hours and days of the manpower will be as per the existing applicable rules of the respective Central/State Government organizations. However, they have to work on holidays, if necessary and required based on demand of work.

6 Buyer's Obligations

- The location for reporting shall be provided by the buyer to the service provider.

2. Buyer must immediately report to the designated representative of the Service Provider for any problems, complaints, incidents or accidents that occur during the contract including any form of inappropriate behavior/ improper uniform by the personnel.
- Buyer shall notify the Service Provider of any dishonest, wrongful or negligent acts or omissions of its personnel or agents in connection with the services as soon as possible after the buyer becomes aware of them.
1. Buyer may calculate their requirement of resources based on 8 hours per shift. For example, to hire a security personnel for a month (i.e. thirty service days) to offer the services for 24 hours on a 3-shift basis, the required number of resources would be 90 personnel for the month.
2. **Price Variation Clause:**
"It is advisable to include Price Variation Clause in the long term contracts to take care of the increase/decrease in prices of various ingredients which majorly affect the overall price of the service. Buyers are therefore advised to include the Price Variation Clause (PVC) in the bid document through ATC for long term contracts. The additional payment, if any, on account of PVC can be done offline till such time online functionality is developed on GeM."

7 Service Tracking

Tracking of services ensures quality of service delivery in time bound manner, effective service tracking helps in analyzing Service Provider's performance as well as Buyer's timely inputs for services and leads to immediate actions against the defaulters if any. Service tracking shall be mandatory for the both Buyer and Service Provider, non-tracking of the same may lead to a fine/ penalty on either party.

7.1 Logbook

1. The service provider shall maintain registers and checklists for each activity and the work done by each of the personnel shall be recorded on a Job Card, duly signed by the buyer's representative. Service provider shall also submit a duly signed comprehensive report every month, detailing the services performed during the month.
2. The service provider shall thereafter update the logbook on the GeM portal as per the logbook process flow.
- Once the service provider updates the logbook online, the Buyer shall either accept or reject these entries within the prescribed time limit. The buyer will also record the any service non delivery or non-performance issues, and subsequent penalties Failure to take action on logbook entries updated by service provider shall be deemed as accepted
1. The Service Provider can raise an issue against the rejection of any entry by the buyer within prescribed timelines of such rejection with the designated representative of the Buyer.

7.2 Service Performance and Feedback

1. The principal point of contact for the issues arising out of this agreement will be the service provider or a designated representative who shall be any employee of the Service Provider in administrative and managerial capacity and in a position of authority to resolve issues. Nonetheless, the service provider shall be solely responsible for maintaining the quality and level of service provided.
2. The Service Provider shall maintain a compliant register at the premises for the complaints by the buyer.

8 Penalties and Fine

In case of noncompliance of the standards of the services to be provided as per this agreement, the buyer would be at liberty to levy such penalty and terminate the contract as per the conditions detailed out below:

#	Nature of Default	Default Details	Penalties			Remarks
			1 st instance	2 nd instance	3 rd instance	
1	Non deployment of manpower	Non-deployment of total manpower mentioned in the contract as per the date of joining	Up to 15 days, @1 % per day of the total value and beyond 15 days cancellation of contract with cancellation charges @ 10% of the order value	Up to 15 days, @2 % per day of the total value and beyond 15 days cancellation of contract with cancellation charges @ 10% of the order value	Cancellation of contract with cancellation charges @ 10% of the order value	
2	Failure to address deficiencies/ complaints brought to notice by buyer	Deficiencies/ complaints not addressed promptly	Penalty of Rs. 500/-	Penalty of Rs. 800/-	Penalty of Rs. 1000/-	After 3 rd instance, the buyer may continue to impose the same penalty as imposed for 3 rd instance.
3	If employee is found disclosing any confidential information/ document to the Service Provider/ any third parties		Cancellation of the contract with cancellation charges @ 10% of the order value along with recovery of losses caused (if any) and legal action against the Service Provider depending on the gravity of the act			
4	If the employee is found responsible for any theft, loss of material/ articles and damages		Immediate payment in actuals, equivalent to the value of the article theft/ lost/ damaged. Replacement of employee within 2 days	Immediate payment in actuals, equivalent to the value of the article theft/ lost/ damaged. Replacement of employee within 2 days/ cancellation of contract as decided by the buyer depending on the gravity of the act.	Cancellation of the contract with cancellation charges @ 10% of the order value	
5	If the employee is found responsible for disobedience/ misconduct		Warning/ counselling of employee as decided by the Buyer depending on the gravity of the act	Warning/ counselling/ Immediate replacement of employee within 2 days as decided by the Buyer and Warning to Service Provider depending on the gravity of the act	Cancellation of the contract with cancellation charges @ 10% of the order value	

#	Default Details	Penalties	Remarks
6	Delay in payments of take-home remuneration by the Service Provider and deposit of EPF and ESI (both employee and employer share)	Rs. 100 per day for each default, warning to Service Provider to deposit the said amount within 7 working days	Cancellation of the contract with cancellation charges @ 30% of the order value
7	If the employee is absent or takes leave for more than 2 days without informing or taking prior approval.	Substitute within 2 days failing which, @ 1 % per day of the total value (excluding service tax etc.) of the absent resources up to 15 days. Beyond 15 days, cancellation of the contract with cancellation charges @ 10% of the order value	Cancellation of the contract with cancellation charges @ 10% of the order value
8	If the employee is found responsible for adopting illegal and foul methods or exercising any corrupt practice in collusion with any third party or officials at the workplace	Immediate replacement within 2 days/ cancellation of the contract with cancellation charges @ 10%, as decided by the buyer depending on the gravity of the act.	Cancellation of the contract with cancellation charges @ 10% of the order value
- Penalties for a specific month / period shall be capped at 10% of bill generated for that month / period. - If any SLA is breached beyond 3 instances in any billing period, then same shall be treated as a breach of contract and buyer will have full rights to terminate the contract after giving a notice of 30 days.			

9 Payment Terms

This section provides details about the terms and conditions of payment towards the services, it may also include deduction of payment in case of faulty service.

Some notable points under payment terms are-

9.1 Payment Condition

- The payment shall be made as per the financial quotes submitted by the Service Provider and accepted by the Buyer.
 - No advance payment shall be made to the Service Provider.
- The price quoted shall cover all aspects of service delivery.
- Service Provider shall also deposit EPF and ESI of both employer and employee share within 15th day of the month of payment for the support staff engaged from their account and prefer the bill to the Buyer Department for reimbursement of employer share only.
 - Employers share of EPF & ESI actually deposited to the respective authorities with proof of deposit of both employee and employer share by the end of the second week of the succeeding month. Employee share of EPF and ESI contribution shall be recovered from the gross remuneration & balance amount is to be released to the persons employed.
 - The Service Providing Agency shall furnish statement of amount paid for the month to the persons deployed along with cheque number and date and Bank account from which the payment has been made. Service Providing agency is to furnish copy of bank statement in support of amount paid as and when required by Buyer Departments.
- The Service Provider shall be responsible for timely payment of take-home remuneration to the supporting staff and deposit of EPF and ESI (both employee and employer share), failing which a penalty will be deducted.
 - The Service Provider shall submit before the Buyer Department, one copy of the return within 7 days from the date of filing of monthly / quarterly / half yearly / annual return if any before the EPF and ESI authorities.
- The payment to the Service Provider will be made on monthly and quarterly basis, depending upon the actual duration of the services rendered as per order.
 - Any violation of contractual obligations by the Service Provider/employee shall attract penalties as mentioned against each obligation. The Service Provider confirms and agrees that penalty whenever becomes payable, the same shall be deducted by the user department from the payments due to the Service Provider.
 - All applicable taxes and duties except GST, shall be payable by the Service Provider and the Buyer shall not entertain any claims whatsoever with respect to the same. The Service Provider shall pay the GST and the price quoted is inclusive.
- The Service Provider shall ensure payment regularly for the deployed manpower to their entitlements like monthly salaries/wages etc. and submit the documentary proof of the salary paid as per the terms and conditions of the contract. Bill for the subsequent month will be paid only after submission of certificate of disbursement of wages of previous month.
 - In case of any changes in the minimum wages as per the Applicable Laws during the Contract period, Buyer shall pay the Service Provider the difference in wage from the amount mentioned in the contract on pro rata basis.
 - The cost of the Contract shall be valid for initial contract period. No price escalation, other than minimum wages revision, shall be entertained by the Buyer during the period.

9.2 Payment Cycle

- Payment shall be made once the Service Provider submits the invoice for the same as per the prescribed process flow.
- The Buyer shall make the payment within prescribed timelines as per the payment process flow upon submission of invoice, logbook and service feedback.

9.3 Payment Process

- Payment shall be made only after submission of invoices, logbook, service feedback, non-submission of the same may lead to delay/ deduction in payment.
 - All the penalties/ fine/ interest (if applicable) will be settled before making the payments. Service Provider shall not have any objection on the same.
- Payment will be made through bank transfer only, in no circumstance cash/ cheque payment will be made.

Payment Calculation would be as below :

Formula = Total area in sq. ft*Rate per Sqft. per month*No. of months within the contract period

10 Amendment of Contract

During service delivery period some conditions may occur when the Buyer and/ or Service Provider may require to amend the Agreement, some of such conditions may be as followed-

- Amendment of the Contract after event of Force Majeure:** In case of occurrence of any exceptional event/ circumstance which has affected either party directly to perform the agreed services, the agreement can be amended. However, cause, evidence and nature of such effect shall be notified to the other party.
 - Amendment in statutory variations:** All statutory variations leading to increase in the cost of the contract will be debited to the buyer accounts.
- Variation of the Contract as per both parties' consent:** Variation of the Contract shall be done as per mutual consent of both parties; no party shall be made liable to pay/ get any compensation for

agreement amendment. The variation in the contract can be through the following, however, the variation put together shall not reduce or exceed 25% of contract value:

1. Increase or decrease in the manpower requirement or services to be provided
2. Increase or decrease in duration of contract

11 Termination of Contract

The Agreement shall be come to an end either on completion of the Contract Period or shall be terminated for the following reasons:

1. *Mutual consent:* The contract may be terminated based on mutual consent in case the services are no longer required. Termination based on mutual consent will not attract any penalties or shall not be liable for any extra payments other than payment of invoices raised till the time of termination including notice period.
 2. *Breach of contractual obligations:* Any incidents considered as the breach of contract will result in immediate termination of services. The Buyer shall have the right to terminate the Contract effective immediately by giving written notice to the Service Provider if, the Service Provider breaches a material provision of this Contract where that breach is not capable of remedy; or if the Service Provider breaches any provision of this Contract and fails to remedy the breach within 14 days after receiving notice requiring it to do so.
- *Breach of SLAs:* The contract may also be terminated if i) the cumulative penalties rise to 10% of the contract value ii) repeated breach of any SLA beyond 3 instances as per buyer discretion.

However, termination of this Contract shall not affect any accrued rights or remedies of either party.

अतिरिक्त आवश्यक डेटा/दस्तावेज़: खरीदार | Additional Required Data/Document(s) : Buyer

1. Details of the premise : [click here](#)
2. Scope of work : [click here](#)

अतिरिक्त डेटा/दस्तावेज़ : विक्रेता | Additional Data/Document(s) : Seller

1. Certificate (Requested in ATC) : [click here](#)
2. Additional Doc 1 (Requested in ATC) : [click here](#)
3. Catalogue For Outcome (area) Based Services : [click here](#)
4. Annual Turnover And Profit Requirement : [click here](#)
5. Minimum Years (up To 5 Years) Of Experience In Related Field : [click here](#)
6. The Bidder Shall Be An Indian Proprietary Firm, Partnership Firm Or Company Registered Under Respective Act(s) : [click here](#)
7. Geographic Presence : [click here](#)
8. Authorization Letter From Original Equipment Manufacturer (oem) : [click here](#)
9. Total Experience In Providing Facility Management Services To Government Departments, Public Sector Companies, And Government Autonomous Organizations : [click here](#)
10. Please Upload Experience Certificate Which Are Mentioned As Mandatory By Buyer : [click here](#)

ईपीबीजी विवरण | ePBG Detail

सलाहकार बैंक Advisory Bank :	State Bank of India
ईपीबीजी प्रतिशत (%) ePBG Percentage(%):	3.00
बोली लगाने वाले को बोली के नियमों और शर्तों के अनुसार लागू ईपीबीजी प्रस्तुत करना होगा The bidder shall furnish ePBG as applicable as per bid's terms and conditions	

नियम और शर्तें | Terms and Conditions

1. General Terms and Conditions-

- 1.1 This contract is governed by the [General Terms and Conditions](#), conditions stipulated to this Product/Service as provided in the Marketplace.
- 1.2 This Contract between the Seller and the Buyer, is for the supply of the Goods and/ or Services, detailed in the schedule above, in accordance with the General Terms and Conditions (GTC) unless otherwise superseded by Goods / Services specific Special Terms and Conditions (STC) and/ or BID/Reverse Auction Additional Terms and Conditions (ATC), as applicable
- 1.3 All GeM Sellers / Service Providers are mandated to ensure compliance with all the applicable laws / acts / rules including but not limited to all Labour Laws such as The Minimum Wages Act, 1948, The Payment of Wages Act, 1936, The Payment of Bonus Act, 1965, The Equal Remuneration Act, 1976, The Payment of Gratuity Act, 1972 etc. Any non-compliance will be treated as breach of contract and Buyer may take suitable actions as per GeM Contract.

2. Buyer Added Bid Specific Terms and Conditions-

- 2.1 *Generic:*
OPTION CLAUSE: The buyer can increase or decrease the contract quantity or contract duration up to 25 percent at the time of issue of the contract. However, once the contract is issued, contract quantity or contract duration can only be increased up to 25 percent. Bidders are bound to accept the revised quantity or duration
- 2.2 *Generic:*
Bidder financial standing: The bidder should not be under liquidation, court receivership or similar proceedings, should not be bankrupt. Bidder to upload undertaking to this effect with bid.
- 2.3 *Payment:*
PAYMENT OF SALARIES AND WAGES: Service Provider is required to pay Salaries / wages of contracted staff deployed at buyer location first i.e. on their own and then claim payment from Buyer alongwith all statutory documents like, PF, ESIC etc. as well as the bank statement of payment done to staff.
- 2.4 *Forms of EMD and PBG:*
Bidders can also submit the EMD with Payment online through RTGS / internet banking in Beneficiary name

REGIONAL AYURVEDA RESEARCH INSTITUTE

Account No.
10570291302
IFSC Code
SBIN0000941
Bank Name
STATE BANK OF INDIA
Branch address
TRIVANDRUM MAIN BARANCH
.

Bidder to indicate bid number and name of bidding entity in the transaction details field at the time of on-line transfer. Bidder has to upload scanned copy / proof of the Online Payment Transfer

GeM
 Government
 e Marketplace
 Efficient • Transparent • Inclusive

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 Azadi Ka
 Amrit Mahotsav

अनुबंध क्रमांक | Contract No: GEMC-511687745959032
अनुबंध तिथि | Contract Generated Date : 25-Sep-2025
बोली/आरए/पीबीपी संख्या | Bid/RA/PBP No.: [GEM/2025/B/6620468](#)

संगठन विवरण Organisation Details		खरीदार विवरण Buyer Details	
प्रकार Type :	Central Autonomous	पद Designation :	UDC1
मंत्रालय Ministry :	Ministry of AYUSH	संपर्क नंबर Contact No. :	-
विभाग Department :	Central Council for Research in Ayurvedic Sciences	ईमेल आईडी Email ID :	sv.krishna@ccras.nic.in
संगठन का नाम Organisation Name :	Central Council for Research in Ayurvedic Sciences, Kerala	जीएसटीआईएस GSTIN :	Regional Ayurveda Research Institute for Lifestyle Related Disorders, Opposite Saraswati Mandapam, Poojappura, Thiruvananthapuram - 695012, Kerala, Thiruvananthapuram, KERALA-695012, India
कार्यालय क्षेत्र Office Zone:	Thiruvananthapuram	पता Address :	

वित्तीय स्वीकृति विवरण Financial Approval Detail		भुगतान प्राधिकरण विवरण Paying Authority Details	
आईएफडी सहमति IFD Concurrence :	No	Role:	PAO
प्रशासनिक अनुमोदन का पदनाम Designation of Administrative Approval:	Research Officer In Charge	भुगतान का तरीका Payment Mode:	Offline
वित्तीय अनुमोदन का पदनाम Designation of Financial Approval :	Research Officer In Charge	पद Designation :	PAO
		ईमेल आईडी Email ID :	pao1.ccrask.kl@gembuyer.in
		जीएसटीआईएन GSTIN :	32AAGR0224G1ZW
			Regional Ayurveda Research Institute for Lifestyle Related Disorders, Opposite Saraswati Mandapam, Poojappura, Thiruvananthapuram - 695012, Kerala, Thiruvananthapuram, KERALA-695012, India
		पता Address:	

परेषिती विवरण | Consignee Details

क्र.सं. S.No	परोक्षी नाम & पता Consignee Name & Address	सेवा विवरण Service Description
1	संपर्क Contact : - ईमेल आईडी Email ID : krishna.r@ccras.nic.in जीएसटीआईएस GSTIN : - पता Address : Regional Ayurveda Research Institute for Lifestyle Related Disorders, Opposite Saraswati Mandapam, Poojappura, Thiruvananthapuram - 695012, Kerala, Thiruvananthapuram, KERALA-695012, India	Facility Management Service - Outcome Based

सेवा प्रदाता विवरण | Service Provider Details

गेम बिक्रेता आईडी GeM Seller ID :	6DC7190000756525
कंपनी का नाम Company Name :	VANGUARD FORCE PRIVATE LIMITED
संपर्क नंबर Contact No. :	08589093309
ईमेल आईडी Email ID :	kochi@vanguardforce.com
पता Address :	617,ALUNKARA HOUSE VMA LANE,THRIKKAKARA,THRIKKAKARA ERNAKULAM, Ernakulam, KERALA-682021, -
एमएसएमई रजिस्ट्रेशन संख्या MSME Registration number :	UDYAM-KL-02-0002100
जीएसटीआईएन GSTIN:	32AAECV13571ZD (R), (S), (S), (S), 33AAECV13571ZB (S), (S)
खरीदार द्वारा सत्यापित एमएसएमई स्थिति MSME Status as verified by buyer :	Verified
एमएसएमई सामाजिक श्रेणी MSE Social Category :	General
एमएसएमई लिंग श्रेणी MSE Gender :	OTHERS

*जिसके नाम के पक्ष में GST/TAX इनवॉइस पेश किया जाएगा। GST / Tax invoice to be raised in the name of - Buyer

सेवा विवरण | Service Details

सेवा प्रारंभ दिनांक (नवीनतम) | Service Start Date (latest by): 01-Oct-2025 सेवा समाप्ति तिथि | Service End Date : 30-Sep-2026

श्रेणी नाम | Category Name : Facility Management Service - Outcome Based

बिलिंग चक्र | Billing Cycle: monthly

विवरण Description		Total area in sq. ft	Rate per Sqft. per month
Type of Premises	Healthcare	93,186	3.11
Type of services required	Security Services		
Cost for Consumables/ Materials	Consumables to be provided by service provider (inclusive in contract cost)		
Service component	Physical Security Parking management Visitor management Access Control and CCTV Control		
No. of months within the contract period	12		

कुल राशि (सूत्र) | Total Amount (Formula):
(Total area in sq. ft*Rate per Sqft. per month*No. of months within the contract period)

ऐडऑन के बिना कुल मूल्य Total Value without Addons(INR)	3477701.52
कुल ऐडऑन मूल्य Total Addon Value(INR)	0
ऐडऑन सहित कुल मूल्य Total Value Including Addons(INR)	3477701.52

अनुबंध की राशि | Amount of Contract

Service Level Agreement (SLA) Details

Service Level Agreement for Facility Management Services

1 Agreement Overview

This Agreement represents a Service Level Agreement (SLA or "Agreement") between the Buyer and Facility Management Services (FMS) Service provider. The purpose of this agreement is for the implementation of facility management services at the buyer's premises or any other premises designated by buyer. This Agreement outlines the scope of work, buyer's obligations, special terms and conditions related to service delivery and payment of services for mutual understanding of the stakeholders. The Agreement remains valid till completion of scope of services or end of contractual duration whichever is earlier unless either superseded by a revised agreement mutually entered by the stakeholders or terminated by either of the parties thereof.

The Services contracts placed through GeM shall be governed by following set of Terms and Conditions:

1. General terms and conditions for Service;
2. Service Specific SFC of the Services contracts shall include the service level agreement (SLA) for the service;
3. B2B / B2G / Auction specific A/C.

The above terms and conditions are in reverse order of precedence i.e. A/C supersedes Service specific SFC which supersedes SFC, whenever there are any conflicting provisions. The above set of terms and conditions along with scope of work and service level agreement as enumerated in the documents shall be construed to be part of the Contract between Buyer and Service Provider. The services will be provided in the following manner:

2 Objectives and Goals

The objective of this agreement is to ensure that all the commitments and obligations are in place to ensure consistent delivery of services to buyer by service provider. The goals of this agreement are to:

1. Provide clear reference to service ownership, accountability, roles and responsibilities of both parties
2. Present a clear, concise and measurable description of services offered to the buyer
3. Establish terms and conditions for all the involved stakeholders. It also includes the actions to be taken in case of failure to comply with conditions specified
4. To ensure that both the parties understand the consequences in case of termination of services due to any of the stated reasons

The agreement will act as a reference document that both the parties have understood the above mentioned terms and conditions and have agreed to comply by the same. The agreement can also be revised/modified on mutual consent of the stakeholders.

3 Parties to the Agreement

The main stakeholders associated with this agreement are below:-

1. Buyer: Buyer is responsible to provide clear instructions, approvals and timely payments for the work as agreed.
2. Service Provider: Service provider is responsible to provide all the required services in timely manner. Service provider may also include seller, any authorized agents, associates, successors and nominees as described in the agreement.

The responsibilities and obligations of the stakeholders have been outlined in this document. The document also encompasses service level penalties in case of non-compliance to the defined terms and conditions. It is assumed that all stakeholders have read and understood the same before signing the document.

4 Scope of Services

This service deals with hiring of facility management services which encompasses all activities related to keeping a complex operating with all its infrastructural and maintenance related requirements. This service includes multiple disciplines to ensure functionality, comfort, safety and efficiency of the built environment by integrating people, place, process and technology. It typically includes a wide range of function and support services such as housekeeping, security, property or building management, basic engineering services, mail and messenger services, records management, safety and other support duties.

Type of Model: This service offering can be availed as a three model namely (i) manpower, (ii) outcome based and (iii) hybrid which is combination of both manpower and outcome. The services need to be provided based on the model selected.

- Manpower based model: Service provider will deploy manpower for rendering selected services as per the roles/ manpower profile selected by buyer.
- Outcome based model: Service provider will deploy manpower based on a combination of services and outcome based on the services selected by buyer. Buyer may mention the minimum required manpower required for a service.
- Hybrid model: Service provider needs to provide some services on manpower based model while some on outcome based model depending on the selection of buyer during bid.

Types of Services: This service offering provides multiple services under a single contract for professional maintenance and upkeep of the property (commercial, residential, hospitality, healthcare, industrial, etc.). Buyers of this service will have the option to choose the type of service and service components as per their requirement, for which the following categories have been defined:

#	Services	Service Component
1	Cleaning & Sanitation	• Cleaning & Sanitation • Trash/Bins Management • Mail Management/ Partner • Waste Management (other than health care facility)
2	Housekeeping	• Waste Management (healthcare) • Laundry Services • Work Routine Services (Healthcare) • Work Routine Services (other than healthcare facility) • Regular work of Guest House/ Hotel/ Hospitality/ event services, etc.
3	Security Services	• Physical Security • Parking Management • CCTV Control & Operations • Visitor Management & Access Control
4	Landscaping Services	• Gardening • Landscaping

#	Services	Service Component
		- Assisting the patient in getting into or out of the bed - Attend to the personal hygiene of patients - Preparing and carrying the patients for operations, laboratory, X-ray and other investigations
4	Patient Support Services	- Carrying and transporting patients to various wards/ departments in the hospital - Assist in maintaining stocks of linen and non-medical supplies - Assist the nurses or doctors in diagnostic and treatment procedures - Assist in sterilization of instruments, appliances and dressings and dressing of postoperative wounds - Bedbug control - Disinfection - General Pest Control - Rodent control - Termites Control (Spot treatment/ drilling treatments)
5	Pest Control Service	- Vectors control (mosquitoes/ fleas etc) - Cockroach control - Humigation - Pest proofing (Pest proofing is closure of holes and cracks that may potentially cause pest infestation) - Infection control (Surface sterilization)
6	CBM Mechanical	- Plumbing - Water Supply - Pumps - Fire Fighting System - Lift - Electrical Supply of H/O/L - DG Set
7	CBM of Electrical Work	- JPS - AC Chiller - HVAC - Transformers
Manpower Required: Service provider shall provide manpower based on buyer's selection of manpower profile, quantity and skill level. Buyers of this service will have the option to choose the type of manpower as per their requirement, for which the following categories have been defined:		
#	Type of Manpower Required	
1	Cleaner / Sweeper	
2	Office Attendant	
3	Receptionist	
4	Mail Attendant/ Runner	
5	Guard house attendant	
6	Porter	
7	Laundry wash boys	
8	Security Guard	
9	Gardener	
10	Ward Boy/Girls	
11	Humidist	
12	Electrician	

13	Fire Supervisor
14	Type of Manpower Required
15	AC Plant Operator
16	Help Desk Support Executive
17	Others –(Please specify)

Consumables: Service provider shall provide consumables such as cleaning agents, equipment, etc. based on buyer's selection of cost to be borne by buyer/ service provider/ reimbursable by buyer. In case wherein consumables are to be provided by service provider then the cost is to be included in the contract cost, a list of suggestive consumables will be provided by buyer.

Contract Duration: The buyer can only select a minimum contract duration of 1 month and maximum contract duration of 3 years.

The provider of such services shall quote a monthly manpower cost inclusive of commission depending on the type of services and manpower as selected by the buyer.

4.1 Service Details and Standards

- Service provider shall abide at all times by the all existing labor enactments and rules made there under, regulations, modifications and bye laws of the State or Central Government or local authority and any other labor law including rules, regulations, bye laws that may be passed or notification that may be issued under any labor law in future either by the State or the Central Government or the local authority.
- Service provider shall make his own arrangements for the engagement of all staff and labor, local or other, and for their payment, housing, feeding and transport.
- Service provider is responsible for construction and management of delivery of services from AMC vendors/suppliers/vendors, therefore for ensuring safety compliance by them, PQC is required to monitor the delivery of service and report client in case of non-compliance of safety requirements immediately.
- The manpower deployed should maintain polite & courteous behavior towards the buyer. "Misbehavior" which may include, but not limited to, consumption of a meal during or prior to duty, derelict of duty during service hours as defined by user, use of obscene language, theft, shall attract penalties as per provisions of the contract.

4.2 Service Assumptions

- The Service Provider shall not sub-let any part of the Contract. The Service Provider may act as an aggregator of manpower to be provided. However, it is the Service Provider who shall be responsible and liable to deliver the services as per the contract.
- The manpower provided by the service provider shall not be deemed employees of the buyer hence the compliance of the applicable labor laws and acts and other relevant laws will be the sole responsibility of the service provider.
- Service provider shall not deploy any manpower that is plinking from any contagious disease.
- Service provider shall verify the character & antecedent of manpower to be deployed.
- The persons deployed during the course of their work shall perform integrity to the buyer and shall not disclose share any qualified documents and information which they are not supposed to divulge to Service Provider/ third parties.
- Service provider shall indemnify the buyer against all the losses, injuries and any kind of damage arising due to its activities.
- The buyer will in no way be responsible for violation of labor laws and for infringement of any other law for the time being in force, either by the manpower provided or by the service provider.
- The attendance of the employee will be entered in the register provided by the Service Provider and/or in the Aadhaar based Biometric attendance system at the Buyer's premises. The persons deployed should be polite, courteous and efficient while handling the assigned work and their actions should not harm the good will and enhance the image of the Corporation or Office concerned. The Service Provider shall be responsible for any act of indiscipline on the part of the persons deployed.
- Service Provider shall ensure that all the relevant licenses /regulations/permissions which may be required for providing the services are valid during the entire period of the contract; failing so shall attract the appropriate penalties. The documents relevant in this regard shall be provided by the Service Provider to the Buyer on demand.
- Service Provider shall be required to keep the Buyer updated about the change of address, change of the Management etc. from time to time.

5 Service Provider's Obligation

- Service provider shall ensure the level of service required is of the Highest professional standard and shall ensure full compliance to the terms and conditions of the contract.
- Service provider shall attend to emergency works in time. No extra payment will be made for working on odd hours for emergency works.
- Service provider will be required to submit list of the manpower being deployed with photo ID, address proof, police verification certificate and educational qualifications before deputed to the worksite. The service provider shall be solely responsible for the credential of each of his staff workers.
- The service provider shall provide at his own cost proper uniform and badges and photo ID stickers to the manpower deployed.
- In an event that, for any reason, the manpower provided change their contact number during course of the contract, then service provider will immediately notify the buyer of the above change.
- The service provider shall be responsible for ensuring compliance with the provisions related to Labour law (Central State) and specially Workmen Compensation Act, EPF Laws, ESI Laws, Income tax laws and Minimum Wages Laws, Contract Labour (Regulation and Abolition Act) and any other relevant acts as applicable at present or in future during the tenure of the contract and as may be enforced from time to time. Strict compliance of all the applicable Laws/Rules shall rest with the service provider only and the buyer will not be liable in any manner.
- Service Provider shall produce to the Buyer the details of payments of statutory benefits like bonus, leave, gratuity etc. from time to time to its personnel.
- Service Provider shall cover all its personnel under the relevant laws of EPF, ESI, etc. Proof of the same should be submitted by the Service Provider.
- Service Provider shall submit a copy of wage sheet showing monthly wages paid to its personnel.
- Service Provider shall cover its personnel for personal accident and death while performing the duty and the Buyer shall have no liability and obligation in this regard.
- Service Provider shall also provide at its own cost all benefits statutory or otherwise to its deployed personnel and the Buyer shall not have any liability whatsoever on this account.
- Service provider shall employ only manpower who has completed eighteen years of age and not above 60 years of age.
- The Service Provider shall provide the documentary proof for the qualifications and experience of the manpower deployed by them. The bio-data, qualification and experience of the said manpower should be certified by the Service Provider.
- The Service Provider shall not deploy or shall discontinue deploying the personnel (if deemed by the Buyer) and must ensure prompt replacement of the personnel without any additional cost to the Buyer. The personnel being deployed shall certainly be continued and shall not be changed without written intimation and consultation with Buyer.
- The Service Provider would be bound by the conditions with regard to police verification of the deployed staff and their medical fitness.
- Adequate supervision shall be provided to ensure correct performance of the services in accordance with the prevailing requirements agreed upon between the two parties.
- In an event that service provider fails to deliver details as per schedule due to absence of personnel or any other reasons, the Service Provider at his own cost shall make alternate arrangement by providing similar manpower for which agreement is entered into, without any extra charges. Failure to do so will invoke penalty then buyer shall have right to recover damages as per the provision of the contract.
- The service provider shall be personally responsible for any theft, misbehavior and for indiscipline on the part of personnel so provided by him.
- The working hours and days of the manpower will be as per the existing applicable rules of the respective Central/State Government organizations. However, they have to work on holidays if necessary and required based on demand of work.

6 Buyer's Obligations

- The location for reporting shall be provided by the buyer to the service provider.

2. Buyer must immediately report to the designated representative of the Service Provider for any problems, complaints, incidents or accidents that occur during the contract including any form of inappropriate behavior or improper uniformity by the personnel.
- Buyer shall notify the Service Provider of any dishonest, wrongful or negligent acts or omissions of its personnel or agents in connection with the services as soon as possible after the buyer becomes aware of them.
3. Buyer may calculate their requirement of resources based on 8 hours per shift. For example, to hire a security personnel for a month (a thirty service days) to offer the services for 24 hours on a 1-shift only, the required number of resources would be 90 personnel for the month.
2. **Price Variation Clause:**
It is advisable to include Price Variation Clause in the long term contracts to take care of the increase/decrease in prices of various ingredients which majority affect the overall price of the service. Buyers are therefore advised to include the Price Variation Clause given in the bid document through AEC for long term contracts. The additional payment, if any, on account of PVC can be done offline till such time online functionality is developed on GSA.

7 Service Tracking

Tracking of services ensures quality of service delivery in time bound manner, effective service tracking helps in analyzing Service Provider's performance as well as Buyer's timely inputs for services and leads to immediate actions against the defaulters. If any Service provider shall be monitored by the both Buyer and Service Provider, non-tracking of the same may lead to a fine/penalty on either party.

7.1 Logbook

1. The service provider shall maintain registers and checklists for each activity and the work done by each of the personnel shall be recorded on a job Card, duly signed by the buyer's representative. Service provider shall also submit a duly signed comprehensive report every month, detailing the services performed during the month.
2. The service provider shall thereafter update the logbook on the field portal as per the logbook process flow.
- Once the service provider updates the logbook online, the Buyer shall either accept or reject three entries within the prescribed time limit. The buyer will also record the any service non-delivery or non-performance issues and subsequent penalties. Failure to take action on logbook entries updated by service provider shall be deemed as accepted.
3. The Service Provider cannot raise an issue against the rejection of any entry by the buyer within prescribed timelines of such rejection with the designated representative of the Buyer.

7.2 Service Performance and Feedback

1. The principal point of contact for the issues arising out of this agreement will be the service provider or a designated representative who shall be an employee of the Service Provider in administrative and managerial capacity and in a position of authority to resolve issues. Nevertheless, the service provider shall be solely responsible for maintaining the quality and level of service provided.
2. The Service Provider shall maintain a complaint register on the premises for the complaints by the buyer.

8 Penalties and Fine

In case of non-compliance of the standards of the services to be provided as per this agreement, the buyer would be at liberty to levy such penalty and terminate the contract as per the conditions detailed out below:

Sl. No.	Nature of Default	Default Details	Penalties			Remarks
			1 st Instance	2 nd Instance	3 rd Instance	
1	Non deployment of manpower	Non deployment of total manpower mentioned in the contract as per the date of joining	Up to 15 days, \$150 per day of the total value and beyond 15 days cancellation of contract with cancellation charges @ 10% of the order value	Up to 15 days, \$150 per day of the total value and beyond 15 days cancellation of contract with cancellation charges @ 10% of the order value	Cancellation of contract with cancellation charges @ 10% of the order value	
2	Failure to address determined complaints brought to notice by buyer	Deficiencies/ complaints not addressed promptly	Penalty of \$5,000/-	Penalty of \$5,000/-	Penalty of \$5,000/-	After 3 rd instance, the buyer may continue to impose the same penalty as imposed for 3 rd instance
3	If employee is found disclosing any confidential information/document to the Service Provider or any third parties.		Cancellation of the contract with cancellation charges @ 10% of the order value along with recovery of losses caused if any and legal action against the Service Provider depending on the gravity of the act.			
4	If the employee is found responsible for any theft, loss of material/ articles and damages.		Immediate payment in arrears, equivalent to the value of the article theft/ loss/damaged. Replacement of employee within 2 days or cancellation of contract as decided by the buyer depending on the gravity of the act.	Immediate payment in arrears, equivalent to the value of the article theft/ loss/damaged. Replacement of employee within 2 days or cancellation of contract as decided by the buyer depending on the gravity of the act.	Cancellation of the contract with cancellation charges @ 10% of the order value	
5	If the employee is found responsible for drunkenness/misconduct		Warning/ counselling of employee as decided by the Buyer depending on the gravity of the act.	Warning/ counselling/ Immediate replacement of employee within 2 days as decided by the Buyer and Warning to Service Provider depending on the gravity of the act.	Cancellation of the contract with cancellation charges @ 10% of the order value	

#	Default Issues	Remarks	Cancellation of the contract with cancellation charges @ 10% of the order value	Remarks
6	Delay in payments of take home remuneration by the Service Provider and deposit of EPF and ESIC (both employee and employer share)	Rs. 100 per day for each default, failing which the Service Provider shall deposit the said amount within 7 working days.	Rs. 200 per day for each default, failing which the Service Provider shall deposit the said amount within 7 working days. If the said amount is not deposited to the respective authorities and proof of same is submitted to Buyer.	
7	If the employee is absent or takes leave for more than 2 days without informing or taking prior approval.	Substitute within 2 days failing which @ 1% per day of the total value (including service tax etc.) of the absent employee up to 15 days. Beyond 15 days, cancellation of the contract with cancellation charges @ 10% of the order value.	Substitute within 2 days failing which @ 2% per day of the total value (including service tax etc.) of the absent resources up to 15 days. Beyond 15 days, cancellation of the contract with cancellation charges @ 10% of the order value.	Cancellation of the contract with cancellation charges @ 10% of the order value.
8	If the employee is found responsible for violating legal and final methods or exhibiting any corrupt practice in relation with any third party or official at the workplace.	Immediate replacement within 2 days/cancellation of the contract with cancellation charges @ 10% as decided by the buyer depending on the gravity of the act.	Cancellation of the contract with cancellation charges @ 10% of the order value.	

• Provision for a specific month / period shall be accepted at 10% of bill generated for that month / period.
 • If any SLA is breached beyond 3 times in any billing period, then same shall be treated as a breach of contract and buyer will have full rights to terminate the contract after giving a notice of 30 days.

9 Payment Terms

This section provides details about the terms and conditions of payment towards the services. It may also include deduction of payment in case of faulty service.

Some notable points under payment terms are:

9.1 Payment Condition

- The payment shall be made as per the invoice/quote submitted by the Service Provider and accepted by the Buyer.
- No advance payment shall be made to the Service Provider.
- The price / service shall cover all aspects of service delivery.
- Service Provider shall also deposit EPF and ESIC of both employee and employer share within 15th day of the month of payment for the support staff employed from their account and provide the bill to the Buyer Department for reimbursement of employer share only.
- Employee share of EPF and ESIC contribution shall be recovered from the gross remuneration & balance amount is to be released to the persons employed.
- The Service Providing Agency shall furnish statement of amount paid for the month to the persons deployed along with cheque number and date and Bank account from which the payment has been made. Service Providing Agency is to furnish report/bill statement in support of amount paid and when required by Buyer Department.
- The Service Provider shall be responsible for timely payment of leave/salary remuneration to the supporting staff and deposit of EPF and ESIC (both employee and employer share) for which a penalty will be deducted.
- The Service Provider shall submit before the Buyer Department, one copy of the return within 7 days from the date of filing of monthly / quarterly / half yearly / annual return if any before the EPF and ESIC authorities.
- The payment to the Service Provider will be made on monthly and quarterly basis, depending upon the actual duration of the services rendered as per order.
- Any violation of contractual obligation by the Service Provider/employee shall attract penalties as mentioned against each obligation. The Service Provider will inform and agree that penalty whenever business penalty is concerned shall be deducted by the user department from the payments due to the service provider.
- All applicable taxes and duties except GST, shall be payable by the Service Provider and the Buyer shall not incur any claim whatsoever with respect to the same. The Service Provider shall pay the GST and the price quoted is inclusive.
- The Service Provider shall ensure payment regularly for the deployed manpower to their employers like monthly salaries/wages etc. and submit the documentary proof of the salary paid as per the terms and conditions of the contract. If for the subsequent month will be paid only after submission of certificate of disbursement of wages of previous month.
- In case of any changes in the minimum wages as per the applicable laws during the contract period, Buyer shall pay the Service Provider the difference in wage from the amount mentioned in the contract on pro-rata basis.
- The cost of the Contract shall be valid for initial contract period. No price escalation other than minimum wages revision shall be entertained by the Buyer during the period.

9.2 Payment Cycle

- Payment shall be made once the Service Provider submits the invoice for the same as per the prescribed process flow.
- The Buyer shall make the payment within prescribed timeline as per the payment process flow upon submission of invoice, logbooks and service feedbacks.

9.3 Payment Process

- Payment shall be made only after submission of invoice, logbook, service feedback. Non-submission of the same may lead to delay/ deduction in payment.
- All the payments first interest (if applicable) will be settled before making the payments. Service Provider shall not have any objection on the same.
- Payment will be made through bank transfer only in no circumstance cash/ cheque payment will be made.

Payment Calculation would be as below:

Formula: Total fees in ₹ = (Rate per Fifth per month) No. of months within the contract period

10 Amendment of Contract

During service delivery period some conditions may occur when the Buyer and/or Service Provider may agree to amend the Agreement, some of such conditions may be as follows:-

- Amendment of the Contract after expiry of Force Majeure: In case of occurrence of any exceptional event/ circumstance which has affected either party directly to perform the agreed services, the agreement can be amended. However, cause, existence and nature of such effect shall be notified to the other party.
- Amendment in statutory provisions: All statutory provisions leading to increase in the cost of the contract will be debited to the buyer accounts.
- Revision of the Contract as per both parties' consent: Variation of the Contract shall be done as per mutual consent of both parties; no party shall be made liable to pay/ get any compensation for

1. Increase or decrease in the manpower requirement or services to be provided
2. Increase or decrease in duration of contract

The Agreement shall be deemed to terminate on completion of the Contract Period or shall be terminated for the following reasons:

1. **Autocancelment:** The contract may be terminated based on mutual consent if the services are no longer required. Termination based on mutual consent will not attract any penalties or shall not be liable for any extra payments other than payment of invoice raised till the time of termination including notice period.
2. **Breach of contractual covenants:** Any incidents considered as the breach of contract will result in immediate termination of services. The Buyer shall have the right to terminate the Contract effective immediately by giving written notice to the Service Provider if the Service Provider breaches a material provision of this Contract where that breach is not capable of remedy; or if the Service Provider breaches any provision of this Contract and fails to remedy the breach within 14 days after receiving notice requiring it to do so.
3. **Breach of SLAs:** The contract may also be terminated if the cumulative penalties rise to 10% of the contract value if repeated breach of any SLA beyond 3 instances as per buyer discretion.

However, termination of this Contract shall not affect any accrued rights or remedies of either party.

अतिरिक्त आवश्यक डेटा/दस्तावेज़: खरीदार | Additional Required Data/Document(s) : Buyer

1. Details of the premise : [click here](#)
2. Scope of work : [click here](#)

अतिरिक्त डेटा/दस्तावेज : विनिर्देश Additional Data/Document(s) : Seller

1. Certificate (Requested In ATC) : [click here](#)
2. Additional Doc 1 (Requested In ATC) : [click here](#)
3. Catalogue For Outcome (s) Based Services : [click here](#)
4. Annual Turnover And Profit Requirement : [click here](#)
5. Minimum Years (up To 5 Years) Of Experience In Related Field : [click here](#)
6. The Bidder Shall Be An Indian Proprietary Firm, Partnership Firm Or Company Registered Under Respective Act(s) : [click here](#)
7. Geographic Presence : [click here](#)
8. Authorization Letter From Original Equipment Manufacturer (oem) : [click here](#)
9. Total Experience In Providing Facility Management Services To Government Departments, Public Sector Companies, And Government Autonomous Organizations : [click here](#)
10. Please Upload Experience Certificate Which Are Mentioned As Mandatory By Buyer : [click here](#)

इपीबीजी विवरण | ePBG Detail

Company Name / Advisory Bank:	State Bank of India
Rating (CRISIL) / ADRG Percentage(%)	3.00

बिडder shall furnish ePRG as applicable as per bid's terms and conditions

[नियम और शर्तें](#) | [Terms and Conditions](#)

1. General Terms and Conditions:

- 1.1 This contract is governed by the [General Terms and Conditions](#), conditions stipulated in this Product/Service as provided in the Marketplace.
- 1.2 This Contract between the Seller and the Buyer, is for the supply of the Goods and/or Services, detailed in the schedule above, in accordance with the General Terms and Conditions (GTC) unless otherwise superseded by Goods / Services specific Special Terms and Conditions (STC) and/or Bid/Rewrite Auction Additional Terms and Conditions (ATC), as applicable.
- 1.3 All GoM Sellers / Service Providers are mandated to ensure compliance with all the applicable laws / acts / rules including but not limited to all Labour Laws such as The Minimum Wages Act, 1948, The Payment of Wages Act, 1936, The Payment of Bonus Act, 1965, The Equal Remuneration Act, 1976, The Payment of Gratuity Act, 1972 etc.. Any non-compliance will be treated as breach of contract and Buyer may take suitable actions as per GoM Contract.

2. Buyer Added Bid Specific Terms and Conditions:

2.1 Generic

OPTION CLAUSE: The buyer can increase or decrease the contract quantity or contract duration up to 25 percent at the time of issue of the contract. However, once the contract is issued, contract quantity or contract duration can only be increased up to 25 percent. Bidders are bound to accept the revised quantity or duration.

2.1. General

Bidder financial standing: The bidder should not be under liquidation, court receivership or similar proceedings, should not be bankrupt, bidder to uphold undertakings to this effect with bid

2.3 Service & Support:

AVAILABILITY OF OFFICE OF SERVICE PROVIDER: An office of the Service Provider must be located in the state of Comptroller. DOCUMENTARY EVIDENCE TO BE SUBMITTED

2.4 Service & Support

Dedicated Toll Free Telephone No. for Service Support : 112222XXXX must have Dedicated Toll Free Telephone No. for Service Support

2.5 Certification

Bidder's offer is liable to be rejected if they don't upload any of the certificates / documents sought in the Bid document, ATC and Corrigendum if any.

2.5. Experiment

PAYMENT OF SALARIES AND WAGES: Service Provider is required to pay Salaries / wages of contracted staff deployed at buyer location first i.e. on their own and then claim payment from Buyer alongwith all statutory documents like PF, ESIC etc. as well as the bank statement of payment done to staff.

2.7 Fast Project Experience

Proof for Past Experience and Project Experience clause: For fulfilling the experience criteria any one of the following documents may be considered as valid proof for meeting the experience criteria. Contract copy along with invoice(s) with self-certification by the bidder that service/supplies against the invoices have been executed, Execution certificate by client with contract value. Any other document in support of contract execution like Third Party Inspection release note, etc. Proof for Past Experience and Project Experience clause: For fulfilling the experience criteria any one of the following documents may be considered as valid proof for meeting the experience criteria. Contract copy along with Invoice(s) with self-certification by the bidder that service/supplies against the invoices have been executed. Execution certificate by client with contract value. Any other document in support of contract execution like Third Party Inspection release note, etc.

2 E. Olsen, A. S. Olsen, and S. Olsen: 470

Buyer uploaded ATC document [Click here to view the file](#)

अनुबंध | Contract



अनुबंध क्रमांक | Contract No: GEMC-51168775543515
अनुबंध तिथि | Contract Generated Date : 10-Oct-2025
बोली/आरए/पीबीपी संख्या | Bid/RA/PBP No.: [GEM/2025/B/6512531](#)

संगठन विवरण Organisation Details प्ररूप Type : Central Autonomous मंत्रालय Ministry : Ministry of AYUSH विभाग Department : Central Council for Research in Ayurvedic Sciences संगठन का नाम Organisation Name : Central Council for Research in Ayurvedic Sciences, Kerala कार्यालय क्षेत्र Office Zone : Thiruvananthapuram		खरीदार विवरण Buyer Details पद Designation : UDC1 संपर्क नंबर Contact No. : - ईमेल आईडी Email ID : sv.krishna@ccras.nic.in जीएसटीआईएन GSTIN : - पता Address : Regional Ayurveda Research Institute for Lifestyle Related Disorders, Opposite Saraswati Mandapam, Poojappura, Thiruvananthapuram - 695012, Kerala, Thiruvananthapuram, KERALA-695012, India	
वित्तीय स्वीकृति विवरण Financial Approval Detail आईएफडी सहमति IFD Concurrence : No प्रशासनिक अनुमोदन का पदनाम Designation of Administrative Approval: Research Officer In Charge वित्तीय अनुमोदन का पदनाम Designation of Financial Approval : Research Officer In Charge		भुगतान प्राधिकरण विवरण Paying Authority Details Role: PAO भुगतान का तरीका Payment Mode: Offline पद Designation : PAO ईमेल आईडी Email ID : pao1.ccrask.kl@gembuyer.in जीएसटीआईएन GSTIN : 32AAAGR0224G1ZW पता Address : Regional Ayurveda Research Institute for Lifestyle Related Disorders, Opposite Saraswati Mandapam, Poojappura, Thiruvananthapuram - 695012, Kerala, Thiruvananthapuram, KERALA-695012, India	
परिषेती विवरण Consignee Details			
क्र.सं. S.No	परिषेती नाम & पता Consignee Name & Address	सेवा विवरण Service Description	
1	संपर्क Contact : - ईमेल आईडी Email ID : krishna.r@ccras.nic.in जीएसटीआईएन GSTIN : - पता Address : Regional Ayurveda Research Institute for Lifestyle Related Disorders, Opposite Saraswati Mandapam, Poojappura, Thiruvananthapuram - 695012, Kerala, Thiruvananthapuram, KERALA-695012, India	Manpower Outsourcing Services - Minimum wage - Skilled; Graduate; Admin	
		Manpower Outsourcing Services - Minimum wage - Skilled; Graduate; Admin	
		Manpower Outsourcing Services - Minimum wage - Skilled; Graduate; Healthcare	
		Manpower Outsourcing Services - Minimum wage - Skilled; Diploma; Healthcare	
		Manpower Outsourcing Services - Minimum wage - Skilled; Secondary School; Others	
		Manpower Outsourcing Services - Minimum wage - Highly-Skilled; Graduate; Healthcare	
		Manpower Outsourcing Services - Minimum wage - Semi-skilled; Secondary School; Others	
		Manpower Outsourcing Services - Minimum wage - Semi-skilled; Secondary School; Others	
		Manpower Outsourcing Services - Minimum wage - Semi-skilled; Secondary School; Others	
		Manpower Outsourcing Services - Minimum wage - Semi-skilled; Secondary School; Others	
सेवा प्रदाता विवरण Service Provider Details जेम विक्रेता आईडी GeM Seller ID : 6EE0190000957630 कंपनी का नाम Company Name : TOTAL CARE SECURITY संपर्क नंबर Contact No. : 07025668439 ईमेल आईडी Email ID : totalcarevm@gmail.com पता Address : TC 11/1649, 2 ND FLOOR, CHARACHIRA ROAD, PATTON, Thiruvananthapuram, Kerala-695004, - एमएसएमई पंजीकरण संख्या MSME Registration number : UDYAM-KL-12-0011355 जीएसटीआईएन GSTIN: 32AANFT3601K1Z7 (R), (S), (S), (S), (S) खरीदार द्वारा सत्यापित एमएसएमई स्थिति MSME Status as verified by buyer : Verified एमएसएमई सामाजिक श्रेणी MSE Social Category : General एमएसएमई लिंग श्रेणी MSE Gender : Male			
*जिसके नाम के पक्ष में GST/TAX इनवॉइस पेश किया जाएगा GST / Tax invoice to be raised in the name of - Buyer			
सेवा विवरण Service Details सेवा प्रारंभ दिनांक (नवीनतम) Service Start Date (latest by): 01-Nov-2025 सेवा समाप्ति तिथि Service End Date : 31-Oct-2026 श्रेणी नाम Category Name : Manpower Outsourcing Services - Minimum wage बिलिंग चक्र Billing Cycle: monthly			
विवरण Description		Number of Resources to	Percentage of Service charge

		be hired	inclusive of GST
Skill Category	Skilled	4	3.85
Educational Qualification	Graduate		
Type of Function	Admin		
List of Profiles	Administrative Operator or Office Assistant or Executive Assistant		
Specialization	Graduate in any discipline from a recognized University Knowledge of computer applications such as MS word MS excel and PowerPoint Candidate to qualify typing test min 35 words in English		
Post Graduation	Optional		
Specialization for PG	Optional		
Experience	0 to 3 Years		
Zipcode	NA		
District	NA		
Is the Geographical presence of the Service Provider's office required in the consignee's State	Yes		
Name of states/ UT for geographical presence is required	Kerala		
Minimum daily wage (INR) exclusive of GST	1030.38		
Bonus (INR per day)	0		
EDLI (INR per day)	2.5		
EPF Admin Charge (INR per day)	2.5		
Optional Allowances 1 (INR per day)	0		
Optional Allowances 2 (INR per day)	0		
Optional Allowances 3 (INR per day)	0		
Estimated Number of Overtime Hours per Resource per Month	0		
Remuneration per resource per hour for Overtime Hours (Including all applicable allowance etc & excluding GST)	0		
ESI (INR per day)	0		
Provident Fund (INR per day)	60		
Number of working days in a month	26		
Tenure/ Duration of Employment (in months)	12		
कुल राशि (सूत्र) Total Amount (Formula) : ((((Minimum daily wage (INR) exclusive of GST+ESI (INR per day)+Provident Fund (INR per day)+EDLI (INR per day)+Bonus (INR per day)+EPF Admin Charge (INR per day)+Optional Allowances 1 (INR per day)+Optional Allowances 2 (INR per day)+Optional Allowances 3 (INR per day)) *Number of working days in a month)+(Estimated Number of Overtime Hours per Resource per Month*Remuneration per resource per hour for Overtime Hours (Including all applicable allowance etc & excluding GST)))*(1.18 + Percentage of Service charge inclusive of GST/100))*Number of Resources to be hired*Tenure/ Duration of Employment (in months))			
ऐडऑन के बिना कुल मूल्य Total Value without Addons(INR)		1665731.22	
कुल ऐडऑन मूल्य Total Addon Value(INR)		0	
ऐडऑन सहित कुल मूल्य Total Value Including Addons(INR)		1665731.22	
अतिरिक्त जानकारी Additional Details			
● Designation : OFFICE ASSISTANT			
श्रेणी नाम Category Name : Manpower Outsourcing Services - Minimum wage			
बिलिंग चक्र Billing Cycle: monthly			
विवरण Description		Number of Resources to be hired	Percentage of Service charge inclusive of GST
Skill Category	Skilled		
Educational Qualification	Graduate		
Type of Function	Admin		
List of Profiles	Administrative Operator or Office Assistant or Executive Assistant		
Specialization	Adequate knowledge of Hindi to the Hindi standard An examination of an Indian university Ability to translate from English to Hindi Conversant with computer knowledge		
Post Graduation	Optional		
Specialization for PG	Optional		
Experience	0 to 3 Years		
Zipcode	NA		
District	NA		
Is the Geographical presence of the Service Provider's office required in the consignee's State	Yes		
Name of states/ UT for geographical presence is			

required	Kerala	1	3.85
Minimum daily wage (INR) exclusive of GST	1030.38		
Bonus (INR per day)	0		
EDLI (INR per day)	2.5		
EPF Admin Charge (INR per day)	2.5		
Optional Allowances 1 (INR per day)	0		
Optional Allowances 2 (INR per day)	0		
Optional Allowances 3 (INR per day)	0		
Estimated Number of Overtime Hours per Resource per Month	0		
Remuneration per resource per hour for Overtime Hours (Including all applicable allowance etc & excluding GST)	0		
ESI (INR per day)	0		
Provident Fund (INR per day)	60		
Number of working days in a month	26		
Tenure/ Duration of Employment (in months)	12		
कुल राशि (सूत्र) Total Amount (Formula) : ((((Minimum daily wage (INR) exclusive of GST+ESI (INR per day)+Provident Fund (INR per day)+EDLI (INR per day)+Bonus (INR per day)+EPF Admin Charge (INR per day)+Optional Allowances 1 (INR per day)+Optional Allowances 2 (INR per day)+Optional Allowances 3 (INR per day)) *Number of working days in a month)+(Estimated Number of Overtime Hours per Resource per Month*Remuneration per resource per hour for Overtime Hours (Including all applicable allowance etc & excluding GST)))*(1.18 + Percentage of Service charge inclusive of GST/100))*Number of Resources to be hired*Tenure/ Duration of Employment (in months))			
ऐडऑन के बिना कुल मूल्य Total Value without Addons(INR)		416432.81	
कुल ऐडऑन मूल्य Total Addon Value(INR)		0	
ऐडऑन सहित कुल मूल्य Total Value Including Addons(INR)		416432.81	
अतिरिक्त जानकारी Additional Details			
■ Designation : OFFICE ASSISTANT HINDI ,			
श्रेणी नाम Category Name : Manpower Outsourcing Services - Minimum wage			
बिलिंग चक्र Billing Cycle: monthly			
विवरण Description		Number of Resources to be hired	Percentage of Service charge inclusive of GST
Skill Category	Skilled	2	3.85
Educational Qualification	Graduate		
Type of Function	Healthcare		
List of Profiles	Lab. Technician		
Specialization	Bachelors Degree in Medical Laboratory Science with 2 year relevant experience		
Post Graduation	Optional		
Specialization for PG	Optional		
Experience	0 to 3 Years		
Zipcode	NA		
District	NA		
Is the Geographical presence of the Service Provider's office required in the consignee's State	Yes		
Name of states/ UT for geographical presence is required	Kerala		
Minimum daily wage (INR) exclusive of GST	1030.38		
Bonus (INR per day)	0		
EDLI (INR per day)	2.5		
EPF Admin Charge (INR per day)	2.5		
Optional Allowances 1 (INR per day)	0		
Optional Allowances 2 (INR per day)	0		
Optional Allowances 3 (INR per day)	0		
Estimated Number of Overtime Hours per Resource per Month	0		
Remuneration per resource per hour for Overtime Hours (Including all applicable allowance etc & excluding GST)	0		
ESI (INR per day)	0		
Provident Fund (INR per day)	60		
Number of working days in a month	26		
Tenure/ Duration of Employment (in months)	12		
कुल राशि (सूत्र) Total Amount (Formula) : ((((Minimum daily wage (INR) exclusive of GST+ESI (INR per day)+Provident Fund (INR per day)+EDLI (INR per day)+Bonus (INR per day)+EPF Admin Charge (INR per da			

y))+Optional Allowances 1 (INR per day)+Optional Allowances 2 (INR per day)+Optional Allowances 3 (INR per day))*(Number of working days in a month)+(Estimated N umber of Overtime Hours per Resource per Month*Remuneration per resource per hour for Overtime Hours (Including all applicable allowance etc & excluding GST)))*(1.18 + Percentage of Service charge inclusive of GST/100))*Number of Resources to be hired*(Tenure/ Duration of Employment (in months))			
ऐडऑन के बिना कुल मूल्य Total Value without Addons(INR)			832865.61
कुल एडऑन मूल्य Total Addon Value(INR)			0
ऐडऑन सहित कुल मूल्य Total Value Including Addons(INR)			832865.61
अतिरिक्त जानकारी Additional Details			
• Designation : LAB TECHNICIAN			
श्रेणी नाम Category Name : Manpower Outsourcing Services - Minimum wage			
बिलिंग चक्र Billing Cycle: monthly			
विवरण Description		Number of Resources to be hired	Percentage of Service charge inclusive of GST
Skill Category	Skilled	2	3.85
Educational Qualification	Diploma		
Type of Function	Healthcare		
List of Profiles	Pharmacist		
Specialization	Diploma in Pharmacy D Pharm Ay from recognized university Institute with two years experience in the recognized Ayurvedic hospital or B Pharm Ay		
Post Graduation	Optional		
Specialization for PG	Optional		
Experience	0 to 3 Years		
Zipcode	NA		
District	NA		
Is the Geographical presence of the Service Provider's office required in the consignee's State	Yes		
Name of states/ UT for geographical presence is required	Kerala		
Minimum daily wage (INR) exclusive of GST	1030.38		
Bonus (INR per day)	0		
EDLI (INR per day)	2.5		
EPF Admin Charge (INR per day)	2.5		
Optional Allowances 1 (INR per day)	0		
Optional Allowances 2 (INR per day)	0		
Optional Allowances 3 (INR per day)	0		
Estimated Number of Overtime Hours per Resource per Month	0		
Remuneration per resource per hour for Overtime Hours (Including all applicable allowance etc & excluding GST)	0		
ESI (INR per day)	0		
Provident Fund (INR per day)	60		
Number of working days in a month	26		
Tenure/ Duration of Employment (in months)	12		
कुल राशि (सूत्र) Total Amount (Formula) : ((((Minimum daily wage (INR) exclusive of GST+ESI (INR per day)+Provident Fund (INR per day)+EDLI (INR per day)+Bonus (INR per day)+EPF Admin Charge (INR per da y)+Optional Allowances 1 (INR per day)+Optional Allowances 2 (INR per day)+Optio nal Allowances 3 (INR per day))*(Number of working days in a month)+(Estimated N umber of Overtime Hours per Resource per Month*Remuneration per resource per hour for Overtime Hours (Including all applicable allowance etc & excluding GST)))*(1.18 + Percentage of Service charge inclusive of GST/100))*Number of Resources to be hired*(Tenure/ Duration of Employment (in months))			
ऐडऑन के बिना कुल मूल्य Total Value without Addons(INR)			832865.61
कुल एडऑन मूल्य Total Addon Value(INR)			0
ऐडऑन सहित कुल मूल्य Total Value Including Addons(INR)			832865.61
अतिरिक्त जानकारी Additional Details			
• Designation : PHARMACIST			
श्रेणी नाम Category Name : Manpower Outsourcing Services - Minimum wage			
बिलिंग चक्र Billing Cycle: monthly			
विवरण Description		Number of Resources to be hired	Percentage of Service charge inclusive of GST
Skill Category	Skilled		
Educational Qualification	Secondary School		

Typ	Optional Allowances 1 (INR per day)	0		
List	Optional Allowances 2 (INR per day)	0		
Spa	Optional Allowances 3 (INR per day)	0		
Pos	Estimated Number of Overtime Hours per Resource per Month	0		
Exg	Remuneration per resource per hour for Overtime Hours (Including all applicable allowance etc & excluding GST)	0		
Zip	ESI (INR per day)	0		
Dis	Provident Fund (INR per day)	60		
Is t	Number of working days in a month	26		
rec	Tenure/ Duration of Employment (in months)	12		
Na	कुल राशि (सुत्र) Total Amount (Formula) : ((((Minimum daily wage (INR) exclusive of GST+ESI (INR per day)+Provident Fund (INR per day)+EDLI (INR per day)+Bonus (INR per day)+EPF Admin Charge (INR per day)+Optional Allowances 1 (INR per day)+Optional Allowances 2 (INR per day)+Optional Allowances 3 (INR per day)) *Number of working days in a month)+(Estimated Number of Overtime Hours per Resource per Month*Remuneration per resource per hour for Overtime Hours (Including all applicable allowance etc & excluding GST)))*(1.18 + Percentage of Service charge inclusive of GST/100))*Number of Resources to be hired*Tenure/ Duration of Employment (in months))			
Mit	ऐडऑन के बिना कुल मूल्य Total Value without Addons(INR)		1820126.67	
Boi	कुल ऐडऑन मूल्य Total Addon Value(INR)		0	
ED	ऐडऑन सहित कुल मूल्य Total Value Including Addons(INR)		1820126.67	
EPI	अतिरिक्त जानकारी Additional Details			
Op	Designation : STAFF NURSE			
Op	श्रेणी नाम Category Name : Manpower Outsourcing Services - Minimum wage			
Est	बिलिंग चक्र Billing Cycle: monthly			
Mo	विवरण Description		Number of Resources to be hired	Percentage of Service charge inclusive of GST
Rei	Skill Category	Semi-skilled	7	3.85
(In	Educational Qualification	Secondary School		
ESL	Type of Function	Others		
Prc	List of Profiles	Attendant		
Nu	Specialization	Matriculation (SSLC) pass Should have good communication and interpersonal skills Knowledge of computer application such as MS Word MS Excel and Power Point		
Ter	Post Graduation	Optional		
	Specialization for PG	Optional		
	Experience	0 to 3 Years		
	Zipcode	NA		
	District	NA		
	Is the Geographical presence of the Service Provider's office required in the consignee's State	Yes		
	Name of states/ UT for geographical presence is required	Kerala		
	Minimum daily wage (INR) exclusive of GST	876.91		
	Bonus (INR per day)	0		
	EDLI (INR per day)	2.5		
	EPF Admin Charge (INR per day)	2.5		
	Optional Allowances 1 (INR per day)	0		
	Optional Allowances 2 (INR per day)	0		
	Optional Allowances 3 (INR per day)	0		
	Estimated Number of Overtime Hours per Resource per Month	0		
	Remuneration per resource per hour for Overtime Hours (Including all applicable allowance etc & excluding GST)	0		
	ESI (INR per day)	0		
	Provident Fund (INR per day)	60		
	Number of working days in a month	26		
	Tenure/ Duration of Employment (in months)	12		
	कुल राशि (सुत्र) Total Amount (Formula) : ((((Minimum daily wage (INR) exclusive of GST+ESI (INR per day)+Provident Fund (INR per day)+EDLI (INR per day)+Bonus (INR per day)+EPF Admin Charge (INR per day)+Optional Allowances 1 (INR per day)+Optional Allowances 2 (INR per day)+Optional Allowances 3 (INR per day)) *Number of working days in a month)+(Estimated Number of Overtime Hours per Resource per Month*Remuneration per resource per hour for Overtime Hours (Including all applicable allowance etc & excluding GST)))*(1.18 + Percentage of Service charge inclusive of GST/100))*Number of Resources to be hired*Tenure/ Duration of Employment (in months))			

ऐडऑन के बिना कुल मूल्य Total Value without Addons(INR)		2506614.66	
कुल एडऑन मूल्य Total Addon Value(INR)		0	
ऐडऑन सहित कुल मूल्य Total Value Including Addons(INR)		2506614.66	
अतिरिक्त जानकारी Additional Details			
• Designation : MTA			
श्रेणी नाम Category Name : Manpower Outsourcing Services - Minimum wage			
बिलिंग चक्र Billing Cycle: monthly			
विवरण Description		Number of Resources to be hired	Percentage of Service charge inclusive of GST
Skill Category	Semi-skilled	3	3.85
Educational Qualification	Secondary School		
Type of Function	Others		
List of Profiles	Attendant		
Specialization	Matriculation (SSLC) pass Should have good communication and interpersonal skills Knowledge of computer application such as MS Word MS Excel and Power Point		
Post Graduation	Optional		
Specialization for PG	Optional		
Experience	0 to 3 Years		
Zipcode	NA		
District	NA		
Is the Geographical presence of the Service Provider's office required in the consignee's State	Yes		
Name of states/ UT for geographical presence is required	Kerala		
Minimum daily wage (INR) exclusive of GST	876.91		
Bonus (INR per day)	0		
EDLI (INR per day)	2.5		
EPF Admin Charge (INR per day)	2.5		
Optional Allowances 1 (INR per day)	0		
Optional Allowances 2 (INR per day)	0		
Optional Allowances 3 (INR per day)	0		
Estimated Number of Overtime Hours per Resource per Month	0		
Remuneration per resource per hour for Overtime Hours (Including all applicable allowance etc & excluding GST)	0		
ESI (INR per day)	0		
Provident Fund (INR per day)	60		
Number of working days in a month	26		
Tenure/ Duration of Employment (in months)	12		
कुल राशि (सूत्र) Total Amount (Formula) : ((((Minimum daily wage (INR) exclusive of GST+ESI (INR per day)+Provident Fund (INR per day)+EDLI (INR per day)+Bonus (INR per day)+EPF Admin Charge (INR per day)+Optional Allowances 1 (INR per day)+Optional Allowances 2 (INR per day)+Optional Allowances 3 (INR per day)) *Number of working days in a month)+(Estimated Number of Overtime Hours per Resource per Month*Remuneration per resource per hour for Overtime Hours (Including all applicable allowance etc & excluding GST)))*(1.18 + Percentage of Service charge inclusive of GST/100))*Number of Resources to be hired*Tenure/ Duration of Employment (in months))			
ऐडऑन के बिना कुल मूल्य Total Value without Addons(INR)		1074263.43	
कुल एडऑन मूल्य Total Addon Value(INR)		0	
ऐडऑन सहित कुल मूल्य Total Value Including Addons(INR)		1074263.43	
अतिरिक्त जानकारी Additional Details			
• Designation : MTA PANCHAKARMA			
श्रेणी नाम Category Name : Manpower Outsourcing Services - Minimum wage			
बिलिंग चक्र Billing Cycle: monthly			
विवरण Description		Number of Resources to be hired	Percentage of Service charge inclusive of GST
Skill Category	Semi-skilled		
Educational Qualification	Secondary School		
Type of Function	Others		

List of Profiles	Cook		
Remuneration per resource per hour for Overtime Hours (Including all applicable allowance etc & excluding GST)	0		
ESI (INR per day)	0		
Provident Fund (INR per day)	60		
Number of working days in a month	26		
Tenure/ Duration of Employment (in months)	12		
कुल राशि (रु०) Total Amount (Formula) : ((((Minimum daily wage (INR) exclusive of GST+ESI (INR per day)+Provident Fund (INR per day)+EDLI (INR per day)+Bonus (INR per day)+EPF Admin Charge (INR per day)+Optional Allowances 1 (INR per day)+Optional Allowances 2 (INR per day)+Optional Allowances 3 (INR per day)) *Number of working days in a month)+(Estimated Number of Overtime Hours per Resource per Month*Remuneration per resource per hour for Overtime Hours (Including all applicable allowance etc & excluding GST)))*(1.18 + Percentage of Service charge inclusive of GST/100))*Number of Resources to be hired*Tenure/ Duration of Employment (in months))			
ऐडऑन के बिना कुल मूल्य Total Value without Addons(INR)		358087.81	
कुल ऐडऑन मूल्य Total Addon Value(INR)		0	
ऐडऑन सहित कुल मूल्य Total Value Including Addons(INR)		358087.81	
अतिरिक्त जानकारी Additional Details			
• Designation : MTA COOK			
अनुबंध की राशि Amount of Contract			
सभी शुल्क और करों सहित कुल अनुबंध मूल्य Total Contract Value Including All Duties and Taxes(INR)		10281508.44	
एसएलए विवरण SLA Details			
Service Level Agreement Manpower Outsourcing Services – Minimum Wage Based			
1 Agreement Overview			
This is a Service Level Agreement ("SLA" or "Agreement") between the Buyer and Manpower Hiring Agency/Service Provider. The purpose of this Agreement is to facilitate implementation of Manpower Hiring Service at the Buyer's premises, or any other premises approved by the Buyer. This Agreement outlines the scope of work, Buyer's obligations, special terms and conditions related to service delivery and payment of services. The Agreement remains valid till completion of scope of services or end of contractual duration (whichever is earlier) unless mutually extended by both the parties. The Services contracts placed through GeM shall be governed by following set of Terms and Conditions: I. General terms and conditions for Services; ("GTC") II. Service Specific Standard Terms and Conditions ("STC") of the Services contracts shall include the service level agreement (SLA) for the service. III. BID/ Reverse Auction specific Additional Terms & Conditions (ATC) as specified by the buyer. The above terms and conditions are in reverse order of precedence i.e., ATC shall supersede Service specific STC which shall supersede GTC, whenever there are any conflicting provisions. The above set of terms and conditions along with the scope of work and SLA as enumerated in this document shall be construed to be part of the Contract/Agreement between the Buyer and Service Provider.			
2 Objectives and Goals			
The objective of this Agreement is to ensure that all the commitments and obligations are in place to ensure consistent delivery of services to Buyer by Service Provider. The goals of this agreement are to: I. Provide clear reference to service ownership, accountability, roles and responsibilities of both parties II. Present a clear, concise, and measurable description of services offered to the Buyer III. Establish terms and conditions for all the involved stakeholders, it also includes the actions to be taken in case of failure to comply with conditions specified IV. To ensure that both the parties understand the consequences in case of termination of services due to any of the stated reasons This Agreement will act as a reference document that both the parties have understood the above-mentioned terms and conditions and have agreed to comply by the same.			
3 Parties to the Agreement			
The main stakeholders associated with this agreement are below- 1. Buyer: Buyer is responsible to provide clear instructions, approvals and timely payments for the services availed 2. Service Provider: Service provider is responsible to provide all the required services in timely manner. Service provider may also include seller, any authorized agents, permitted assignees, successors and nominees as described in the agreement The responsibilities and obligations of the stakeholders have been outlined in this document. The document also encompasses service level/ deductions in case of non-adherence to the defined terms and conditions.			
4 Terms & Conditions:			
4.1 Buyer's Obligations:			
i. The Buyer shall provide workspace (seating area, work desk, furniture etc.) for the manpower hired through Service Provider, the Buyer shall also arrange necessary gate/ entry pass to Buyer's premise/ designated premise for the manpower. ii. Working shifts (includes day and night shift) if any, and daily working hours shall be mutually agreed upon between Buyer and Service Provider and should follow all the labor laws. iii. The Buyer shall directly or in consultation with the Service Provider provide the necessary training to the manpower for Buyer specific tools, applications, and machinery etc., if required.' iv. The Buyer shall provide, free of charge unimpeded access to all the infrastructure which is required to perform the Services. It may include use of stationery, printer, electricity, internet, Buyer specific servers, data drives, tools, and software etc. However, use of such infrastructure shall be limited for official purpose only. v. The Buyer shall make necessary arrangements for use of basic facilities like water pots/ machines, cafeteria, washrooms etc. for manpower working at Buyer's premise/ designated premise. vi. TA/ DA shall be payable directly by the Buyer, in case of travel included in the scope of work, on production of travel documents in original and approval of appropriate authority of the Buyer for undertaking such travel for the project/assignment. vii. In case of services hired on annual basis and 5 working days, the manpower will be entitled to 08 days of casual leaves per year on pro-rata basis and in case of 6 working days, the manpower will be entitled to 15 days casual leave per year on pro-rata basis. Beyond specified leaves as applicable, leave will be treated as leave without pay (LWP) for which necessary deduction will be made by the Buyer in the amount billed by the Service Provider, if no replacement of manpower is provided. viii. The Buyer shall have the right, within reason, to have any personnel removed who is undesirable with proper reasoning& justification. ix. The Buyer will have option to replace the proposed manpower in case of non-performance, non-delivery or in any other exceptional case, however replacement of the manpower will be in same category with same degree of skills, educational qualification, and number of years of experience, also prior approval for the same to be provided by the Buyer.			

अनुबंध | Contract



अनुबंध क्रमांक | Contract No: GEMC-511687753357985

अनुबंध तिथि | Contract Generated Date : 27-Jul-2026

बोली/आरए/पीबीपी संख्या | Bid/RA/PBP No.: GEM/2026/B/7646893

खरीद का माध्यम | Procurement Mode: Bid

संगठन विवरण Organisation Details प्रारूप Type: Central Autonomous मंत्रालय Ministry: Ministry of AYUSH विभाग Department: Central Council for Research in Ayurvedic Sciences संगठन का नाम Organisation Name: Central Council for Research in Ayurvedic Sciences, Kerala कार्यालय क्षेत्र Office Zone: Thiruvananthapuram		खरीदार विवरण Buyer Details पद Designation: UDCI संपर्क नंबर Contact No.: - ईमेल आईडी Email ID: w.krishna@ccras.nic.in जीएसटी आईडी GSTIN: - पता Address: Regional Ayurveda Research Institute for Lifestyle Related Disorders, Opposite Saraswati Mandapam, Poojappura, Thiruvananthapuram - 695012, Kerala, Thiruvananthapuram, KERALA-695012, India									
वित्तीय स्वीकृति विवरण Financial Approval Detail आईएचडी सहमति IHD Concurrence: Yes प्रशासनिक अनुमोदन का पदनाम Designation of Administrative Approval: Assistant Director डिज़ाइन अनुमोदन का पदनाम Designation of Financial Approval: Assistant Director		भुगतान प्राधिकरण विवरण Paying Authority Details भूमिका Role: PAO भुगतान का तरीका Payment Mode: Offline पद Designation: PAO ईमेल आईडी Email ID: pao1.ccrask.kl@gembuyer.in जीएसटी आईडी GSTIN: 32AAAGR0224G1ZW पता Address: Regional Ayurveda Research Institute for Lifestyle Related Disorders, Opposite Saraswati Mandapam, Poojappura, Thiruvananthapuram - 695012, Kerala, Thiruvananthapuram, KERALA-695012, India									
परिचिती विवरण Consignee Details <table border="1"> <thead> <tr> <th>क्र.सं. S.No</th> <th>परिचिती नाम & पता Consignee Name & Address</th> <th>सेवा विवरण Service Description</th> <th>मात्रा Quantity</th> </tr> </thead> <tbody> <tr> <td>1</td> <td> संपर्क Contact :- ईमेल आईडी Email ID : krishna.n@ccras.nic.in जीएसटीआईडी GSTIN : पता Address : Regional Ayurveda Research Institute for Lifestyle Related Disorders, Opposite Saraswati Mandapam, Poojappura, Thiruvananthapuram - 695012, Kerala, Thiruvananthapuram, KERALA-695012, India </td> <td>Financial Audit Services - As per ATC attached; CA Firm</td> <td>Project/Lumpsum Based</td> </tr> </tbody> </table>				क्र.सं. S.No	परिचिती नाम & पता Consignee Name & Address	सेवा विवरण Service Description	मात्रा Quantity	1	संपर्क Contact :- ईमेल आईडी Email ID : krishna.n@ccras.nic.in जीएसटीआईडी GSTIN : पता Address : Regional Ayurveda Research Institute for Lifestyle Related Disorders, Opposite Saraswati Mandapam, Poojappura, Thiruvananthapuram - 695012, Kerala, Thiruvananthapuram, KERALA-695012, India	Financial Audit Services - As per ATC attached; CA Firm	Project/Lumpsum Based
क्र.सं. S.No	परिचिती नाम & पता Consignee Name & Address	सेवा विवरण Service Description	मात्रा Quantity								
1	संपर्क Contact :- ईमेल आईडी Email ID : krishna.n@ccras.nic.in जीएसटीआईडी GSTIN : पता Address : Regional Ayurveda Research Institute for Lifestyle Related Disorders, Opposite Saraswati Mandapam, Poojappura, Thiruvananthapuram - 695012, Kerala, Thiruvananthapuram, KERALA-695012, India	Financial Audit Services - As per ATC attached; CA Firm	Project/Lumpsum Based								
सेवा प्रदाता विवरण Service Provider Details सेल विक्रेता आईडी GeM Seller ID: YIUR250013006902 कंपनी का नाम Company Name: T.V.HARIKRISHNAN & ASSOCIATES संपर्क नंबर Contact No.: 99074867282 ईमेल आईडी Email ID: tvhkh01@gmail.com पता Address: 26/116, HARIJETTIAM, PANACHOOR TEMPLE ROAD, NH 66, HARIPAD, Alappurha, KERALA-690514, - एमएसएमई पंजीकरण संख्या MSME Registration number: UDYAM-KL-01-0012646 जीएसटीआईडी GSTIN: 32AAHF16896K1Z6 (R), (SI), (IS) खरीदार द्वारा प्रमाणित एमएसएमई स्थिति MSME Status as verified by buyer: Verified एमएसएमई सामाजिक श्रेणी MSE Social Category: General एमएसएमई लिंग श्रेणी MSE Gender: Male											
* जिसके नाम के पक्ष में GST/TAX इनवाइस पैश किया जाएगा GST / Tax invoice to be raised in the name of - Buyer											
सेवा विवरण Service Details सेवा प्रारंभ तिथि (नवीनतम) Service Start Date (latest by): 07-Aug-2026 सेवा समाप्ति तिथि Service End Date : 06-Aug-2027 श्रेणी नाम Category Name : Financial Audit Services बिलिंग चक्र Billing Cycle: monthly											
विवरण Description		Quantity	Lumpsum quote for the audit to be conducted by the service provider								
Scope of Work		As per ATC attached	Project/Lumpsum Based 161660								
Type of Financial Audit Partner		CA Firm									
Type of Financial Audit		Internal Audit									
Category of Work under Financial Audit		Govt financial matters									
Type of Industries/Functions		Govt office									

Frequency of Progress Report	As and when required
MIS Reporting for Financial Audit support	true
Frequency of MIS reporting	As and when required
District	NA
Number of Months for which Post Audit Support is required	12

कुल राशि (रुप) Total Amount (Formula): (Lumpsum quote for the audit to be conducted by the service provider*To be set as 1)	
ऐडऑन के बिना कुल मूल्य Total Value without Addons(INR)	161660
जिबिलेज जोड़ें Add On Description	
Post Financial Audit Support	5700
ऐडऑन मूल्य Addon Value (Addon Price*Number of Months for which Post Audit Support is required)	68400
कुल ऐडऑन मूल्य Total Addon Value(INR)	68400
ऐडऑन सहित कुल मूल्य Total Value Including Addons(INR)	230060
अनुबंध की राशि Amount of Contract	
सभी शुल्क और करों सहित कुल अनुबंध मूल्य Total Contract Value Including All Duties and Taxes(INR)	230060
एसएलए विवरण SLA Details	
Special Terms and Conditions (STC) for Financial Audit Service 1. Preamble A. All the Financial Audit Service contracts placed through GeM shall be governed by the following set of Terms and Conditions: I. General terms and conditions for Goods and Services. II. Service STC contained in this document. III. BID / Reverse Auction specific ATC B. The above terms and conditions are in reverse order of precedence i.e.ATC shall supersede Service-specific STC which shall supersede the GTC, in case of any conflicting provisions. C. This document represents a Special Terms and Conditions ("STC") / the Service Level Agreement (SLA) governing the contract between the Buyer and Service Provider. The purpose of this document is to outline the scope of work, the Stakeholder's obligation, and the terms and conditions of all services covered as mutually understood and agreed by the stakeholders. 2. Objectives and Goal The objective of this document is to record that all the contractual terms and conditions are in place and to ensure consistent delivery of the services to the buyer by the service provider. The goals of this agreement are to: I. Provide clear reference to service ownership, obligations, accountability, roles, and responsibilities of both parties. II. Present a clear, concise, and measurable description of services offered to the Buyer by the service provider. III. Establish terms and conditions for all the involved stakeholders, it also includes the actions to be taken in case of failure to comply with conditions specified. IV. To ensure that both the parties understand the consequences in case of termination of services due to any of the stated reasons. The document will act as a reference document that both the parties have understood the above-mentioned terms and conditions and have agreed to comply by the same. 3. Stakeholders The main stakeholders associated with this agreement are: a. Buyer: The buyer is responsible to provide clear instructions, approvals, and timely payments for the services availed. b. Service Provider: The service provider is responsible to provide all the required services in a timely manner. The service providers may also include seller/supplier/ bidder/contractor, any authorized agents, assignees, successors, and nominees as per the context and as described in the agreement. The responsibilities and obligations of the stakeholders have been outlined in this document. The document also encompasses payment terms and penalties in case of non-adherence to the defined terms and conditions. 4. Service Scope 4.1 Financial Audit - Objective examination and evaluation of the financial statements of an organization to make sure that the financial records are a fair and accurate representation of the transactions they claim to represent. 4.2 Scope of Work - Financial Audit will get covered under two categories - Statutory Audit and Internal Audit. Buyer to specify the same while selecting filters. Statutory Audit - Scope of this service includes as: I. Review of financial statements - a detailed study of financial statements of the Buyer II. Financial reporting framework - preparing reports in accordance with the financial reporting framework to define whether financial statements are in line with the framework III. Audit report - prepare a financial audit report for the buyer as per the audit conducted Provision to upload additional scope of work defining the course details, additional requirements will be provided to buyer. Internal Audit - I. The objectives of internal audit in the public sector are often broader than expressing an opinion on the financial statements, e.g. few buyers would ask for additional review of expense reports, bank transactions, fraud, governance, review of system and processes, etc. whereas few buyers would want a review of treasury operations, bank reconciliation statements, etc. Different buyers will have a different scope of work and it is not possible to define it upfront. Provision to upload additional scope of work defining the course details, additional requirements will be provided to buyer. 5. Terms & Conditions - 5.1 Buyer's Obligations - 1. Buyer may advise the service provider to disengage any of its staff from service, with 24 hours prior intimation, in case of any negligence on the part of that particular staff. 2. The Buyer shall have the right, within reason, to have any personnel removed who is considered to be undesirable with proper reasoning or otherwise. 3. Buyers cannot procure financial advisory services under audit, or there will be a conflict of interest. 4. Price Variation Clause:	

- The serious irregularities, if any, noticed shall be covered exhaustively in the executive summary/periodic reports to be submitted.
- The audit will be carried out in accordance with Engagement & Quality Control Standards (Audit & Assurance Standards) issued by the Institute of Chartered Accountants of India in this regard. The auditor should accordingly consider materiality when planning and performing (except where a certain minimum coverage of implementing units is specified). The audit to reduce the risk to an acceptable level that is consistent with the objective of the audit. In addition, the auditor should specifically consider the risk of material misstatements in the financial statements resulting from fraud.
4. The observations in the management letter must be accompanied by the implications, suggested recommendations from the auditors, and management comments/ response on the Observations/ recommendations have to be obtained and reported along with the Audit report.
5. Payments of all travel claims shall be made by the client based on actual expenses.
6. The Service Provider will be entitled to reimbursement of out-of-pocket expenses like conveyance, lodging/boarding charges, etc. incurred while carrying out the audit on an actual basis i.e. on the production of evidence of incurring such expenses subject to the overall upper limit of 30 % of the audit fee.

तकनीकी-वाणिज्यिक स्पष्टीकरण | Techno-Commercial Clarification : [Click here to download](#)

अतिरिक्त डेटा/दस्तावेज : विक्रेता | Additional Data/Document(s) : Seller

1. Copy Of Certificate Of Icai As On Date : [click here](#)
2. Additional Doc 1 (Requested in ATC) : [click here](#)
3. Certificate (Requested in ATC) : [click here](#)

ईपीबीजी विवरण | ePBG Detail

सलाहकार बैंक Advisory Bank :	State Bank of India
ईपीबीजी प्रतिशत (%) ePBG Percentage(%) :	3.00
बोली लगाने वाले को बोली के नियमों और शर्तों के अनुसार तबू ईपीबीजी प्रस्तुत करना होगा The bidder shall furnish ePBG as applicable as per bid's terms and conditions	

नियम और शर्तें | Terms and Conditions

1. General Terms and Conditions-

- 1.1 This contract is governed by the General Terms and Conditions, conditions stipulated to this Product/Service as provided in the Marketplace.
- 1.2 This Contract between the Seller and the Buyer, is for the supply of the Goods and/ or Services, detailed in the schedule above, in accordance with the General Terms and Conditions (GTC) unless otherwise superseded by Goods / Services specific Special Terms and Conditions (STC) and/ or BID/Reverse Auction Additional Terms and Conditions (ATC), as applicable
- 1.3 All GeM Sellers/Service Providers shall ensure full compliance with all applicable labour laws, including the provisions, rules, schemes and guidelines under the four Labour Codes i.e. the Code on Wages, 2019; the Industrial Relations Code, 2020; the Occupational Safety, Health and Working Conditions Code, 2020; and the Code on Social Security, 2020 as and when notified and brought into force by the Government of India.

For all provisions of the Labour Codes that are pending operationalisation through rules, schemes or notifications, the corresponding provisions of the pre-existing labour enactments (such as The Minimum Wages Act, 1948, The Payment of Wages Act, 1936, The Payment of Bonus Act, 1965, The Equal Remuneration Act, 1976, The Payment of Gratuity Act, 1972, etc. and relevant State Rules) shall continue to remain applicable.

The Seller/ Service Providers shall, therefore, be responsible for ensuring compliance under:

- All notified and enforceable provisions of the new Labour Codes as mentioned hereinabove; and
- All operative provisions of the erstwhile Labour Laws until their complete substitution.

All obligations relating to wages, social security, safety, working conditions, industrial relations etc. and any other statutory requirements shall be strictly met by the Seller/ Service Provider. Any non-compliance shall constitute a breach of the contract and shall entitle the Buyer to take appropriate action in accordance with the contract and applicable law.

2. Buyer Added Bid Specific Terms and Conditions-

2.1 Generic:

OPTION CLAUSE 25% : The buyer can increase or decrease the contract quantity or contract duration up to 25 percent at the time of issue of the contract. However, once the contract is issued, the contract quantity or contract duration can only be increased up to 25 percent. Bidders are bound to accept the revised quantity or duration. For lumpsum-based service contracts, the buyer may increase the scope of work and contract value up to 25 percent with the consent of the service provider

2.2 Generic:

1. The Seller shall not assign the Contract in whole or part without obtaining the prior written consent of buyer.
2. The Seller shall not sub-contract the Contract in whole or part to any entity without obtaining the prior written consent of buyer.
3. The Seller shall, notwithstanding the consent and assignment/sub-contract, remain jointly and severally liable and responsible to buyer together with the assignee/ sub-contractor, for and in respect of the due performance of the Contract and the Sellers obligations there under.

2.3 Past Project Experience:

Proof for Past Experience and Project Experience clause: For fulfilling the experience criteria any one of the following documents may be considered as valid proof for meeting the experience criteria: a. Contract copy along with Invoice(s) with self-certification by the bidder that service/supplies against the invoices have been executed. b. Execution certificate by client with contract value. c. Any other document in support of contract execution like Third Party Inspection release note, etc. **Proof for Past Experience and Project Experience clause:** For fulfilling the experience criteria any one of the following documents may be considered as valid proof for meeting the experience criteria: a. Contract copy along with Invoice(s) with self-certification by the bidder that service/supplies against the invoices have been executed. b. Execution certificate by client with contract value. c. Any other document in support of contract execution like Third Party Inspection release note, etc.

2.4 Service & Support:

AVAILABILITY OF OFFICE OF SERVICE PROVIDER: An office of the Service Provider must be located in the state of Consignee. **DOCUMENTARY EVIDENCE TO BE SUBMITTED.**

2.5 Service & Support

"It is advisable to include Price Variation Clause in the long term contracts to take care of the increase/decrease in prices of various ingredients which majorly affect the overall price of the service. Buyers are therefore advised to include the Price Variation Clause (PVC) in the bid document through ATC for long term contracts. The additional payment, if any, on account of PVC can be done offline till such time online functionality is developed on GeM."

5.2 Service Provider's Obligations -

1. The Service Provider shall be totally responsible for the conduct of the personnel engaged for the service and the management shall not be responsible for their conduct at any point in time.
2. The Service Provider shall provide a suitable substitute well in advance if there is any probability of the person leaving the job due to his/ her own personal reasons. The payment in respect of the overlapping period of the substitute shall be the responsibility of the Service Provider.
3. No partner in the Service Provider firm should be related to either Managing Director, or chief executive officer or manager and in their absence, a whole-time director within the meaning of section 2(77) of the Companies Act, 2013
4. Neither the Service Provider firm nor its partner(s) or associates should have any interest in the business of the Buyer's business/organizational activities.

5.3 Standard Terms & Conditions for the service

1. The persons deployed shall, during the course of their work, will have access to classified documents, which they are not supposed to divulge to third parties. Any breach of this condition shall make the service provider liable for penal action under the applicable laws besides action for breach of contract.
2. All the document receipts during the course of the audit should be returned after completion of the audit and it shall be Service Provider's responsibility to ensure that all documents and information will be used exclusively for internal audit purposes and should be kept confidential and not to be disclosed to the third party at any point of time.
3. The audit personnel for the audit period should not be changed so that continuity and consistency is maintained. The Service Provider shall conduct appropriate due diligence before employing any person who will be entrusted with the work of conducting the audit. The Service Provider is also responsible for any commission and omission of its employees which may cause and or likely to cause any loss/ damage to the Buyer.
4. In case of any serious financial irregularity and points relating to grave deficiencies, if found, the same may be communicated to the senior management of the Buyer immediately without waiting for the time of submission of the report.
5. The auditors will also be asked to give a presentation on finding in the Audit Reports to the Finance Committee/Board/relevant forums of the Buyer.

6. Payment Terms

- i. The Payment Procedure shall be as specified in the General Terms and Conditions of GeM and the Payment Schedule will be as defined by the Buyer.
- ii. The payment will be made to the Service Provider as defined by the Buyer on submission of the bill by the Service Provider and after deducting penalty amount, if any.

7. Formula Used

7.1 Total -

Total price = A

Where,

A = Lump-sum price quoted by the Service Provider (to be quoted by the service provider) for Financial Audit service

8. Breach of Contract and Penalties

(i) Breach of SLA is defined as performance lower than requisite performance in this agreement. The following conditions shall specify breach of contract and the buyer shall have the right to immediately terminate the contract.

- a) Cumulative penalties reach 10% of the contract value.
 - b) Repeated breach of SLAs beyond 3 instances in the entire contractual period.
 - c) Subcontracting or outsourcing of the contract, in part or whole.
- (ii) Penalties will be levied on the service provider, for the violation of the Service Level Agreement of the contract as mentioned below:

Sr. No	Particulars	Financial Implications
1	Delay in the submission of audit report.	1 st Instance - 0.05% of the contract
		2 nd Instance - 0.1% of the contract
		3 rd Instance - 0.2% of the contract
		OR 0.5% per month from the due date of completion of the audit
2	Non-deployment of total manpower mentioned in the contract as per the Schedule	0.5% of overall contract value for every week of delay in deployment of manpower
3	If the employee of Service Provider is found responsible for any leakage of information, lobbying, bribing, etc.	Termination of contract
4	If cumulative penalties reach 10% of the contract value	Termination of contract

9. Additional Terms & Conditions

Additional conditions which are optional in nature for this service in case buyers may further want to exercise their discretion are as following -

1. Any transactions of serious nature which is unusual/ not normal to the usual course of business or any other un-healthy practices, persistent irregularities, observed during the physical verification, transactions of fraudulent nature, other serious irregularities like disbursements without proper sanction/ incomplete documentation/ irregularities as per guidelines, as a whole on a monthly basis may however be reported immediately by way of a separate letter.

Dedicated /toll Free Telephone No. for Service Support : BIDDER/OEM must have Dedicated/toll Free Telephone No. for Service Support.

2.6 Service & Support:

Escalation Matrix For Service Support : Bidder/OEM must provide Escalation Matrix of Telephone Numbers for Service Support.

2.7 Forms of EMD and PBG:

Successful Bidder can submit the Performance Security in the form of Account Payee Demand Draft also (besides PBG which is allowed as per GeM GTC). DD should be made in favour of

RESEARCH OFFICER IN-CHARGE CCRAS REGIONAL AYURVEDA RESEARCH INSTITUTE THIRUVANANTHAPURAM

payable at

Thiruvananthapuram

. After award of contract, Successful Bidder can upload scanned copy of the DD in place of PBG and has to ensure delivery of hard copy to the original DD to the Buyer within 15 days of award of contract.

2.8 Buyer Added Bid Specific ATC:

Buyer uploaded ATC document [Click here to view the file.](#)

2.9 Buyer Added Bid Specific ATC:

Buyer Added text based ATC clauses

The service provider should have presence in the state of Kerala in Thiruvananthapuram District for coordination and communication.

Note:

1. Service Providers are required to raise invoices online as per the contract terms on GeM portal. Timely invoice submission is mandatory for compliances, smooth payment processing, and will also contribute to improving their ratings.

2. The Excess settlement has been enabled for this contract. The service provider can claim additional charges, if applicable, in the invoice. Any additional charges must be supported with documentary evidence.

नोट: यह सिस्टम जनरेट फाइल है। कोई हस्ताक्षर की आवश्यकता नहीं है।

Note: This is system generated file. No signature is required.

STATEMENT OF THE BOARDS, COUNCILS, COMMITTEES AND OTHER BODIES

INSTITUTE ETHICAL COMMITTEE

EC/NEW/INST/2022/3010

Ser	Members	Discipline	Status
1.	Dr. P Kala Kesavan, Retd Principal, Govt Medical College, Thiruvananthapuram	Basic Medical Scientist (Pharmacology)	Chairperson
2.	Dr. N Subash Babu MD (Ay), Former Prof & Head Dept. Kayachikitsa, Govt Ayurveda College Thiruvananthapuram	Clinician Ayurveda	Member
3.	Dr. Premlal S, Research Officer, Pharmacologist, DSII, Govt Ayurveda College, Thiruvananthapuram	Basic Medical Scientist (Pharmacology)	Member
4	Dr Lekshmi M K, Associate Professor, Dept of Kaumarabhritya, Govt Ayurveda College, Thiruvananthapuram	Paediatric Neurology & Psychology	Member
5	Dr. Aparna S, RO (Patho), SRRI, Thiruvananthapuram	Research Officer (Pathology)	Member
6.	Adv. Lizzie Albert	Legal Expert	Member
7.	Shri. BK Krishnan Nair, Former Associate Professor in Malayalam Department	Social Scientist	Member
8.	Smt Sheeja Madhu, Ex Councillor, Jagathy	Lay person	Member
9.	Dr. Lisha S Raj, RO (Patho), RARI, Thiruvananthapuram	Research Officer (Pathology)	Co-Member Secretary
10	Dr. Krishna Rao S, RO (Ay), RARI, Thiruvananthapuram	Research Officer (Ay)	Member Secretary

Public Grievance Redressal Committee

- | | | | |
|----|----------------------------------|---|------------|
| 1. | Dr Abhayadev A, RO (Ay) | - | Chairman |
| 2. | Dr Indu S, RO (Ay) | - | Member |
| 3. | Dr Saniya CK, RO (Ay) | - | Member |
| 4. | Smt Kumary Suja A, Social Worker | - | Member Sec |

Staff Grievance Redressal Committee

- | | | | |
|----|---------------------------------|---|-------------|
| 1. | Dr Saniya CK, RO (Ay) | - | Chairperson |
| 2. | Smt Krishna Priya SV, Assistant | - | Member Sec |
| 3. | Amt Anila A, Sister-In-Charge | - | Member |

SC/ST Grievance Redressal Committee

- | | | | |
|----|-----------------------------------|---|----------|
| 1. | Dr Abhayadev A, RO (Ay) | - | Chairman |
| 2. | Dr Saniya CK, RO (Ay) | - | Member |
| 3. | Smt B Saratha. MLT, SRRI Tvpm | - | Member |
| 4. | Smt Krishna Priya SV, UDC | - | Member |
| 5. | Shri Chandrababu N, Lab Attendant | - | Member |

Internal Committee (IC)

- | | | | |
|----|----------------------------------|---|-------------|
| 1. | Dr Indu S, RO (Ay) | - | Chairperson |
| 2. | Dr Praveen Balakrishnan, RO (Ay) | - | Member |
| 3. | Kumary Suja A, Social Worker | - | Member |
| 4. | Adv. (Dr) Lizze Albert | - | Member |

DIRECTORY OF OFFICERS AND EMPLOYEES

Sl.No	Name & designation of the person	Name of the post	Contact No	E-mail ID	Level/Inde x of Pay
1	Dr. Srinibash Sahoo	Assistant Director (Ay) - In-Charge	9111011994	srinibash.sahoo@ccras.nic.in	Level 13, Index 06
2	Dr. Sree Deepthi G N	Research Officer (Ay)		gnsree.deepthi@ccras.nic.in	Level 11, Index 06
3	Dr. Praveen Balakrishnan	Research Officer (Ay)		drpraveen.b@ccras.nic.in	Level 11, Index 06
4	Dr Indu S	Research Officer (Ay)		Indu.s@ccras.nic.in	Level 11, Index 06
5	Dr. Abhayadev A	Research Officer (Ay)		abhayadev.a@gov.in	Level 11, Index 06
6	Dr Krishna Rao S	Research Officer (Ay)		krishna.r@ccras.nic.in	Level 11, Index 06
7	Dr. Saniya C K	Research Officer (Ay)		saniyack@ccras.nic.in	Level 10, Index 06
8	Dr. Lisha S. Raj	Research Officer (Path)		s.lisharaj@ccras.nic.in	Level 10, Index 06
9	Smt. Anila A	Sister In-Charge		anila.kollam@ccras.nic.in	Level 8, Index 15
10	Smt Krishna Priya SV	Assistant		sv.krishna@ccras.nic.in	Level 4, Index-9
11	Smt. Kumary A Suja	Social Worker		kumary-suja@ccras.nic.in	Level 7, Index 15
12	Smt Vinitha VS	Pharmacist Gr.I		vinitha.vs@ccras.nic.in	Level 6, Index 12
13	Smt Niza N R	Lab Attendant		niza.nanda@ccras.nic.in	Level 4, Index 19
14	Sri. N. Chandra Babu	Lab Attendant		n.chandrababu@ccras.nic.in	Level 4 Index 19

**MONTHLY REMUNERATION RECEIVED BY EACH OFFICERS AND EMPLOYEES,
INCLUDING THE SYSTEM OF COMPENSATION AS PROVIDED IN REGULATIONS**

Sl.No	Name & designation of the person	Name of the post	Monthly Remuneration in Rs.	Level & Index
1	Dr. Srinibash Sahoo	Assistant Director In-charge	308284.00	Level-13 & Index-6
2	Dr.Sree Deepthi. G.N	Research Officer(Ay)	172180.00	Level-11 & Index-6
3	Dr. Praveen Balakrishnan	Research Officer(Ay)	172180.00	Level-11 & Index-6
4	Dr Indu.S	Research Officer(Ay)	172180.00	Level-11 & Index-6
5	Dr. Abhaya Dev.A	Research Officer(Ay)	172180.00	Level-11 & Index-6
6	Dr Krishna Rao.S	Research Officer(Ay)	172180.00	Level-11 & Index-6
7	Dr. Saniya C. K	Research Officer(Ay)	143560.00	Level-10 & Index-6
8	Dr. Lisha.S.Raj	Research Officer (Pathology)	143560.00	Level-10 & Index-6
9	Smt. Anila .A	Sister In Charge	143910.00	Level-8 & Index-15
10	Smt. Krishnapriya S. V	Assistant	61895.00	Level-4 & Index -9
11	Smt. Kumary A Suja	Social Worker	129380.00	Level-7 & Index-15
12	Smt Vinitha V.S	Pharmacist	95180.00	Level-6 & Index-12
13	Shri. Chandrababu. N	Lab Attendant	85280.00	Level-4 & Index-19
14	Smt. Niza N.R	Lab Attendant	85280.00	Level-4 & Index-19

Budget allocated to each agency: head wise

S No	Object Head	Amount in lakh (in INR)			
		2023-24	2024-25	2025-26	2026-27
(A)	GIA Salary: - Pay and Allowance	265	250.00	300	300
(B)	GIA General: - Contingencies as per DFPR				
(i)	TA (for Domestic)	4.00	4.00	5.50	5
(ii)	Wages	7.20	7.20	10.80	3
(iii)	Office Expenses	19.14	21.50	128.00	134
(iv)	Rent, Rates and Taxes for Land and Building		0.00		
(v)	Other Admin Expenses		0.90	1.00	1
(vi)	Advertising and Publicity		0.00		
(vii)	Professional Service (Payments for Professional and Special service fees to staff/artists/Payment to Outsourcing agency)	141.60	118.05	5.00	1.11
(viii)	Fuel and Lubricants		0.00		
(ix)	Printing and Publication	0.30	0.00	4.00	3
(x)	Training and IT programme		0.00		
(xi)	Other charges	6.00	4.50		
(xii)	Minor Works		0.00	38.46	40
(xiii)	Repair and Maintenance		0.00		
(xiv)	Research activities	40.00	53.53	58.00	60
(xv)	Seminar and Conference		15.50		
(xvi)	Awards and Prizes/Rewards		0.00	1.00	
(xvii)	Material and Supplies		0.00		
(C)	Swachta Action Plan (SAP)	1.38	0.70	1.50	0.50
	Total(A+B+C)	484.62	475.88	553.26	547.61
(D)	WCH	35.17	38.28	45.42	47.79

Manner of execution of subsidy programmes, including the amounts allocated and the details of beneficiaries of such programmes

As per the CCRAS Hqtrs letter No HQ-ADMN018/13/2025-ADMN(Pt.)/1338 dated 30 May 2025, all patients coming under the category of Below Poverty Line (BPL), CCRAS Staff & Dependents, CCRAS-Pensioners and attending OPD, IPD, laboratory are given services free of cost. Further a 60% discount is given to all senior citizens (under APL) on all OPD, IPD treatment and Laboratory services at the institute. The charges fixed by CCRAS Hqtrs from time to time will be applicable to all other categories of patients availing OPD, IPD Treatment and Laboratory services

List of recipients of concession from Out Patient Department of CCRAS-RARI,Tvpm

Year	BPL	Sr.Citizen	CCRAS Staff & Dependents	CCRAS Pensioners & Dependents	Total
2022-23	993	1046	8	3	2050
2023-24	1267	940	4	3	2214
2024-25	1473	975	7	7	2462
2025-26	1473	2216	3	4	3696
2026-27 Upto 31 Aug 2026	2680	1932	30	6	4648

List of recipients of concession from In Patient Department of CCRAS-RARI,Tvpm

Year	BPL	Sr.Citizen	CCRAS Staff & Dependents	CCRAS Pensioners & Dependents	IMR Project	Total
2022-23	69	87	6	-	-	162
2023-24	122	140	1	-	9	272
2024-25	115	152	6	-	9	282
2025-26	115	132	5	1	4	252
2026-27 Upto 31 Aug 2026	55	62	1	-	-	118

Particulars of recipients of concessions, permits or authorisations granted

Not Applicable

Details in respect of the information, available to or held by it, reduced in an electronic form

Available at CCRAS web site: <https://ccras.nic.in/rari-thiruvananthapuram/>

Particulars of facilities available to citizens for obtaining information, including the working hours of a library or reading room, if maintained for public use

Information can be obtained from Institute Office situated at following address: -

CCRAS-Regional Ayurveda Research Institute
Poojappura, Thiruvananthapuram, Kerala-695012
Email: arimchc.trivendrum@gmail.com, ro.rarilsd-ayush@gov.in
web site : <https://ccras.nic.in/rari-thiruvananthapuram/>

Requisite fee to obtain the information can be remitted either by Cash into the Accounts Section of RARI Thiruvananthapuram or by Demand Draft, Indian Postal Order in favour of Research Officer In Charge, Regional Ayurveda Research Institute, Poojappura, Thiruvananthapuram

The name, designations and other particulars of the public information officers

Dr Srinibash Sahoo, AD I/C	-
	PIO
Assistant Director-In-Charge	
Contact No – 0471-2340628	
9448941203	

Other information

Disposal of RTI Applications 01.04.2025 to 31.08.2026

Year	No of RTI Received	No of RTI replied
2025-26	32	32
2026-27	10	10

MANDATORY RAJ BHASHA DISCLOSURE DHARA 3 (3)

Ser No	Year	No of documents under Dhara 3(3)	Remarks
1	2022-23	880	
2	2023-24	856	
3	2024-25	1126	
4	2025-26	1141	
5	2026-27	428	

PROJECTS COMPLETED DURING THE YEAR 2025-26

SI No	Name of the Project	Type of Project	Status
1	Women and Child health Care Programme under SCSP 2025-26	Outreach	Completed
2	A Clinical Consensus study for developing the standard operating procedure and the practice guidelines of Kabala and Gandoosha Karma (ICL0254)	IMR Clinical	Completed
3	An Analytical Cross-Sectional Study to Evaluate the Knowledge, Attitude and Practice of Hair Oil Application (Siro Abhyanga) Among Adult Women in Kerala (ICL0256)	IMR Clinical	Completed
4	A Systematic survey of the labeling information of Ayurvedic drugs included in NLEAM and marketed in India in compliance with Rule 161 of the D&C Act 1940 and Rule 1945 (IPC0024)	IMR Pharmacovigilance	Completed
5	A prospective pragmatic observational study to document the possible adverse events of Nasya karma (ICL0252)	IMR Clinical	Completed
6	Clinical Evaluation of Ayurvedic Regimen (Virechana Karma followed by Oral administration of Kankayana vati, Kanchanara guggulu and Kumaryasava) in the management of Polycystic ovarian syndrome - A Randomized controlled	IMR Clinical	Completed

	open label Clinical Trial (ICL0231)		
7	An Observational Study on Possible Adverse Events During Vasti Karma - A Prospective Pragmatic Observational Study (ICL0253)	IMR Pharmacovigilance	
8	Treatment tolerability, medication adherence and safety of Ayurvedic formulations in the management of psoriasis – An open label single arm study – RARI-Thiruvananthapuram (CCL0069)	Collaborative Clinical Research	
9	Medico Ethno Botanical Survey in the forest division of Thiruvananthapuram district	IMR Medicinal plant research	
10	Documentation of life profiles of luminaries under the proposed CCRAS IMR Project "APTA" : Luminary Shri. Itty Achudan	IMR Literary	
11	Documentation of Plants, Metals, Minerals animal products and other materials used in various indigenous religious practices and rituals across India (as part of MEBS)	IMR Literary	
12	Documentation of ethnodietary practices indigenous to India (as part of MEBS)	IMR Literary	

**ONGOING INTRA MURAL RESEARCH PROJECTS
DURING THE YEAR 2025-26 & 26-27**

SI No	Name of the Project	Type of Project	Status
1.	Clinical Evaluation of Ayurvedic Regimen (Virechana Karma followed by Oral administration of Kankayana vati, Kanchanara guggulu and Kumaryasava) in the management of polycystic ovarian syndrome - A Randomized controlled open label Clinical Trial (ICL0231)	IMR (Clinical Research)	Under progress
2.	A prospective pragmatic observational study to document the possible adverse events of Nasya karma(ICL0252)	IMR (Pharmaceutical & Pharmacovigilance)	Under progress
3.	A Systematic survey of the labeling information of Ayurvedic drugs included in NLEAM and marketed in India in compliance with Rule 161 of the D & C Act 1940 and Rule 1945(IPC0025)	IMR (Pharmaceutical & Pharmacovigilance)	Under progress
4.	An Analytical Cross-Sectional Study to Evaluate the Knowledge, Attitude and Practice of Hair Oil Application (Siro Abhyanga) Among Adult Women in Kerala (ICL0263)	IMR (Clinical Research)	Under progress
5.	An Observational Study on Possible Adverse Events During Vasti Karma - A Prospective Pragmatic Observational Study (ICL0253)	IMR (Pharmaceutical & Pharmacovigilance)	Under progress
6.	Medico Ethno Botanical Survey in the forest division of Thiruvananthapuram district (IBO0061)	IMR (Medical plant Research)	Under progress
7.	A Clinical Consensus study for developing the standard operating procedure and the practice guidelines of Kabala and Gandoosha Karma (ICL0257)	IMR (Clinical Research)	Under progress
8.	Documentation of life profile of luminaries in the field of Ayurveda 2024 : a) Shri Itty Achudan b) Shri Kochunni Thampuran c) Shri K Kunjiraman Viadyar d) Shri K Kuttan Vaidyan e) Dr CD Sahadevan	Literary	Under progress
9.	Documentation of life profile of luminaries in the field of Ayurveda 2025-2026 - Sri. K Narayanan Gurukkal	Literary	Under progress
10.	Impact of Ayurveda Based Lifestyle Advocacy and Practices among apparently healthy individuals across selected cities in India- A Randomized Parallel Group Study(ICL0212)	IMR (Clinical Research)	Under progress
11.	Clinical evaluation of Sanjivani Vati and Pippaladyasava in the management of Agnimandya - A Randomized Parallel group	IMR (Clinical Research)	Under progress

	study(ICL0229)		
12.	Survey and Documentation on Netra Kriya Kalpa practices among registered Ayurveda practitioners across India	-	Under progress
13.	Documentation of life profile of luminaries in the field of Ayurveda 2025-2026 - K S Manilal	-	Under progress
14.	Documentation of Ethno -Dietary Practices Indigenous to India (As part of MEBS)	-	Under progress
15.	Documentation of plants, metals, minerals, animal products and other materials used in various indigenous religious practices and rituals across India (As part of MEBS)	-	Under progress
16.	A Clinical Consensus study for the development of Standard Operating Procedure and practice guidelines for Anjana Karma with a Feasibility study in Immature Cataract	Clinical Research project	Under progress
17.	A Scoping Review of Rasaushadhis in Cancer Management: Mapping Preclinical and Clinical Evidence	Scoping Review	Under progress
18.	Efficacy and safety of Ashwagandha (Withania somnifera) roots for Improving Cognitive Function and Mood in Adults: A Systematic Review	Systematic Review	Under progress
19.	Medico Ethno Botanical Survey in the Forest areas of Kollam District of Kerala	MPR	Under progress
20.	Feasibility of Integrating a Structured Yoga Regimen into Ayurveda Treatment-as-Usual for Selected Non-Communicable & Metabolic Diseases: A Multicentric Health Systems Implementation Study in CCRAS Institutes	Clinical Research project	Under progress