

**SUO MOTO DISCLOSURE UNDER SECTION 4(1)B OF RIGHT  
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**सी सी आर ए एस - क्षेत्रीय आयुर्वेद अनुसंधान संस्थान,  
पूजप्पुरा**

**तिरुवनन्तपुरम - 695 012**

**CCRAS- REGIONAL AYURVEDA RESEARCH INSTITUTE**

Poojappura, Thiruvananthapuram -695012 Kerala

Telephone No : 0471-2340628  
Email ID : [ro.rarilsd-ayush@gov.in](mailto:ro.rarilsd-ayush@gov.in)  
[arimchc.trivendrum@gmail.com](mailto:arimchc.trivendrum@gmail.com)

**केन्द्रीय आयुर्वेदीय विज्ञान अनुसंधान परिषद्**

**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:

<b>Sl. No</b>	<b>OPD</b>	<b>Day</b>
1	General OPD	All working days
2	Lifestyle OPD	Every Wednesday

We provide OPD Services 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 have a well-furnished library located on the second floor of the hospital building, which houses around 2,218 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.ccras.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.50,000/- 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, A.Cs, 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.
<b>Administrative Powers</b>		<b>Deputy Director(Admn.)</b>		<b>In-charges</b>		<b>Remarks</b>
		<b>Existing</b>	<b>Enhanced</b>	<b>Existing</b>	<b>Revised</b>	
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/Admin./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

(केन्द्रीय आयुर्वेदिक विज्ञान अनुसंधान परिषद, आयुष मंत्रालय, भारत सरकार)

पूजपुर, तिरुवनंतपुरम - 695012, केरल

CCRAS - REGIONAL AYURVEDA RESEARCH INSTITUTE, THIRUVANANTHAPURAM

(Central Council for Research in Ayurvedic Sciences, Ministry of AYUSH Govt. of India)

Poojappura, Thiruvananthapuram - 695012, Kerala

Telephone: 0471-2340675, Email: [ccras@ayush.gov.in](mailto:ccras@ayush.gov.in), [anandicirayurvedam@gmail.com](mailto:anandicirayurvedam@gmail.com)

फा. सं: 1-1/2017-RARILSD/Admn/O.O | 1557

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 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 Vinitha 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 Vinitha 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



## 9. HR cum staff disciplinary committee

- a. Chairman – Dr Abhayadev A, RO (Ay)
- b. Members – Smt Anila A, Sister in charge, Smt Kumary A Suja, Social Worker, Smt Krishna Priya SV, UDC (Member Secretary)
- c. Responsibilities - Deals with maintenance of Human resource records of this institute, discipline and maintains the rights and responsibilities of human resources. Help of Legal Advisor shall be sought as and when required.
- d. Meeting and Reporting -As and when required

## 10. CPR 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 (Member Secretary)
- c. Responsibilities - To prepare and implement policies related with resuscitation, to make sure code blue team have necessary training
- d. Meeting and Reporting - As and when required

## 11. Care of Patients Committee

- a. Chairman-Dr Praveen Balakrishnan, RO (Ay)
- b. Members - All Research Officers (Ayurveda), Smt Anila A, Sister In charge (Member Secretary), Smt Kumary A Suja, Social Worker
- c. Responsibilities - To make and implement policies ensuring uniform care for all category of patients
- d. Meeting and Reporting - Once in a year or as and when required

## 12. Bio Medical Waste Management Committee

- a. Chairperson – Dr Lisha S Raj, RO (Path)
- b. Members- Dr Praveen Balakrishnan, RO (Ay), Smt Anila A, Sister in Charge, Smt Krishna Priya SV, UDC (Member Secretary)
- c. Responsibilities - Ensure that the biomedical wastes generated in the hospital are properly segregated, transported and treated.
- d. Meeting and Reporting -As and when required

## 13. Ethics Committee

- a. Chairman/Chairperson - Dr. Jollykkutty Eapen
- b. Member Secretary – Dr Krishna Rao S, RO (Ay)
- c. Members - Dr. Rajam - Member, Dr. P Kalakesavan- Member (Clinician), Dr. Subhash Babu-Member Medical Scientist, Dr. G R Bahuleyan Nair - Member, Adv. Lissy Albert - Member legal expert, Dr. K B Valsala Kumary - Member Social Scientist, Smt. Sheeja Madhu - Member Lay person
- d. Responsibilities -Ethical approval of research projects.
- e. Meeting and Reporting - As and when required

## 14. Public Grievance Redressal 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 - To appropriately track the grievances by the patient, To find amicable solution
- d. Meeting and Reporting - Once in 6 months or as and when required

## 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, SRRRI Typm, 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 to 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

[illegible]

Bidding and Awarding Process (Total Contract Value including All Taxes and Fees)(INR)		2023/2024															
स्वास्थ्य विभाग (SLA Details)																	
<h2>Service Level Agreement for Facility Management Services</h2> <h3>1 Agreement Overview</h3> <p>This Agreement represents a Service Level Agreement ("SLA" or "Agreement") between the Buyer and the Facility Management Services ("FMS") Service Provider. The purpose of this agreement is to define the implementation of facility management services at the subject premises or any other premises designated by the Buyer. This Agreement outlines the scope of work, the Buyer's obligations, specific 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 it is superseded by a revised agreement mutually endorsed by the stakeholders or terminated by either of the parties involved.</p> <p>The Services contracts placed through GSE shall be governed by following set of terms and conditions:</p> <ol style="list-style-type: none"> <li>General terms and conditions for Services;</li> <li>Service specific GTC of the facilities contracts shall include the service level agreement (SLA) for the service;</li> <li>BID / Service Auction specific GTC.</li> </ol> <p>The above terms and conditions are in reverse order of precedence, i.e. GTC supersedes Service specific GTC which supersedes 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 constitute to be part of the Contract between Buyer and Service Provider. The service will be provided in strictest mode.</p> <h3>2 Objectives and Goals</h3> <p>The objective of this agreement is to ensure mutual the commitments and obligations are in place to ensure non-lapsed delivery of services to buyer by service provider. The goals of this agreement are to:</p> <ol style="list-style-type: none"> <li>Provide clear references to services, standards, accountability, roles and responsibilities of both parties;</li> <li>Provide a clear, concise and measurable description of services offered to the Buyer;</li> <li>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;</li> <li>To ensure that both the parties understand the consequences in case of termination of services due to any of the stated reasons.</li> </ol> <p>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 be revised/modified on mutual consent of the stakeholders.</p> <h3>3 Parties to the Agreement</h3> <p>The roles and responsibilities associated with this agreement are below:</p> <ol style="list-style-type: none"> <li><b>Buyer:</b> Buyer shall provide clear instructions, approvals and timely payments for the services provided.</li> <li><b>Service Provider:</b> Service provider is responsible to provide all the required services in timely manner. Service provider may also include other, any authorized agents, assignees, successors and non-exclusive contractors in the agreement.</li> </ol> <p>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.</p> <h3>4 Scope of Services</h3> <p>This service deals with the range of facility management services which encompasses all activities related to housing a user plus everything that will be infrastructure and maintenance related requirements. The service includes multiple disciplines to ensure functioning, comfort, safety and efficiency of the built environment by integrating people, place, process and performance. It includes a wide range of function and support services such as housekeeping, security, property or building management, basic engineering services, pest control, fire management services, waste management, safety and other support duties.</p> <p><b>Type of Model:</b> This service offering can be divided into three modes namely i) manpower intensive Green based and ii) hybrid which is combination of both manpower and equipment. The service provider will provide based on the model selected.</p> <ul style="list-style-type: none"> <li><b>Manpower based model:</b> Service provider will deploy manpower for performing selected services as per the risk of manpower and as selected by buyer.</li> <li><b>Equipment (or) equipment based model:</b> Service provider will deploy maximum based on estimate depending on the information of premises and services selected by buyer. Buyer may mention the minimum required manpower required for a service.</li> <li><b>Hybrid model:</b> Service provider needs to provide some services on manpower based model while some on equipment based model depending on the selection of buyer during bid.</li> </ul> <p><b>Types of Services:</b> This service 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.</p> <table border="1"> <thead> <tr> <th>#</th><th>Services</th><th>Service Component</th></tr> </thead> <tbody> <tr> <td>1</td><td>Cleaning &amp; Sanitation</td><td> <ul style="list-style-type: none"> <li>Cleaning &amp; Sanitation</li> <li>Front Desk Management</li> <li>Mail Management/Runner</li> <li>Waste Management (more than household facility)</li> </ul> </td></tr> <tr> <td>2</td><td>Housekeeping</td><td> <ul style="list-style-type: none"> <li>Waste Management (Household)</li> <li>Laundry Services</li> <li>Work Routine Services (Household)</li> <li>Work Routine Services (more than household facility)</li> <li>Regular work of Housekeeping (Household) (includes porter services, etc., etc.)</li> </ul> </td></tr> <tr> <td>3</td><td>Security Services</td><td> <ul style="list-style-type: none"> <li>Physical Security</li> <li>Parking Management</li> <li>CCTV Control &amp; Oversight</li> <li>Visitor Management &amp; Access Control</li> </ul> </td></tr> <tr> <td>4</td><td>Landscaping Services</td><td> <ul style="list-style-type: none"> <li>Landscaping</li> </ul> </td></tr> </tbody> </table>			#	Services	Service Component	1	Cleaning & Sanitation	<ul style="list-style-type: none"> <li>Cleaning &amp; Sanitation</li> <li>Front Desk Management</li> <li>Mail Management/Runner</li> <li>Waste Management (more than household facility)</li> </ul>	2	Housekeeping	<ul style="list-style-type: none"> <li>Waste Management (Household)</li> <li>Laundry Services</li> <li>Work Routine Services (Household)</li> <li>Work Routine Services (more than household facility)</li> <li>Regular work of Housekeeping (Household) (includes porter services, etc., etc.)</li> </ul>	3	Security Services	<ul style="list-style-type: none"> <li>Physical Security</li> <li>Parking Management</li> <li>CCTV Control &amp; Oversight</li> <li>Visitor Management &amp; Access Control</li> </ul>	4	Landscaping Services	<ul style="list-style-type: none"> <li>Landscaping</li> </ul>
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3	Services	<ul style="list-style-type: none"> <li>Landscaping</li> <li>Service Components               <ul style="list-style-type: none"> <li>Assisting the patient in getting into or out of the bed</li> <li>Attend to the personal hygiene of patients</li> <li>Preparing and carrying the patients for operations, laboratory, X-ray and other investigations</li> </ul> </li> </ul>
4	Patient Support Services	<ul style="list-style-type: none"> <li>Carrying and transporting patients to various wards/ departments in the hospital</li> <li>Assist in maintaining stocks of items and non-medical supplies</li> <li>Assist the nurses or doctors in diagnostic and treatment procedures</li> <li>Assist in sterilization of instruments, appliances and dressing and dressing of postoperative wounds</li> <li>Bedding control</li> <li>Disinfection</li> <li>General Pest Control</li> <li>Rodent control</li> <li>Termite Control (Spot treatment/ killing treatment)</li> <li>Vector control (mosquitoes/ insects)</li> <li>Tick/mite control</li> <li>Fumigation</li> <li>Disinfecting (Disinfecting is closure of beds and cracks that may potentially cause pest infestation)</li> <li>Infection control (Surface sterilization)</li> </ul>
5	Pest Control Services	<ul style="list-style-type: none"> <li>Disinfecting</li> <li>Water Supply</li> </ul>
6	OSM Mechanical	<ul style="list-style-type: none"> <li>Pumps</li> <li>Fire Fighting System</li> <li>Lift</li> <li>Electrical Supply (E.H.T.)</li> <li>DG sets</li> </ul>
7	OSM of Electrical Work	<ul style="list-style-type: none"> <li>UPS</li> <li>AC On line</li> <li>HVAC</li> <li>Transformer</li> </ul>
<p><b>Manpower Required:</b> Service provider shall provide the 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 the requirement, for which the following categories have been defined:</p>		
8	Type of Manpower Required	
1	Cleaner / Sweeper	
2	Office Attendant	
3	Receptionist	
4	Multi-Attendant/Runner	
5	Cook/ House attendant	
6	Porter	
7	Laundry wash bags	
8	Security Guard	
9	Gardener	
10	Ward Boy/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, soap, etc. based on buyer's selection of cost to be borne by buyer/service provider/reimbursable by buyer. In case where consumables are to be provided by service provider and the cost is to be included in the contract cost, a list of suggested 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 later 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 coordination and management of delivery of services from MNC vendors/supplier/vendors/accounts, therefore ensuring safety compliance by them. PMC 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 use, use of abusive language, theft, shall attract penalties as per provisions of the contract.

#### 4.2 Service Assumptions

- The Service Provider shall not substitute 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 & antecedents of manpower to be deployed.
- The persons deployed during the course of their work shall perform integrity to the Buyer and shall not disclose any confidential 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/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 person 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/regulations/permissions which may be required for providing the services are valid during the entire period of the contract, failing to do 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 deploying the workers. The service provider shall be solely responsible for the criminal/civil 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 labor law (Central/State) and specially Workmen Compensation Act, EPF laws, ESI laws, Industrial Laws and Minimum Wages Laws, Contract Labour (Regulations and Conditions) 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, ESI, etc. Proof of the same should be submitted by the Service Provider.
- Service Provider shall submit a copy of wages when stating 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 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 invited 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 eventually 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 a 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/regulations. However, they have to work on holidays, if necessary and required based on demand of work.

### 6 Buyer's Obligations

- The location to 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 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 substitute their requirement of resources based on 8 hours per shift. For example, to hire a security personnel for a monthly (i.e. thirty service days) to offer the services for 24 hours on a 3-shift basis, the required number of resources would be 30 personnel for the month.
2. **Prior Variation Clause:**  
It is advisable to include Prior Variation Clause in the long term contracts to take care of the increase/decrease in prices of various ingredients which may affect the overall price of the service. Buyer is therefore advised to include the Prior Variation Clause (PVC) in the old document through AEC for long term contracts. The additional payment, if any, on account of PVC can be done offline or such online functionality is disclosed on GUN.

## 7 Service Tracking

Tracking of services assures 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 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 security 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 GUN 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 pre-ordained time limit. The buyer will also record the any service non-compliance 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 complaint register at 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 mentioned below:

#	Nature of Default	Default details	Penalties			Remarks
			1 <sup>st</sup> Instance	2 <sup>nd</sup> Instance	3 <sup>rd</sup> 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% penalty 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 defences/complaints brought to notice by buyer	Defences/complaints not addressed promptly	Penalty of Rs. 500/-	Penalty of Rs. 300/-	Penalty of Rs. 1000/-	After 3 <sup>rd</sup> instance, the buyer may continue to impose the same penalty as imposed for 3 <sup>rd</sup> instance.
3	If employee is found divulging 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 drunkenness/misconduct		Warning/counselling of employee as decided by the Buyer depending on the gravity of the act.	Warning/counselling 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.	



6	<p>Delay in payments of take-home remuneration by the Service Provider to the employee and employer share.</p> <p><b>Default Details</b></p>	<p>Rs. 100 per day for each default, commencing to Service Provider deposit the said amount within 7 working days.</p>	<p>Rs. 200 per day for each default, held on all type of payments to Service Provider till the said amount is deposited. Instances of defaulters and proof of same is submitted to Buyer.</p>	<p>Cancellation of the contract with cancellation charges @ 20% of order value.</p>	<p>Remarks</p>
7	<p>If the employee is absent or takes leave for more than 2 days without informing or taking prior approval.</p>	<p>Substitute within 2 days failing which, @ 1% per day of the total value (excluding service charges) of the order resources up to 15 days. Beyond 15 days, cancellation of the contract with cancellation charges @ 10% of the order value.</p>	<p>Substitute within 2 days failing which, @ 5% per day of the total value (excluding service charges) of the absent resources up to 15 days. Beyond 15 days, cancellation of the contract with cancellation charges @ 10% of the order value.</p>	<p>Cancellation of the contract with cancellation charges @ 10% of the order value.</p>	
8	<p>If the employee is found responsible for violating legal and moral code or exceeding any corrupt practice in collusion with any third party or officials at the workplace.</p>	<p>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.</p>	<p>Cancellation of the contract with cancellation charges @ 10% of the order value.</p>		

• Penalty for a specific month's period shall be capped at 10% of bill generated for that month's 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 services.

Some notable points under payment terms are:

### 9.1 Payment Condition

- The payment shall be made as per the financial queries 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 employee and employer share within 15<sup>th</sup> 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.
- Employee share of EPF and ESI is usually 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 person 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 tax 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 Buyer 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 exercise 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 settlements like monthly salaries/wages etc. and submit the documentary proof of the salary paid as per the terms and conditions of the contract. R.I 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 within the initial contract period, but price escalation, other than minimum wages revision, shall be determined 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 invoice, 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 circumstances cash/ cheque payment will be made.

Payment Calculation would be as below:

Formula = Total area in sq. ft./Rate per Sq.ft./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 follows:-

- Amendment of the Contract after expiry of Force Majeure:** In case of occurrence of any exceptional event/ circumstances which has affected either party directly to perform the agreed services, the agreement can be amended. However, cause, existence and nature of such event shall be notified to the other party.
- Amendment in statutory provisions:** All statutory variations leading to increase in the cost of the contract will be borne by the Buyer accounts.
- Amendment 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 terminated in whole or in part 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 invoice 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.
3. **Breach of SLA:** The contract may also be terminated if (i) the cumulative penalties rise to 10% of the contract value (i) 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/दस्तावेज (Additional Required Data/Documents) : Buyer

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

### अतिरिक्त डेटा/दस्तावेज : Seller (Additional Data/Documents) : 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](#)

### क्षेत्रीय बैंक | ePBG Detail

Reserve Bank / Advisory Bank:	State Bank of India
क्षेत्रीय प्रतिशत (%)   ePBG Percentage(%)	3.00
बिडरकर्ता को बिडर के विवरण और शर्तों के अनुसार लागू क्षेत्रीय प्रतिशत प्रदान करना होगा   The bidder shall furnish of PBG as applicable as per bid's terms and conditions	

### शर्तों और शर्तों | 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 BIDD/Reverse Auction/Additional Terms and Conditions (ATC), as applicable.
- 1.3 All Goods 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 GTC Contract.

#### 2. Buyer Added Bid Specific Terms and Conditions:

- 2.1 **Goods:**  
OPTION C/AUSE: 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 **Goods:**  
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:  
SBIN0002941  
Bank Name:  
STATE BANK OF INDIA  
Branch address:  
TIRUVANMURAI MAIN BRANCH

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



## General Notes | 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" or "Service Provider"). The purpose of this agreement is to facilitate 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 contract placed through GSA shall be governed by following set of Terms and Conditions:

1. General terms and conditions for Service.
2. Service Specific SLA of the Services contract shall include the service level agreement (SLA) for the service.
3. BDD / Reverse Auction specific AIC.

The above terms and conditions are in reverse order of precedence i.e. AIC supersede Service specific SLA which supersede GTC, wherever there are any conflicting provisions. The above set of terms and conditions along with scope of work and service level agreement as enumerated in this document shall be construed to be part of the Contract between Buyer and Service Provider. The services 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

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.
3. 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. This 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 as below:-

1. **Buyer:** Buyer is responsible to provide clear instructions, approvals and timely payments for the work delivered.
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, contractors, subcontractors and non-residents 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 infrastructure 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 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/ result based model: Service provider will deploy manpower based on a scale depending on the information of premises and 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.). Suppliers 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	Housekeeping	Cleaning & Sanitation
		Event Space Management
		Mail Management/Runner
		Waste Management (other than healthcare facility)
		Waste Management (healthcare)
		Laundry Services
		Work Routine Services (Healthcare)
		Work Routine Services (other than healthcare facility)
		Regular work of Guest House (Hotel) (hospitality) such as room services, lift man, etc.
		Physical Security
2	Security Services	Parking Management
		CCTV Control & Operations
		Visitor Management & Access Control
3	Horticulture Services	Gardening
		Landscape

#	Services	Service Component
4	Patient Support Services	<ul style="list-style-type: none"><li>Assisting the patient in getting into or out of the bed</li><li>Attend to the personal hygiene of patients</li><li>Preparing and carrying the patients for operations, laboratory, X-ray and other investigations</li><li>Carrying and transporting patients to various medical departments in the hospital</li><li>Assist in maintaining stocks of linen and non medical supplies</li><li>Assist the nurses or doctors in diagnostic and treatment procedures</li><li>Assist in sterilization of instruments, appliances and dressings and dressing of postoperative wounds</li><li>Bedding control</li><li>Disinfection</li><li>General Pest Control</li><li>Rodent control</li><li>Toxinite Control (Spot treatment/ drilling treatment)</li></ul>
		<ul style="list-style-type: none"><li>Venue control (prophylaxis/linens)</li><li>Cockroach control</li><li>Humigation</li><li>Pest proofing (Pest proofing is closure of holes and cracks that may potentially cause pest infestation)</li><li>Infection control (Surface sterilization)</li><li>Flumming</li><li>Water Supply</li></ul>
		<ul style="list-style-type: none"><li>Pumps</li><li>Fire Fighting System</li><li>Lift</li><li>Electrical Supply of HCU</li><li>DG Set</li></ul>
		<ul style="list-style-type: none"><li>JPS</li><li>AC Chiller</li><li>HotWC</li><li>Transformers</li></ul>
5	Pest Control Service	
6	O&M Mechanical	
7	O&M of Electrical Work	
<b>Manpower Required:</b> 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 manpowers as per their requirement, for which the following categories have been defined:		
#	Type of Manpower Required	
1	Cleaner / Sanitary	
2	Office Attendant	
3	Receptionist	
4	Nail Attendant/ Barber	
5	Guard house attendant	
6	Porter	
7	Laundry wash boys	
8	Security Guard	
9	Gardener	
10	Ware Shop/Boys	
11	Handier	
12	Electrician	

13. **Fire Supervisor**
14. **AC Plant Operator**
15. **Help Desk Support Executive**
16. **Others - Please specify**

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

1. 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 notified on that may be issued under any labor law in future either by the State or the Central Government or the local authority.
2. 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.
3. Service provider is responsible for no obstruction and management of delivery of services from MNC vendors/supplier/vendors, therefore for ensuring safety and security of them. MNCs required to monitor the delivery of service and report client in case of non-compliance of safety requirements immediately.
4. The manpower deployed should maintain polite & courteous behavior towards the buyer, "Misbehavior" which may include, but not limited to, consumption of a vehicle during or prior to duty, denial of duty during service hours as defined by user, use of abusive language, shall attract penalties as per provisions of the contract.

#### 4.2 Service Assumptions

1. 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.
2. 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.
3. Service provider shall not deploy any manpower that is taking from any contagious disease.
4. Service provider shall verify the character & antecedents of manpower to be deployed.
5. The personnel deployed during the course of their work shall perform integrity to the buyer and shall not disclose shall any qualified documents and information which they are not supposed to divulge to Service Provider third parties.
6. Service provider shall indemnify the buyer against all the losses, injuries and any kind of damage caused due to its activities.
7. 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.
8. The attendance of the employees will be verified in the register provided by the Service Provider and/or in the Aadhaar based biometric attendance system at the Buyer's premises. The personnel deployed should be polite, courteous 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 personnel deployed.
9. 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. Filing of shall attract the appropriate penalties. The documents relevant in this regard shall be provided by the Service Provider to the Buyer on demand.
10. Service Provider shall be required to keep the Buyer notified about the change of address, change of the Management etc. from time to time.

### 5 Service Provider's Obligation

1. Service provider shall ensure the level of service required is of the highest professional standard and shall ensure full compliance in the terms and conditions of the contract.
2. Service provider shall attend to emergency works in time. No extra payment will be made for working on odd hours for emergency works.
3. 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 deploying the workers. The service provider shall be solely responsible for the credit rating of its staff/workers.
4. The service provider shall provide at its own cost proper uniform and badges and photo identity cards to the manpower deployed.
5. In an event that, for any reason, the manpower provided change their contact number during duration of the contract, then service provider will immediately notify the buyer of the above change.
6. 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. Once of compliance of all the applicable laws and activities shall rest with the service provider only and the buyer will not be liable in any manner.
7. Service Provider shall produce to the Buyer the details of payments of statutory benefits like bonus, leave, etc. from time to time to its personnel.
8. Service Provider shall cover all its personnel under the relevant laws of EPF, ESI, PPF, etc. of the same should be submitted by the Service Provider.
9. Service Provider shall submit a copy of wages sheet showing monthly wages paid to its personnel.
10. Service Provider shall cover its personnel for personal sickness and death while performing the duty and the Buyer shall have no liability and obligation in this regard.
11. 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.
12. Service provider shall employ only manpower who has completed eighteen years of age and not above 60 years of age.
13. 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.
14. The Service Provider shall not deploy or shall discontinue deploying the personnel 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 continue to be continued and shall not be changed without written intimation and consultation with Buyer.
15. The Service Provider would be bound by the bond form with regard to police verification of the deployed staff and their medical fitness.
16. Adequate supervision shall be provided to ensure correct performance of the services in accordance with the prevailing requirements agreed upon between the two parties.
17. 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 incur penalty that buyer shall have right to recover damages as per the provisions of the contract.
18. The service provider shall be generally responsible for any theft, misbehavior and/or disobedience on the part of personnel as provided by him.
19. The working hours and days of the manpower will be as per the existing applicable rules of the respective Central/State Government organizations. Likewise, they have to work on holidays if necessary and required based on demand of work.

### 6 Buyer's Obligations

1. 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 and/or non-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 (i.e. thirty service days) to offer the services for 24 hours on a 3-shift basis, the required number of personnel 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 services. Buyers are therefore advised to include the Price Variation Clause (PVC) in the bid document through A/E. For long term contracts, the additional payment, if any, on account of PVC can be done offline (i.e. with time online functionality is allowed 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 in Buyer's timely inputs for services and leads to immediate actions against the defaulters if any. Service tracking shall be mandatory for one 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 daily 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 these entries within the prescribed time limit. The Buyer will also record 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 issues again; 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 whom trust and managerial capacity and in a position of authority to resolve issues, for which, 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:

#	Nature of Default	Default Details	Penalties			Remarks
			1 <sup>st</sup> instance	2 <sup>nd</sup> instance	3 <sup>rd</sup> 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, 5% 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, 5% 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 defected/complaints brought to notice by buyer	Deficiencies/complaints not addressed promptly	Penalty of Rs. 1000/-	Penalty of Rs. 1000/-	Penalty of Rs. 1000/-	After 3 <sup>rd</sup> instance, the buyer may continue to impose the same penalty as increased for 3 <sup>rd</sup> instance
3	If employee is found disclosing any confidential information/commitment 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 arrears, equivalent to the value of the article theft/ lost/ damaged. Replacement of employee within 2 days.	Immediate payment in arrears, 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 disclosed/secret misconduct.		Warning/ counseling of employee as decided by the Buyer depending on the gravity of the act.	Warning/ counseling 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	Rs. 100 per day for each default, failing which Service Provider to deposit the said amount in 7 working days	Rs. 200 per day for each default, failing which a higher payment to Service Provider till the said amount is deposited to resolve the situation and proof of same is submitted to Buyer	Cancellation of the contract with cancellation charges @ 10% of the order value	Remarks
6	Delay in payment of take home pay, pension by the Service Provider and deposit of EPF and ESIC both employee and employer share	Substitute within 2 days failing which @ 1% per day of the total value (including service charges) of the order is to be paid 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 charges) of the order is to be paid 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	
7	If the employee is absent or takes leave for more than 2 days without informing or taking prior approval.	Immediate replacement within 2 days/ cancellation of the contract with cancellation charges @ 10%, as needed by the buyer depending on the gravity of the act.	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 fraud methods or executing any corrupt practice in addition with any third party or officials at the workplace				

■ Penalties for a specific month / period shall be capped at 10% of bill generated for that month / period.  
 ■ If any S.A 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 services.

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/quote shall cover all aspects of service delivery.

- Service Provider shall also deposit EPF and ESIC of both employee and employer share within 15<sup>th</sup> day of the month of payment for the support staff engaged from their account and preferential to the Buyer Department for reimbursement of employer share only.
- Employer share of EPF & ESIC 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. Employer share of EPF and ESIC contribution shall be recovered from the gross remuneration & balance amount. It 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 Department.
- In case of Provider shall be responsible for timely payment of leave encashment to the supporting staff and deposit of EPF and ESIC both employee and employer share (failing which a penalty will be deducted).
- The Service Provider shall submit before the Buyer Department, new 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 obligations by the Service Provider/employee shall attract penalties as mentioned against each obligation. The Service Provider agrees that penalty whenever becomes payable, the same shall be deducted by the user departments 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 in a invoice quoted to industries.
- 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 variation 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 invoice, logbook, service feedback. Non-submission of the same may lead to delay/ deduction in payment.
- All the pertinent/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 cost in ₹ = Rate per shift / 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 need to amend the Agreement, some of such conditions may be as follows:-

- 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, extent and nature of such effect shall be notified to the other party.
- Amendment in necessary variations: All necessary variations 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



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 / equipment or services to be provided
2. Increase or decrease in duration of contract

## 11 Termination of Contract

The Agreement shall be deemed to be terminated 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 invoice 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.
3. **Breach of SLA:** The contract may also be terminated if the cumulative penalties rise to 10% of the contract value in 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/दस्तावेज: अर्बिटर (Additional Required Data/Documents) : Buyer

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

### अतिरिक्त डेटा/दस्तावेज: बिक्रेता (Additional Data/Documents) : 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](#)

### इपीबीसी विवरण | ePBG Detail

महापंचांग   Advisory Bank :	State Bank of India
इपीबीसी प्रतिशत (%)   ePBG Percentage(%) :	2.02

बिडरकर्ता को और भी बिडर के बिना और बिडर के अलग से इपीबीसी सप्लाय करना है। [The bidder shall furnish ePBG as applicable as per bids terms and conditions]

### शर्तियाँ 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 Bidding Reverse Auction Additional Terms and Conditions (ATC), as applicable.
- 1.3 All GCM 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 GCM 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 **Service & Support:**  
AVAILABILITY OF OFFICE OF SERVICE PROVIDER: An office of the Service Provider must be located in the state of Comigrow. DOCUMENTARY EVIDENCE TO BE SUBMITTED.
- 2.4 **Service & Support:**  
Dedicated Toll Free Telephone No. for Service Support : 01105870000 must have. Dedicated Toll Free Telephone No. for Service Support.
- 2.5 **Certificates:**  
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.
- 2.6 **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 along with all statutory documents like PF, ESIC etc. as well as the bank statement of payment done to staff.
- 2.7 **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. 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.
- 2.8 **Buyer Added Bid Specific ATC:**  
Buyer uploaded ATC document [Click here to view the file](#).

अनुबंध   Contract		
 		
अनुबंध क्रमांक   Contract No.: GLMC-511687779335484 अनुबंध तिथि   Contract Generated Date : 03-May-2025 बोटी/भरत/पैनीपी संख्या   Bid/RA/FPB No.: <a href="#">GLMC/2025/846051727</a>		
<b>संस्था विवरण   Organisation Details</b> प्रकार   Type : Central Autonomous मंत्रालय   Ministry : Ministry of AYUSH विभाग   Department : Central Council for Research in Ayurvedic Sciences संस्था का नाम   Organisation Name : Central Council for Research in Ayurvedic Sciences, Kerala कार्यालय क्षेत्र   Office Zone : Thiruvananthapuram		<b>भरीदार विवरण   Buyer Details</b> एल   Designation : UDCI संपर्क संख्या   Contact No. : - ईमेल आईडी   Email ID : ccrc@ccraa@central.in जीएसटीआईडी   GSTIN : पता   Address : Regional Ayurveda Research Institute for Lifestyle Related Disorders, Opposite Saravali Mandapam, Poopappura, Thiruvananthapuram - 695012, Kerala, Thiruvananthapuram, KERALA-695012, India
<b>वित्तीय स्वीकृति विवरण   Financial Approval Detail</b> प्राप्ति/पूरा करने वाला   PO Consume : No प्राप्ति/पूरा करने वाला का पद   Designation of Administrative Approval : Assistant Director प्राप्ति/पूरा करने वाला का पद   Designation of Financial Approval : Assistant Director		<b>भुगतान प्राधिकरण विवरण   Paying Authority Details</b> भुक्त   Role : PAO भुगतान का अधिकार   Payment Mode : Online भुक्त का पद   Designation : PAO ईमेल आईडी   Email ID : pao1,ccraa@kemibuyer.in जीएसटीआईडी   GSTIN : 32AAAG0224612N पता   Address : Regional Ayurveda Research Institute for Lifestyle Related Disorders, Opposite Saravali Mandapam, Poopappura, Thiruvananthapuram - 695012, Kerala, Thiruvananthapuram, KERALA-695012, India
<b>प्राप्तकर्ता विवरण   Consignee Details</b>		
क्र.   S.No 1	<b>प्राप्तकर्ता का नाम &amp; पता   Consignee Name &amp; Address</b> ईमेल आईडी   Email ID : dr.dishpa@ccraa.nic.in जीएसटीआईडी   GSTIN : पता   Address : Regional Ayurveda Research Institute for Lifestyle Related Disorders, Opposite Saravali Mandapam, Poopappura, Thiruvananthapuram - 695012, Kerala, Thiruvananthapuram, KERALA-695012, India	<b>सेवा विवरण   Service Description</b> Financial Audit Services - As per ATC attached CA Firm
<b>सेवा प्रदाता विवरण   Service Provider Details</b> सेवा प्रदाता आईडी   Service Provider ID : YUS250073005962 कंपनी का नाम   Company Name : T.V.HARIKRISHNAN & ASSOCIATES संपर्क संख्या   Contact No : 99774872742 ईमेल आईडी   Email ID : tvhkh@tdi@gmail.com पता   Address : 26/112 HALLIGET NALLAPAKKACHODI TEMPLE ROAD, NH 66 HARIPAD, Alappur, KERALA-688214, India (उपकरणों के बिना सेवा)   MSME Registration number : UCR944-W-01-0212516 जीएसटीआईडी   GSTIN : 32AKRFT089L125 (RI, IS, IS) अधिकृत द्वारा प्रमाणित/प्रमाणित किया गया   MSME Status as certified by buyer : Verified (उपकरणों के बिना सेवा)   MSME Social Category : General (उपकरणों के बिना सेवा)   MSME Gender : Male		
*वित्तिके नाम के पक्ष में GST/TAX इनवॉइस पेश किया जाएगा   GST / Tax invoice to be raised in the name of - Consignee		
<b>सेवा विवरण   Service Details</b>		
सेवा प्रारंभ तिथि (नवीनतम)   Service Start Date (latest by): 01 Jun 2025		
सेवा समाप्ति तिथि   Service End Date : 31 May 2025		
<b>श्रेणी नाम   Category Name : Financial Audit Services</b>		
<b>बिलिंग चक्र   Billing Cycle: quarterly</b>		
<b>विवरण   Description</b>		<b>To be set as 1</b>
<b>Scope of Work</b>		<b>Lumpsum quote for the audit to be conducted by the service provider</b>
<b>Type of Financial Audit Partner</b>	As per ATC attached	1
<b>Type of Financial Audit</b>	CA Firm	
<b>Category of Work under Financial Audit</b>	Internal Audit	
<b>Type of Industries/Functions</b>	Govt financial matters	
<b>Frequency of Progress Report</b>	Govt office	
123900		

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.

#### शुद्धिपत्र | Corrigendum

1. तक बढ़ाया गया | Extended Upto : 2025-04-11 13:00:00

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

1. Copy Of Certificate Of Ical As On Date : [click here](#)
2. Audited Balance Sheet & Profit & Loss Account For The Last Xx Years : [click here](#)
3. Documentary Evidence To Be Submitted By Service Provider As Mentioned By Buyer In Bid : [click here](#)
4. Certificate (Requested in ATC) : [click here](#)
5. Certificate Issued By Any C.a. Firm Giving The Break-up Of Fees (audit Fee, Taxation And Others) : [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

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 Buyer Added Bid Specific ATC:

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

###### 2.4 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.

###### 2.5 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.

###### 2.6 Service & Support:

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

###### 2.7 Service & Support:

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

###### 2.8 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

ASSISTANT DIRECTOR IN CHARGE 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 of the original DD to the Buyer within 15 days of award of contract.

**STATEMENT OF THE BOARDS, COUNCILS, COMMITTEES AND OTHER BODIES****INSTITUTE ETHICAL COMMITTEE****EC/NEW/INST/2022/3010**

<b>Sl. No.</b>	<b>Name &amp; Designation</b>	<b>Address</b>	<b>Remarks</b>
1	Dr. Jolly Kutty Eapen	Retired Director, Ayurveda Medical Education, Kerala,	Chairman
2	Dr. Rajam. R	Professor and Head Dept. of Rasashastra and Bhaishajya Kalpana Govt. Ayurveda College, Thiruvananthapuram	Member (Clinician Ayurveda)
3	Dr. P. Kala Kesavan	Professor and Head Govt. TD Medical College, Ambalaphuzha Vandanam, Kerala 688005	Member (Basic Medical Scientist-Pharmacology)
4	Dr. N. Subash Babu	Former Prof. & Head Dept. Kayachikitsa, Govt. Ayurveda College, Thiruvananthapuram	Member (Clinician Ayurveda)
5	Dr. G. R. Bahulayan Nair	Retd. Prof. & Head Dept. of Urology, Medical Education, Kerala	Member (Clinician Modern)
6	Adv. Lizzie Albert	Address: Keerthi Bhavan, Koovalassery P O, Thiruvananthapuram - 695512	Member (Legal Expert)
7	Dr. K. B. Valsala Kumari	Retd. Principal Secretary Dept. of Revenue and Disaster Management Govt. of Kerala	Member (Social Scientist)
8	Smt. Sheeja Madhu	Corporation Ward Councilor, Jagathy Address: Thrimoorthi Bhavan, Jagathy, Trivandrum.	Member (Lay Person)
9	Dr. Krishna Rao S*	Research Officer (Ay,) RARI, Thiruvananthapuram Poojapura, Thiruvananthapuram	Member Secretary

\*In place of Dr. Emy S Surendran who has been transferred from this Institute

**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. | Kumary Suja A, Social Worker | - | Member   |

**Staff Grievance Redressal Committee**

- |    |                               |   |             |
|----|-------------------------------|---|-------------|
| 1. | Dr Saniya CK, RO (Ay)         | - | Chairperson |
| 2. | Smt Krishna Priya SV, UDC     | - | Member      |
| 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 Tvp      | - | 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. | Smt Anupama Rajan, Pharmacist    | - | Member      |
| 5. | 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/Index of Pay
1	Dr. V Subhose	Assistant Director (Ay)	9111011994	dr.vshubose@gov.in	Level 13, Index 15
	Dr. Sree Deepthi G N	Research Officer (Ay)-In-Charge	0471-2340628	gnsree.deepthi@ccras.nic.in	Level 11, Index 05
2	Dr. Praveen Balakrishnan	Research Officer (Ay)		drpraveen.b@ccras.nic.in	Level 11, Index 05
3	Dr Indu S	Research Officer (Ay)		Indu.s@ccras.nic.in	Level 11, Index 05
4	Dr. Abhayadev A	Research Officer (Ay)		<a href="mailto:abhayadev.a@gov.in">abhayadev.a@gov.in</a>	Level 11, Index 05
5	Dr Krishna Rao S	Research Officer (Ay)		<a href="mailto:krishna.r@ccras.nic.in">krishna.r@ccras.nic.in</a>	Level 11, Index 05
6	Dr. Saniya C K	Research Officer (Ay)		<a href="mailto:saniyack@ccras.nic.in">saniyack@ccras.nic.in</a>	Level 10, Index 05
7	Dr. Lisha S. Raj	Research Officer (Path)		<a href="mailto:s.lisharaj@ccras.nic.in">s.lisharaj@ccras.nic.in</a>	Level 10, Index 05
8	Smt. Anila A	Sister In-Charge		<a href="mailto:anila.kollam@ccras.nic.in">anila.kollam@ccras.nic.in</a>	Level 8, Index 14
9	Smt Vinitha VS	Pharmacist Gr.I		vinitha.vs@ccras.nic.in	Level 6, Index 11
10	Smt.Anupama Rajan	Pharmacist Gr.I		<a href="mailto:anupama@ccras.nic.in">anupama@ccras.nic.in</a>	Level 6, Index 08
11	Smt.Krishna Priya SV	UDC		<a href="mailto:sv.krishna@ccras.nic.in">sv.krishna@ccras.nic.in</a>	Level 4, Index 08
12	Smt Niza N R	Lab Attendant		niza.nanda@ccras.nic.in	Level 4, Index 18
13	Sri. N. Chandra Babu	Lab Attendant		n.chandrababu@ccras.nic.in	Level 4, Index 18
14	Smt. Kumary A Suja	Social Worker		<a href="mailto:kumary-suja@ccras.nic.in">kumary-suja@ccras.nic.in</a>	Level 7, Index 13

**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. V Subhose	Assistant Director (Ay)	389152.00	Level 13, Index 15
2	Dr. Sree Deepthi G N	Research Officer (Ay)-In-Charge	162552.00	Level 11, Index 05
3	Dr. Praveen Balakrishnan	Research Officer (Ay)	162552.00	Level 11, Index 05
4	Dr Indu S	Research Officer (Ay)	162552.00	Level 11, Index 05
5	Dr. Abhayadev A	Research Officer (Ay)	162552.00	Level 11, Index 05
6	Dr Krishna Rao S	Research Officer (Ay)	162552.00	Level 11, Index 05
7	Dr. Saniya C K	Research Officer (Ay)	135566.00	Level 10, Index 05
8	Dr. Lisha S. Raj	Research Officer (Path)	135566.00	Level 10, Index 05
9	Smt. Anila A	Sister In-Charge	136540.00	Level 8, Index 14
10	Smt. Kumary A Suja	Social Worker	118530.00	Level 7, Index 13
11	Smt Vinita VS	Pharmacist Gr.I	86330.00	Level 6, Index 11
12	Smt.Anupama Rajan	Pharmacist Gr.I	79330.00	Level 6, Index 08
13	Smt.Krishna Priya SV	UDC	58855.00	Level 4, Index 08
14	Smt Niza N R	Lab Attendant	76880.00	Level 4, Index 18
15	Sri. N. Chandra Babu	Lab Attendant	76880.00	Level 4, Index 18

**Budget allocated to each agency: head wise**

S No	Object Head	Amount in lakh (in INR)			
		2022-23	2023-24	2024-25	2025-26
(A)	GIA Salary: - Pay and Allowance	225	265	250.00	300
(B)	GIA General: - Contingencies as per DFPR				
(i)	TA (for Domestic)	2.50	4.00	4.00	5.50
(ii)	Wages	7.20	7.20	7.20	10.80
(iii)	Office Expenses	16.50	19.14	21.50	128.00
(iv)	Rent, Rates and Taxes for Land and Building			0.00	
(v)	Other Admin Expenses			0.90	1.00
(vi)	Advertising and Publicity	0.10		0.00	
(vii)	Professional Service (Payments for Professional and Special service fees to staff/artists/Payment to Outsourcing agency)	72.00	141.60	118.05	5.00
(viii)	Fuel and Lubricants			0.00	
(ix)	Printing and Publication		0.30	0.00	4.00



(x)	Training and IT programme			0.00	
(xi)	Other charges	2.00	6.00	4.50	
(xii)	Minor Works			0.00	38.46
(xiii)	Repair and Maintenance			0.00	
(xiv)	Research activities	50.00	40.00	53.53	58.00
(xv)	Seminar and Conference	0.60		15.50	
(xvi)	Awards and Prizes/Rewards			0.00	1.00
(xvii)	Material and Supplies			0.00	
(C)	Swachta Action Plan (SAP)	0.80	1.38	0.70	1.50
	Total(A+B+C)	<b>376.70</b>	<b>484.62</b>	<b>475.88</b>	<b>553.26</b>
(D)	WCH	29.85	35.17	38.28	45.42

**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*	745	562	4	2	1313

\*Upto 30.09.2025

**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*	61	52	3	-	4	120

\*Upto 30.09.2025

**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](mailto:arimchc.trivendrum@gmail.com), [ro.rarilsd-ayush@gov.in](mailto: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 Sree Deepthi GN, RO (Ay)	-	PIO
Research Officer-In-Charge		
Contact No – 0471-2340628		
9495282848		



**Other information****Disposal of RTI Applications 01.04.2024 to 30.09.2025**

<b>Year</b>	<b>No of RTI Received</b>	<b>No of RTI replied</b>
<b>2024-25</b>	09	09
<b>2025-26</b>	16	14

**MANDATORY RAJ BHASHA DISCLOSURE DHARA 3 (3)**

<b>Ser No</b>	<b>Year</b>	<b>No of documents under Dhara 3(3)</b>	<b>Remarks</b>
1	2022-23	880	
2	2023-24	856	
3	2024-25	1126	
4	2025-26	526	

**PROJECTS COMPLETED DURING THE YEAR 2024-25**

<b>Sl No</b>	<b>Name of the Project</b>	<b>Type of Project</b>	<b>Status</b>
1	Women and Child health Care Programme under SCSP 2024-25	Outreach	Completed

**ONGOING PROJECTS DURING THE YEAR 2024-25 & 25-26**

<b>Sl No</b>	<b>Name of the Project</b>	<b>Type of Project</b>	<b>Status</b>
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	IMR (Clinical Research)	Under progress
2	Understanding prakriti and its inheritance pattern in health and predominant disease predisposition from a regional perspective- A genetic and epigenetic study	Collaborative (Clinical Research)	Under Progress
3	Treatment tolerability, medication adherence and safety of Ayurvedic formulations in the management of psoriasis – An open label single arm study – RARI-Thiruvananthapuram	Collaborative	Under Progress
4	A prospective pragmatic observational study to document the possible adverse events of Nasya karma	IMR (Pharmaceutical & Pharmaco vigilance)	Under Progress
5	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	IMR (Pharmaceutical & Pharmaco vigilance)	Under Progress

6	An Analytical Cross-Sectional Study to Evaluate the Knowledge, Attitude and Practice of Hair Oil Application (Siro Abhyanga) Among Adult Women in Kerala	IMR (Clinical Research)	Under Progress
7	An Observational Study on Possible Adverse Events During Vasti Karma - A Prospective Pragmatic Observational Study	IMR (Pharmaceutical & Pharmacovigilance)	Under Progress
8	Medico Ethno Botanical Survey in the forest division of Thiruvananthapuram district	IMR (Medicinal Plant Research)	Under Progress
9	A Clinical Consensus study for developing the standard operating procedure and the practice guidelines of Kabala and Gandoosha Karma.	IMR (Clinical Research)	Under Progress
10	Documentation of plants, metals, minerals, animal products and other materials used in various indigenous religious practices and rituals across India	Outreach	
11	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	IMR (Literary Research)	On going
12	Documentation of life profile of luminaries in the field of Ayurveda 2025-2026 Sri. K Narayanan Gurukkal	IMR (Literary Research)	On going
13	Impact of Ayurveda Based Lifestyle Advocacy and Practices among apparently healthy individuals across selected cities in India- A Randomized Parallel Group Study	IMR (Clinical Research)	On going
14	Clinical evaluation of Sanjivani Vati and Pippaladyasava in the management of Agnimandya - A Randomized Parallel group study	IMR (Clinical Research)	On going
15	Survey and Documentation on Netra Kriya Kalpa practices among registered Ayurveda practitioners across India	IMR (Clinical Research)	New Project
16	Documentation of life profile of luminaries in the field of Ayurveda 2025-2026 K S Manilal	IMR (Literary Research)	New Project
17	Documentation of Ethno -Dietary Practices Indigenous to India (As part of MEBS)	IMR (Medicinal Plant Research)	New Project
18	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 (Medicinal Plant Research)	New Project