

CWPRS Guest House

STANDARD OPERATING PROCEDURES (SOP)

Sub: Reservation / Allotment and Maintenance of CWPRS Guest House, SOP-2024

1. Short Title and Commencement:

- a) This SOP may be called the Reservation / Allotment and Maintenance of CWPRS Guest House, SOP-2024.
- b) This will come into force from the date of issuance

2. Aim of SOP:

To lay down SOP and guidelines for reservations, occupation, facilities at Guest House, responsibilities of caretaker(s), code of conduct therein, other important aspects aimed at improving overall functioning of CWPRS Guest Houses.

3. Definition of CWPRS Guest House:

CWPRS Guest house includes VIP Suits, IB, Family Suits, Hostels, Conference hall, Recreation room, kitchen, Dining, Common Area, DG Room, External & surrounding areas or any premises specifically declared as such by the Scientist C, CPC as a guest house.

4. Control and Management of CWPRS Guest House:

CWPRS Guest House shall be administratively controlled by the Scientist C, CPC / In-charge Guest House and shall be managed by the in-charge Guest House.

5. Eligibility:

- a) Accommodation shall be allowed to stay in Guest House in accordance with the following category of rooms available:
 - (i) VIP Suits: (Restricted for one family) Officers in the rank of Pay level 14 and above
 - (ii) IB: (Restricted for 2 Adults + 2 Child) Officers in the rank of Pay level 8 and above
 - (iii) Family Suits: (Restricted for 2 Adults + 2 Child) Officers in the rank of Pay level 6 and above
 - (iv) Hostel: Officers in the rank of Pay level 1 and above
- (b) Allotment of accommodation in the Guest House shall be made by Scientist-C, CPC / In-charge Guest House to entitled officers /officials during their official visit(s). **However, approval of the Director, CWPRS is mandatory for allotment of VIP Suits.**
- (c) Guest Room shall be reserved for a maximum of "Seven Days" at a time. However, extension in stay needs to be made 24 hours before expiry of initial reservation period.
- (d) For the purposes of rent, a day shall be calculated from mid-day to next mid-day, and the rent shall become payable for one full day, if accommodation is occupied for any portion of a day.
- (e) The reserved room shall be occupied by max two/three adults as per no. of beds available in respective suits.

- (f) If an officer retains the accommodation duly approved for period more than 15 days or period specified in the allotment order, the rent of the same will be charged equivalent to his/her authorized house ceiling or standard rent whichever is higher.

6. Allotment/Reservation Procedure:

- a) A written request or an email (guesthouse.cwprs@gmail.com) for reservation of accommodation in prescribed proforma shall be made to Guest House In-charge through concerned HoD. Incomplete application without prescribed Performa will not be entertained. Room shall be reserved on Priority as mentioned in Sl. No.7 & "First Come First Served" basis.
- b) It is mandatory to produce copy of valid Photo-ID at time of arrival of each guests.
- c) Request for allotment of accommodation should be sent at least three days in advance only in the prescribed Performa by physical means (for CWPRS employee) and through E-Mail (for outstation guests only) to Scientist-C, CPC, CWPRS, Pune-24.
- d) Confirmation of accommodation must be enquired from in-charge, CWPRS Guest House before proceeding on working day between 9:00 AM to 5:30 PM on telephone No. 02024103220 / 02024380196
- e) Permission for stay in a room beyond the period of reservation shall not be given provided that the authority may grant such permission if the accommodation has not already been reserved for another person or required for any other important purpose.
- f) At the time of occupying the accommodation, the allottee, here in after referred to as the resident, shall register his name, full address, contact number, date and time of arrival and departure, the amount paid in the Reservation Book kept in the Reception Office of the Guest house.
- g) In unavoidable circumstances, Scientist C, CPC has the power to cancel the reservation and intimate the same to the applicant.
- h) Accommodation charges and food charges will be paid separately in cash and Indian currency only at reception. Govt. charges applicable only after producing valid office ID of govt. officials.
- i) Scientist C, CPC / In-charge Guest House and JE (Guest House) are responsible for supervision of Guest House and operation thereof as per above SOP.

7. Priority for Reservation of Guest Rooms:

The guest rooms shall be allotted in general routine as per appended order of priority: -

- a) Guests Visiting CWPRS on official duty
- b) Serving staffs of CWPRS
- c) State / Central Govt. Serving staff other than CWPRS
- d) Retired staffs of CWPRS
- e) Other individual is permitted subjected to approval of competent authority

8. Arrangements for Catering, Supplies etc.:

- a) Guests may get meals/special diet cooked at their expenses as required with prior arrangement with officer/ Caretaker and payment of service charges for meal preparation.
- b) The residents may avail the service of cook in the Guest House on Payment of actual cost mentioned against the supplies in menu.
- c) Cooking shall not be permissible in the rooms.
- d) Official telephone, wherever provided in the Guest House, may be used by the residents for local calls only.

9. Duties of Officer/Caretaker:

- a) Up-keeping of whole Guest House consisting of VIP Rooms / IBs / Hostel / Family Suits
- b) Bed making in the rooms
- c) Daily cleaning / wet cleaning (dry and wet mopping) of rooms, foyers, toilets, balconies, passages, receptions, staircases, approaches etc.
- d) Washing and ironing of bed sheets, pillow covers, towels, napkins etc.
- e) Washing of curtains (windows & doors) as decided by in-charge Guest House
- f) Cleaning of sofa sets, carpets (once in fortnight) with vacuum cleaners / brushing
- g) Dry mopping of the ring-road of Guest House premises everyday
- h) Supervision over the premises cleaning of the Guest House
- i) Maintenance of the accounts, Log book (entry / exit register)
- j) Room booking after obtaining the approval of the In-charge of Guest House
- k) Accommodation arrangement on day-to-day basis and during conference, workshop, courses, seminars, institutional meeting with preparation of charts.
- l) Reporting non functioning of Geysers, refrigerators, AC units, electrical and sanitary installations / appliances to the in-charge Guest House
- m) To provide Bed Tea, breakfast with tea, Lunch, evening tea and dinner to staying guests and the inmate on take home basis (in Tiffin carrier) to members of faculty, officers, research scholars, etc staying at Guest House / premises
- n) Collection of room rent to be handed over to the in-charge Guest House for depositing in the office of Scientist – C, CPC, CWPRS weekly and auditing of the records periodically
- o) Maintenance of garden and outside lightening.
- p) On arrival in Guest House, he shall ensure that the guest(s) are received and housed in the allotted room.

10. Concierge Facilities:

- a) Caretaker shall arrange for washing and ironing facilities from nearby market on actual rates to be charged from the occupants for their personal clothes.
- b) A basic first aid kit will mandatorily be placed at concierge / reception by the concerned caretaker.
- c) Use of irons in the rooms shall not be allowed due to fire hazard

11. Loss, Damage, etc.:

Any Loss, damage or breakage caused by the resident to the building, fittings or crockery belonging to the Guest House shall be made good by himself and the officer/Caretaker shall enter in the proper register the particulars of such loss /damage of breakage and shall prepare a bill of loss, to be payable by the resident or sponsor.

12. Decorum/Behavior of Staying Officer/Guest:

- a) Guests are advised to keep their expensive items, gold and cash under lock and safe custody. Management shall not be responsible for loss of such items.
- b) The residents shall keep the premises; furniture and room in clean and tidy condition.
- c) Pets shall not be allowed in the Guest House.
- d) No electric appliances except radio /computer shall be used by the residents.
- e) Smoking and use of an intoxicant is strictly prohibited in Guest House.
- f) Guest House accommodation or premises shall not be used for any function or ceremony except permitted by the Guest house In-Charge.
- g) Breakage in room, if any shall be borne by the guest/sponsor.

13. Repair/Maintenance of Guest House:

- a) Primarily, officer/Caretaker concerned shall ensure the cleanliness of guest house on regular basis.
- b) He shall also be responsible for proper watch and ward of the lodge and shall report any incident/ damage at the building to the Guest house In-Charge.
- c) The Guest house In-Charge shall be responsible to carryout periodic visits/ inspections at his own or through authorized representative officer.
- d) The CWPRS reserves the right to carry out spot checks of guest room at any time.
- e) The general white wash/ paint of each guest house shall be carried out subject to availability of budget and due consideration to use of guest house on approval.
- f) Repair/maintenance of a guest house will be the responsibility of CPC, CWPRS.

14. Payment of Dues:

- a) All dues on account of accommodation, food, losses, damages and breakages shall be paid by the resident/sponsor to the Officer/ to Caretaker against signed receipt before his departure in cash and Indian currency only.
- b) The expenditure of official guests will be submitted to CPC, CWPRS against the concerning Deposit Estimates/Scheme Heads.

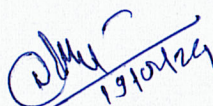
15. Complaints:

- a) In case of any complaint, the same be either brought to the notice of the officer/ Caretaker or entered in "the Complaint Book, available in the guest house round the clock. The officer/caretaker will produce this book to the Guest house In-Charge before 5th of each month.
- b) Any violation of these rules shall render the resident liable to cancellation of his allotment from the Guest House.
- c) A resident once ejected will lose his right of future accommodation in the Guest House except with special permission of Director, CWPRS.

16. Anomaly Committee

This SOP may be reviewed after every year as per need.

This is issued with the approval of the Director, CWPRS.



Scientist-C
Construction and Procurement Cell
CWPRS, Khadakwasla, Pune

CWPRS Guest House Booking Proforma

To,

The Scientist-C
CPC, CWPRS
Khadakwasla, Pune-24

Attention: **Guest House-In-charge**

Sub: Request for booking room in CWPRS Guest House, Pune-24

Sir,

Please arrange to book room/rooms in CWPRS Guest House, Pune-24. Necessary details are furnished below:

1)	Name of Officer (Applicant)*						
2)	Designation & Pay Level *						
3)	Govt. ID & Aadhaar No.*						
4)	Department/Ministry*						
5)	Official Address with Contact No.*						
6)	Tick as applicable*	Self-Visit		Family Visit		Others	
7)	Name of Guest staying and relation with the applicant*						
8)	Purpose of Visit Tick one*	Official		Private		Others, if any (specify)	
9)	Period of stay*	Check-in Date & Time			Check-out Date & Time		
		/	/		/	/	
10)	Official / Residential Address of Guest with contact No.*						

Note all (*) should be filled mandatory, otherwise application will not be considered

APPROVED


Forwarded by:
Name:
Designation:

For Director, CWPRS
Guest House In-Charge /
Scientist-C, CPC
CWPRS, Pune-24

Revised Rate of CWPRS Guest House Accommodation w.e.f. 01.02.2024

Sr. No.	Description	Tariff rate per day			
		VIP per suite	IB per room	Family per suite	Hostel per person
1.	Officers (on duty) of Central Government, State Government, Autonomous body / Public Sector undertaking of Central / State Government, who are governed by provision of FR/SR for payment of TA/DA, Officers of CWPRS (on duty)	Rs.500/-	Rs.500/-	Rs.300/-	Rs.100/-
2.	Serving officers (not on duty) and retired officer of MoJS (including CWPRS) and their family member	Rs.800/-	Rs.600/-	Rs.400/-	Rs.200/-
3.	Foreign Nationals / NRI's on duty of CWPRS	Rs.1500/-	Rs.1000/-	Rs.600/-	Rs.200/-
4.	Trainee (of CWPRS) for short period (Less than 10 days)	-	-	Rs.100/-	Rs.50/-
5.	All others (approved by Competent Authority)	-	Rs.1500/-	Rs.700/-	Rs.500/-

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Scientist-C, CPC
CWPRS, Pune-24