

NATIONAL HIGHWAY AUTHORITY

ADMIN WING - WELFARE-II BUREAU

STANDING OPERATING PROCEDURES

Sub: **Reservation / Allotment and Maintenance of NHA's Rest Houses, SOP-2017**

1. **Short Title and Commencement**

- (i) This SOP may be called the Reservation / Allotment and Maintenance of NHA's Rest Houses, SOP-2017.
- (ii) 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 Rest Houses, responsibilities of caretaker(s), code of conduct therein, collection of rent and other important aspects aimed at improving overall functioning of NHA Rest Houses.

3. **Definition of NHA Rest House**

NHA rest house means any building specifically hired or built for the purpose of rest house or any premises (hired or owned) and specifically declared as such by the Member (Admn) as a rest house/ room.

4. **Control and Management of NHA Rest Houses**

NHA's rest Houses, shall be under the administrative control of Establishment Wing and shall be managed by an officer-in-charge, called Caretaker (not below the rank of AD), at each Station.

5. **Eligibility**

- (i) Accommodation shall be allowed to stay in Rest Houses in accordance with the following category of rooms available:

	<u>Category of Room</u>	<u>Guests</u>
1.	A	Chairman, Members, GMs
2.	B	Directors/DDs/ADs

- (ii) Allotment of accommodation in the Rest House (s) shall be made to entitled officers/officials during their official visit(s).

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- (iii) Guest Room shall be reserved for a maximum of **"Seven Days"** at a time. However, extension is stay need to be made 24 hours before expiry of initial reservation period.
- (iv) Families / first blood relations of NHA officers.

6. **Charges**

- (i) The person to whom accommodation in the Rest House may be allotted shall pay rent at the following rates:-

<u>Stay</u>	<u>Room Rent Per Day</u>	
Single	During official stay	Rs. 1,500/-
	On leave/otherwise to a maximum of 15 days	
Family	First (07 days)	Rs. 2,000/-
	Remaining days to a maximum of 15 days	Rs. 2,500/-

- (ii) Subject to a minimum of one day's rent, five percent of the rent shall be deposited in advance by the allottee at the time of receiving allotment of accommodation which shall be:
- (a) Adjusted at the time of preparation of final bill before departure from the rest house; or
- (b) Refunded, if written or telephonic intimation for cancellation of the program of the allottee is received by the Caretaker not later than two days before the date on which the allotment is to take effect. If no such intimation is received the advance rent paid shall be forfeited in favor of Dir (Estab).
- (iii) For the purposes of rent, a day shall be calculated from mid day to next mid-day, and the rent shall become payable if accommodation is occupied for any portion of a day.
- (iv) The reserved room shall be occupied by max two adults. Extra mattresses can be supplied for children only and subject to availability.
- (v) If an officer retains the accommodation duly approved for period more than one month 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.

- (vi) All officers and their families falling in the preceding category shall get a prior approval from the Establishment Wing for staying in the Rest House.

7. **Allotment/Reservation Procedure**

- (i) A written request for reservation of accommodation shall be made to Dir (Estab) through concerned GM. Room shall be reserved on "**First Come First Served**" basis.
- (ii) The applicant shall give his name, designation contact number and the address of resident city, alongwith the date and the time of arrival and the anticipated period of stay.
- (iii) Where, it is not possible to forward application, a text message on cell number of reservation making authority shall be sent 24 hours in advance.
- (iv) On receipt of the request and subject to availability of accommodation and instructions given by the authority, the Caretaker will inform the applicant about the allotment of the accommodation in the Rest house.
- (v) 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.
- (vi) At the time of occupying the accommodation, the allottee, hereinafter referred to as the resident, shall register his name, full address, contact number, date and time of arrival and departure and the amount paid in the Reservation Book kept in the Reception Office of the Rest house.
- (vii) The officer is bound to intimate to cancel the confirmed reservation at least 24 hours before, failing which room rent for that period shall be charged.
- (viii) On introduction of online reservation system, the reservation shall be made online by using the online facility as far as possible.

8. **Priority for Reservation of Guest Rooms**

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

- a. Serving officer(s) and family on duty/ leave.

- b. Retired officer(s) of NHA (if accommodation is not required by serving officer(s).
- c. Any other person as communicated by the Chairman / Member (Admn) Office.

9. **Arrangements For Catering, Supplies, Etc.**

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

10. **Duties of Caretaker**

- (i) The Caretaker shall be responsible for over-all maintenance and cleanliness of Rest House which include availability of water, gas and electricity round the clock.
- (ii) The Caretaker shall ensure that the Rest House is, at all times in perfect order. He will give special care to these matters:
 - a) Room and bath rooms are neat and clean;
 - b) Bed sheets and pillow covers are neat and clean.
 - c) Lights, fan, A/C, TV in each room, etc, are in order.
 - d) Bath room utilities e.g., towels, soap, washroom-chapel etc, are available and bath room fittings, e.g. shower, basin taps, etc, are in order.
 - e) Maintenance of garden and outside lightening.
- (iii) On arrival in Rest House, he shall ensure that the guest(s) are received and housed in the allotted room.
- (iv) The Caretaker shall maintain books of account and will be responsible for pecuniary matters pertaining to Rest House. He shall ensure that rent received from guests is deposited in receipt account.
- (v) He shall maintain a complete and transparent record of booking and payment in the relevant register for inspection and audit.

11. **Concierge Facilities**

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

12. **Loss, Damage, etc**

Any Loss, damage or breakage caused by the resident to the building, fittings or crockery belonging to the Rest House shall be made good by himself and the 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.

13. **Decorum/Behavior of Staying Officer/Guest**

- (i) 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.
- (ii) The residents shall keep the premises; furniture and room in clean and tidy condition.
- (iii) Pets shall not be allowed in the Guest House.
- (iv) No electric appliances except radio /computer shall be used by the residents.
- (v) Smoking and use of an intoxicant is strictly prohibited in Rest House.
- (vi) Guest House accommodation or premises shall not be used for any function or ceremony except permitted by the Chairman NHA.
- (vii) Breakage in room, if any shall be borne by the guest/sponsor.

14. **Repair/Maintenance of Rest House**

- a. Primarily, Caretaker concerned shall ensure the cleanliness of rest house on regular basis.

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- 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 officer incharge/ head of office.
 - c. The incharge of the respective rest house shall be responsible to carryout periodic visits/ inspections or rest houses at his own or through authorized representative officer.
 - d. The general white wash/ paint of each rest house shall be carried out subject to availability of budget and due consideration to use of rest house on approval of Member (Admn).
 - e. Repair/maintenance of a rest house will be the responsibility of Regional /Project GM and Dir (Estab) in case of HQ.
 - f. Regional/Project GM and Dir (Estab) in case of HQ, shall arrange suitable staff for the rest house.
 - g. To meet with day to day petty repairs and maintenance on urgent basis as well as other consumable items/ purchases, caretaker will be issued permanent imprest of Rs 15,000/- to be got recouped / adjusted by him as per imprest rules. This amount may be revised with approval of Member (Admn).

15. **Payment of Dues**

All dues on account of accommodation food, losses, damages and breakages shall be paid by the resident/sponsor to the Receptionist/ Caretaker against signed receipt before his departure.

16. **Complaints**

In case of any complaint, the same be either brought to the notice of the Caretaker or entered in the Complaint Book, available with the Receptionist round the clock. The caretaker will produce this book to the GM concerned before 5th of each month.

- (i) Any violation of these rules shall render the resident liable to cancellation of his allotment and ejection from the Rest House.
- (ii) A resident once ejected will lose his right of future accommodation in the Rest House except with special permission of Member (Admn).

17. **Anomaly Committee**

This SOP may be reviewed after every two years by the Committee comprising of Director (Estab), DD (Welfare), DD (Accounts) and DD (Audit) and its recommendation will be approved by the Member (Admn).

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