

Property Management Horizontal Service Level Assessment 2020-2021					
For the Month -			Conducted on Date :		
Services/Points	Check Points	Weightage	MWCJ Assessment	Reference Documents	Remarks
Compliance	All compliances as per statutory regulations to be complied with nil audit observations by statutory audit.	Yes/No		Internal Audit report	
	Availability of safety gears, & Equipment's & Nil reportable accidents	Yes/No		Monthly safety Report	
	Proper invoices to be submitted by 4th of each month along with all relevant documents.	Yes/No		Bills submission along with all relevant documents	
	Serviceability and Main of all FFE and Emergency systems at all times	Yes/No		Inspection log to be submitted	
	Disbursement of Salary to staff by 5th of each month	Yes/No		Confirmation by mail	
	Availability of KYC for deployed associates	Yes/No		Physical Verification	
Technical services.	Availability of Police Verification for deployed associates	Yes/No		Physical Verification	
	Maintenance, upkeep and submission of monthly audit report of assets under KF preview	3		Asser register	
	Adherence to annual PPM schedule - variance, if any, to be brought in notice of MWCJ	5		PPM Calendar	
	Forecast scheduled routine servicing of equipment's such as DGs, Transformers, breakers, calibration of measuring equipment's etc.	4		Log records based on calendar/running hours	
	Daily recording of data such as energy consumption, PF, MDI, diesel consumption, incoming supply etc.	4		Log Books	
	Carry out monthly analysis of data including breakdowns and share report with MWCJ with improvements plan, if any.	3		MIS	
	Response to breakdowns 2 hours for minor & 48 Hours for major breakdowns	4		TAT records	
	All breakdowns to be informed to MWCJ immediately on identification	3			
	Submission of Daily, weekly & Monthly reports	2		MISs	
	Identify energy losses/theft and provide solution to same for better efficiency	2		Report	
	Ensure MDI within limit and no penalty is levied by JVVNL	2		Log Book	
	Maintain earth resistance less than 1 ohm and submit report of earth resistance every six month	2		Log Records	
	Street lights working effectivity to be maintained above 99% monthly	2		Log Records	
	Ensure no unauthorized tapping of electricity & water	2		Physical Inspection	
	Ensure adequate relevant tools are available with all technician	1		Physical Inspection	
	Collection of monthly electrical breakdown data from JVVNL and submit comparison with MWCJ records	2		Log Records	
	Collection of data with respect to connected load and actual consumption of energy by customer	2		Log Records	
FIRE	Attending 100% telephone call	2		Call Records	
	100% response to fire accidents & submission of report post attending fire call along with feed back from relevant agency/person	3		Report	
	Full care & maintenance of assets as per PPM schedule	3		Check Lists	
	Maintenance of Safety gears & equipment's & ensure 100% operational.	3		Check Lists	
	Fire Vehicle Upkeep and Maintenance including routine servicing & inspections	4		Check Lists	
	Monthly fire audit of spark as per check list	4		Check Lists	
	Monthly inspection of pressurized city hydrant system	3		Monthly Reports	
	ALL portable fire extinguishers maintained in a fully operable condition and kept in designated places when not in use	4		Register & Physical inspection	
	All fire extinguishers are inspected on a monthly basis and annually inspected and tagged accordingly	4		Physical Inspection	
	Check physical fitness of equipment ensure all cables, pulleys, seats, hinges, handles, grips, pipes, hoses and connectors etc. inspected for wear, deterioration and proper operation	3		Physical Inspection	
Housekeeping	Adherence to cleaning schedule for Road, Drain & other common area & maintain cleanliness of areas	2		Cleaning Schedule	
	Monthly inspection of Sewage network to check smooth flow	3		MIS	
	Maintain a safe level of consumables at all times and keep a record of consumptions and received materials	2		Stock Register	
	Ensure average manpower availability for month is at least 90% of contract.	4		MIS	
	SWM Collection as per schedule and monthly customer wise SWM weight report to be submitted	2		Adherence to schedule and customer acknowledgement.	
	Garbage to be disposed responsibly at Municipal designated area proof of authorized vendor to be submitted along with monthly bills.	2		Municipality dumping slips	
STP	Adherence to annual PPM schedule - variance, if any, to be brought in notice of MWCJ	4		Log Book	
	Ensure all electro mechanical equipment's are in working condition	4		MIS	
	Daily data recording for waste water inlet & outlet.	3		MIS	
	Submit analysis of variance in inlet, outlet data	1		Log Book	
	Ensure all safety equipment's, PPEs are in operable condition	2		Monthly Report	
	Maintaining of Chemicals & spares stocks and records to maintained in stock registers	2		Stock Register	
	Ensure all chemicals bottles/packs are labelled & MSDS of same is displayed	3		Physical Inspection	
	Ensure calibration of all measuring equipment and availability of relevant certificates at STP	3		Calibration Certificate	
	Preparation and adherence of water sample collection & testing schedule and relevant records to be maintained by trained technician.	4		Physical Inspection	
	Proper instruction to be displayed with respect to chemical use, testing, safety and do's and don'ts	2			
	Analysis of waste water test reports carried out by third party & share report if major variance is observed	2			
	All wastes such as chemicals, etc., other than municipal solid waste to be disposed as per statutory norms	2			
General	General upkeep of STP area	1		SOP compliance report and changes to be submitted	
	Adherence of all relevant SOPs. Improvement of process in any to be shared	3		Checklists	
	Share monthly duly analyzed performance report with MWCJ	2		MMR	
	Available stock details and future to be shared quarterly	2		Stock Register	
	Ensure training provided to staff as per training calendar and details shared monthly	2		Training calendar vs. Actual	
	Relevant DWM chart maintained at all work site locations and maintained	2		Site visit	
Customer Satisfaction	Salary of staff to be disbursed by 5th of each month	4		Confirmation on mail	
	Closure of all pending points of previous MOM	4		MOM	
	Customer feedback	4			
Total		151			
SLA CONDITIONS					
Safety & Statutory compliance : Non Negotiable					
Service deliverables & Customer satisfaction: 90% or Above- No Deduction, 80% to 89% - 10% deduction, 70% to 79 % - 25% Deduction & Below 70% - 50%					
Brief Details on SLA assessment:					