

Property Management eVolve Service Level Assessment 2021-2022					
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	
	Availability of Police Verification for deployed associates	Yes/No		Physical Verification	
Technical services.	Maintenance, upkeep and submission of monthly audit report of assets under CBRE's preview	3		Asser register	
	Adherence to annual PPM schedule - variance, if any, to be brought in notice of MWCJ	4		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	
	Weekly metering data between MWCJ & JVVNL analysis	2		Log Records	
	Driveway lights are maintained & kept operational	2		Physical Inspection	
	Ensure no unauthorized tapping of electricity & water	1		Physical Inspection	
	Ensure adequate relevant tools are available with all technician	2		Log Records	
	Maintenance of Safety gears & equipment's & ensure 100% operational.	2		Log Records	
	Ensure oil spillage kit is maintained in operational order	2		Physical Inspection	
	Ensure all electrical equipments are properly earthed	3		Physical Inspection	
	Monthly inspection of pressurized sprinkler & hydrant system	3		Physical Inspection	
	ALL portable fire extinguishers maintained in a fully operable condition and kept in designated places when not in use	4		Physical Inspection	
	All fire extinguishers are inspected on a monthly basis and annually inspected and tagged accordingly	2		Register & Physical Inspection	
	Ensure availability of spare fire extinguisher are placed at designated area	2			
	Ensure safe level is maintained for chemicals used for cooling towers	2		Stock Register & Physical inspection	
	MSDS for all chemical to be displayed at stored location	1			
	Soft water parameters are checked regularly	1		Log Records	
Housekeeping	Adherence to cleaning schedule basement & other common area & maintain cleanliness of areas	2		Cleaning Schedule	
	Monthly inspection of plumbing system to ensure no blockage	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 & 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	
	All trenches are to be kept clean	1		Physical Inspection	
	Ensure agreed all cleaning equipments are in operable condition	1			
	Hazards waste is stored at designated place & timely intimation to MWCJ for further disposal	3			
General	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 requirements 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	
	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	
Total (SLA % complied)		101			
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% Deduction					
Brief Details on SLA assessment:					