

ECOS ASSOCIATION OF APARTMENT OWNERS

ECOS, Jatragachi, PS - Eco Park, PO - Ghuni, New town, Kolkata-700161

Registered under West Bengal Apartment Ownership Act, XVI of 1972

Registration No. 005272024 of 2024

Email: ecosassociation@gmail.com

Date – 12th Jan 2026

Work Order No. – WO/25-26/ECOSAAO/09

To,

M/s Nikshitha Infotech Private Limited

1st Floor, MIG-S-30, Pragati Enclave, Chandrasekharpur,

Bhubaneswar, Khordha, Odisha – 751016

Mobile: +91 9674766399

Email - zmkol@nikshithainfotech.com

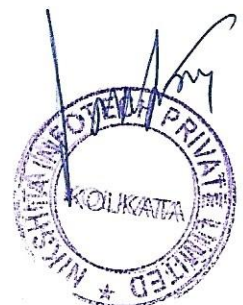
Sub: Work Order for providing Technical and Housekeeping services along with the Manpower at ECOS Residential Complex, ECOS, Jatragachi, PS-Eco Park, PO-Ghuni, New town, Kolkata-700161

Kind Attn. Mr. Soumen Majumder,

Please refer to your proposal dated 10th Jan 2026, and our subsequent discussions for providing above subject matter services at our residential property namely ECOS Residential Complex, ECOS, Jatragachi, PS-Eco Park, PO-Ghuni, New town, Kolkata-700161.

Based upon your representation that you have necessary technical & trained manpower for providing above mentioned Services and that you have understood the SCOPE OF WORK and DELIVERABLES and that you shall be able to provide trained manpower who would ensure compliance of the DELIVERABLES and provide service of standards as referred to in work order, we are pleased to award you to manage the same as per the following details:

Client & Site Details	- Ecos Association of Apartment Owners, ECOS, Jatragachi, PS-Eco Park, PO-Ghuni, New town, Kolkata-700161.
Services	- Technical & Housekeeping Services along with manpower for above mentioned site.
Agency / Vendor	- M/s Nikshitha Infotech Private Limited
Scope of Work	- As per the attached Annexure-1
Commercials	- As per the attached Annexure-2
Effective Date	- 1 st Dec 2025 until 31 st Jul 2026



- Effective Date** - 1st Dec 2025 until 31st Jul 2026
- Payment** - Within 45 days from the date of receiving the correct & Verified invoice and 20% of the billed value will be put on hold in case of non-submission of compliance documents by agency till the submission of all compliance documents along with tax invoice for the respective month by agency.
- Termination** - Both client (Ecos Association of Apartment Owners) and agency/vendor (M/s Nikshitha Infotech Private Limited) can terminate and withdraw services with giving a notice of one month with or without giving/showing any reason.
- Non-Performance** - Any incident of non-performance by the agency or Loss/ Damage to the property shall be taken as negligence and default and all such damages / losses shall be recovered from the Agency up to the limitation of the scope of the services. Such claims should be made only after joint investigation by both the parties.

For Ecos Association of Apartment Owners



Authorized Signatory
Name -
Designation -

For M/s Nikshitha Infotech Pvt. Ltd.



Accepted by
Name - *Soumen Majumdar*
Designation - *Zone Manager*

Encl:

Annexure- 1 – Scope of Work

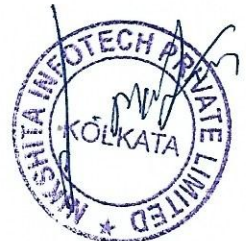
Annexure -2 - Deployment & Pricing Sheet/Commercials

Annexure- 1 - Scope of work:

The work schedule for the manpower shall be seven (07) days in a week and 365 days a year. The Manpower supplied through agency shall report to the person designated by the client management. The Team under the supervision of the qualified supervisor shall attend to the jobs as specified by the client management, which shall include not but restricted to the following:

Electrical Works

1. Operate and maintain the entire Electrical System equipment and installations as per the operation and maintenance manuals and specifications of the manufacturers and/or the original installation contractors.
2. Ensure of availability of requisite power at all installations as required for smooth site operation.
3. General maintenance and regular operation of diesel generators. Coordinating with AMC service provider to carry out necessary periodic checking as per schedule and submitting service reports to the authority.
4. To perform tightness checks, overheating, unusual noise and vibration checks of utilities, panels and installations periodically to ensure smooth operation.
5. To perform scheduled (weekly) cleaning of utility panels.
6. To perform half-yearly (Six Months) checks and tests of utilities. Voltage / Current parameters of utilities and earthing system and log and submit the report to the client.
7. Carry out cable continuity, insulation and damage checks and performing rectification work where required and necessary.
8. To carry out regular necessary checking of earthing system such as tightness, corrosion etc.
9. To carry out weekly checks of Pumps and Motors for unusual noise & Temperature, vibration, corrosion improper / inequity phase distribution / current.
10. Maintain necessary periodic checklists for equipment and installations. Record keeping of maintenance history for all utilities and installations.
11. To coordinate with AMC vendors or external agencies for maintenance of utilities and equipment in respect to their contract and inform the management on the expiry of AMC 3 months prior to the expiration date.
12. To ensure proper inventory of various lights, spare parts etc. are maintained and carry out appropriate replacement of lights, fixtures and spare parts when required.
13. Daily logging of energy meter reading.
14. To check every alarm system across the property. To ensure proper logging of alarm generation.
15. Coordination with AMC agency for elevators to ensure periodic checks is conducted.
16. To use Necessary safety equipment while conducting maintenance work. Proper maintenance to be also followed for all safety equipment.
17. The electrician deployed should have a valid license to operate in LT/ HT as maybe required at site.



MAINTENANCE OF - WATER SUPPLY

18. To ensure proper maintenance, repair & operation of all bore well/tube wells according to planned schedule for 24-hour water supply. All tube/bore well water meters to be logged regularly.
19. To ensure all water supply pumps, valves, hydro pneumatic systems and control panels are maintained, as specified in manuals, furnished by manufacturers/ original installation contractors and as advised by Association.
20. To ensure all water valves operate smoothly and there are no leakages anywhere in the system.
21. To ensure all level indicators and level controllers function, as required, at all times.

1. Housekeeping Services

The scope of work will include but not be limited to providing comprehensive Housekeeping services at all the common area proposed facilities of THE ECOS including all staircases lying within the floor space area enumerated above. The scope includes the following: -

Daily cleaning of the following:

General / Common area /Passages

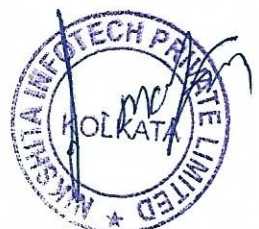
1. All floor areas: Spot clean all marks, stains and spills.
2. Vinyl or Tiles: scrub or spray to remove scuff marks when necessary.
3. Clear all dustbins in common areas (wet and dry)
4. Ensure vendor checks for the correct placement of all mobile furniture.

Regular Services:

1. Floors, internal glass fixtures, common areas, heavy traffic areas, external areas and general cleaning as specified.
2. Deep cleaning of all common area doors and wall surfaces (other than bare masonry).
3. Deep clean all mobile furniture polish with appropriate chemicals as and when required.
4. Scrub clean all wastepaper bins.
5. Vacuum clean all corners, edges and under furniture.
6. Washing of front door mats.
7. Deep cleaning of toilets & Pantries.

Toilets:

1. Daily cleaning of toilets.
2. Floor to be kept clean and dry at all given times.
3. Soap dispensers to be kept filled with soap Liquid at all given times.
4. W/C & Toilets to be kept cleaned.
5. Any blockage or leakage to be brought to notice of maintenance on immediate basis.



6. To be maintained odor free
7. All consumables to be replenished as and when required.
8. Mirrors to be cleaned without any marks.

Outer Area/ Basement Cleaning:

Morning cleaning:

1. Pick up the rag from the entire premises including basements as and when required or as per the instruction from client.
2. Brooming of heavy traffic area starting front area then the back area.
3. Appropriate machines need to be used wherever required.

Material store:

1. Managing the store efficiently.
2. All consumables to be available at all given times.
3. Minimum par stock level to be maintained.
4. Guidelines for issuing stock to be followed.
5. All relevant records related to materials to be maintained.
6. Upkeep of housekeeping stores.
7. To monitor and control equipment uptime and down time.
8. To manage Pantry and pantry consumables.
9. Billing on the actual consumption & billing invoice to have supporting documents.
10. Monthly stock inventory.

Lift Lobby / Reception Area:

1. Floors buffed and polished (all stone, slate and ceramic floors to be scrubbed with a neutral detergent).
2. Wipe clean and polish walls in foyer and to glass entrance doors and railing glasses to be spot cleaned for any finger marks, stains or other marks.
3. Special attention to be given to entrance and areas (as required).
4. Sweep all external walkways and landings.
5. Clean all stair landings, stairways Elevator and Escalators.
6. Clean all door mats.

Tea Room / Pantry (only if applicable)

1. Sweep and mop clean all floors using disinfectant
2. Clean, all sinks and metal fittings
3. Wipe down fridge / other white goods (if applicable)
4. Coffee Machines are excluded (covered by Cafeteria)
5. Dustbins to be cleared at least every two (2) hours



6. Water Bottles are replenished and kept clean
7. No odours to emanate from the Pantry

Property Management Office, Conference /meeting room, Training room

1. Empty all waste bins at least every (4) four hours.
2. Wipe, replace bin liners as required.
3. Vacuum carpet areas.
4. Clean tables, cabinet tops, conference and meeting room furniture and equipment.
5. Clean doors and partitions.
6. Clean writing boards in conference and meeting rooms.
7. Clear any debris from plants (i.e. leaves fallen from the plant).
8. Recycling.
9. Conduct a thorough cleaning each weekend for all areas.

Utility area:

1. Daily cleaning of external areas i.e. DG Area, Pump Room, Plant room UPS Room and other utilities in presence of technical staff
2. Cleaning of AC grills, fire sensors, light fittings and extinguishers in presence of technical staff

Manage the Housekeeping Services according to the following:

1. Daily inspections to monitor the performance of the vendor.
2. Performance monitoring, ensure the vendor completes the daily housekeeping checklist.
3. Ensure the vendor performs services to the above specified scope.
4. Management of ad-hoc requests by the client.
5. Ensure all vendor equipment is maintained to the highest possible standard (operational, clean and not in a state of disrepair).
6. Maintenance of a Housekeeping Manual.

DEFINITION AND STANDARDS:

1. It is recognised that some marks and stains require special cleaning processes to effect removal. These shall be reported to the Property Manager / Supervisor / HDE. Similarly, difficult to remove graffiti shall also be reported to the Property Manager / Supervisor / HDE.

Appliances - Damp Dust

1. After damp dusting is complete all external surfaces shall be free of all dust and dirt to leave a clean, dry, uniform appearance.



Mobile furniture – Cleaning

1. After cleaning, chairs are to be free of dirt and marks.

Floors (All) – Dry Mop

1. After sweeping, all floor surfaces shall be free of visible dust, loose dirt and litter. All dust, loose dirt and litter shall be collected and disposed of in an approved rubbish bin.

Floors (Concrete) – Damp Mop

1. On completion of damp mopping all floor surfaces shall be free of all marks and dirt especially in corners and edges, visibly clean and without streaks.

Floors (Granite) – Machine Scrub

1. On completion of machine scrubbing, all floor surfaces shall be free from all visible dirt, marks, grime, residue cleaner and any build-up (especially the edges) to display a uniform clean appearance.

Glass (Window, Partitions, Doors) – Spot Clean

1. After spot cleaning of glass, partitions, windows and doors, all marks and dirt on windows shall be removed leaving the surface visibly clean and unmarked.

Grill (In Doors, Air Conditioning, Diffusers, Vents) – Damp Dust

1. After damp dusting is complete, all grilles shall be free of dust and dirt to leave a clean, dry uniform appearance.

Rubbish Bins – Empty and Replace Liners

1. After rubbish bins have been emptied, the bins shall be free of dirt and litter. Liners shall be changed, with a size compatible with that of the bin, whenever they contain moist materials, food or have tears or holes in them.

Surfaces – Damp Dust

1. After damp dusting is complete, all surfaces shall be free of visible dust, dirt and build-up (especially in corners and edges) to leave a clean, dry uniform appearance.



Toilets, Toilet Units, Hand Basins – De-scaling

1. On completion of de-scaling, urinals and toilet bowls shall be free of calcium build-up, acid, odour, bacteria, residue cleaner and all visible dirt leaving the surfaces with a clean appearance. After sanitising, toilet and hand basins will be free of dirt, stains and dust. The cleaning materials utilised in the service of cleaning the toilet facilities shall only be used for the purpose of the cleaning of the toilet facilities.

Toilet Partitions - Clean

1. On completion of cleaning of toilet partitions, the surface shall be free of all removable marks, dust and be visibly clean with a uniform appearance. Non-removable marks (graffiti) are to be referred to the Property Manager.

Toilet Units, Hand Basins – Clean and Sanitise

1. After cleaning and sanitising, toilets and hand basins shall be free of dirt, dust, stains and marks, cleaner residue and bacteria. The cleaning materials utilised in the service of cleaning the toilet facilities shall only be used for the purpose of the cleaning of the toilet facilities.

Walls (Plaster of Paris partitions) – Spot Clean

1. After spot cleaning has been carried out on brick walls, all removable marks and dirt are to be eliminated leaving the surface visibly clean and free of any residue cleaner. Non-removable graffiti on external walls is to be referred to the Property Manager.

Walls (Painted) – Spot Clean

1. On completion of spot cleaning on painted walls, surfaces shall be free of marks, dust, and residue cleaner and be visibly clean with a uniform appearance.

Water and beverage vending Machines-Clean

1. On completion of cleaning, all surfaces are to be free of visible dirt, bacterial and residue cleaner leaving a clean appearance.

Window Tracks - Vacuum

1. On completion of vacuuming, the window grooves will be free of dust, sand, dead insects and debris leaving the surfaces clean and unobstructed.



Wooden Furniture - Polishing

1. After polishing, wooden furniture shall be free of dust and marks and will be clean with a uniform high sheen for lasting protection.

Phone and Language Booths - Clean

1. Upon the completion of cleaning telephone booths, all handsets and phone bodies shall have been cleaned of all marks, residue, dirt and other foreign matter and shall have been wiped down with a germicidal detergent. All rubbish, dirt, other foreign matter and marks shall have been removed from the shelf and booth and any telephone surrounds shall be visibly clean, unmarked and with a streak free finish.

Garbage Management

1. Garbage to be collected in the Garbage bag & kept at the designated places until it is Disposed off.
2. Garbage would be disposed through Authorized Municipal Garbage vendor.

Interior Window Cleaning & Maintenance

1. Provide the labour and equipment necessary to clean the interior windows. Window cleaning activities will occur on a predetermined frequency. Provide recommendations on window maintenance with the help of a detailed checklist & minor or major repair to be carried out as & when on need basis.

Responsibilities:

1. Retain the resources necessary to safely complete the interior window cleaning operation.
2. Internal window cleaning equipment is only to be utilized as designed and intended. Care is to be taken on all rooftops to avoid any damage to roof surfaces.
3. Assigned personnel are not to utilize any site equipment or furniture to complete the interior window cleaning activities.
4. Products used are to be environmentally safe as per EHS norms.
5. Interior window cleaning is to be pre-scheduled in order to avoid any interruptions in VIP/clients visit.
1. Maintain a detailed checklist to carry out the maintenance & repair activities.

3. General Points covered under scope for both above Services

PERSONAL HYGIENE & GROOMING OF THE PERSONNEL OF THE AGENCY

1. All employees must be present in a neat clean & well-groomed appearance.



2. While on duty, all employees must wear the uniform provided by the agency.
3. Ensure that all personnel are trained and aware of the job requirements.
4. All staff must keep their hair trimmed and be in clean shaven.
5. All the employees should be in their departmental/safety shoe as appropriate while they are on duty.
6. Ensure display of company identity card for easy recognition of your company representation.
7. Ensure wearing respective work masks, safety gloves and belts as and when required.
8. Precaution is better than cure; keep safe operation of all electric equipment and familiar with its operating system and manual.

HOURS OF SERVICE

As per your proposal submitted dated 6th Jun 2025. Agency must submit the duty roster of their employees on monthly basis post discussion and taking consent from client.

AREA COVERAGE:

Ecos Association of Apartment Owners, ECOS, Jatragachi, PS-Eco Park, PO-Ghuni, New town, Kolkata-700161.

CONTRACT VALUE:

- The contract value is as per 'Annexure 2'. However, the Bill will be paid on the actual duties performed by the staff.
- The Bill shall be submitted to the In-charge of the Site from client side and will be payable within 45 days from the day of submission of correct and verified bill.

The Bill shall contain the following details:

1. Work Order No.
2. Subject as mentioned on the work order.
3. Billing should be done as per category & name of employee's with designation.
4. The Bill should contain GST number and Pan No.

The Bill should be accompanied by the following:

1. Attendance sheet certified by both parties, mandatory.
2. A copy of paid challans of ESIC & EPF.
3. Wages and salary sheet dully signed by concerned personnel.
4. Monthly activity report.
5. Other compliance documents.



Registers, Notices, documents at site

1. Resume and photographs of all deployed employees.
2. Copy of police verification certificates of deployed employees
3. Complete nominal-roll to be maintained at site.

COMPLIANCE OF LAWS:

1. Agency shall be responsible for compliance of all relevant laws, as may be applicable including all existing and future legislations, Rules and Regulations and their amendments from time to time.
2. In any event the manpower shall for all purposes be considered as your employees (notwithstanding they report to duty for more than 180 days in a calendar year) and neither you nor your manpower shall raise any claim of whatsoever nature against the management of **The Client**.
3. Agency hereby agree and undertake to indemnify the management of **The Client** against breach of any provisions of law as applicable and shall reimburse all costs / damages / charges / compensation that may be borne / required to be borne by client for any default on agency part. It is clarified that any ordinance, notification, order, or statute, which prohibits the terms of this arrangement, shall lead to immediate termination of this contract. In such an event, **Client** shall not be responsible for any liability arising there to.

INDEMNITY:

1. Agency hereby agree to indemnify client against all expenses incurred or loss / damage caused attributable to any act or omission including misappropriation. Theft and non-compliance on your part or on part of the manpower. It is agreed that **Client** shall have the right to appropriate all such expenses incurred and / or loss / damage caused, from the amounts outstanding to the agency.

MISCELLANEOUS:

1. Agency shall ensure that the manpower deployed for work at our site is fully trained and conversant with their scope of work under this work order. Agency shall be responsible to provide client with support for any related services during the subsistence of this work order.
2. The client shall not be responsible for any damage, injury, disablement, or death to agency's manpower and neither agency nor agency's manpower will raise any claim (including a claim for compensation) against the client while performing any duties on site and/or commuting to/from the site.
3. Agency / Client shall be entitled to review the strength and working hours of the manpower from time to time, based on the requirement.
4. Agency shall provide the attendance register on monthly basis containing approved format as per standards.



5. No deployed resource shall be replaced without prior intimation and approval of client. New resource if any to be deployed only after prior approval from client.
6. No deduction as processing fees / admin charges / any other ground apart from the break-up shared by Agency from their staff's salary will be allowed.
7. Salary of the staffs must be disbursed by agency by 7th of every month.
8. Agency to conduct at least one R&R per quarter for their team at site under the intimation to client.
9. Uniform includes 2 pairs pant & shirt, sweater/jacket as winter wear, raincoat/umbrella for rainy season and one safety shoe etc.
10. Minimum two visits at site per month by agency's back-office team should be there and emergency visits are extra.
11. Agency to conduct at least two departmental trainings at site per month, and mock-up drills as required. This must be done by agency's ops team.
12. Agency to do the surprise night checks at site at least two times in a month and report submission accordingly. This must be done by agency's ops team.
13. No one below 18 or above 50 in age will be allowed to perform their duty at site thus agency must adhere it strictly.

SCALE OF DEDCUTIONS

Sr. No.	Omission	Rate of Deduction (in Rs.)
1.	Poor Turn Out/ Grooming	INR 100 per omission observed per individual FROM MONTHLY BILLING AMOUNT
2.	Absenteeism	INR 100 per omission observed per individual FROM MONTHLY BILLING AMOUNT
3.	Complaint for misbehavior	@ INR 100/- per complaint FROM MONTHLY BILLING AMOUNT
4.	Sub-standard material used/ provided	@ 5% of FROM MONTHLY BILLING AMOUNT
5.	Failure in providing service as per schedule/ standards	@ 5% of FROM MONTHLY BILLING AMOUNT
6.	Fire Training attendance-less than 60% of the deployed manpower	@ 5% of FROM MONTHLY BILLING AMOUNT
7.	Subject Matter Trainings 01 nos. minimum per month	@ 1% FROM MONTHLY BILLING AMOUNT
8.	Service Provider Operations/ Quality Team visit cum review session to be arranged 02 nos. minimum per month (responsibility to arrange is of	@ 2% FROM MONTHLY BILLING AMOUNT



	the Service Provider)	
9.	Hired equipment not being in working order	@ Pro-rata rental charges for 1st 7 days thereafter twice the pro-rata rentals
10.	Theft	@ Cost of item + 1% FROM MONTHLY BILLING AMOUNT
11.	Safety Rule	@ 2% deduction per complaint FROM MONTHLY BILLING AMOUNT in case of any violation of safety rules

Annexure 2 - Deployment & Pricing Sheet

Deployment details: The deployment details mentioned below is initial and may vary time to time as per site requirement and instructions from the client. Any additional / ad-hoc deployment over and above the original deployment shall be calculated as per approved wages on pro-rata basis but that extra deployments must be done under the written approval of client.

Schedule	Position	Strength	Reliever	Total Strength	Rate	Amount / Month
12 hours x 26 days	Electrician (Male)	2	0.33	2.33	18390	42910
	Plumber (Male)	2	0.33	2.33	18390	42910
8/9 hours x 26 days	HK Supervisor (Male/Female)	1	0	1	13552	13552
	HK (Male)	8	1.33	9.33	11463	106988
	HK (Female)	1	0	1	11463	11463
	Lift Operator / Attendant (Male)	1	0	1	17087	17087
	Gym Trainer cum Attendant (Male)	1	0	1	14998	14998
	SP Lifeguard/Trainer/Attendant (Male)	1	0	1	14998	14998
Total per Month		17	2	19		INR 264906/-

NB:

- Total actual deployment/head count will be 17 + 2 relievers = 19
- GST will be charged extra as applicable.
- The above deployment is tentative and shall change as and when required and intimated in writing by Client.
- Deployment would be as and when intimated by the client. The deployment details will vary time to time as per site requirement and instructions from client.
- The cost per person shall also be revised from time to time as per statutory norms or otherwise with written intimation from Client.



- The contract value includes all statutory payments such as PF, ESI, Bonus, coverage under workmen compensation insurance and shall conform to contract of labour and minimum wages acts in respect of the personnel deployed at the premises.
- No additional claims will be entertained on account of transportation, additional hours of work on need basis if required and any other obligations.

Following are the HK related machinery to be provided by Agency at a fixed monthly rental cost. Repair and maintenance of the same will be under the scope of the Agency only without any extra cost.

Following machinery related to HK to be provided by the agency on a monthly rental basis								
S. No.	Item Description	Make	Model	Other Spec. if any	Qty.	Rate	Amount	Remarks
1	Single Disc Scrubber	ROOT	model-SD430		1	1485	1485	
2	Pad Holder for Single Disc Scrubber	ROOT	model SD430		1	Covered above	Covered above	
3	Wet & Dry vacuum Cleaner	ROOT	model Topper 215/24 LNX		1	1269	1269	
4	SIGN BOARDS	ROOT			2	62	124	
5	Aluminum Telescopic Pole	ROOT		9mt	1	625	625	
6	Winger Trolley	ROOT	TT6183		1	874	874	
7	Cold-Water High-Pressure Jet Cleaner	ROOT	model - AR767		1	1237	1237	
8	Carry Kit	ROOT			1	150	150	
9	Extension Board				1	251	251	
10	MOTORIZED HAND SCRUBBER				1	1012	1012	
Total rent amount per month (INR)							7027	
Total rent amount per month (INR) - Round Off							7000	

- GST will be charged extra as applicable.

Guidelines to the Agency

All monthly invoices for the preceding month should reach the client every month along with necessary documents .

Addressed to: - **Ecos Association of Apartment Owners,**
Office Address: - **ECOS, Jatragachi, PS-Eco Park, PO-Ghuni, New town, Kolkata-700161**
GSTN – **19AACAE5881C1ZQ**



Page 14



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