

## UMT Guest House

Department OCMS

# STANDARD OPERATING PROCEDURES

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### Sub: Reservation / Allotment and Maintenance of UMT Guest House, SOP-2019

#### 1. Short Title and Commencement

- (i) This SOP may be called the Reservation / Allotment and Maintenance of UMT Guest House, SOP-2019.
- (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 Guest House, responsibilities of caretaker(s), code of conduct therein, other important aspects aimed at improving overall functioning of UMT Guest Houses.

#### 3. Definition of UMT Guest House

UMT Guest house means a building specifically hired or built for the purpose of guest house or any premises (hired or owned) and specifically declared as such by the Member (Admin) as a guest house.

#### 4. Control and Management of UMT Guest House

UMT Guest House, shall be administratively control under the OCMS and shall be managed by an officer/ Caretaker.

#### 5. Eligibility

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

**Category A:** Staff/Faculty/Executive/HOD, Approved by Rector through concern department HOD.

**Category B:** Official Guest approved by Rector through concern department HOD.

- (ii) Allotment of accommodation in the Guest House shall be made to entitle officers /officials during their official visit(s).
- (iii) Guest Room shall be reserved for a maximum of **"07 Days"** at a time. However, extension in stay need to be made 24 hours before expiry of initial reservation period.

- (a) Adjusted at the time of preparation of final bill before departure from the Guest house; or
- (b) Refunded, if written or telephonic intimation for cancellation of the program of the allottee is received by the Officer/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 UMT account department.

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.

The reserved room shall be occupied by max two adults. Extra mattresses can be supplied for subject to availability.

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 falling in the preceding category shall get a prior approval from the Rector through Concerned HOD/OHR for staying in the Guest House.

## **6. Allotment/Reservation Procedure**

- I. A written request for reservation of accommodation shall be made to Rector through concerned HOD/OHR. 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, along with the date and the time of arrival and the anticipated period of stay.
- III. On receipt of the request and subject to availability of accommodation and instructions given by the authority, the officer/Caretaker will inform the applicant about the allotment of the accommodation in the Guest house.
- IV. 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.
- V. 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, the amount paid in the Reservation Book kept in the Reception Office of the Guest house.
- VI. The officer is bound to intimate to cancel the confirmed reservation at least 24 hours before, failing which recommended rent for that period shall be charged.

## 7. Priority for Reservation of Guest Rooms

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

- a. Serving officer(s) on duty/ leave.
- b. Any other person as communicated by the Chairman /Rector/OHR.

## 8. Arrangements for Catering, Supplies, Etc.

- (i) 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.
- (ii) The residents may avail the service of cook in the Guest 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 Guest House, may be used by the residents for local calls, only.

## 9. Duties of Officer/Caretaker

- (i) The officer/ Caretaker shall be responsible for over-all maintenance and cleanliness of Guest House which include availability of water, gas and electricity round the clock.
- (ii) The officer/Caretaker shall ensure that the Guest 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, Internet etc., are in order.
  - d) Bath room utilities e.g., towels, soap, washroom-sleepers 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 Guest House, he shall ensure that the guest(s) are received and housed in the allotted room.
- (iv) The officer/Caretaker shall maintain books of account and will be responsible for pecuniary matters pertaining to Guest 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.

### **10. Concierge Facilities**

- I. Officer/Caretaker shall arrange for washing and ironing facilities from nearby market on actual rates to be charged from the occupant.
- II. A basic first aid kit will mandatorily be placed at concierge / reception by the concerned officer/caretaker.
- III. Use of irons and electric kettles 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**

- 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 Rector.
- VII. Breakage in room, if any shall be borne by the guest/sponsor.

### **13. Repair/Maintenance of Rest House**

- I. Primarily, officer/Caretaker concerned shall ensure the cleanliness of guest house on regular basis.
- II. 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 /OCMS.
- III. The OCMS Officer of the respective guest house shall be responsible to carryout periodic visits/ inspections at his own or through authorized representative officer.

- IV. The UMT Management reserves the right to carry out spot checks of guest room at any time.
- V. 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 Head OCMS.
- VI. Repair/maintenance of a rest house will be the responsibility of OCMS Department
- VII. Head OCMS shall arrange suitable staff for the guest house.
- VIII. To meet with day to day petty repairs and maintenance on urgent basis as well as other consumable items/ purchases, Officer/caretaker will be issued permanent imprest of Rs 15,000/- to be recouped / adjusted by him as per imprest rules. This amount may be revised with approval of Head OCMS.

#### **LS. Payment of Dues**

- I. All dues on account of accommodation food, losses, damages and breakages shall be paid by the resident/sponsor to the Officer/ Caretaker against signed receipt before his departure.
- II. The expenditure of official guests will be submitted to account office against the concerning dept.

### **14. Complaints**

- I. 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 **Head OCMS/ Manager OCMS** concerned before 5t\* of each month.
- II. Any violation of these rules shall render the resident liable to cancellation of his allotment and ejection from the Guest House.
- III. A resident once ejected will lose his right of future accommodation in the Guest House except with special permission of Rector/President UMT.

### **15. Anomaly Committee**

This SOP may be reviewed after every two year by the Committee comprising of Head OHR, Head OCMS, Head OTR.