# **11. Maintenance Activities**

Purpose The purpose of this process is to ensure that proper maintenance and cleaning in the temple is done without interruption and with as much less time as possible for repairing and with good quality in all areas where it is required.

	ACTIVITY GROUP		ACTIVITY
11.1	Catting man nowar		
11.1	Getting man power	11.1.1	Getting Man Power
11.2	Providing required items	11.1.1	
11.2		11.2.1	Provide the necessary items which are required
11.3	Payment of Salaries	11.2.1	
11.5		11.3.1	Payment of Salaries to maintenance and cleaning employees
11.4	Electrical Maintenance		
		11.4.1	Maintaining electrical appliances
11.5	Plumbing Maintenance		
		11.5.1	Maintaining Plumbing activities
		11.5.2	Monitoring Plumbing activities
11.6	Construction and Carpentry Maintenance		
		11.6.1	Construction and carpentry Maintenance
11.7	Water Management		
		11.7.1	Maintaining Drinking Water
		11.7.2	Maintaining General Water
11.8	Pest Control		
		11.8.1	Pest Control Activities
11.9	Maintaining AMCs	4	
		11.9.1	Maintaining Annual Maintaining Contacts)
11.10	Pre Monsoon Setup		
		11.10	Arranging Pre monsoon Shedding
11.11	Fire Control Maintenance		
	Chas sad of the	11.11	Fire control activities
11.12	Shoe rack and clock room maintenance		
		11.12.1	Shoe rack and cloak room maintenance
11.13	Processing of Electricity Bills		
		11.13.1	Processing of Electricity bills
11.14	Preparing cleaning charts		
		11.14.1	Preparing cleaning charts
11.15	Providing training for servants		
		11.15.1	Training servants

### Process KPIs

	Key Performance Indicator	Measure	Permissible Value
1	Overall satisfaction level of devotees	% of satisfaction from feedback	

# RASCI Matrix at Activity Group Level

Activity	Responsible	Accountable	Sponsor	Consult	Inform

### **Escalation Matrix**

	Level 1	Level 2	Level 3	Level 4
Role				
esolution Time				
				$\langle \langle \rangle$
			× ×	
		•		
25				
24				
8				

# Activity Group 11.1 Getting Man Power

# Sr. No Activity

### 11.1.1 Getting Man Power

To get man power for daily activities for cleaning and maintenance activities as well as for Sundays and festival days Owner

Surya Krishna pr

**Activity Flow** 

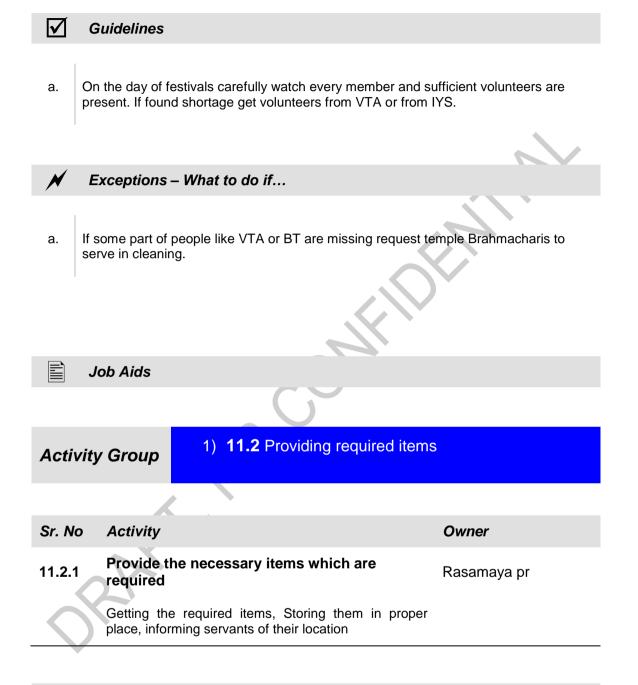
# (i) Task Information

		<u>By When</u>	<u>By Who</u>
11.1.2.1	Full time recruitment for several months		Dina Gauranga pr
11.1.2.1.1	Encourage already existing servants to bring from their places		Dina Gauranga pr
11.1.2.1.2	If still shortage is there give news papers ad		Dina Gauranga pr
11.1.2.2	Recruit extra members based on need	Previous day	Rasamaya pr
11.1.2.3	Recruit volunteers on festival times from BT and VTA	Previous day	Dina Gauranga pr
11.1.2.3.1	Estimate how many volunteers required for each seva of plate washing and marble cleaning	2 days before	Rasamaya pr
11.1.2.3.2	Inform numbers to Dina Gauranga pr	2 days before	Rasamaya pr
11.1.2.3.3	Inform to BT and VTA authorities for their seva of plate washing and marble cleaning	1 day before	Dina Gauranga pr
11.1.2.3.4	Inform to BT and VTA members and allot the services	Previous night	BT and VTA authority

### $\triangle$ Rules

a. All members should be allotted their seva by previous day night and informed.

b. If some member is missing suddenly back up volunteers should get from VTA.



Activity Flow

(i) Task Information

		<u>By When</u>	<u>By Who</u>
11.2.1.1	Get the requirement based on input from servants and monitoring	Daily	Rasamaya pr
11.2.1.1.1	Depending on the damage of items replace them from store	Daily	Rasamaya pr
11.2.1.1.2	Monitor store for all items and if some item is below standard level of storage of that item, order needs to be given	Week	Rasamaya pr
11.2.1.2	Purchase the items which are needed		Suryakrishna pr
11.2.1.2.1	Make a list of items to purchase before buying		Suryakrishna pr
11.2.1.2.2	Purchase all items in their respective shops		Suryakrishna pr
11.2.1.2.3	Check for quality and correct pricing of items		Suryankrishna
11.2.1.2.4	Count all items in list are there and bills for all and bring them back		Suryankrishna
11.2.1.3	Place the items in store at appropriate place	After arrival of items	Rasamaya pr
11.2.1.3.1	Place the items in store room at certain places for each item	*	Rasamaya pr
11.2.1.3.2	Define each place for items for keeping		Rasamaya pr
11.2.1.3.3	When damage or completion of some item is informed replace it immediately from store.		Rasamaya pr
11.2.1.3.4	When item is replaced from store, check whether that item storage got below the level of standard. If it is below give order for procurement.	Daily	Rasamaya pr
		1	1

A Rules

Guidelines

 $\checkmark$ 

Exceptions – What to do if					
Jol	b Aids				
Activity	Group 11.3 Payment of Salaries				
Sr. No	Activity	Owner			
	Payment of Salaries to maintenance employees	Dina Gau	uranga pr		
	To pay the salaries to full time maintena employees who are recruited for several monthe more				
F Ac	tivity Flow				
4					
(j) Tas	sk Information				
		<u>By When</u>	<u>By Who</u>		
11.3.1.1	Decide salary at the time of recruitment		Dina Gauranga pr		
11.3.1.2	Increment the salary for existing employees based on circumstances		Dina Gauranga pr		
11.3.1.3	Submit salary statements to accounts team with list of all salaries	Before 30 <sup>th</sup> of every month	Dina Gauranga pr		
11.3.1.4	Process the salary statements and approve them	Before 7 <sup>th</sup> of next month	Accounts team		
11.3.1.5	Pay the signed salary slip to employees	Before 7 <sup>th</sup> of next month	Dina Gauranga pr		
11.3.1.6	Collect salary from accounts department by showing signed salary slip.		employee		

	26		
а.			
✓ Gui	delines		
a. Salari	es should be according to standard of that time a	nd place	
I			$\sim$
N Exc	eptions – What to do if	•	
I			
Job	Aids		
Activity G	Group 11.4 Electrical Maintenance		
-			
-	Group 11.4 Electrical Maintenance	Owner	
Sr. No A			
Sr. No A 11.4.1 N	c <i>tivity</i> laintaining electrical appliances o maintain day to day requirements from diffe	<i>Owner</i> VRP pr	
Sr. No A 11.4.1 M T	<i>ctivity</i> laintaining electrical appliances	<i>Owner</i> VRP pr	
Sr. No A 11.4.1 M T bi fit	<b>Activity</b> laintaining electrical appliances o maintain day to day requirements from diffe uildings and rooms in the temple for repairing of a new electrical appliances.	<i>Owner</i> VRP pr	
Sr. No A 11.4.1 M T bi fit	<b>Activity</b> laintaining electrical appliances o maintain day to day requirements from diffe uildings and rooms in the temple for repairing o	<i>Owner</i> VRP pr	
Sr. No A 11.4.1 M T bi fit	<b>Activity</b> laintaining electrical appliances o maintain day to day requirements from diffe uildings and rooms in the temple for repairing of a new electrical appliances.	<i>Owner</i> VRP pr	
Sr. No A 11.4.1 N T bi fiz	<b>Activity</b> laintaining electrical appliances o maintain day to day requirements from diffe uildings and rooms in the temple for repairing of a new electrical appliances.	<i>Owner</i> VRP pr	
Sr. No A 11.4.1 N T bi fiz	Activity Iaintaining electrical appliances o maintain day to day requirements from diffe uildings and rooms in the temple for repairing of a new electrical appliances.	Owner VRP pr rent or to	D:: 14/6 -
Sr. No A 11.4.1 M T bi fit fit fit fit fit fit fit fit fit fi	Activity laintaining electrical appliances o maintain day to day requirements from diffe uildings and rooms in the temple for repairing of a new electrical appliances.	<i>Owner</i> VRP pr	<u>By Who</u>
Sr. No A 11.4.1 N T bi fiz	Activity Iaintaining electrical appliances o maintain day to day requirements from diffe uildings and rooms in the temple for repairing of a new electrical appliances.	Owner VRP pr rent or to	<u>By Who</u> VRP pr

11.4.1.3	Fix the respective problems and if any requirement for appliances inform to VRP pr	of receiving complaint	Employee
11.4.1.4	If any appliances are required get it from store		VRP pr
	Refer process 11.2		
11.4.1.5	Fix the problem When required appliances are arrived		VRP pr
11.4.1.5.1	Inform employees of arrival of appliances		VRP pr
11.4.1.5.2	collect respective appliances		Employee
11.4.1.5.3	Fix the problem		Employee
11.4.1.6	If problem cannot be fixed in house fix it in the outside		VRP pr
11.4.1.6.1	When problem cannot be fixed inform it to VRP pr.	X.	Employee
11.4.1.6.2	Take the appliance to appropriate shop and get it repaired		VRP pr
11.4.1.6.3	Verify the appliance before bringing back		VRP pr
11.4.1.6.4	Place the appliance in appropriate place and fix it to work.		employee
11.4.1.7	Check whether the problem is fixed or not		VRP pr

# $\triangle$ Rules

- a. 1 permanent employee or its replacement should always be available
- b. Try to fix the problem as early as possible to avoid inconvenience. So each activity here needs to be done as early as possible.

# Guidelines

a. Electrical appliances include Fans, lights, light fittings, wires, switches, phones etc.



Exceptions – What to do if...

# a. If any appliance is repaired out house and not functioning when fitted inside it needs to be taken back again.

Job Aids
6RAF '

# Activity Group 11.5 Plumbing Maintenance

### Sr. No Activity **Owner** 11.5.1 **Maintaining Plumbing activities** VRP pr To maintain day to day requirements from different buildings and rooms in the temple for repairing and to fix those problems. fĴ Activity Flow $\mathbf{\hat{I}}$ Task Information By Who By When 11.5.2.1 Receive complaints of repair or new VRP pr requirements from different people of temple 11.5.2.2 Assign the complaints to employees to fix Within 1 day VRP pr of receiving complaint 11.5.2.3 Fix the respective problems and if any Employee requirement for appliances inform to VRP pr 11.5.2.4 If any appliances are required get it from VRP pr store Refer process 11.2 11.5.2.5 Fix the problem When required appliances VRP pr are arrived 11.5.2.5.1 Inform employees of arrival of appliances VRP pr 11.5.2.5.2 collect respective appliances Employee 11.5.1.5.3 Fix the problem Employee 11.5.1.6 If problem cannot be fixed in house fix it in VRP pr the outside 11.5.1.6.1 When problem cannot be fixed inform it to VRP Employee pr. 11.5.1.6.2 Take the appliance to appropriate shop and get VRP pr it repaired

11.5.1.6.3	Verify the appliance before bringing back	VRP pr
11.5.1.6.4	Place the appliance in appropriate place and fix it to work.	employee
11.5.1.7	Check whether the problem is fixed or not	VRP pr

$\triangle$	Rules
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- a. 1 permanent employee or its replacement should always be available
- b. Try to fix the problem as early as possible to avoid inconvenience. So each activity here needs to be done as early as possible.

 $\mathbf{\nabla}$ 

N

### Guidelines

- Exceptions What to do if...
- a. If any appliance is repaired out house and not functioning when fitted inside it needs to be taken back again.



Sr. No	Activity	Owner
11.5.2	Monitoring Plumbing activities	VRP pr
	To monitor for any new requirements or any damages in different buildings and rooms in the temple for repairing and to fix those problems.	

# **Activity Flow**

# (i) Task Information

		<u>By When</u>	<u>By Who</u>
11.5.2.1	Regularly monitor pipe connections, pipe fittings, pumps and receive any complaints regarding these.	Daily	Employee
11.5.2.2	Regularly monitor toilet functioning, bathroom functioning, water line functioning, toilet commodes, washbasin and receive any complaints regarding these.	Daily	Employee
11.5.2.3	Regularly monitor sewage lines and receive any complaints regarding this.	Daily	Employee
11.5.2.4	If any problem found or complaint received fix it.	Within 1 day of receiving complaint	VRP pr
11.5.2.5	Refer activity 11.5.1 Receive or identify new requirements of plumbing		VRP pr
11.5.2.6	Plan for new lines for these new requirements		VRP pr
11.5.2.7	Implement the plan		VRP pr
	Refer activity 11.5.1		

△ Rules

a.

1 permanent employee or its replacement should always be available

b. Try to fix the problem as early as possible to avoid inconvenience. So each activity here needs to be done as early as possible.

Guidelines

# Exceptions – What to do if... N If any appliance is repaired out house and not functioning when fitted inside it needs a. to be taken back again. Job Aids a. Activity Group **11.6 Construction and Carpentry Maintenance** Sr. No Activity Owner 11.6.1 **Construction and carpentry Maintenance** Dauji Pr To maintain and monitor day to day requirements of any new constructions or carpentry requirements. To repair any construction areas or any damaged carpentry equipment. Activity Flow £Э $(\mathbf{i})$ Task Information By When By Who

11.6.1.1	Receive any complaints for repairing or new requirements	Dauji pr
11.6.1.2	If new requirement measure the construction requirements and prepare a quotation	Dauji pr

11.6.1.2	If complaint for repairing measure the construction requirements and if it is more than 5000 prepare a quotation	Dauji pr
11.6.1.3	Submit the quotation to finance dept for approval	Dauji pr
11.6.1.4	Process the quotation for approval or rejection	Dauji pr
11.6.1.5	If approved bring material from market	Dauji pr
	Refer process 11.2	
11.6.1.6	Collect quotations from different	Dauji pr
11.0.1.0		Dauji pi
	contractors by specifying work	<b>_</b>
11.6.1.7	Select contractors based on quotation and	Dauji pr
	experience	
11.6.1.8	Monitor the work while it is being done	Dauji pr
		Daaji pi
11.6.1.9	Pay the check to workers after the work is finished	Dauji pr
11.6.1.10	If amount is above 2 lacks pay some money in between based on the work done	VRP pr
11.6.1.11	If complaint for repair estimate repair requirements and if it is less than 5000 make it repair	Dauji pr
11.6.1.11.1	Inform worker about the repair	Dauji pr
11.6.1.11.2	Pay the signed check to worker after work has	Dauji pr
11.0.1.11.2	been done	
		<b>_</b>
11.6.1.11.3	Pay the signed check to worker after work has	Dauji pr
	been done	
11.6.1.7	Check whether the problem is fixed or not	VRP pr

 $\triangle$  Rules

a.

b.

Contractors are selected based on their past performance and quotation

Try to fix the problem as early as possible to avoid inconvenience. So each activity here needs to be done as early as possible.

# Guidelines

a. Items of work includes concrete work, brick work, furniture work, wooden work, plaster work, water proofing, tiles fitting, marble fitting, plumbing, lighting etc.

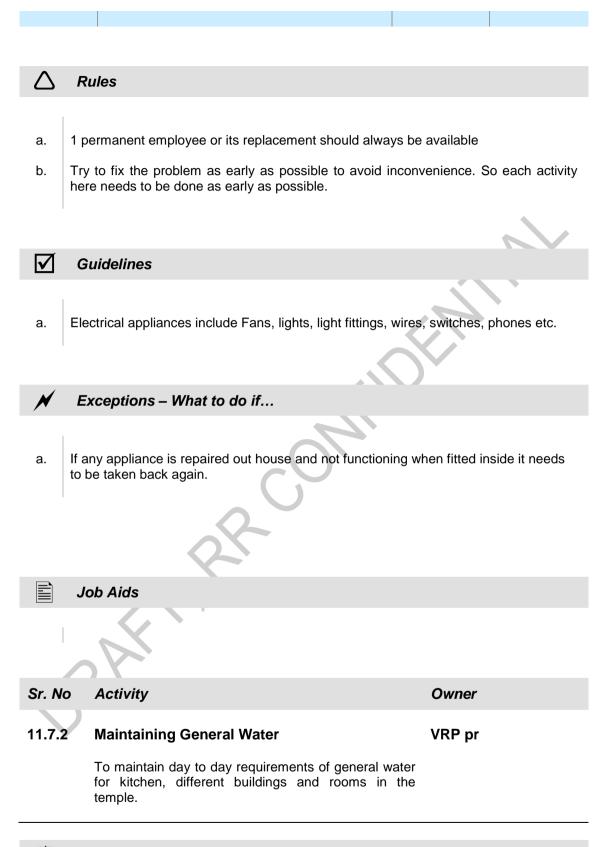
# K Exceptions – What to do if...

a. If any appliance is repaired out house and not functioning when fitted inside it needs to be taken back again.

Activity	y Group	11.7 Water Management	
Sr. No	Activity	Ow	ner
11.7.1	Maintaini	ng Drinking Water VRI	P pr
		n day to day requirements of drinking water , different buildings and rooms in the	
£3 A	ctivity Flo	V	
		R	

# (i) Task Information

		<u>By When</u>	<u>By Who</u>
11.7.1.1	Monitor Direct BMC (Bombay Municipal Water) water that is coming for its functionality	Monthly	VRP pr
11.7.1.2	Maintain UV filtered BMC water		VRP pr
11.7.1.2.1	Check the functionality of UV filtered BMC water	Monthly	VRP pr
11.7.1.2.2	flush the tank for UV filtered BMC water	Daily by 7am	employee
11.7.1.3	Boil BMC drinking water Kitchen will boil in the evening, morning maintenance staff will pump it up.	Morning, evening	kitchen
11.7.1.4	Pump the Boiled BMC drinking water	Morning, evening	employee
11.7.1.4	receive any complaints against these sources and fix it.	5	VRP pr
	Refer activity 11.5.1		
11.7.1.7	Check whether the problem is fixed or not		VRP pr



# **Activity Flow**

# (i) Task Information

		<u>By When</u>	<u>By Who</u>
11.7.2.1	Regularly clean the tank	weekly	employee
11.7.2.1.2 11.7.2.1.2 11.7.2.1.2	Empty the tank Clean the tank by applying scrub Clean it with water and empty them		Employee Employee Employee
11.7.2.2	Monitor the function of electric device for controlling the water level	weekly	VRP pr
11.7.1.3	Switch alternately from one motor to another motor	weekly	VRP pr
11.7.1.4	On festival days and Sundays estimate the water level and call up for required number of tank water if required		VRP pr
11.7.1.5	Receive any complaints against these activities and fix it.		VRP pr
	Refer activity 11.5.1		
11.7.1.6	Check whether the problem is fixed or not		VRP pr



- a. 1 permanent employee or its replacement should always be available
- b. Try to fix the problem as early as possible to avoid inconvenience. So each activity here needs to be done as early as possible.
- Guidelines

a. To control the water level one electrical device is present.

b. Also two motors are present for filling the water for backup purpose.

### Exceptions – What to do if...

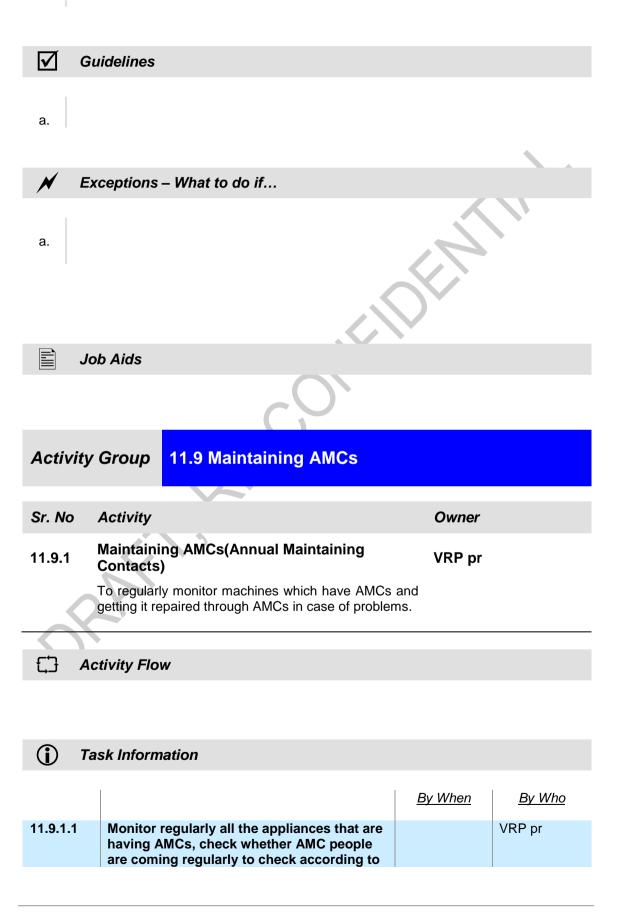
a. If any appliance is repaired out house and not functioning when fitted inside it needs to be taken back again.

Jo	b Aids		
Activity	Group 11.8 Pest Control		
Sr. No	Activity	Owner	
11.8.1	Pest Control Activities	VRP pr	
	To control the pests of different kinds like mosquit rats, pests in different areas of the temple.	oes,	
£1 44	ctivity Flow		
Ĺ,Ĵ Aŭ		*	
(j) Ta	sk Information		
		<u>By When</u>	<u>By Who</u>
11.8.11.1	Regularly do fogging to control mosquitoes around the temple	weekly	employee
11.8.1.2	Receive any complaints from different people from different buildings about pests		VRP pr
11.8.1.3	If complaint about rats is received use rat catching trap to catch rats		employee
11.8.1.4	If complaint about bed bugs is received apply pesticides accordingly		employee
11.8.1.5	Regularly apply pesticides for cocroaches	Three months	employee
11.8.1.7	Any problem with these equipments get it repaired		VRP pr
	Refer activity 11.5.1		

# △ Rules

a. 1 permanent employee or its replacement should always be available

b. Try to fix the problem as early as possible to avoid inconvenience. So each activity here needs to be done as early as possible.



11.9.1.2	contract. Receive any complaints from different people from different buildings about these equipment		VRP pr
11.9.1.3	When a problem is found contact the corresponding company to fix the problem		VRP pr
11.9.1.4	When company people comes assist them to fix the problem		employee
11.9.1.7	When problem is fixed check the fix before company people leaving		VRP pr
11.9.1.3	Renew the contract in case it expires		VRP pr
$\triangle$ Rules			

Guidelines
 a.
 ★ Exceptions – What to do if...
 ★ Job Aids

Activity	Group	11.10 Pre Monsoon Setup		
Sr. No	Activity		Owner	

# 11.10.1 Arranging Pre monsoon Shedding V

VRP pr

To arrange for the shedding before monsoon begin and remove it after monsoon ends

# **Activity Flow**

# (i) Task Information

		<u>By When</u>	<u>By Who</u>
11.10.1.1	Estimate the total areas you want to cover for monsoon shedding	Before May	Dauji pr
11. <b>10</b> .1.2	Apply for the permission for monsoon shedding to BMC	May 10	Dauji pr
11. <b>10</b> .1.3	Get quotations from different contractors	May 10	Dauji pr
11.10.1.4	Select a contractor and get contract for 4 months	May 15	Dauji pr
11.10.1.5	Inform contractor when to start	May 15	Dauji pr
11.10.1.6	Do the monsoon shedding	Before monsoon	Contractor
11.10.1.7	Monitor while monsoon shedding is done for any damages	May 15	Dauji pr
11.10.1.8	Take the measurement of total shedding	June 20	Dauji pr
11.10.1.9	Pay the amount to contractors based on measurement	June 30	Dauji pr
11.10.1.10	Remove the monsoon shedding	October 1st	Dauji pr
11.10.1.11	Monitor while monsoon shedding is removed for any damages	October 1st	Dauji pr



# ......

- a Inform the contractor not to damage the floor and other furniture while monsoon shedding is being done and is being removed.
- b Inform the contractor that any damage done during shedding will be fined against them



# Guidelines

- a. Collect the approval from BMC where they will send cc to you.
- b. Select the contractor who gives less quotation as well as who will do things properly without risk.

Exceptions – What to do if			
Activity (	Group 11.11 Fire Control Maintenar	nce	
Sr. No	Activity	Owner	
11.11.1 F	Fire control activities	Dina Gau	ranga pr
	o implement the safety measures, training reside or emergency fire situations	nts	
£ Act	ivity Flow		
i Tas	k Information		
		<u>By When</u>	<u>By Who</u>
11.11.1.1 11.11.1.2	Monitor the fire extinguishers for right pressure If pressure is below standard call suppliers for refilling to make it correct pressure	Every 6 months	Dina Gauranga pr Dina Gauranga pr
11.11.1.3	Conduct mock drill to train the residents	Every year	Dina Gauranga pr
11.11.1.3.1 11.11.1.3.2	Train how to vacate the place Train how to use fire extinguishers		Dina Gauranga pr Dina Gauranga pr
11.11.1.3.3	Inform the people basic rules to follow		Dina Gauranga pr

# △ Rules

a. Regular vigilance of all these fire extinguishers for proper working needs to be done.

Guidelines

 $\checkmark$ 

a. Main	tain some team of volunteers who knows every as	pect of this fire o	control
b Alarr	n the people when fire broke out and try to avoid p	anic.	
N Exc	ceptions – What to do if		
Jol	o Aids		
		24	
Activity	Group 11.12 Shoe rack and clock r	oom mainte	nance
Sr. No	Activity	Owner	
	Activity		
11.12.1	Activity Shoe rack and cloak room maintenance To maintain shoe rack and cloak room properly for convenience of devotees	Surya Ki	ishna pr
11.12.1 \$	Shoe rack and cloak room maintenance	Surya Ki	ishna pr
11.12.1 \$	Shoe rack and cloak room maintenance To maintain shoe rack and cloak room properly for convenience of devotees	Surya Ki	rishna pr
11.12.1 \$	Shoe rack and cloak room maintenance	Surya Ki	ishna pr
11.12.1 \$	Shoe rack and cloak room maintenance To maintain shoe rack and cloak room properly for convenience of devotees	Surya Ki	rishna pr
11.12.1 \$	Shoe rack and cloak room maintenance To maintain shoe rack and cloak room properly for convenience of devotees	Surya Kı	

11.12.2.3.2	Inform numbers to Dina Gauranga pr	2 days before	Rasamaya pr
11.12.2.3.3	Inform to BT and VTA authorities for their seva	1 day before	Dina Gauranga pr
11.12.2.3.4	Inform to BT and VTA members and allot the time slot for each volunteer	Previous night	BT and VTA authority
11.12.1.4	Monitor regularly if enough volunteers are there		Surya Krishna pr
11.12.1.5	Train employees and volunteers for courteous behaviour towards devotees		Surya Krishna

### **Rules**

- a. All members should be allotted their seva by previous day night and informed.
- b. If some member is missing suddenly back up volunteers should get from VTA.

# Guidelines

- a. On the day of festivals carefully watch every member and sufficient volunteers are present. If found shortage get volunteers from VTA or from IYS.
- b Guide employees and volunteers for courteous behaviour towards devotees.

### Exceptions – What to do if...

A If some shoes is missing help devotees to find them if there is no rush. If there is rush please ask devotee politely to spend sometime in temple till the rush is over and help devotee to find that shoe.

Job Aids

# Activity Group 11.13 Processing of Electricity Bills Sr. No Activity

# 11.13.1 Processing of Electricity bills

# Dina Gauranga pr

To process the electricity bills on time and to check for any discrepancies

# **Activity Flow**

# (i) Task Information

		<u>By When</u>	<u>By Who</u>
11.13.1.1	Collect electricity bill that is received		Accounts team
11.13.1.2	Pay the bill to Electricity board before due date	Before due date	Accounts team
11.13.1.3	Send Xerox to maintenance department	Before due	Accounts
11.13.1.4	Verify all meters and check for bill accuracy	date	team Dina Gauranga pr
11.13.1.5	If there is any discrepancy raise issue with BMC or electricity department	Before next bill comes	Dina Gauranga pr
11.13.1.4	Verify all meters and check for bill accuracy		Dina Gauranga pr
11.13.1.5.1	See that the discrepancy is processed in the next bill cycle		Dina Gauranga pr
11.13.1.6	Monitor regularly all the meters for its proper working and get it repaired in case of problems		Dina Gauranga pr
11.13.1.6.1	If any meter has become old replace it with new one.		Dina Gauranga pr

**Rules** 

a. Checking bills involves whether consumption is right etc.

b. Check for monitoring include checking safety of meter etc.

# Guidelines

a. Maintain excel sheet of all electricity bill meters for reference

N Exc	eptions – What to do if		
Job	Aids		
Activity G	Group 11.14 Preparing Cleaning S	chedules	
Sr. No A	ctivity	Owner	
11.14.1 P	reparing Cleaning Schedules	Rasama	ya pr
	his process defines how to make cleaning sched aily and in special days like festivals and Sunday		
£́∃ Acti	ivity Flow		
	R		
(j) Tas	k Information		
		<u>By When</u>	<u>By Who</u>
11.14.1.1	Prepare cleaning chart for daily services		Rasamaya pr
11.14.1.1.1	Decide the total areas needed to be cleaned and how many times.		Rasamaya pr
11.14.1.1.2	Allocate each member some area so that all areas are covered		Rasamaya pr
11.14.1.1.3	If shortage of members is there get extra members by recruiting them or adjust the existing members to all seva	Previous night	Rasamaya pr
11.14.1.1.4	Change cleaning schedules each month for each person to make it variety for employees.	Before end of previous month	Rasamaya pr
11.14.1.2	Prepare cleaning chart for festivals and sundays	month	Rasamaya pr
11.14.1.2.1	Decide areas to be cleaned and how many	2 days before	Surya

11.14.1.2.2	times each area needs to be cleaned Allocate each member and volunteer area wise and time wise	2 days before	Krishna pr Rasamaya pr
11.14.1.2.3	Estimate number of volunteers required at each time based on this cleaning chart. It is done by calculating total number required for all areas to be cleaned at a particular time.	2 days before	Rasamaya pr
11.14.1.2.4	Inform this number to Dina Gauranga pr	2 days before	Rasamaya pr

### 🛆 Rules

a. Cleaining schedule is to be informed to each member before time.

$\mathbf{N}$	Guidelines
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- a. Make sure all paid members get equal amount of time of service.
- b. Make sure each area at each time is allotted to some person

# Exceptions – What to do if...

a. If some mistake is found in schedule like missing some area for some time it should be immediately bring into the notice of Rasamaya pr.

Job Aids

a.

E

2) **11.15** Providing training for servants

### Sr. No Activity Owner 11.15.1 **Training Servants** Dina Gauranga pr Training servants in work as well as in moral and ethical behaviour. £3 **Activity Flow** $(\mathbf{i})$ Task Information By When By Who 11.15.1.1 Train new servants regarding the work For new Rasamaya pr people 11.15.1.2 Training workers in moral and ethical Weekly Dina behaviour Gauranga pr 11.15.1.2.1 Timing needs to be decided based on the Rasamaya pr availability of speaker and servants 11.15.1.2.2 Place needs to be find out based on time Rasamaya pr and number of attendees 11.15.1.2.3 Inform each attendees about time and place Rasamaya pr 11.15.1.2.4 Distribute prasadam after training Rasamaya pr **Rules**

# a. b.

 $\checkmark$ 

# Guidelines

a. Topic should be relevant to servants to uplift their moral and ethical behaviour, improve their service and uplift them spiritually.

Exceptions – What to do if
Job Aids
Forms/ Formats
Glossary of Terms
DC
DSD
ОТВ
ORAF .