



PAKISTAN WATER AND POWER DEVELOPMENT AUTHORITY

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Services & Estate Directorate
340-WAPDA House, Lahore.

No. D(S&E)/AD(E)/060078/SOP/RH/17826-975

Dated 03 - 12 - 2015

SOP FOR WAPDA REST HOUSES - 2015

1. Preamble:

WAPDA Rest Houses have been established to cater for accommodations requirements by providing congenial living environment and quality services to the WAPDA officers during their official tours to other stations as well as their recreational trips / tours. This SOP is designed to streamline and standardize functions of Rest Houses by defining all the relevant aspects to ensure proper utilization of these facilities. It shall be applicable to all Rest Houses.

2. Aim of SOP:

To lay down SOP and guidelines for reservations, occupation, facilities at Rest Houses, responsibilities of caretaker / local management, desirous behaviour of staying officers, collection of rent & financial viability of set up and other important aspects aimed at improving over all functioning of WAPDA Rest Houses.

3. Salient Features:

- The management shall be bound to prepare annual income and expenditure statement for each Rest House to gauge its financial viability.
- It ensures mechanism for general administration of WAPDA rest houses.
- It shall bring in simplification in reservation system by introducing online reservation system.
- Security of WAPDA Rest Houses shall not be compromised and the management shall be bound to take all steps for fool proof security of respective Rest Houses by installing CCTV cameras specially for head office rest houses with online monitoring from head office.
- The facility of Rest House can also be extended to WAPDA employees below BPS-17 by following the set criterion.
- The technology shall be utilized in the befitting way to bring economies and better management of Rest Houses.

4. Scope of SOP:

The SOP encompasses and defines the following:-

- Definitions
- Central Management Committee
- Head office Management Committee
- Local Management Committees
- List of WAPDA Rest Houses
- Responsibilities of Members of Committee
- Entitlement for Reservation
- Reservation Procedure
- General Guidelines for Reservation
- Special Consideration
- Priority for Reservation
- Check In / Out timing
- Billing and Payment Procedure
- Condition of NAC

- o. Responsibility for Collection of Rent
- p. Dining Arrangements
- q. Behaviour Of Staying Officers/ Guests
- r. Room Accessories
- s. Concierge Facilities
- t. Designated Rooms
- u. Guests with Long Stay
- v. Repair and Maintenance of Rest Houses
- w. Budgeting of Rest Houses
- x. Financing and Accounting
- y. Prescribed Forms

5. **Definitions**

- a. **Family**: Family shall constitute parents, spouse and dependent children of WAPDA officers.
- b. **Stay Period**: Each night stay shall be treated as one day and the staying officer / guest shall be liable to pay charges. The reservation shall minimum be for one day. The officer shall avail reservation as per his original request and no request for extension during stay period shall ordinarily be entertained
- c. **Occupancy**: The reserved room shall be occupied by max two adults. Two mattresses can be supplied for children only on payment of Rs 100 per mattress.
- d. **Reservation Check in Time**: The reservation will expire at 2000 hours. Extension in check in time may however be granted on request to cater for travel time.
- e. **Check Out Time**: Ordinarily, the reserved room must be vacated by 1230 hours. One hour cushion shall be given.
- f. **Sponsoring Officer**: Any officer who requests for reservation of room in any rest house for himself or any guest either WAPDA employee or otherwise to reservation making authority shall be deemed as sponsoring officer and thus be liable for charges and liabilities of his guest etc.
- g. **Concierge Facilities**: It means the common use facilities.

6. **Central Management Committee(CMC):**

The Central Management Committee consisting of following officers shall be empowered and competent to check & inspect the Rest House accounts', visit rest house at its own or through special authorized representative, call for any financial & administrative information and make any administrative and financial decision for the betterment of all WAPDA Rest Houses irrespective of their local administration:-

- | | |
|--|----------|
| a. Managing Director (Admn) WAPDA | Convener |
| b. Director General (Finance)B&C WAPDA | Member |
| c. Director General (Services)WAPDA | Member |
| d. Concerned General Manager /PD | Member |

7. **Head Office Management Committee(HOMC):**

- a. The Head Office Management Committee consisting of following officers shall exclusively be responsible for administrative, financial and operational management of 08 central Rest Houses. The H.O Management Committee shall exercise and implement the functions of central management committee for the management of Rest Houses under its control.

- | | |
|--|----------------------------|
| i. Director General (Services)WAPDA | Convener |
| ii. Director (S&E) WAPDA | Member (Administration) |
| iii. Director Finance (B&C) WAPDA | Member (Finance) |
| iv. Project Director (Building Circle) WAPDA | Member (Maintenance) |
| v. Caretaker concerned | Secretary/ Record Incharge |

- b. Following Rest Houses shall be under control of Head Office Management Committee:-
- Wapda Rest House Shadman, Lahore
 - Wapda VIP Rest House Upper Mall, Lahore
 - Rawal Rest House, Islamabad
 - Wapda Rest House, Murree
 - Wapda Rest House, Nathiagali
 - Wapda Rest House, Abbottabad
 - Wapda Rest House, Naraan
 - Wapda Rest House, Lalazar (Non-functional since 2005 earthquake)
- c. Head Office Management Committee shall visit WAPDA Rest Houses under its control and prepare a report for competent authority on annual basis for overall functioning of Rest House, necessary requisite civil works as well as recommendations for improvement and provision of facilities.

8. **Local Management Committee**

Local Management Committee on pattern of Head Office Management Committee and headed by Head of Formations / Project shall be constituted. This committee shall exclusively be responsible for overall administration and financial management of the respective rest house and forward financial data and all other important information to Central Management Committee on prescribed proforma annexed at A.

9. **List of WAPDA Rest Houses:**

In addition to 08 Rest Houses under administrative control of Head Office Management Committee, following WAPDA Rest Houses are also available at various stations / projects for facilitation of WAPDA employees. The detail of these Rest Houses alongwith administrative head is given hereunder:-

Sr. #	Rest House	Administrative Authority
1.	Shadman Rest House, Lahore	Director General (Services)
2.	VIP Rest House Upper Mall, Lahore	Director General (Services)
3.	Rawal Rest House, Islamabad	Director General (Services)
4.	Murree Rest House, Murree	Director General (Services)
5.	Nathiagali Rest House, Nathiagali	Director General (Services)
6.	Abbottabad Rest House, Abbottabad	Director General (Services)
7.	Naraan Rest House, Naraan	Director General (Services)
8.	Lalazar Rest House, (to be operational soon)	Director General (Services)
9.	Hyderabad Rest House	General Manager (South)
10.	Hub Dam Rest House	General Manager (South)
11.	Mangla Rest House	General Manager (Mangla)
12.	Khanpur Rest House	General Manager Terbela
13.	Besham Rest House	Chief Engineer Besham
14.	Ghazi Barotha Rest House	General Manager (GBHP)
15.	Tarbela Rest House	General Manager Terbela
16.	Chashma Rest House	Chief Engineer Chashma
17.	CRBC Rest House Dera Ismail Khan	Chief Engineer CRBC
18.	Peshawar Rest House	General Manager (North)
19.	Warsak Rest House	General Manager (North)
20.	Wapda Engineering Academy Rest House Faisalabad	Chief Engineer (WEA) Faisalabad
21.	Any other Wapda Rest House not listed herein	Respective Head of Office

10. **Responsibilities of Members of Committee:**

- Convener of Committee shall be responsible for overall management of the Rest House.
- Member (Administration) of Committee shall be responsible for operation and day to day affairs of rest house. He shall also be responsible for coordination amongst other members and thus shall play the key and pivotal role in management of rest houses. His job responsibilities are at **Annex- B**.
- Member (Finance) of Committee shall be responsible for all financial affairs of rest house. His focus of responsibilities shall be on the income Vs expenditure of the Rest House.
- Member (Maintenance) of Committee shall preferably be a civil engineer and he will be responsible for maintenance and other civil works of rest houses.
- Caretaker shall primarily report to Member Administration and shall be responsible for all aspects of rest houses. He will ensure occupation as per approved reservations. Collection of rent of guest shall be another vital responsibility of the caretaker concerned. His Job description is at **Annex-C**

11. **Entitlement for Reservation**

- a. Serving & Retired Officers of WAPDA in Grade-17 and above and their family.
- b. Federal Ministers / MNAs / Senators / MPAs / Chairman or Members of Standing Committee as and when communicated by the Chairman's office.
- c. Officers of Government Departments / Autonomous Bodies / PEPCO and its entities etc., while on duty / tour / leave etc. subject to availability.
- d. Guests sponsored by officers of WAPDA in Grade-17 & above subject to availability.
- e. Wapda employees below BPS-17 can be accommodated with the recommendations of respective head of office.

12. **Reservation Procedure in Rest Houses:**

- a. The request for reservation of room on prescribed form shall be made to Director (S&E) WAPDA for reservation in H.O Rest Houses. Whereas, the request for reservation in other Rest Houses shall be made to Member (Administration) or Head of the project, as the local management committee decides and whose contact numbers shall be widely circulated and available on Wapda website.
- b. The written request on the **Prescribed Form titled as Requisition Slip** placed at **Annex-D** for Reservation in WAPDA Rest House shall reach the reservation making authority 24 hours in advance through post, fax or through e-mail etc.
- c. Where, it is not possible to forward application on prescribed form, a text message on cell number of reservation making authority may be sent 24 hours in advance.
- d. On introduction of online reservation system, the reservation shall be made online by using the online facility as far as possible.

13. **General Guidelines for Reservations:**

- a. Rooms shall be reserved on "**First Come First Served**" basis.
- b. Room for single ladies shall not be reserved except for serving officers of WAPDA.
- c. Officers of PEPCO and its entities may be accommodated on availability of space.
- d. An officer may get reserved maximum of '**TWO**' Guest Rooms for his own family. The rent for second room shall be charged as Private. Request for more rooms be considered subject to availability.
- e. Guest Room shall be reserved for a maximum of "**Seven Days**" at a time.
- f. Extension up to another seven days may be accorded on request. Such requests however need to be made 24 hours before expiry of initial reservation period.
- g. The officer may sponsor a visitor to stay at Rest House.
- h. The officer shall remain responsible for conduct and other related aspects of the visitor during stay at Rest House. For reservation for a private guest, the sponsoring officer shall make the requisition on prescribed form as per **Annex-E** containing the certificate for the conduct of the guest.
- i. Guest rooms shall be reserved in name of WAPDA officers for family members. Stay of other personnel purporting to be family members shall make him be liable for action under E&D Rules.
- j. The reservation request(s) from ministry of Water and Power and other ministries shall be entertained only if made by designated SO to Minister as per prescribed procedure of SOP.

14. **Special Considerations**

Officers and their family during transfer to another station may be allowed extended stay in Rest House upto one month on recommendation of concerned General Manager/ Member.

15. **Priority for Reservation of Guest Rooms**

The Guest Rooms shall be allotted in routine as per appended order of priority:

- a. Serving officer and family on duty / leave
- b. Retired officers of WAPDA (if accommodation is not required by serving officer).
- c. Visitors sponsored by officers of WAPDA.
- d. Federal Ministers / MNAs / Senators / MPAs / Chairman or Members of Standing Committee as and when communicated by the Chairman's office.
- e. Officers of Govt. Departments / Autonomous Bodies on duty / leave.
- f. Other WAPDA employees.

16. **Check In / Out Timings**

- a. Check In time **1500 Hours**
- b. Check out time **1400 Hours**

17. **Billing and Payment Procedure:**

- a. All guests are required to pay rest house room rent in advance.
- b. Bill in duplicate bearing Machine Serial Number duly signed and stamped shall be prepared by Caretaker. Original shall be provided to guest and duplicate copy shall be kept as record.
- c. The payments may also be made through crossed cheque under proper receipt.

18. **Condition of NAC (Non Availability Certificate)**

- a. All WAPDA officers on official visit, to a station where Wapda Rest House is available, shall request for reservation of room in Rest House.
- b. If a request for reservations is not entertained owing to prior reservations / occupancy, such officers shall be issued an NAC by concerned office / Incharge of the Rest House for stay in a private hotel.
- c. NAC shall be prerequisite for TA/DA claim.
- d. NAC shall however not be required if personal arrangements for accommodation are made.

19. **Responsibility for Collection of Rent**

- a. Caretaker shall prepare bills of all the guests.
- b. Caretaker shall ensure collection of reservation charges from all the guests at the time of check in according to their stay period
- c. The caretaker shall enter the bill so collected in the room rent register of the Rest House.
- d. Caretaker shall then deposit the revenue so collected in designated bank account.
- e. Receipts shall be then reconciled with the revenue so deposited.
- f. The concerned Caretaker will also paste a copy of bank statement duly verified by concerned B&AO in the room rent register on monthly basis
- g. Incharge Rest Houses shall also be responsible to get reconciliation / realization statement duly verified from the bank statement from respective accounts branch to ensure that the rent is being deposited regularly.
- h. The concerned caretaker is also bound to furnish a list of defaulters of rent on fortnightly basis to the administrator/ Incharge officer of the rest house so that the steps may be taken to ensure recovery by writing to the office of guest or to that of sponsoring officer of the guest for payment of dues.
- i. Member Finance of the committee shall exclusively be responsible for verification / monitoring of rent deposit of the respective rest house under his control.

20. **Dining Arrangements**

- a. Guests may get meals / special diet cooked at their expense as required with prior arrangement with Caretaker and payment of service charges for meal preparation.
- b. For convenience of guests, suggested rates of usual meal requests are displayed in their rooms. Guests are encouraged to settle expected bill for special diet / meals before hand.
- c. In case guest feels that they have been excessively charged, He may report to Director (Services & Estates) for Head Office Rest Houses or respective Incharge in other Rest Houses.

21. **Behaviour of Staying Officers**

- a. 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.
- b. Breakage in room, if any, shall be borne by the guest.
- c. Advance payment of the charges shall be made at the time of check in and all the other dues shall be cleared before check out.
- d. Room attendant shall not be tasked to wash clothes / cars.
- e. Reduction in period of booking shall be intimated to Caretaker by 1300 hours on a respective day.
- f. The Officers are also bound to intimate or cancel the confirmed reservation at least 24 hours before.
- g. If an officer is found not to avail confirmed reservation without any intimation for two or more times, such officer may be barred from reservation for one year

- h. Proper dress shall be worn by guests while visiting main premises to maintain sanctity of Rest House.
- i. Weapons shall not be allowed in Guest Rooms by any guest.
- j. The activities like gambling, use of liquor, playing of loud musical instruments, religious / sectarian / political gathering, unsocial and immoral activities, unauthorized / unregistered guests are strictly forbidden in Rest House.
- k. If it is perceived that a guest does not adhere to the desirable behavior or alleged that one indulges in unsocial / immoral activities, such guest shall be barred from future reservation in any of Wapda Rest Houses as well as taking appropriate action both against the guest and caretaker concerned.

22. **Room Accessories**

- a. Every effort shall be made to raise the standard and condition of rooms of WAPDA Rest Houses in the economical way to make it livable and acceptable across the board.
- b. Linen and bedding items must be replaced with the checking out of each guest.
- c. General facilities like Air Conditioning, Television, PABX telephone shall be ensured in each room.
- d. A directory of important phone numbers including rest house administration, rescue services, police station, hospitals and nearby restaurant shall be placed in each room.

23. **Concierge Facilities.**

- a. Washing (Dhobi) and Ironing facilities are available in some rest houses which may be requested from Caretaker on contract rates. In other Rest Houses, the Caretaker shall arrange for these facilities from nearby market on actual rates.
- b. One English and one Urdu daily is placed in the Lounge / waiting area.
- c. Newspapers for rooms can be requested on payment.
- d. Waiters are not allowed inside guest rooms if no male guest is present.
- e. Rooms shall be cleaned every day. Guests are encouraged to get their rooms cleaned / tidied up in their presence preferably.
- f. A basic First Aid kit will mandatorily be placed at Concierge / Reception by the concerned caretaker.
- g. Umbrellas may be requested against a refundable security deposit of Rs. 500/-
- h. Extra Jai Namaz may be requested
- i. Use of Irons and electric kettles in the rooms shall not be allowed due to fire hazard.

24. **Designated Rooms:-**

- a. 02 No. Rooms in WAPDA Rest Houses in Lahore and Islamabad and one room in other Head Office rest houses shall be designated as Chairman Guest Rooms and shall not ordinarily be reserved for other guests.
- b. Any outstanding rent for stay by Chairman or Authority Guests in these rooms either shall be received from beneficiary guest or to be booked to Authority Overhead through Public Relation Directorate WAPDA.

25. **Guest with Long Stay:-**

- a. Ordinarily, a guest shall not be allowed to stay for more than 07 days at a stretch in Head Office Rest Houses. The requests for reservation upto 20 days (only for Lahore and Islamabad) shall be decided by DG(Services). Any request beyond 20 days shall be decided by Managing Director (Admn)
- b. Managing Director (Admn) shall be competent to reserve rooms to officers / guests for extended period but not exceeding one month at a time at admissible rates in Lahore & Islamabad only.
- c. However, the guest(s) whose stay in a particular city is inevitable in the interest of work and who intend to stay in the rest house even beyond one months, his / their cases must be put up to Authority for consideration, approval and to decide chargeable rent.

26. **Repair and Maintenance of Rest Houses:**

- a. Primarily, Caretaker concerned shall ensure the cleanliness of rest house on regular basis.
- b. He shall also be responsible for proper watch and ward of the lodge and shall report any incident / damage to the building to the officer Incharge / head of office.
- c. The Incharge of a respective rest house shall be responsible to carry out periodic visits / inspections of rest houses at his own or through authorized representative officer.

- d. The general white wash / paint of each rest house shall be carried out subject to availability of budget and due consideration to use of Rest House on recommendation of Member Maintenance of the rest house management committee.
- e. A proper head of maintenance shall be maintained in the budget for each rest house and the maintenance / repair of the lodges will be properly forecasted.
- f. To meet with day to day petty repairs and maintenance on urgent basis as well as other consumable items / purchases, caretaker will be issued permanent imprest of Rs.20000/- for Lahore & Islamabad and Rs.10000/- for other rest Houses to be got recouped/adjusted by him as per imprest rules.
- g. The concerned caretaker shall also be responsible for safe custody of imprest cash.

27. **Budgeting:**

- a. Annual budget of operating and capital expenditure of each rest house under new chart of accounts will be prepared by the concerned caretaker with the help of concerned B&AO.
- b. For Head Office Rest Houses, the budget for each rest house shall be submitted to Director S&E by each caretaker, who will consolidate all such budget estimates by deputing B&AO and further submit to the office of DGF(B&C) WAPDA well before the commencement of the financial year for approval.

28. **Financing & Accounting**

- a. Each rest house will generate its revenue through its rental income to be earned from visitors.
- b. The revenue generated from Head Office Rest Houses will be deposited in designated rent collection account in the name of Director S&E WAPDA.
- c. The concerned B&AO shall vigilantly keep a track of all the transactions/ deposits and reconciliation statements be prepared for Director (S&E)
- d. Each caretaker of Rest House will maintain its income and expenditure account and will submit monthly statement of income & expenditure to the office of Director S&E by 10th of succeeding month.
- e. The excess of expenditure over income will be treated as Rest Houses subsidy and excess of income will be reported as rest houses net income in the books of DGF (B&C) WAPDA.

29. **Prescribed Forms:**

- | | |
|---|----------------|
| a. The specimen of monthly Income & Expenditure statement | Annex-A |
| b. Job responsibilities of Member(Administration) of Rest House Committee | Annex-B |
| c. Job responsibilities of Caretaker of Rest House Committee | Annex-C |
| d. Room Requisition Slip for Serving Officers | Annex-D |
| e. Room Requisition Slip for Private Guests | Annex-E |

30. This SOP shall be implemented immediately and previous correspondence on the subject shall be deemed to be amended to this extent.

31. This is issued with the approval of Chairman WAPDA.


03.12.2015

**Director (Services & Estates)
WAPDA**

Cc to:-

1. As per List B
2. All Incharge of Rest Houses as detailed in Serial No. 9 of this SOP
3. All Caretakers of Wapda Rest Houses
4. Director General (Audit)WAPDA Sunny View Lahore
5. Chief Auditor WAPDA, Gulberg-III, Near Kalama Chowk, Lahore.
6. Addl: DG (Computer) Admn Wapda for hosting of SOP on Wapda website
7. Members of Head Office Management Committee.
8. Master File

STATEMENT of INCOME & EXPENDITURE
FOR the MONTH of -----, 2015
WAPDA REST HOUSE -----

1. Name of Rest House _____
2. Incharge of Rest House _____
3. Sanctioned Strength of Rest House _____
4. Working Strength of Rest House _____
5. Number of Total Rooms _____
6. Number of Bookings
During the month _____
7. Actual Occupation _____
8. Total Rent Collection(Rs,) _____
9. Total Pay & Allowances of Staff(Rs.) _____
10. Total Civil Maintenance Costs _____
11. Detail of Repairs
 - i. Repairs of Furniture & Fixture _____
 - ii. Repairs of Electric & electronic _____
 - iii. Total Expenditure _____
12. Detail of Utilities Payment/ Recurring Expenses
 - i. Purchase of Household Items _____
 - ii. Electricity Bill _____
 - iii. Sui Gas Bill _____
 - iv. Telephone Bill _____
 - v. Water Bill _____
 - vi. TV Cable Charges _____
 - vii. Others: _____
 - vii Total Expenditure _____
13. Total Profit / Deficit _____

Signature of Caretaker

Signature of Office Incharge

Signature of Head of office / Projects



Job Responsibilities of Member (Administration) of Rest House Committee

- a. To exercise administrative & financial control on the Rest House at Lahore, Islamabad, Murree, Nathia Gali, Abbottabad & Naraan.
- b. To manage the maintenance and standard of Rest Houses with coordination to Member (Maintenance).
- c. To ensure the booking of accommodation in a transparent manner
- d. To ensure that the guests are informed about the applicable policies and security regulations through WAPDA Website and Caretaker of respective Rest House.
- e. To maintain a centralized complaint cell. Place complaint / comments registers at all Rest Houses and provide complaint / suggestions facility on WAPDA Website.
- f. To bring to the notice of the Convener any irregularity or complaint on occurrence and ensure corrective measures.
- g. To coordinate and ensure periodic inspections of infrastructure, capital goods, appliances and financial matters on six monthly basis or earlier.
- h. To ensure all necessary documents and records to Audit teams as required.
- i. To ensure inventory management of all items held at Rest Houses.
- j. To purchase crockery / cutlery / linen / towels etc. for Rest Houses in accordance with Book of Financial Powers and PPRA Regulations.
- k. To ensure regular check on the income and expenditures at the Rest Houses.
- l. To advise Convener regarding the steps required for improvements in functioning.
- m. To ensure the implementation of all relevant SOPs issued from time to time with the assistance of Dy. Director (S&E) and Assistant Director (Estates).



Job Responsibilities of Caretaker of Rest House Committee

- a. Shall be overall responsible to conduct the general business at the Rest House as per approved SOP under guidance and supervision of Member (Administration)
- b. To discharge responsibilities as per approved SOP of the Rest House under his charge.
- c. To adhere to the approved channel of communication in all official matters.
- d. To assist the Member (Administration) in exercising administrative and financial control at the Rest House.
- e. To maintain a complete and transparent record of booking and payment in the relevant register for inspection & audit.
- f. To ensure strict implementation of approved SOP & instructions of Member (Administration)
- g. To cater for recurring expenditure of utility bills, purchase of items for kitchen etc. duly approved by the competent authority.
- h. To ensure preparation and maintenance of "**Inventory**" for each Guest Room and allied facilities.
- i. To ensure proper handing/taking over the Guest Room at the time of Check-In and check-out. Deficiency if any shall be recovered from the guest.
- j. To efficiently manage all the functions at Rest House.
- k. To monitor and ensure the progress / quality of any maintenance work at the premises on Self Help Basis / through contractor.
- l. To ensure preparation of Issue / Receipt Vouchers of the held / purchased property and record relevant entries in the "Property Ledger".
- m. To ensure proper discipline / conduct of the staff.
- n. To ensure security at the premises in coordination with Security Incharge.
- o. To ensure the cleanliness of the premises, Guest Rooms, furniture and utensils etc.
- p. To ensure proper stock and storage of property.
- q. To ensure prompt resolution of complaints.
- r. To reserve Guest rooms duly approved by reservation making authority.
- s. To ensure daily hygienic cleanliness of rooms, change of linen, functioning of electric appliances/switches, functioning of wash basins, WC, shower etc.
- t. To ensure replacement of linen, towels, soap etc. on vacation of room.
- u. To ensure six monthly "**Survey Off**" & disposal of unserviceable linen, towels, crockery etc.
- v. To maintain the "**Property Ledgers**" at Rest House for inspection / audit.
- w. To ensure upkeep and maintenance of entire premises.
- x. To train waiters and other staff
- y. To ensure maximum and efficient utilization of sanctioned staff.
- z. To suggest addition / reduction of employees in "**Yard Stick**" for smooth and efficient functioning of the Rest House.
- aa. To ensure deposit of cash on account of booking and other expenditure on twice a week i.e. on Monday and Thursday.
- bb. To maintain record of all expendable items.



Requisition Slip For Serving Officer

Name: _____ Designation & BPS _____

Current Posting: _____

CNIC # _____ Cell # _____

No. of Family members accompanying. _____

I hereby undertake that I shall liable to pay all the outstanding amount / charges and make good for any loss / damage to the room during my / family members stay in the Rest House. Failing that; I shall also have no objection if the outstanding amount deducted from my pay.

Signature _____



Room Requisition Slip For Private Guest

Name of Guest: _____
(For whom guest room is required)

Cell # _____

CNIC # _____

Booking from _____ to _____

No. of Days _____

No. of Rooms _____

In case requisition is made by / Referred by: (WAPDA / Government Officer then

Name: _____ Designation & BPS _____

Current Posting: _____

CNIC # _____ Cell # _____

No. of Family members accompanying the officer / Guest _____

I undertake that Mr. _____ is known to me and I am liable to pay all the outstanding amount / leftovers and make good for any loss / damage to Room for the stay of my guest. Failing that; I shall also have no objection if the outstanding amount deducted from my pay.

Signature _____



Job Responsibilities of Caretaker of Rest House Committee-contd...

cc. To maintain updated record on the following registers:-

- (a) Guest Register
- (b) Complaint Register
- (c) Booking Register.
- (d) Cash Receipts etc.
- (e) Property Ledger

dd. The Caretaker of the Rest House shall **NOT**:-

- a. Allot any room without approval of Member (Administration)
- b. Allow any guest or staff (Waiter / Cook / Chowkidar) or Drivers / Servants of Guests to sleep in waiting room / Drawing Room / Dining Room under any circumstances.
- c. Any breach of this rule the Caretaker and the staff will be proceeded under E&D Rules.
- d. Allow any grouping or rift between the staff at the Rest House.
- e. Keep any portion of Rest House for personal use other than space provided for office.
- f. Use the staff of Rest House for personal assignments
- g. Entertain friends or family members at the premises.
- h. Allow wastage of water / electricity / gas.
- i. Allow use of electric or gas heaters in rooms at night.

