

1. Monitoring and Inspection

1.1. Project Review Committee

- (i) A Committee comprising members nominated by the Authority and by the Developer (refer Appendix 1) (the “**Project Review Committee**”), is to be established within one month of date of signing of agreement. The Authority and the Developer shall be obligated to depute their authorized representative(s) to such committee by the stipulated date. The tenure of the Project Review Committee shall commence from the date of constitution thereof and shall continue until the end of the Concession Period.
- (ii) The Authority nominee shall be the Chairman of the Project Review Committee. The Project Review Committee shall, to the extent possible, act by consensus, failing which it will act by majority vote. The Project Review Committee shall determine the procedure to be followed for its meetings and carrying out its functions.
- (iii) The Project Review Committee shall monitor and review the renovation, operation and maintenance of the Project Facility by the Developer in accordance with the criteria provided in Appendix 2 and provisions hereof and it shall perform the following duties:
 - a) Review the periodic reports submitted by the Developer;
 - b) Review the curing of defects and defaults in the operation and maintenance of the Project Facilities;
 - c) Review the safety and security of the operations and maintenance activities relating to the Project;
- (iv) The Project Review Committee shall meet at least once every quarter in a year.
- (v) The Developer shall extend full co-operation to the Project Review Committee in performing its functions.
- (vi) The Project Review Committee may from time to time appoint Expert(s) to assist it in carrying out its functions.
- (vii) The Developer shall provide Project Review Committee/persons authorized by it/Experts appointed by it access to all parts of the Project Facilities and to all documents, records and relevant materials and information relating to the Project.
- (viii) Any failure on the part of the Project Review Committee in respect of its functioning shall not:
 - a) amount to any consent or approval of the activities of the Developer; and
 - b) release or discharge the Developer of its obligation to carry out the maintenance of the Project Facilities.

1.2. Inspection

- (i) Notwithstanding any provisions of this Agreement and without prejudice to any of the other rights vested under the provisions hereof, the Authority and the Project Review Committee and any Person authorised by either of them shall, at all reasonable times and upon reasonable notice have access to the Project Site and the Project Facilities to inspect and examine the Project Facilities and all the documents, reports, data, books, accounts, information for compliance thereof with the provisions hereof and to check the progress of the works or for performing statutory duties and the Developer shall provide the necessary cooperation and assistance to them in this behalf.
- (ii) The Authority and the Project Review Committee shall also have the right, without prejudice

to the aforesaid, to carry out surprise checks of the operations and documents and records relating to the Project Facilities.

1.3. Performance Review and Termination

- i. Project Review Committee shall have a quarterly report prepared on the operations and maintenance of the Project Facilities based on the methodology outlined in Appendix 2. The Developer shall extend full cooperation in the preparation of the report.
- ii. The report shall be presented, discussed and finalized in the meeting of the Project Review Committee.
- iii. The Project Review Committee shall review the performance of the Developer on the basis of scores obtained by him as per the report in the sub-clause (i) hereinabove.
- iv. In case, if score obtained by the Developer is less than 70%, the Authority may exercise its power and issue a show cause notice to the Developer, and require the Developer to make sure that remedial action is taken to ensure that the performance is sufficient to ensure a score of at least 70%.
- v. In case, less than 70% score is obtained by the Developer for a continuous period of 3 quarters, it shall be considered as the Developer Event of Default and shall be subjected to the provisions of clause 9.2 of Project Development and Management Agreement.
- vi. In case, less than 70% score is obtained by the Developer for any 4 quarters within a continuous period of 3 years, it shall be considered as the Developer Event of Default and shall be subjected to the provisions of clause 9.2 of Project Development and Management Agreement.
- vii. The renewal of the Agreement subject to provisions of the Clause xxx will be conditional to the Developer not receiving a score of less than 70% for more than 2 quarters in the last 2 years of operation prior to renewal of the Agreement.

1.4. Reporting Requirements

The Developer shall, in addition to the reporting requirements set forth elsewhere in this Agreement, comply with the reporting requirements hereunder. The Authority and the Project Review Committee may from time to time specify any changes in the formats or periodicity for any reports. The Developer shall be liable for and shall indemnify, protect, defend and hold harmless, the Authority, the Project Review Committee and their officers, employees and agents from any liability, costs, expenses, settlements and judgments arising out of any failure to prepare and submit reports in accordance with the requirements of law, directive or clearance.

1.4.1. Renovation Period Reports

The Developer shall provide to the Authority and the Maintenance Review Committee a monthly progress report during the Renovation Period for Project Facilities, which shall contain the following information.

- (A) **Summary of Progress:** Summary of the progress of the Project for that month which shall detail:
- a) any areas of significant concern and the action being taken to resolve any significant difficulties;

- b) the actual progress made during that month against the renovation plan provided by the Developer including a description in reasonable detail of the work carried out;
 - c) any matters which have come to light which are likely materially and adversely to affect the renovation of the Project Facility;
 - d) any potential or actual deviations from the renovation schedule, the Specifications and Standards and Good Industry Practice or otherwise confirmation that renovation is proceeding in accordance therewith; and
 - e) a commentary on the progress plan;
- (B) **Completion:** details of any changes to the proposed date of completion of renovation and the reasons for such changes; and
- (C) **Applicable Permits:** written confirmation that all Applicable Permits then required are in full force and effect including a list of such clearances.

1.4.2. Operations Period Reports

The Developer shall provide to the Authority and the Project Review Committee a quarterly operation and maintenance progress report during the Operations Period, which shall contain the following information:

- (A) **Revenue:** Details of occupancy including modes of booking viz. online, offline, agents, etc., and revenue for the quarter.
- (B) **Expenses:** details of costs or expenses of operations, maintenance and other repairs incurred in that quarter or expected to be incurred in the following quarter on the Authorities Facilities; and
- (C) **Maintenance Plan:** Maintenance plan for the Project Facility for the next quarter and a report on maintenance carried out during the previous quarter (including any material deviation from expected maintenance activities as set out in the maintenance plan).
- (D) **Variations:** Any cost variations occurring due to Change in Law and any other variation which may have become due in accordance with this Concession Agreement.

1.4.3. Additional Information

The Developer agrees to provide the Authority and the Project Review Committee such further information as any of them may reasonably request in order for them to monitor the progress and performance of the Project.

The Developer shall also provide the Authority and the Project Review Committee, with such reports, which are required to comply with the instructions of Competent Authority or the standing procedures for any clearance, etc.

1.4.4. Other Information

The Developer will provide the following information to the Authority, promptly after becoming aware of it:

- (i) **Force Majeure:** details of any Force Majeure Event which has occurred or which is imminent and fortnightly updates with respect to it as long as it continues or is imminent;
- (ii) **Litigation:** details of any actual, pending or threatened material litigation, arbitration,

claim or any dispute;

- (iii) **Legislation:** details of contravention of any Applicable Law or with the terms of any clearance and any fines or penalties that have or may thereby be incurred;
- (iv) **Notices:** all penalties or notices of violation issued by any Competent Authority; and
- (v) **Financial Condition:** notification of any adverse material change in the financial condition of the Developer or the Project promptly following such occurrence.

Appendix 1

Project Review Committee

No.	Name	Role	Nominated By
1.	Managing Director, JTDC	Chairman	Authority
2.	General Manager, JTDC	Secretary	Authority
3.	Developer	Member	Developer
4.	Hotel Operations Manager	Member	Developer
5.			
6.			

Note:

1. On behalf of the Authority, District Tourism Coordinator (DTC) for the concerned district might be deputed to undertake the evaluation and present the report to the committee.
2. The committee shall finalize the evaluation for the property after considering the inputs from the Developer and its representatives during the meeting.

Appendix – 2

Checklist

Property Name:	Date:
Address:	
Developer:	
Inspected by:	

Performance Score

No.	Parameters	Weightage	Scores
A.	Infrastructure	35%	
B.	Services	35%	
C.	Safety and Security	10%	
D.	Statutory Compliances	10%	
E.	Good Design Practices	10%	
Total			

An indicative checklist is provided here. The checklist will be customized for the property at the time of signing of the agreement.

Checklist for Performance Score

Parameter	Sub – Parameter	Score	Remarks
A. Infrastructure (Weightage – 35%)			
Exterior Infrastructure and Common Areas	1. Condition of the access road, also considering distance from the main road , accessibility and visibility from the main road		
	2. Presence of perimeter fencing and definition of the boundary		
	3. Appearance of external façade/ elevation / overall look and feel of the façade		
	4. Parking as per prescribed by-laws, local rules and development norms		
	5. Presence of green space / open space in front / landscaped area		
	6. Board / hoarding indicating “Property of Jharkhand Tourism Development Corporation, Managed and Operated by Developer”		
	7. Suitability of exterior lighting in common area / signage visibility especially in the night		
	8. Are external areas kept litter free?		
	9. When provided, are there sufficient bins? Are bins emptied regularly enough, especially at busy periods?		
	10. Is external furniture, such as seating and car park kept clean?		
	11. Are windows clean?		
	12. Are internal floors clean, tidy and dust free?		
	13. Are there regular and effective cleaning schedules?		
	14. Is there close attention to detail, especially at eye level and at areas where dust may collect, such as light fixtures?		
Bathroom and Toilet	1. 1 bath towel and 1 hand towel to be provided per guest		
	2. Availability of clothes hook in each bath/shower room		
	3. Presence of WC with seat, lid and toilet paper		
	4. Availability of sanitary bin		

Parameter	Sub – Parameter	Score	Remarks
	5. Availability of 24X7 running hot & cold water		
	6. Floors and walls should have non-porous surfaces		
	7. Level of cleanliness and maintenance of toilets including walls, floors, handles, sanitary ware, taps, wastes, extractor fans, toilet brushes and waste bins in designated accessible WCs		
	8. Presence of water saving taps / shower		
	9. Ventilation of toilets / bathrooms either naturally / exhaust fans or in any other mode		
	10. Presence of Bath tubs/ Shower closet		
	11. Presence of Hairdryers		
	12. Availability of complementary toiletries such as soap / shampoo, etc.		
	13. Ventilation of toilets / bathrooms either naturally / exhaust fans or in any other mode		
Kitchen	1. Well maintained smoke free, clean, hygienic, pest free kitchen		
	2. Segregated storage of meat, fish and vegetables		
	3. Availability of refrigerator with deep freeze		
	4. Regular cleaning of all food grade equipment, containers		
	5. Sufficient levels of staff and competent supervision		
	6. Provisions for proper ventilation in Kitchen either naturally / exhaust fans or in any other mode		
	7. Segregation of wet and dry garbage		
	8. Use of local and seasonal ingredients		
	9. Use of head covers by cooking staff		
Common Lounge	1. A lounge or seating arrangement in the lobby		
	2. An identified reception / welcome area - A lounge or lobby with seating arrangement		
	3. Availability of book / music / other similar medium for providing information on the state		
	4. Presence of Banquet Hall(s)		

Parameter	Sub – Parameter	Score	Remarks
	5. Presence of Conference Hall(s)/ MICE Facilities		
	6. Presence of public rest for Ladies and Gents with appropriate toiletries, clean hand towels, washbasins with running hot and cold water, mirror(s), covered sanitary bins and hand drying machines		
	7. Provision of A/C or heating facility depending the weather conditions to ensure the temperature could be stabilized between 22° - 25° C		
	8. Presence of ramps and handrails at the entrance		
Guest Room Facilities	1. Clean, airy, pest free, dampness free, and well - ventilated rooms		
	2. A configuration of double bed - king size/ queen size/ single bed with comfortable mattresses with clean linen		
	3. Provision of A/C or heating facility depending the weather conditions to ensure the temperature could be stabilized between 22° - 25° C		
	4. Availability of Iron with iron board on request		
	5. Availability of minimum 2 bed sheets, pillow and case, blanket, mattress protector/ bed cover		
	6. Availability of minimum two 5 amp earthed power socket		
	7. Availability of sufficient lighting (minimum 1 fixture per bed)		
	8. Availability of wardrobe with at least 3 clothes hangers		
	9. Availability of shelves or drawer space in guest rooms		
	10. Availability of complimentary Purifier/RO/mineral water		
	11. Adequate furniture including seating provision, study table etc. to make the stay comfortable & avoiding clutter		
	12. Presence of “Do Not Disturb” and other notices		
	13. Availability of Internet/ Wi - Fi facility		
	14. Availability telephone with extension		
	15. Availability of refrigerator facility on		

Parameter	Sub – Parameter	Score	Remarks
	request		
	16.Availability of safe Keeping facilities in the room		
Sub Total			
B. Services (Weightage – 35%)			
Check in / Check out Experiences	1. Ease of check in i.e.; registration forms for checking in, level of information, mode of registering - filling up hard copies or online documentation required, etc.		
	2. Acceptance of credit card and booking + payment through internet		
	3. Quality of Welcome (level of warmth, assistance in check in, availability)		
Other Services	1. Assistance with luggage		
	2. Wake-up call service on request		
	3. Laundry and Dry - cleaning services		
	4. Display of critical information such as: Name, Address and telephone numbers of doctors with front desk		
	5. Availability of Newspapers		
	6. Access to Travel Desk facilities (clear display of types of rooms, room tariffs, any additional discounts, through tariff card/ standard procedure/ online facility, etc.)		
	7. Availability of Jharkhand Tourism brochure, information on close by destinations, places to visit, cab details, eating joint details, etc.		
	8. Left luggage facilities		
	9. Health/ Fitness facilities		
	10.Paid transportation on call		
	11.Availability of shoe cleaning service		
	12.Availability of cab/ cab booking on request		
	13.Availability of guides on request		
	14.Availability of health/ yoga instructor on request		
Staff Efficiency, Customer Care and Knowledge	1. How well trained and knowledgeable are the staff?		
	2. Do they fully demonstrate their knowledge?		
	3. Are staff customer focused and do they		

Parameter	Sub – Parameter	Score	Remarks
	provide service with a smile?		
	4. Have customer-facing staff been trained in disability and equality awareness?		
Restaurant and Catering Services	1. Ease in manoeuvring around the facility		
	2. Presence of seating area with chairs / tables / benches or comfortable floor seating		
	3. Quality of crockery and cutlery or other serving utensils		
	4. Professional style and good customer care		
	5. Clear indication of price with taxes		
	6. Prompt attention to requests		
	7. Helpful descriptions and information		
	8. Availability of multiple variants / cuisines including healthy food options		
	9. Availability of sufficient staff attending the guests and competent supervision		
Sub Total			
C. Safety and Security (Weightage – 10%)			
Safety and Security	1. Availability of first aid kit with Over the Counter medicines with front desk		
	2. Staff trained in first aid		
	3. Each bedroom door fitted with lock and key viewport/ peephole & internal securing device		
	4. Security arrangements for all homestay entrances		
	5. Availability of CCTV		
	6. Presence of smoke detectors		
	7. Fire and emergency procedure notices		
	8. Staff trained in firefighting drill		
Sub Total			
D. Statutory Compliances (Weightage – 10%)			
Adherence to Statutory Compliances	1. Copy of Land Use Permit from local authorities		
	2. If Public/ private limited company with copies of Memorandum and Articles of Association		
	3. If Partnership, a copy of partnership deed and certificate of registration/ If proprietary concern, name and address		

Parameter	Sub – Parameter	Score	Remarks
	of proprietor/certificate of registration		
	4. Public areas Certificates/No Objection Certificates (attested copies) from the following authorities: Municipal authorities, Concerned Police Authorities		
	5. Any other local authority as maybe required (Viz. Pollution Control Board)		
	6. Approval of the project from DoT		
	7. Clearance Certificate from Municipal Health Officer/ Sanitary Inspector		
	8. No Objection Certificate with respect to fire-fighting arrangements from the Fire Service Department and other applicable authorities		
	9. Timely payment of all taxes (Should be able to produce tax receipt for last 3 years)		
Eco Friendly Measures	1. Eco - friendly approach and contributing to less pollution of air and water		
	2. Incorporating Rain water harvesting facility		
	3. Incorporating recycling of water through water treatment plant		
	4. Waste management		
	5. Introduction of non CFC equipment for refrigeration and air conditioning		
	6. Energy / water conservation (use of Energy Saving lamps like LED, CFL, etc.; solar energy; water saving devices / taps)		
Sub Total			
E. Good Design Practices (Weightage – 10%)			
Good Design Practices	1. Appropriate Ventilation (Natural and artificial) and natural light within the premises		
	2. Clear and uninterrupted circulation with respect to the privacy of the guests (External and internal)		
	3. Wheel Chair (Access in common areas and at least 1 in every 3 rooms)		
	4. Provision of ramp with anti-slip flooring		
	5. Children Friendly premises		
	6. Senior Citizen Friendly premises		

Parameter	Sub – Parameter	Score	Remarks
Sub Total			

Scoring - Excellent – 5, Very Good – 4, Good – 3, Average – 2, Poor – 1