Technical Presentation to, Mahatma Gandhi Hospital - Jodhpur

For,
Mechanized & Automated Sanitation
Services at Hospital Campus

Presented by, A B Enterprise





### Content

#### **Technicalities of the tender**

- Introduction to our company
- Approach & Methodology
- Team Composition
- Available Machinery
- Proposed Value addition and Innovation
- Past Similar Experience
- Details of Certificate & Award

#### **INTRODUCTION**



A determined farsighted businessman, **Mr Aniket Subhash Bhai Pawar** established **AB Enterprise** in Gujarat in 2009 after realizing the significance of cleanliness & workforces required for maintaining a clean environment in government sectors.

Based in Gujarat, we have emerged as India's finest solution for Manpower Services, Mechanized Housekeeping & Facility Management Service.

Our features services include equipping highly skilled manpower resources of Class - II, III & IV as per the rules of Labor Minimum Wages Act in addition to mechanized cleaning services with international standards. We are dedicated to our client's satisfaction & their success. Our team of experts make every possible endeavor towards the growth of our clients.

#### Our Vision:

Our vision is to be the country's most sought after company by passionately working hand in hand with organizations and take the service industry to its highest standards

#### Our Mission:

To be the most trusted, convenient and innovative service provider.







Company with an experience of 14 years in providing
Housekeeping Services and
Manpower Services across
In India.

"We believe in benchmarking the service standards with our work" Mr Aniket Pawar Founder, Chairperson

AB Enterprise

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We also have an office in Jodhpur to manage operations in Rajasthan State.

### Services we provide





#### HOUSEKEEPING

Mechanized Housekeeping

Manual Housekeeping

Municipal Streat-Road Cleaning



#### **PARAMEDICAL STAFF**

Registered Nurse
Laboratory Technician
Pharmacist
Bio Medical Engineer
Physiotherapist etc.



ADMINISTRATIVES &
TECHNICAL STAFF
Accountant
Office Assistant
Engineers
Machine Operator etc.

80

Number of Projects worked

19

Number of cities where we service

10000+

Total Number of staff

93.00cr

Average turnover for last three years

**05** 

Number of Mechanized & Automated Cleaning contracts executed in last 1 years

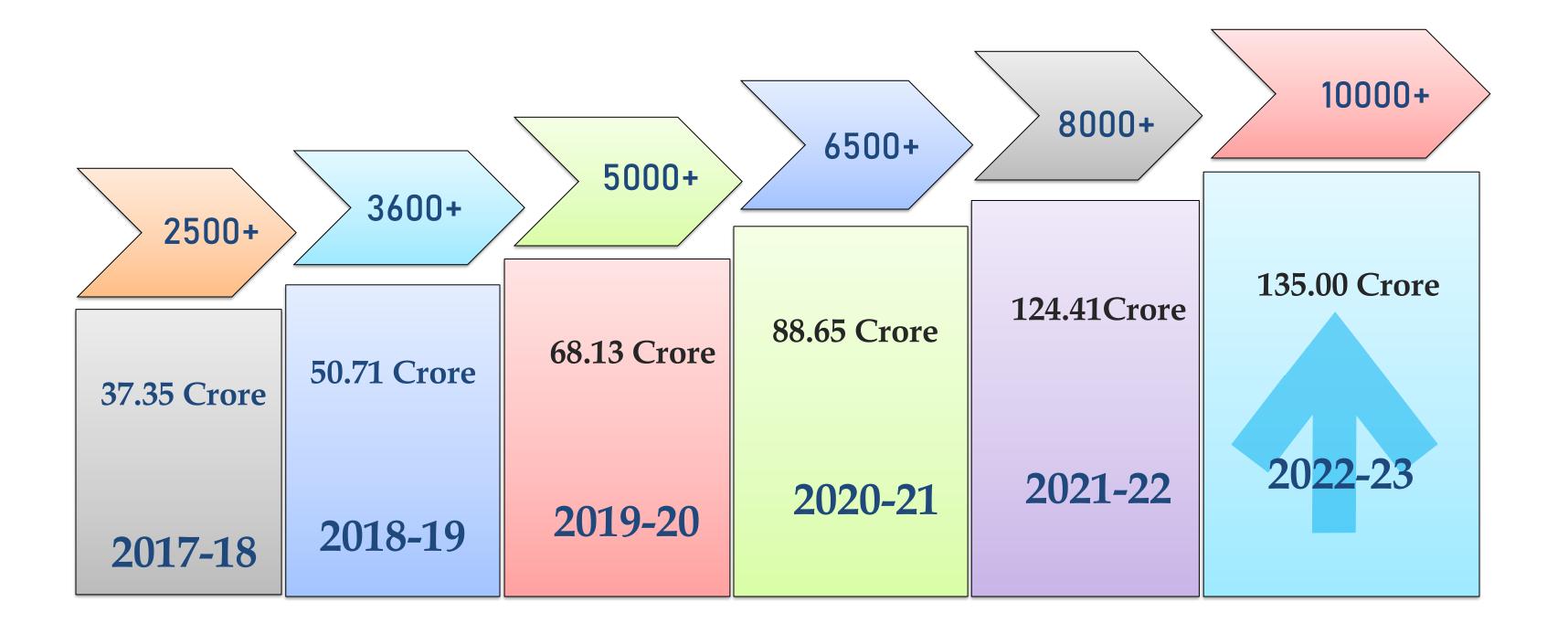
**16** 

Number of projects at scale

We are in Numbers

### Turn Over & Manpower Status





# What partners say about us

"AB Enterprise is a term which can be related with personalized service and satisfaction "

**GSC** Medical college, hospital and research centre

"We are satisfied with the work and dedication of the team "

**Collector and District Magistrate Office** 



### Approach & Methodology



V DETAILS OF THE PROJECT

QUANTIFICATION OF THE PROJECT

**SWEEPING** 

VISUAL CLEANING

MECHANIZED CLEANING

MONITORING AND REPORTING

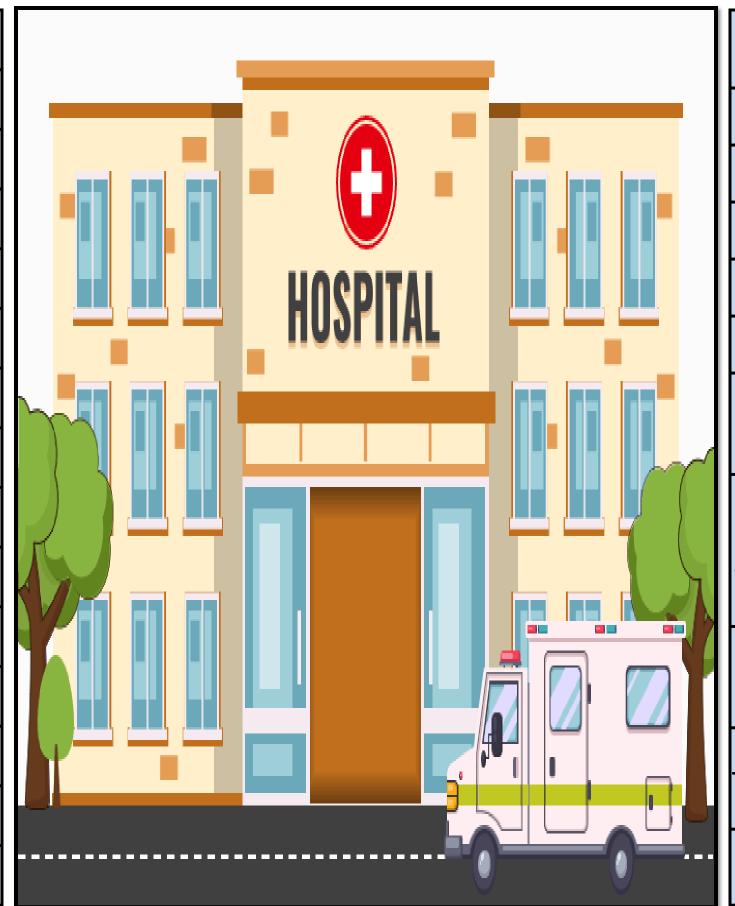
PUBLIC GRIEVANCE REDRESSAL

SUPPORT FUNCTIONS AND DOCUMENTATION

### **Different Area of the Hospital**



Details of Place	Area in Square fit
Details of Flace	Alca III Square III
MM-1	OLD BUILDING FLOOR
MM-2	OPD
FMW	COTTAGE
SWA	CT/SONO/MRI
SWB	MLC
POW	MORTUARY
PRE-OP	IDI
DIALYSIS	DNA LAB
FSW	LABORATORY/BB
BURN	NSO OFFICE
CCU	NEW BUILDING FLOOR
NICU	DOCTOR'S OFFICES
RRC	ОТ
MS OFFICE	OUTER



Details of Place	Area in Square fit
Hospital Area	188958
Hospital OT Area	3000
Hospital ICU Area	7800
Laboratories	11500
Hospital OPD Area	19000
Hospital Open to Sky Area/ College Area	225000
Corridors, Ramps, Staicase and Other Such Covered Area	86607
Offices and Faculty Rooms	23400
Toilets/Washroom (Numbers)	250
Other	86345

### **Quantification For High End Cleaning**

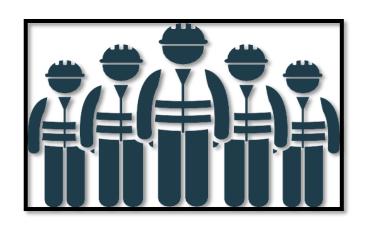




Project Manager = 01 Supervisors = 03



Waste Segregation
Trolley with
Bucket and
Wheel = 20



Manpower for High End Cleaning Service & Support = 200



Utility Trolley
Modified for
Housekeeping
Only = 04



Ride On Machine = 02
Single Disk = 03
Walk Behind
Scrubber = 03

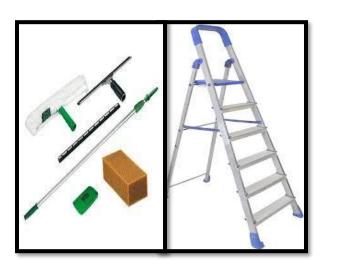


Mop and Spin Set = 20 Dry Floor Map = 50



High Pressure Jet Machine = 02





Glass Cleaner Kit = 01 Stopers = 04 Stairs = 03



### Sweeping



#### Manual Sweeping –

- Deploying sanitation workers as per sweeping beat based planning.
- > Collecting and transporting the segregated waste.

#### Cleaning of Litter bins -

Scheduled cleaning and washing of litter bins of twin bins

#### Cleaning of manholes –

- Regular cleaning of manholes to avoid blockage
- Support monsoon maintenance to avoid blocking of drains.





### **Visual Cleaning**



#### Cleaning of construction and demolition waste –

➤ Any kind of construction and demolition waste lying on anywhere will be reported, collected and transported to facility as suggested by MGH-Jodhpur

#### Cleaning of Littered waste –

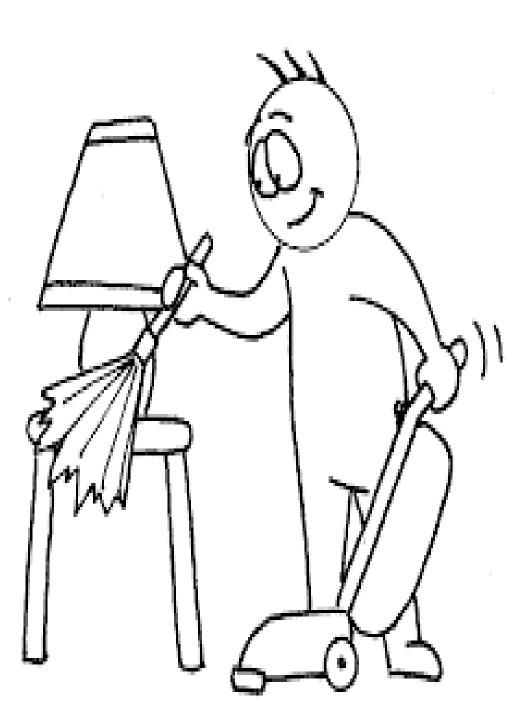
- > Littered waste will be cleared from the site
- In case of recurring instance it will be reported to the MGH-Jodhpur to take appropriate action

#### ❖ Lifting of animal -

➤ Littered waste will be cleared from the site and transported of the facility as suggested by MGH-Jodhpur

#### Removing the shrubs, grass or any vegetation -

Necessary efforts will be taken to remove the outgrowth





#### **Mechanized Cleaning**



#### For Deep Cleaning -

- After sweeping and visual cleaning, it is necessary to use mechanism for the deep & hygienic cleaning
- > Various type of mechanism for better result of cleaning as per different area.
- Cleaning by required machinery will be maintained as per footfalls

#### **Monitoring & Reporting**



#### Compliance with the ICT based monitoring -

- > With use of ICT based monitoring system, able to solve any complaint in very short time
- ➤ Will be maintained check list of cleaning as per instruction of MGH-Jodhpur or designed by us
- > Setting up an emergency response team



#### **Grievance Redressal**



- ❖ Maintenance and timely compliance of the issues raised by MGH-Jodhpur with specified response time.
- Any Civil repair requirements to be reported to MGH-Jodhpur

#### **Support Functions**

- Assuring with benefits of at least three government social welfare scheme to our sanitation staff
- Medical Health Checkup of the staff on timely basis
- Adequate Provision for personal protective equipment for the staff
- Regular Training of sanitation workers & compliance to all SBM norms
- Support for documentation required for Swachh Survekhshan

### **Consumption & Usage of Chemical**

#### **Usage of Chemical for deep & hygienic cleaning**

AB

Knowledge of the usage of the chemical in housekeeping service is most important task, here we describe various of chemical and it's usage of quantity and where it should be apply for better and hygienic cleaning, we would like to make your eye on how we use all type of chemicals are as:







No	Chemical	Usage	Quantity	
1	R-1	Cleaning and Sanitizing of Bathroom / Toilet surfaces	20 ml per ltr water	
2	R-2	All-purpose cleaning agent / Hygienic Hard Surface Cleaner	20-40 ml per ltr water	
3	R-3	For Cleaning Glass and Mirror Cleaner	20-50 ml per ltr water	2
4	R-4	For Furniture Polish and Cleaning / Furniture Maintainer	Ready to use, No need to dilute	
5	R-5	Air Freshener / Room Freshener / Bathroom Freshener	Ready to use, No need to dilute	
6	R-6	Heavy-duty toilet bowl/urinal cleaner for the removal of limescale, stains and other residues.	Ready to use, No need to dilute	
7	R-7	For removal of oil and grease from floor / Non-abrasive cream cleaner for water- resistant hard surfaces	30-50 ml per ltr water	
8	R-8	Kettle Descale - Highly effective acid based descale for kettles, kitchen equipment, shower heads etc.	Ready to use, Not Dilution Required	
9	R-9	Fully formulated cleaner for cleaning all fittings and walls in the bathroom, sink, tub, tiles and fittings.	50-100 ml per liter water & as per the staining requirement	







### Frequency of Cleaning



#### **Public Washrooms**



#### **Operation Theatre Area**



#### Hospital – I C U Area



#### Hospital - Ward



Activity	Frequency
Wash Room & Wash Basins Cleaning	Hourly Basis and as when required
Garbage Removal	Twice a Day/ When Bags Filled
Dry Mop/ Dusting/ Mopping	Thrice a Day

Activity	Frequency
Garbage Removal	As per filled and requirement
Dry Mop/ Dusting/ Mopping	Thrice a Day & As per requirement
Washroom & Washbasins Cleaning	Thrice a Day & As per requirement

Activity	Frequency
Garbage Removal	When Bags are 75% Filled
Dry Mop/ Dusting/ Mopping	Every Five Hours & As Per requirement
Washroom & Washbasins Cleaning	Every Five Hours & As Per requirement

Activity	Frequency
Garbage	When Bags are
Removal	75% Filled
Dry Mop/	Every Five Hours
Dusting/	& As Per
Mopping	requirement
Washroom & Washbasins Cleaning	Every Five Hours & As Per requirement



### TIMELINE

Week 1 is considered as week after getting the work order

#### Week 1:

Deployment of field staff and supervisory staff

#### Week 2:

Finalization of the route maps and preparing the work allocation plan in coordination with MGH-Jodhpur officials

#### Week 3

Litter bins cleaning and other deep cleaning exercise and functional emergency response team

#### Week 4

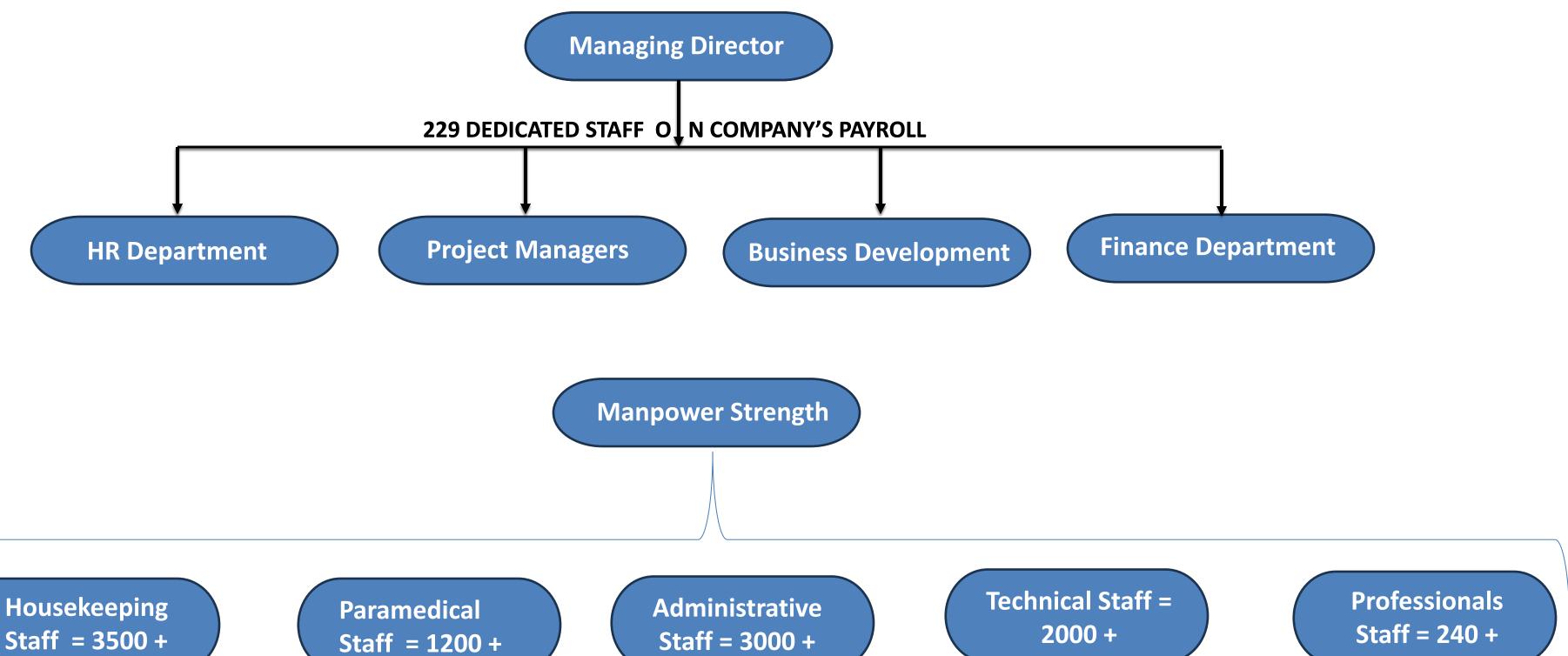
Submission of the work plan and meeting with MGH-Jodhpur officials to set up operations 100% deployment of machinery as per expectation

#### Three months

a.Enrollment of labours into social welfare scheme b.Conducting trainings of sanitation staff c.100% compliance the targeted KRIs and KPIs

### **Team Composition**





### **Available Machinery**





Ride on Sweeper = 09



Ride on Sweeper = 07



Walk Behind Scrubber = 09



Trolly = 04



Water Jet Spray = 09

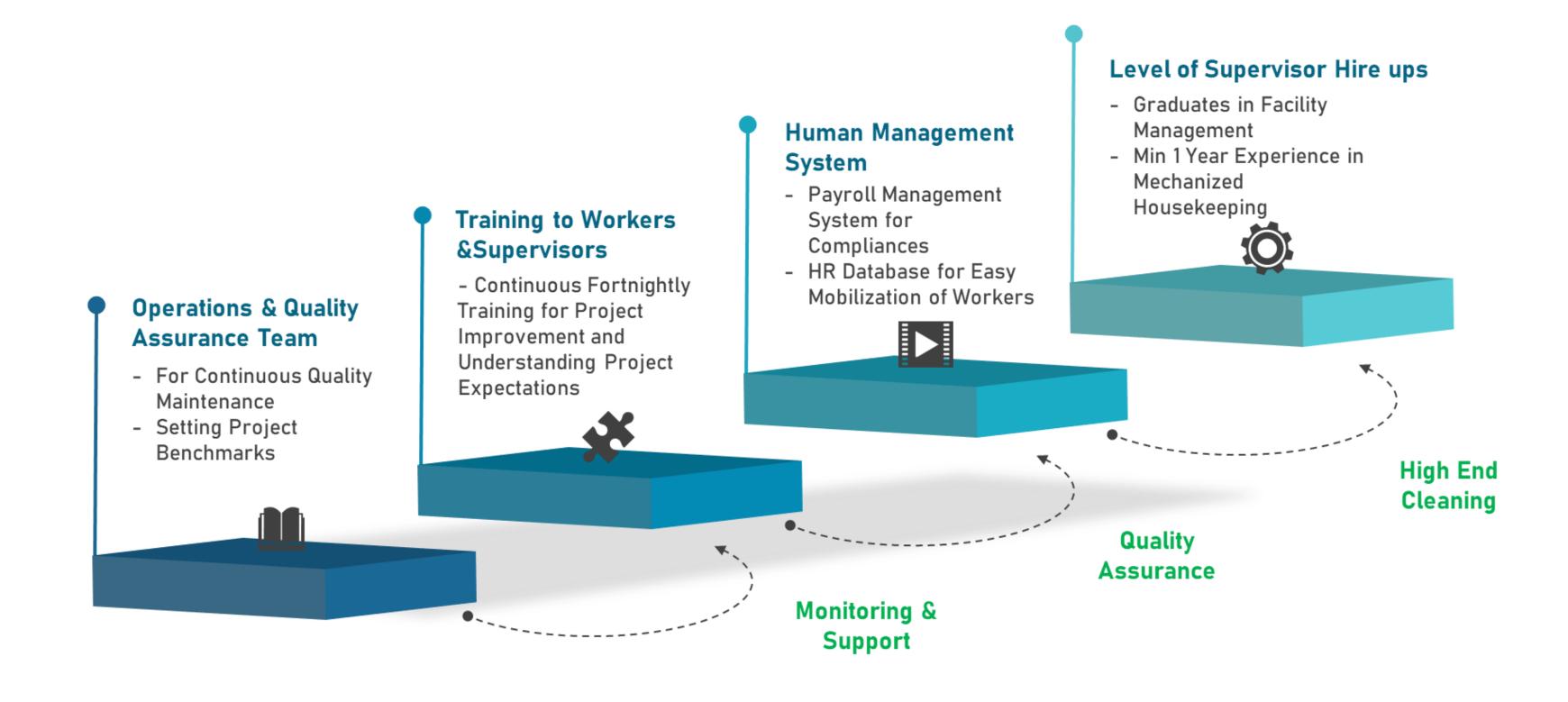


**Grass Cutter Machine = 12** 

### Proposed Value addition and Innovation



### **Operations - Approach**



### Operations – Approach & Monitoring



#### How will we do it ...

#### **ABE Mobile reporting group**



Realtime reporting against the checklist along with photo and location details

### MGH-Jodhpur official whatsapp



Realtime reporting on daily basis based on checklist to be considered for SLBs

#### Monthly reporting to ABE Head office



Deliverable are critically looked at against the expectations of the client

Work plan improvisation based on learning from last month

### Reporting to MGH-Jodhpur Head office



Final report will be submitted to MGH-Jodhpur as scrutinized by the head office along with improvisation in work plan if any

# Staff training



i.Structured meetings with MGH-Jodhpur staff will be conducted with staff

ii.Swachh Surveksha related trainings will be conducted as per requirement





#### **SAFETY**

i. Weekly trainings will be conducted on safety norms and importance of wearing a PPE ii. Safety week and aligned events will be celebrated with the staff



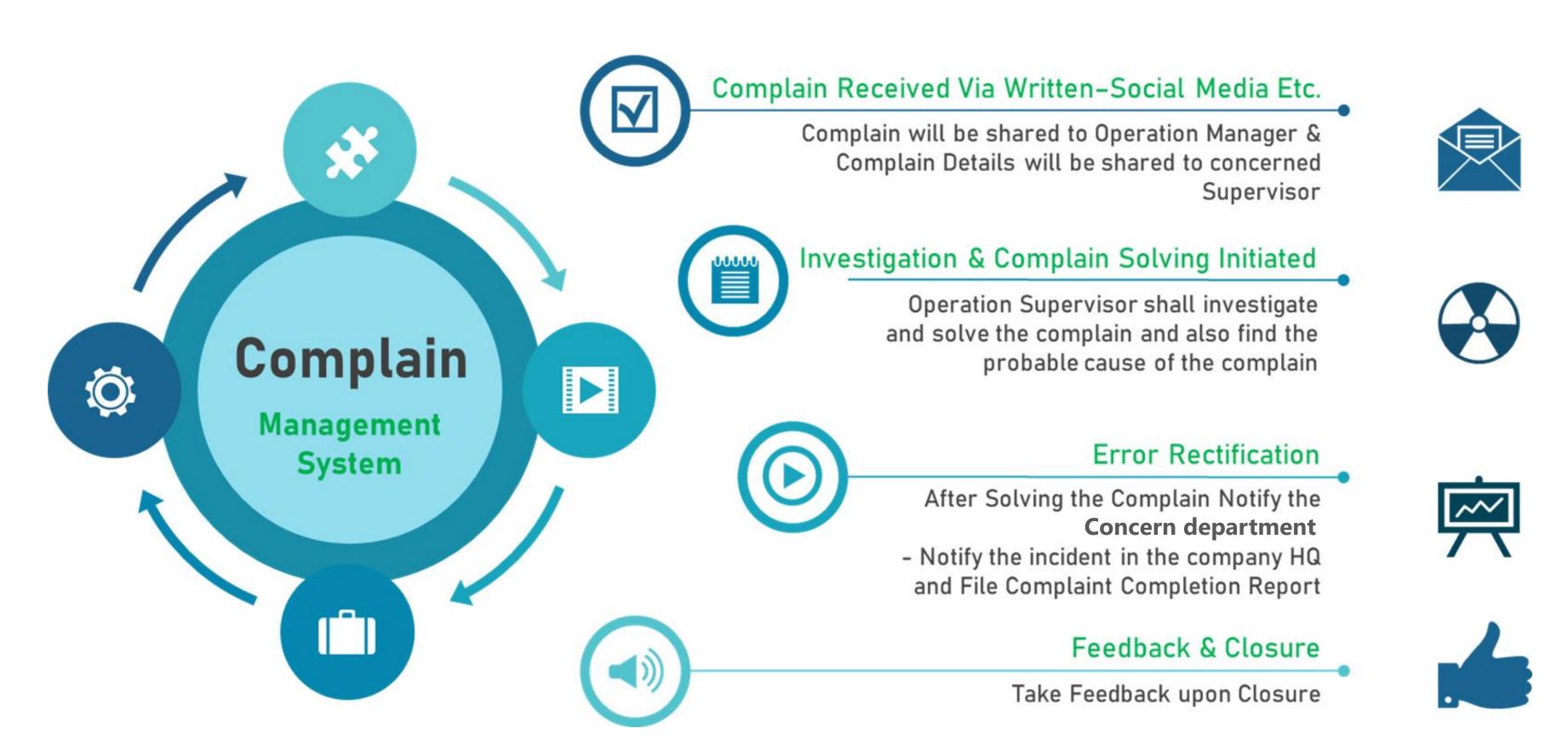
## WORK ETHICS AND STAFF MOTIVATION

i.Trainings regarding work ethics and efficiency will be conducted on timely basis

ii.Sessions to understand and resolve work related challenges will be undertaken at a set frequency

### Grievance Redressal – Approach





### SERVICE LEVEL BENCHMARK





Daily 100% attendance of Supervisors, Housekeeping Staff



Daily Emptying of Litter Bins as per frequency timing



Daily sweeping and cleaning in service areas



Monthly cleaning and washing of litter bins



Addressing the complaint and reporting a within 1hour



Check and remove dust, dirt, or any such object from beat length alloted



Daily maintain check list as per MGH-Jodhpur guideline



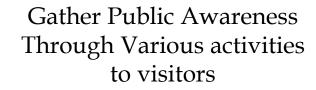
Prepare monthly work report and discussion with authority to do better and better cleaning

### **IEC Activities**



Focusing more on Public AWARENESS & Involving more number of People to be a part of "Mahatma Gandhi Swachhta Mission (MGSM)"







Playing Audio Clips about Importance of Cleanliness



Running Thanks Giving Campaigns to Appreciate Public Efforts and Awarding Them

### PAST SIMILAR EXPERIENCE

### **High End Cleaning Experience**



#### GCS Medical College Hospital



#### **Nature of Work**

#### Mechanized Housekeeping

- Project Manager: 279
- Supervisor: 08
- Manpower of cleaning: 279
- Walk-Behind Scrubber: 01
- Single Disk : 01
- Water Jet Spray : 01
- Wet & Dry Vacuum: 01

#### SHETH L G HOSPITAL



Nature of Work

#### Mechanized Housekeeping

- Project Manager: 02
- Supervisor: 10
- Manpower of cleaning: 408
- Walk-Behind Scrubber: 02
- Single Disk: 04
- Water Jet Spray : 02
- Wet & Dry Vacuum: 02

#### MDM HOSPITAL



Nature of Work

#### Mechanized Housekeeping

- Project Manager: 01
- Supervisor : 06
- Manpower: 250
- Walk-Behind Scrubber: 02
- Walk Behind Sweeper: 03
- Single Disk: 04
- Wet & Dry Vacuum: 02
- Water Jet Spray : 01

### **High End Cleaning Experience**



#### **GMC - GANDHINAGAR**



#### **Nature of Work**

**Sweeping of Internal Road** 

Project Manager: 02

Supervisor : 20

Manpower: 391

**■** Tractors: 10

Trippers: 10

■ JCB: 02 +

• Water Jet: 04 +

• Water Tank: 02 +

#### AYODHYA – Nagar Nigam



Nature of Work
Sweeping of Cleaning of
Nagar Nigam

Project Manager: 01

Supervisor: 18

Manpower: 2147

■ Tractors: 08 +

• Trippers : 08 +

• Water Jet : 04 +

• Water Tank: 02 +

#### **GCRI - AHMEDABAD**



**Nature of Work** 

Housekeeping/ Paramedical Service

Project Manager : 02

Supervisor : 08

Manpower: 609

Walk Behind Scrubber: 02

Single Disk: 04

Industrial Type

Vacuum Cleaner: 01

### ISO Certificates





#### BIC Ltd (UK) Certificate of Registration

This is to certify that the

#### A B ENTERPRISE

2nd Floor, 4, Kensvilla Complex, Near Ramosana Cross Road,

Mehsana-384002, Gujarat, India

Has been independently assessed by BIC Ltd and meet the following standard details below

#### ISO 9001:2015

For the following scope of certification

Provision of Services for Mechanized Housekeeping, Operation and Maintenance for Electro-Mechanical Works, Water Treatment Plant & Piping Work, Garden Maintenance, Catering Services, Pest Control Services, Manpower Supply Services, Security Services, Civil Work & Material Handling Work, Facility Management Services, Hiring of Vehicle Services with Driver and Maintain Hygienic System in Dairy.

#### Certificate No: - OMS05/BIC23/7145H

Date of Initial Registration: 04-05-2023 1st surveillance Audit Due : 03-04-2024 2st surveillance Audit Due : 03-04-2025

To check the validity of this certificate please visit www.biccert.co.uk







Expiry Date: 03-05-2026











To check the validity of this certificate please visit www.biccert.co.uk



Expiry Date: 03-05-2026

y of the Certificate is Subject to Successful Completion of Annual Surveillance Audits. This Certificate Remains the Property of Bureau of nall Certification Ltd. (UK) and must be Returned on Request (in Case of Surveillance Audit is not Allowed to be Conducted, This Certification Ltd. (UK) and must be Returned on Request (in Case of Surveillance Audit is not Allowed to be Conducted, This Certification ded / Withdrawn) Bureau of International Certification Ltd is Accredited by Global Independent Askreditation Services Ltd. (www.giaslo. UK office Address-B Business Centre. Suite 266, Daysfeld Road Blackburg, Lancashire England, Bb1 Zay
Email Id-Info.biccert@gmail.com, Info@biccert.co.nk, www.biccert.co.nk



This is to certified that the Social Accountability Management System of

#### A B ENTERPRISE

has been formally assessed by
INTERNATIONAL CERTIFICATION & INSPECTION UK LTD. and found to comply with the requirements of

#### SA 8000:2014

Social accountability

Scope of Registration:

ision of Services for Mechanized Housekeeping, Operation and Maintenance for Electro -Mechanical Works, Water Treatment Plant & Piping Work, Garden Maintenance, Catering Services, Pest Control Services, Manpower Providing Services, Security Services, Civil Work & Material Handling Work, Facility anagement Services, Hiring of Vehicle Services with driver and Maintain Hygienic System in Dairy.

#### Registered Site (s):

Kenswila 204-2nd Floor Above The Darshan Hotel, Ramosana Circle, Highway Road, Mehsana-384002, Gujarat, India. :: Certificate No :: ICI/8375936/21

Date of initial registration: 16 July 2021

First Surveillance Audit on or before: 16 June 2022

Second Surveillance Audit on or before: 16 June 2023

This Certificate is property of ICI UK Ltd. and remains valid subject to satisfactory surveillance audits.

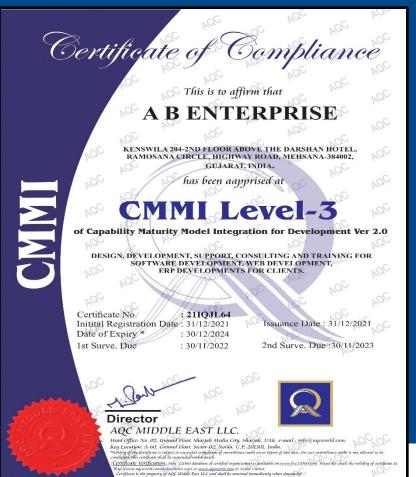
International Certification & Inspection UK Limited. 27 Old Gloucester Street, London, WC1N 3AX, United Kingdom

Re-certification Due:



15 July 2024









This is to certify that the

Occupational Health and Safety management system of

#### A B ENTERPRISE

2nd Floor, 4, Kensvilla Complex, Near Ramosana Cross Road,

Mehsana-384002, Gujarat, India

Has been independently assessed by BIC Ltd and

meet the following standard details below:

#### ISO 45001:2018 For the following scope of certification:

Provision of Services for Mechanized Ho<mark>u</mark>seke<mark>eping, Operation and Maintenance for Electro-</mark> echanical Works, Water Treatment Plant & Piping Work, Garden Maintenance, Catering Services, Pest Control Serv<mark>ices, Manpower Supply Services, Security Services, Civil Work &</mark> Material Handling Work, <mark>Facility Management Serv</mark>ices, <mark>Hiring of Ve</mark>hicle Services with Driver and Maintain Hygienic System in Dairy.

Certificate No: - OHS05/BIC23/7147B

Date of Initial Registration: 04-05-2023 surveillance Audit Due : 03-04-2024 2st surveillance Audit Due : 03-04-2025

Issue Date : 04-05-2023

To check the validity of this certificate please visit www.biccert.co.ul







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This is to certify that the management system of

#### A B ENTERPRISE

has been formally assessed by INTERNATIONAL CERTIFICATION & INSPECTION UK LTD.

#### ISO 13485:2016

(Medical Devices - Quality Management Systems)
Scope of Registration:

MANUFACTURING, DESIGN, SALES, SUPPLY OF ORTHOPAEDIC REHABILITATION SOFT GOODS, ORTHOSYS PRODUCTS,
MANDICAPPED PRODUCTS, ORTHOPAEDIC SURGICAL AND DRESSING PRODUCTS, DISPOSABLE SURGICAL NONKOVEN PRODUCTS, SURGICAL PRODUCTS, SUR

Registered Site (s):
Kenswila 204-2nd Floor Above The Darshan Hotel, Ramosana Circle, Highway Road,
Mehsana-384002, Gujarat, India.

:: Certificate No :: ICI/1892620/22 Date of initial registration: 26 April 2022

First Surveillance Audit on or before:

Second Surveillance Audit on or before: 26 March 2024

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Peter Collins

Ex. Director tional Certification & Inspection UK Limited.



26 March 2023

To check validity of the certificate please visit at www.ici-uk.co

### **Award & Appreciation**





#### GCS Medical College, Hospital & Research Centre

Opp. DRM Office, Near Chamunda Bridge, Naroda Road, Ahmedabad-380025. Ph: (079) 66048000 Fax No. 079-22201915 Web Site: www.gcsmc.org Email: info@gcsmc.org

05th December 2019/1462

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#### Mr Aniket Pawar,

AB Enterprise,

White House, Near Sahyog Gas Building, Opp Dudh Sagar Dairy, Highway, Mehsana-384002

Dear Mr. Pawar,

#### Greetings,

It is pleased to share that "GCS Medical College, Hospital & Research Centre" has been awarded 4th rank amongst the Cleanest Higher Educational Institutions in the country under the category "Residential Colleges - AICTE", in Swachh Campus Ranking 2019 organized by Ministry of HRD, Government of India.

We are very thankful to all GCSians and agency specially M/s AB Enterprise for their dedication and sincere efforts in achieving this milestone.

On this special moment, we would like to express our sincere appreciation and gratitude towards you and your staff also for playing pivotal role in this achievement.

We hope that you will keep up the good work and contributing in maintaining the organisation clean, green and hygienic.

Best Wishes.

For GCS Medical College, Hospital & Research Centre,

Neha Lal

Sr. General Manager Operations & HR Dr. Kirti M Patel





- Cleanest State Capital Award Gandhinagar
- ➤ Gandhinagar Municipal Corporation has been awarded 'Cleanest State Capital' at the Swachh Amrit Mahotsav, 2021 during our service period.
- **▶** https://www.youtube.com/watch?v=uuHv6f6ZJNg

❖ GCS Medical College, Hospital & Research Centre has been awarded 4th rank amongst the Cleanest Higher Educational Institutions in Country under the category in Swachh Campus Ranking 2019 organized by Government of India during the period of our service.



# THAN YOU

### Contact Us

WEBSITE

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