

Advertisement Notice
Selection of Outsourcing Agency for
Providing Staff

Department of Water Supply and Sanitation, Water Works Complex, Phase-2, Sahibzada Ajit Singh Nagar (Tel : 0172-4330317, 352) requires the services of an outsourcing agency for providing staff such as Receptionists, Data Entry Operators, Vehicle Drivers, Peons/ Sweepers/ Chowkidars, Lab Staff, Junior Engineer, Junior Draftsman etc. through outsourcing. Reputed firms / companies and service providers capable of supplying the above said manpower can submit their offers in a sealed cover to the undersigned upto 5.00 PM on 08.04.2021. The detailed Terms of Reference may be seen at department website **www.dwss.punjab.gov.in**.

Note: Any corrigendum (s) to this advertisement notice shall be published on above website only.

HOD DWSS

PUNJAB RURAL WATER & SANITATION SECTOR IMPROVEMENT PROJECT

TERMS OF REFERENCE

FOR HIRING HR AGENCY FOR PROVIDING STAFF FOR VARIOUS POSITIONS

1. Background:

To take forward the gains of PRWSS-I, GOP, through Department of Water Supply and Sanitation (DWSS) is implementing World Bank assisted Punjab Rural Water & Sanitation Sector Improvement Programme [April 2015 - to March 2021 likely to be extended] for financing in the amount of US\$248 million and it intends to apply part of the proceeds to reorient and restructure the Department during the first year of the project to give better focus on sector transformation and excellence in service delivery to the rural Punjab. Unlike the PRWSSP (1st Project), this project is being implemented directly by the DWSS. The reason for the DWSS taking direct responsibility is that it has gained experience in project implementation and it is time for project processes to be mainstreamed. Therefore, the DWSS is proposed to be strengthened with other ancillary disciplines such as social, communication, procurement, financial, water quality, and other streams to work closely with the communities for the ultimate goal of sector development in the state. The implementation arrangements will be aligned with the objectives of the Punjab Rural Water and Sanitation Policy 2014.

In the past, DWSS has focused on construction and maintenance of water supply schemes in its domain. However, there is a perceptible shift in the role and functioning of the DWSS during the implementation of the first program which emphasized on community participation, and transformation of the role of DWSS from a technical department to a service provider. The staff has also acquired new skills to focus on customers and promptly address customer grievances, involve communities through a process of consultation and support the PRIs (GPs and GPWSCs) to dispense their role in implementation of O&M of schemes effectively. Going ahead, DWSS will strengthen its role as a facilitator and service provider in the decentralized RWSS regime as following:

- i. The DWSS further transforms into an institution that is gearing up to face sector challenges through capacity building and by acquiring skills necessary to partner with communities and private sector agencies to fulfill this goal.
- ii. As a provider agency, the DWSS strives to ensure that services delivered do meet the demands and aspiration of the rural people, which is changing with the times.
- iii. Reorient the DWSS from a pure engineering or construction-centric agency to an agency that lays stress on monitoring and planning aspects and is responsible for service delivery.

2. Objective:

The DWSS requires the services of an outsourcing agency for providing supporting staff such as Data Entry Operator, Receptionists, Drivers, MTS (Peons), Lab Staff and other categories of staff to strengthen department for achieving the project targets.

3. **Scope:**

- In order to help firms understand the volume of the work, the present position of each type of personnel, place of posting is given in the table below:

Sr. No.	Designation	Approximate Number of Positions	Place of Posting
1.	Receptionist	2	Attached to the office of HOD, DWSS Mohali, H.O., DWSS, Patiala and various field offices
2.	Data Entry Operator	39	
3.	Driver	37	
4.	Peon / Sweeper	35	
5.	Lab Staff	4	
6.	Junior Engineer (Civil)	41	
7.	Junior Engineer (Mechanical/Electrical)	2	
8.	Junior Draftsman	22	
9.	Other categories of staff	<i>As per requirement</i>	

- For fresh requirement of the staff, the agency will provide at least 3 CVs for each position that meets the requirement communicated by DWSS, along with an evaluation sheet which will justify the reasons for recommendation, within 7 working days of receiving the requirement.
- Qualification and experience for recruitment will be as per government rules & regulations.
- The salaries of the staff will be governed by minimum wages fixed by the Deputy Commissioner of the district. In case minimum wage for a particular category has not been fixed by the Deputy Commissioner then the salary / wage fixed by this department would be adopted and payable.
- Once DWSS has provided consent to engage a proposed candidate, the agency will complete the compensation negotiation, background checks and other necessary formalities for the candidate within the agreed timeline.
- The agency will ensure that their Employee is available for assignment at the base station specified in the job description within 1 month, or earlier if mutually agreed with DWSS.
- The agency will promptly provide CVs of a replacement candidate if the original candidate has to leave or whose employment is terminated for any reason, within 10 working days of being informed of the need for replacement by DWSS. The replacement candidate proposed must be at least equivalent or superior to the candidate being replaced in terms of qualification, experience and language skills.
- For each position, the expected results will be defined and agreed with the firm to facilitate quality assurance. The staff of the Service provider will take direction from Department representative (Officer-in-Charge) from time to time in all aspects of work. Staff member will have to get the leave sanctioned from Officer-in-Charge before proceeding to leave and service provider will provide substitute for the same in case leave exceeds more than 7 days.

4. **General terms and conditions:**

- i. The bidder shall not engage any sub-contractor or transfer the contract to any other person in any manner.

- ii. The Agency shall make payment of wages of staff on the basis of prevailing minimum wages of Punjab. As and when, Minimum wages are revised, the enhanced rates will be paid to the workers engaged. All other allowances i.e. E.S.I., E.P.F. and Service Tax etc. will be paid accordingly.

However, the amount of service charges as approved in the bid on the basis of present prevailing wages will remain the same throughout the contract period. The amount of agreement / allotment will automatically be enhanced after taking formal approval for this purpose from HOD, DWSS separately. The above payment shall be made to the contractor on actual basis.

- iii. The bidder shall abide by and comply with all the relevant laws and statutory requirements covered under various Labour Acts, Minimum Wages Act, Contract Labour (Regulation & Abolition) Act 1970, EPF, ESI/Leaves etc. with regard to the personnel engaged by him for Sanitation works.
- iv. The GST (if applicable) will be paid to the contractor by the Department and the same has to be deposited with the concerned department by the contractor and produce the proof of deposit to the principal employer.
- v. Any other requirements such as Bonus, Gratuity etc. under Labour acts, if approved will be paid to the bidder on actual Basis.
- vi. The department will not provide any transport, canteen, medical facility which shall be the sole responsibility of the contractor. Similarly no housing accommodation to the personnel deployed by the contractor will be provided by the department.
- vii. The contractor will have the responsibility to strictly adhere to workmen welfare compensatory payments as per Labour Act & worker compensation Act as laid down by the Punjab Govt. and the Department will not be responsible in the event of any default.
- viii. The bidder shall ensure full compliance with tax laws of India with regard to this contract and shall be solely responsible for the same. The bidder shall submit copies of acknowledgement evidencing filing of returns every year and shall keep the employer fully indemnified against liability of any tax, interest, penalty etc. of the Bidder in respect thereof, which may arise.
- ix. The Department will deduct income tax /labour cess/sales tax or any other govt. liability as decided by the competent authorities at source from the Bidder at the prevailing rates of such sum.
- x. The contractor at his own level shall get EPF and ESI Nos. allotted for the Staff engaged for this work from the RPF commissioner. The contractor will take necessary action at his own level as per Employees provident funds and miscellaneous provisions Act. 1952 amended from time to time and will furnish the EPF & ESI Nos. and proof of deposit of EPF & ESI contributions in respect of all the employees directly or indirectly engaged by him relating to services to be provided to the Executive Engineer-in-charge for his work. Further, in case of any default or liability which may arise to the Department on this account, Executive Engineer-in-charge will be at liberty to deduct such amount from the outstanding payment of the contractor or from performance guarantee or any other due of the contractor.
- xi. The bidder shall not hire personnel with dubious records i.e. without character verification.
- xii. The personnel deployed by the contractor should not have any adverse police record & should have good character. The contractor & his staff will be subjected to security regulations & police verification as applicable.

- xiii. The bidder shall issue EPF/ESI Code Number allotted by the local ESI/EPF authorities. The bidder shall also submit regular EPF numbers of its employees before the submission of first bill for reimbursement.
- xiv. **Dispute Resolution:** Any dispute and or difference arising out of or relating to this contract will be resolved through joint discussion of the authorized representatives of the concerned parties. However, if the disputes are not resolved by joint discussions, then the matter shall be referred to the HOD, DWSS. Further, if any dispute is not settled amicably, the same shall be referred to the sole arbitrator to be appointed by the HOD, DWSS. The award given by the arbitrator shall be final and binding on both the parties. The venue of arbitrator shall be Mohali SAS Nagar.
- xv. **Procedure for release of payment:** The bidder shall pay one month wages to its workers/workmen latest by 7th of the respective month before submitting his claim for reimbursement as per this contract agreement.
- xvi. The claim must be supported by proof of bidder having deposited EPF/ESI contributions and GST (or any other Govt. liabilities) relevant to the preceding month of the workers/workmen deployed by the bidder along with detail of such workers in the Performa prescribed under EPF Scheme 1952 & EPF and Miscellaneous Provision Act 1952 in respect of whom the remittances have been made. In the absence of the details, the claim shall be considered incomplete and Service Charges of the monthly amount payable under this contract shall be withheld till the compliance of the stipulation given herein.
- xvii. No request for advance payment will be entertained and offer with such conditions will not be considered.
- xviii. The payment of EPF, ESI & GST will only be released after submission of the certified copy of the CRRN/Online statement to the Engineer-in-charge.
- xix. If as a result of 'post payment audit' any overpayment is detected in respect of any work done by the agency or alleged to have been done by the agency under the tender, it shall be recovered by the Department of Water Supply & Sanitation Punjab from the bidder.

5(a) Earnest Money : The bid should accompany the earnest money @ 2% of the total quoted rates in the form of Demand Draft/ Pay Order from a scheduled commercial bank in favour of Head of Department, Department of Water Supply & Sanitation, Mohali payable at SAS Nagar.

5(b) Performance Security:

- i. The Service Provider shall for the due and faithful performance of its obligations, provide to the Client in form Bank Guarantee from a scheduled commercial bank acceptable to the Client, and payable at SAS Nagar for a sum equivalent to 5% of the contract amount. This Performance Security shall be submitted at the time of signing the agreement. The Performance Security shall be kept valid on a rolling basis till the end of the Contract Period+30 days
- ii. The said Performance Security shall be returned within 30 days by the Client after the expiry of the Contract Period subject to fulfillment of all handover requirements by the Service provider to the satisfaction of the Client and further subject to adjustment for all damages suffered by the Client
- iii. In the event of the Service provider committing breach of the terms and conditions of this Agreement, the Client may without prejudice to the other rights and remedies entitled to him, forfeit the Performance Security deposit in full or any part thereof. In

- such an event, the Contractor shall keep secured amount for Performance Guarantee for all the times deposited in issuance bank.
- iv. In case after submission of the fresh Performance Security, the Service provider has defaulted a second time in recurring payment, the Client shall be entitled to terminate this Agreement in accordance with the provisions of Article 9, without being liable in any manner whatsoever to the Service provider and to appropriate the Performance Security as 'Damages'.

6. **Cost Schedule:**

The salaries to the staff shall be paid by the agency latest by 7th of respective of month. However, the **gross minimum salary per year** for staff mentioned in clause 3, is proposed to be paid **Rs. 4.60 Crore per year** approximately inclusive of service charges & GST etc.

The agency shall quote expenses as per following schedule. The service charge should cover administrative expenses and profit and **should be quoted as a fixed fee and not percentage.**

The present salary to be paid to the staff of equivalent position for various categories has been given in the Table below **(may be revised as per the revision of Minimum wages by Punjab Government or Department).**

Sr. No	Name of Position	Basic Salary To be paid	EPF contribution if any = 13.00%	ESI contribution 3.25%	Total
1	Receptionist	12679.00	1648.00	412.00	14739.00
2	Data Entry Operator	11179.00	1453.00	363.00	12995.00
3	Driver	11179.00	1453.00	363.00	12995.00
4	Peon/ Sweeper (MTS)	9979.00	1297.00	324.00	11600.00
5	Lab Staff	25000.00	0	0	25000.00
6	Junior Engineer (Civil)	35400.00	0	0	35400.00
7	Junior Engineer (Mechanical/Electrical)	35400.00	0	0	35400.00
8	Junior Draftsman	25500.00	0	0	25500.00
9	Any other category				

*** Note:-** The service provider shall be bound to make the payment as mentioned above.

7. **Contract Duration**

Duration of contract shall be 12 months (**w.e.f. 01.05.2021 to 30.04.2022**) may be extended on mutual agreed terms & conditions. However, the performance of each personnel will be reviewed half yearly by Department of Water Supply & Sanitation. In case the performance of the individual is not found satisfactory as per requirements, the personnel shall be removed immediately if Department of Water Supply & Sanitation

considers such removal necessary. In case of removal of such personnel, no claim shall be maintainable against Department of Water Supply & Sanitation. The agency will provide replacement within 7 days. In the event of contract renewal the initial extension financial quote will be used as a basis.

In the event of contract renewal the initial extension financial quote will be used as a basis. Accordingly, Performance Security shall also be got extended by contractor from issuance bank for extended period as mentioned in clause-5(b) and original copy of the extended Bank Guarantee shall be submitted to DWSS.

8. Required Qualifications

The Agency:-

- (i) Should have minimum experience of at least 5 years in providing similar services to government departments preferably in the Department of Water Supply & Sanitation.
- (ii) Should have Average Annual financial turnover during the last 5 years, ending 31st March of the previous financial year, should be at least 30% of the estimated cost i.e. **Rs. 1.38 crore**
- (iii) Experience of having successfully completed similar works during last 7 years ending last day of month previous to the one in which tenders are invited should be either of the following: -
 - a) Three similar completed works costing not less than the amount equal to 40% of the estimated cost i.e. **Rs. 1.84 crore.**
or
 - b) Two similar completed works costing not less than the amount equal to 50% of the estimated cost i.e. **Rs. 2.30 crore.**
or
 - c) One similar completed work costing not less than the amount equal to 80% of the estimated cost i.e. **Rs. 3.68 Crore.**
- (iv) "Similar work" means providing Facility Management Works in office buildings of MNCs, Government Departments / PSUs premises.
- (v) The firm must have the following valid documents.
 - (a) Registration of PF;
 - (b) Registration of ESIC;
 - (c) Registration of Current Labour License;
 - (d) PAN/TAN
 - (e) GST Registration

9. Outputs of Agency:

- CV of proposed candidates, record of background check and compensation negotiation for each expert position based on requirements communicated by the DWSS
- Monthly work plan for each expert at the beginning of the month submitted to Officer-in-Charge.

10. Bid Submission

The bidders who satisfy the eligibility criteria in principle should submit the tenders in Two envelopes marked as A & B. All the envelopes shall be placed in a sealed cover with the name of the work written there upon.

10.1 Envelope A - This shall contain

- a. Earnest Money at the rate 2% of the quoted rates.
- b. Eligibility criteria along with all supporting documents

10.2 Envelope B – Financial Bid

11. Bid Evaluation

- a. Envelope A containing the earnest money and eligibility documents shall be opened first. The tenders without full amount of earnest money in the desired shape shall be rejected and no further evaluation shall be done for such cases.
 - b. The data provided by the bidder in support of his eligibility shall be scrutinized with respect to the eligibility criteria specified in the tender document. The bids which do not fulfill the eligibility criteria shall be rejected and **envelope B shall not be opened for such cases.**
 - c. Envelope B for the bidders who fulfill the eligibility criteria shall be opened later in the presence of the bidders or their authorized representatives who choose to be present in the office of Head, DWSS at the date and time to be intimated by Head, DWSS.
 - d. The Technical Bid (envelope B) thus opened shall be evaluated by the Bid Evaluation Committee duly constituted by the Head, DWSS. The committee will carry out a detailed evaluation of the Bids to be substantially responsive in order to determine whether the Technical aspects are in accordance with the requirements set forth in the bidding documents. In order to reach such a determination, the Committee will examine and compare the technical aspects of the Bids on the basis of overall completeness and compliance with the Technical specifications. Tenderers shall furnish all Information that the Committee may require & clarifications whatever during evaluation of Technical bid. Tenderers whose offers may be deviating from the tender document (DNIT) shall be asked to confirm their acceptance of tender specifications and terms. After the Technical bid evaluation is completed, the date for Price Bid opening shall be separately intimated to those tenderers whose 'technical bid' offer is found acceptable.
 - e. Price Bid of those tenderers will not be opened whose Technical Bids are not acceptable.
- 12.** The offer shall remain open for acceptance for a period of 90 days from the date of opening of the Tender with the provision to extend it for further three months. The earnest money shall be forfeited if the Tenderer/withdraws or modifies his offer within the validity period at his own or fails to sign the (Formal Contract) agreement after acceptance of his offer or fails to commence the work within 15 days of issuance of acceptance letter. After the forfeiture of earnest money, the contract shall be immediately nullified.
- 13.** The undersigned does not bind himself to accept the lowest rate or any tender and reserves to himself, the right of accepting the whole or part of the tender and Tenderer / Bidder shall be bound to perform the same at the accepted rates.
- 14.** The contractor shall comply with all the labour Acts which are applicable on these type of contracts such as Minimum wages Act, Workmen's compensation Act, contract labour (Regulation and Abolition Act), payment of wages Act, etc and the rules and regulations issued there under from time to time. Failure to do so shall amount to breach of the contract and the Principal Resident Commissioner may at his discretion to terminate the contract. The

contractor shall also be liable for any pecuniary liability arising on account of violation by him of the provisions of the Act.

15. The bidder shall bear all costs associated with the preparation and submission of his tender and the department shall in no case be liable for these costs.
16. Each Tenderer shall submit only one tender, either by himself or as a partner in Joint Venture. A Tenderer who submits or participates in more than one tender, will be disqualified.
17. Unless otherwise stated, the contract shall be for the whole work as described in the "Scope of Work". The Contractor shall be bound to complete the whole work as described in the scope of work as per approved DNIT.
18. The tender shall be typed or written in indelible ink and shall be signed by the tenderer or a person or persons duly authorised to sign on behalf of the tenderer. All pages of the tender document containing the entries and all corrections or amendments made there in shall be initialed by the person or persons signing the tender.
19. Bidders shall carefully examine the Tender Documents and fully converse themselves about all the conditions and matters, which may in any way, affect the work or the cost thereof. If the Contractor/Bidder finds discrepancies or omission in the specifications or other documents or should he be in doubt as to their meaning, he may discuss with Principal Resident Commissioner during office hours on any working day before submitting his bid.
20. Bidder is expected to examine all instructions, forms, terms, clauses, requirements and other information in the Tender Document. Failure to furnish all information as required in the tender document or submission of bid not substantially according to the tender documents in every respect will be at the Contractor/Bidder's risk and may result in rejection of the bid.
21. At any time prior to the deadline for submission of Bids, the HEAD, DWSS may, for any reason, whether at his own initiative or in response to clarification requested by prospective Bidders modify the Tender Documents by issuing Addenda.
22. Such Addenda will be sent to all prospective Bidders who have received the Tender documents and will be binding upon them. The Bidders shall duly sign and return the Addenda along with their Bids, which shall form a part of their Bids. Non receipt of agenda by the Bidders will not form basis for any claim whatsoever.
23. In order to afford prospective Bidder's reasonable time in which to take such Addenda into account in preparing their Bids, the Head, DWSS may at his discretion extend the deadline for the submission of Bids.
24. The Bidder shall quote for the entire works on a "single responsibility" basis such that the quoted price covers all the Contractor's obligation mentioned in or to be reasonably inferred from the tender document.
25. The unit rates and prices shall be quoted by the Bidder entirely in Indian Rupees. All payments to the successful Contractor/Bidder under the proposed contract shall be made entirely in Indian Rupees.
26. No interest shall be paid on Earnest Money/Security Deposit.
27. All witnesses and sureties shall be persons of status and probity and their full names, occupations and addresses shall be stated below their signatures.
28. To assist him in the examination, evaluation, and comparison of Bids, the Head, DWSS may ask Bidders individually for clarification of their Bids including breakdown of unit rates / prices. The request for clarification and the response shall be in the writing, but no change in the prices or substance shall be sought, offered or permitted on Bidders desire.
29. Bids determined to be substantially responsive will be checked by the Head, DWSS for any arithmetical errors in computation and summation. Where there is a discrepancy between amount in figures and in words, amount in words will govern.

30. Incomplete tenders or tenders not fulfilling any of the conditions specified above are liable to be rejected without assigning any reason.
31. The successful bidder shall furnish Performance Bank Guarantee amounting to 5% of the contract amount.
32. Address for communication, collection and submission of bids:

TECHNICAL INFORMATION

EXPERIENCE & TECHNICAL COMPETENCE

1. Detail of Work Experience

S. No.	Worked with (Name of the Organization)	Period		Type of Services provided / details of works handled	No. of staff, deployed manpower	Type of office / Hostel / Hotel, educational institution	Total Cost of works / bill amount per month	Whether Experience Certificate attached (Yes/No)*
		From	To					

- (i) Attach attested certificates issued by the organization served.
- (ii) Additional pages may be attached if required.
- (iii) Attach self-certified certificate.

2. Technical Competence

S. No.	Items	Whether Supporting documents attached (Yes / No)	Remarks, if any
1.	Latest valid Income Tax clearance certificate		
2.	Bank Solvency Certificate		
3.	Audited Balance Sheet for last three years		
4.	EPF Code No. of the establishment with latest return and documents		
5.	ESIC Code No. of the establishment with latest return and documents		
6.	Labour License of the establishment		
7.	Sales tax registration certificate duly attested with latest return and documents		
8.	TIN number of the establishment		
9.	GST Registration Certificate with latest return.		

3. Annual Turnover for last 3 years (enclose Audited Balance Sheet and Income Tax Returns)

S. No.	Description	Year 2017-18 (Rs. in Lacs)	Year 2018-19 (Rs. in Lacs)	Year 2019-20 (Rs. in Lacs)
(1)	(2)	(3)	(4)	(5)
1.	Total value of work done			

CHECK LIST FOR DOCUMENTS TO BE PART OF THE TECHNICAL BID.

1. One self-attested recent passport size photograph(s) of the authorized person(s) of the firm/agency with name designation, office/residential address and office Telephone Numbers, whether the bidder is a sole proprietor/partnership firm and if partnership firm, names address & telephone numbers of all Directors/Partners also;
2. Self attested copy of PAN Card under Income Tax Act;
3. Self attested copy of Service Tax Registration Number;
4. Self attested copy of Valid Registration certificate under companies Act-Partnership deed in case of partnership firm.
5. Self attested copy of Valid Employees Provident fund registration number;
6. Self attested copy of valid ESI Registration Number;
7. Self attested copy of valid licence and number under contract Labour Act and under any other Acts/Rules.
8. Proof of Average Annual Financial Turnover supported by audited Balance Sheet;
9. Proof of experience supported by documents from the concerned organizations

PERFORMA FOR DNIT OF STAFF

Performa for DNIT							
Sr No.	Name of Positions	Number of Positions	<u>Basic Salary + ESI+EPF</u>	<u>Service charges</u>	Total Salary Per Month	Total Amount	
						In Figure	In Words
1	Receptionist	2	14739				
2	Data Entry Operator	39	12995				
3	Driver	37	12995				
4	Peon/Sweeper/MTS	35	11600				
5	Lab Staff	4	25000				
6	Junior Engineer (Civil)	41	35400				
7	Junior Engineer (Mechanical/Electrical)	2	35400				
8	Junior Draftsman	22	25500				
9	Any other category	As per requirement					
	Total	182					
	Total Amount per month	Rs.					
	GST @ 18%	Rs.					
	Gross Total per month	Rs.					
	Total Cost per annum	Rs.					
We agree to provide the above staff in accordance with the terms & Conditions specified in DNIT for total contract price of Rs.....(Amount in figures) (Rs... amount in words) within the period specified in DNIT. We hereby certify that we have taken steps to ensure that no person acting for us or on our behalf will engage in bribery.							

Gross Total Cost: Rs._____

We agree to provide the above staff in accordance with the terms & conditions specified in DNIT for a total contract price of Rs.(amount in figures) (Rs. amount in words) within the period specified in DNIT.

We hereby certify that we have taken steps to ensure that no person acting for us or on our behalf will engage in bribery.

Signature of Supplier
(Rubber Stamp)

i. Receptionists:

Qualification:

Graduate with good communication skills, ability to interact with people with in a positive and courteous manner in Punjabi and English. One year diploma in computer application. Punjabi upto Matric level is essential.

Responsibilities:

- Welcome visitors by greeting them in person or on the telephone, answering or referring inquiries.
- Directs visitors by maintaining employee and department directories: giving instructions.
- Maintains telecommunications system by following manufactures instructions for house phone and console operation.
- Maintains safe and clean reception area by complying with procedures, rules and regulations.
- Maintains dairy and despatch registers.

ii. Data Entry operators:

Qualification:

- Graduate from any recognized university.
- Punjabi up to Matric level
- Possesses at least one hundred and twenty hours course with hands on experience in the use of Personal computer on information Technology in office productivity applications or Desktop Publishing applications from Government recognized institution or a reputed institution which is ISO 9001 certified.
- Minimum typing speed 30 WPM in English and Punjabi both as per Punjab Government instructions

Responsibilities:

- Assist the key staff in DWSS/ Field offices.
- To provide Data Entry Support to key staff in DWSS.
- Computer Typing of letters, maintenance of files
- E-mail checking and transfer of data through e-mails and any other work specified by DWSS.

iii. Drivers:

Qualification:

10th pass with valid L.M.V driving license, 3 years' experience of driving. Punjabi upto Matric level is essential.

Responsibilities:

- Driving light motor vehicles, having Minimum 3 years of experience and basic knowledge for the proper upkeep and maintenance of vehicle.

iv. Peon/ Sweeper/Chokidar:

Qualification:

8th pass.

Responsibilities:

- As per Govt. rules.

v. Lab Staff

Qualification:

Should possess 10+2 with Physics, Chemistry and Biology from a recognized Board or Institution.

Experience:

1) Minimum 1 year working experience in analytical laboratories after completion of academic qualification.

Or

Graduation in Sciences with Chemistry/ Environmental Sciences/ Microbiology/ Biotechnology/ Biological Sciences/Bio Chemistry as specialization from a recognized University

Responsibilities:

- i. Receive and process samples to identify suitability.
- ii. Prepare samples for testing.
- iii. Responsible for preparing reagent solution and in assisting Chemist and Microbiologist
- iv. Perform laboratory testing, including pH, TDS and bacterial culturing.
- v. Prepare and maintain accurate laboratory records.
- vi. Clean and maintain work area and all lab equipment and supplies.
- vii. Maintaining temperature and humidity record.
- viii. Perform quality control as directed by the Chemist/Microbiologist.
- ix. Reports to Chemist/Microbiologist.
- x. Any other duties assigned from time to time in the interest of proper water quality in the State.

VI. Junior Engineer (Civil):

Qualification: Diploma in Civil Engineering or its equivalent or higher qualification from a recognized University or Institution or any other equivalent or higher qualification recognized by the Government.

VII. Junior Engineer (Mechanical/Electrical):

Qualification: Diploma in Mechanical or Electrical Engineering or its equivalent or higher qualification from a recognized University or Institution or any other equivalent or higher qualification recognized by the Government.

VIII. Junior Draftsman:

Qualification: Matriculation with two years Industrial Training Institute Certificate of Draftsman

IX. Any other category: As per requirement
