



MAHALAKSHMI DEALCOM PVT LTD

STANDARD OPERATING PROCESS

OBJECTIVE:

- To ensure smooth delivery of services covering all points pertain.

RESPONSIBILITY:

- CLIENT- Regional Technical Head (RTH), Purchase and sourcing Manager, Technical Officer, Account Manager
- Mahalakshmi Dealcom Pvt Ltd Driver, Key accounts Manager, Fleet head and Director Operations

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- CLIENT:
- TO: Technical Officer (CLIENT)
- TSH: Technical Services Head (CLIENT)
- MDPL: Mahalakshmi Dealcom Pvt Ltd (also referred as Service Provider, MDPL)

VEHICLE MOBILISATION:

- The vehicle once ready shall be mobilised with proper mobilisation certificate signed by Technical Officer (TO) at location.
- Mobilisation Schedule
 - Vehicles in quantum of 3 Vehicles would start delivering from 12 days of award of firm work order containing this sheet as part of the firm work order signed by the client authorised signatory
 - Both MDPL and Client together to ensure that the body is being fabricated in line with design and instruction provided to us by the body builder.
 - Client shall advise and guide the body builder in case any instruction or advise shall be required by the body builder

JOB ROLE OF DRIVER :

To drive vehicle in safe manner at all times.

To keep vehicle clean and tidy

To assist the TO in loading and unloading of blocks and implements

To ensure the filling up of Log sheet on daily basis

To undertake Periodic maintenance of the vehicle

Head Office: : 701, 7th Floor, Nile Complex, Old HB Road, Ranchi 834001, Jharkharnd (India)

Registered Office: : 5A, Shantinike- tan Apartment, Kaikhali Main Road, PO - Airport, Kolkata 52 (India)



CIN : U51109WB2007PTC118668
Web: www.themahalakshmi.com
Phone: +91 651 3501035; Email: contact@themahalakshmi.com
ISO 9001:2015 & ISO 22000:2015 Certified



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TECHNICAL OFFER JOB ROLE

- To monitor safe driving
- To report any near misses/ rash driving/ indiscipline to Key account manager of MDPL.
- To sign log books on daily basis.
- To spare vehicle for Periodic maintenance as per company provided guide line

SINGLE POINT CONTACT FOR THE CONTRACT/ PAYMENT AND INVOICING

- Regional Technical Head/s shall be single point contact for removal of obstacles pertaining to execution of contract, Facilitation of Payment of bills and escalation of Invoicing related queries.

KEY ACCOUNT MANAGER MAHALAKSHMI JOB ROLE

- To take daily review of movement
- To take GPS reading on daily basis
- To keep record daily diesel prices in each location from Website
- To Monitor Periodic maintenance of the vehicle.
- To visit each location once a month.
- To prepare log of feedbacks from site technical team and driver on daily basis
- To give the following reports to the Regional Technical Head on fortnightly basis at Client office:
 - Fortnightly GPS Vehicle wise summery
 - Fortnightly Escalation report to the client and Mahalakshmi Head office.
 - Fortnightly Maintenance (PMS) Report
 - Fortnightly Vehicle Visit report.
 - To share site visit Reports with RTH
 - Submission of invoices including the following documents to Regional Technical Head

DUTY HOURS OF THE DRIVER

The driver shall be on duty from 8 AM to 7 PM on working days

- The driver shall be entitled to one weekly off. Incase Driver has to do duty on his off day, it would be compensated at mutually agreed off day in coming days.

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Weekly off shall not be compensated against scheduled festival or statutory holidays.

- In case driver is working beyond 7 P. M. on any day, Extra Hour charges shall be claimed for the day.
- In case of night stay, the claim shall payable by CLIENT towards night stay which is meant for lodging and boarding of drivers. Extra hours worked by the driver after 7 P.M. shall also be paid over and above night stay shall also be claimed, in case of extra hours of duty.
- It shall be TO responsibility to close the log sheets on each day at time of close.
- If the driver is released before 7 P.M. by TO, the short hour worked shall not be adjustable in forthcoming days.

INVOICING

- Tax invoices against each of the vehicle deployed enclosing
 - Log Sheet with note of Total Kilometre, Night Stay, Parking's receipts, Fastag Report/ Toll receipt of Tolls, Extra Hours by the Driver.
 - GPRS Summery sheet. (It may be noted that some areas do lack GPRS connectivity and hence in case of variance in GPRS and Logsheet calculations, the log sheet computations shall be final)
 - Monthly Diesel prices summery
 - Sheet containing Mileage summery and average diesel prices
 - Image of Kilometre of the vehicle
 - Statement of outstanding bills against the vehicles under the Technical regional head

INVOICE PROCESSING AND PAYMENTS

- Invoices shall be submitted to Regional Technical Head in physical form by Key accounts manager latest by 7th of the preceding month.
- The Regional technical head would give time to Key accounts manager to meet him in Kolkata.
- Regional technical head would scrutinise the documents and give due acknowledgement with his signature on the invoice copies.
- Incase of any shortfall/ mismatch the same shall be communicated with in 2 working days to the key accounts manager.



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- It shall be clients responsibility to make payment of invoices with in 15 days of submission of invoices.
- As there is heavy finance cost involved and there is no leverage to compensate the delay in payment, the client has to take cost of delay in EMI payment to the vendor by payment of 2% per month on the delayed payment.

COMPLAINT HANDLING

- In case of any issue pertaining to services following matrix shall be followed:
 - Behavioral issues:
 - Key accounts manager shall be informed in writing.
 - Key accounts manager shall review and take necessary action.
 - In case of severe misbehavior instance requiring replacement of driver, it would be done with in maximum of 10 days.
 - Breakdown Issues:
 - All the vehicles shall be repaired in Vehicle company workshop only.
 - The Key accounts manager shall inform the TSH in writing based of communication with workshop.
 - Service and deliverables
 - The issues pertaining to the services shall be escalated to Key accounts manager in writing. Depending on the nature of the services, the same shall be addressed maximum of 21 days. If the issues are not resolved with in stipulated time, the client may issue warning to MDPL and may initiate termination proceeding if not resolved even after the warning.

BREAK IN SERVICES

- In case of reasons pertaining to breakdown/ accident the services may be affected depending on nature of damage.
- During the breakdown period the fixed monthly charges shall paid to MDPL
- Due to Government Orders if the services are suspended, the fixed shall be paid to the service provider
- FORCE MAJURE: In case of factors resulting from situations beyond the control of the parties and services get hampered, the claim on fixed charges shall be governed as per the government orders pertaining to the loan recovery by financial institutions.



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DURATION OF CONTRACT:

- The duration of contract shall be for the period of three years from date of mobilisation and extendable thereafter on mutual consent.
- The vehicle shall be deployed with firm Lock in period of 24 months from date of commencement of services.

TERMINATION

- The contract can be terminated by either party giving 1 month notice in writing.
- In case of termination of services, the client shall be liable to make payment of Fixed Charges for the balance period of lock in time along with termination notice.
- The cost of demobilization before the agreement term shall be paid by the client.

