



KALINGA HOSPITAL LTD.



TENDER FOR SECURITY SERVICE

Chandrasekharapur, Bhubaneswar-751023

Tel.: 0674-2300570, Fax : 0674-2300711

E-mail: info@kalingahospital.com.

Cost of Tender Paper: Rs.500/-

(Those who download the tender document from Website should enclose a DD for Rs 500.00 towards cost of tender)



KALINGA HOSPITAL LTD.,
Chandrasekharpur, Bhubaneswar-751023, Ph:0674-2300570

(The Participants are requested to read the Tender Documents carefully, before participating in the Tender Process. All efforts have been made to keep the no. of disputes minimal, in case still there is any dispute persists, the liability of the management is limited to the cost of Tender paper only.)

Sealed tenders under **two-bid** system are invited from experienced and reputed **Security Service** Providers for our Hospital, Addressed to the General Manager - Operation, Kalinga Hospital Limited, Bhubaneswar – 751023, Odisha. The experience of providing security services in hospitals with not less than 200 beds may be considered as an added advantage.

The interested agencies are required to submit the technical and financial bid separately. The bids in Sealed Cover-I containing “Technical Bid” and Sealed Cover-II containing “Financial Bid” should be placed in a third sealed cover superscribed “Tender for Security Services” and should reach the above address on or before the **date and time as specified below.**

The tender document containing eligibility criterion, scope of work, terms & conditions and draft agreement can be purchased from Kalinga Hospital Ltd on any working day between 09.30 a.m. and 05.00 p.m. on payment of Rs 500.00 only or can be downloaded from KHL website. Those who download the tender document from website should enclose an additional DD **for Rs 500.00** towards the cost of Tender paper along with their tender bid in the Cover-I “Technical Bid”. The bid security (EMD) **of Rs 2,00,000.00 (Rupees Two Lakhs only)** and the cost of tender paper (for downloading the paper from website) should be paid by Demand Draft in favour of **KALINGA HOSPITAL LIMITED** payable at Bhubaneswar.

The other details are as follows:-

- 1) No. of Security Personnel : Around 70 (both male & female) per day of different categories.
- 2) Contract Period: Initially 1 (one) year and renewable from time to time at the sole discretion of the management.
- 3) Availability of tender paper at Kalinga Hospital Campus up to **March 03, 2018 up to 5 P.M.**
- 4) Last Date for submission of duly completed tender paper up to **3 P.M of March 13, 2018.**
- 5) Date of opening tender in presence of the bidders : on **March 13, 2018 at 4.00 P.M.**
- 6) The **PSARA Orissa (Compulsory)**, Income Tax PAN, Latest Income Tax return, PF, ESI, Labour License, GST Regn., and all other statutory



documents are essential for the tenderers and copy of supporting documents must be enclosed.

- 7) The **EMD** shall be refunded to unsuccessful bidder after finalization of the tender within 90 days of declaration of bid award without any interest. The E.M.D of successful bidder shall be adjusted against the security deposit (Bank Guarantee).
- 8) The successful bidder will provide a bank guarantee for the sum equal to 20% of the yearly agreed value to be refunded after successful completion of the contract.
- 9) The Bidder may be a proprietary firm, Partnership firm, Limited Company, Corporate body legally constituted, empanelled/ registered with DGR who possess the required licenses, registrations (such as Private Security Agencies(Regulation) Act 2005) etc as per law valid at least for 12 months from the date of the opening of tender.
- 10) The tenderer shall have at least 5 years experience of providing Security services and the minimum turnover of Rs. 5 Cr. per month in last three years in India.
- 11) For awarding the contract, the lowest rate quotation may not be considered as the sole criteria. It will depend on other factors like previous experience, antecedents, financial capability etc.
- 12) The Hospital Administration reserves right to accept or reject any or all tenders either in full or part without assigning any reason whatsoever.
- 13) Satisfactory Performance Certificate will be deemed compulsory from five previous clients within last 12 months with verifiable details of Client with telephone numbers.
- 14) The Participants are to submit a Declaration to the effect that it has not been blacklisted by any of it's clients in the last 12 months.
- 15) Submission of false and non verifiable documents will mean immediate cancellation of bid and in case of detection after award of tender a penalty equivalent to 10% of the yearly total billable amount will be deemed applicable including invoke of bank guarantee / encashment of Security Deposit.
- 16) It is mandatory for all the participants to have their local office at Bhubaneswar / Cuttack.

General Manager (Operation)



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BRIEF SECURITY SERVICE CONTRACT PROFILE

WHILE FILLING UP THE TENDER FORM, THE SECURITY SERVICE PROVIDER MUST WRITE INSIDE THE BLOCK IN CAPITAL LETTER, BLUE INK AND SIGN & SEAL EACH PAGE AND ENCLOSURES FOR ACKNOWLEDGEMENT.

(Read carefully before filling up of the Tender paper. The tender which is uncompleted in any respect, or not providing required data / information / enclosures will liable to be rejected without any consideration)

1.	Name of Work	Providing Security Services and Assurances round the clock to the Hospital.
2.	Basis of Contract	An agreement between Kalinga Hospital Ltd. and the selected Security Service Provider shall be executed.
3.	Duration of Contract	1 year from the date of agreement to be executed (can be terminated by two months written notice from either side)
4.	Volume of Security Service	Total 70 nos. (both male & female) different category security personnel round the clock. (approx)
5.	Responsibility	The Security Service Provider shall be responsible for all security measures and arrangements to safeguard the movable and immovable property of the hospital, its employees, patients and their attendants within the premises of the hospital.
6.	Kalinga Hospital Money Receipt No. and Date (Copy of the Money Receipt must be enclosed)	No. Date



**KALINGA HOSPITAL LTD.,
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**PART – I: BID FOR TENDER FOR SUPPLY OF SECURITY SERVICES.
(In separate sealed Cover-I super scribed as ‘Technical Bid’)**

(A) SECURITY SERVICE PROVIDER PROFILE

- 1) Name of the Security Service Provider :
- 2) Address of the Security Service Provider:
- (Writing of phone number & E-mail ID is mandatory)** -----
.....
.....
- 3) Status of the Security Service Provider :
- (Please write whether Company, Partnership Firm, Sole Proprietorship, Society, Trust and Registration Certificate, if any, should be enclosed)
- 4) PAN Number of the Security Service :
- Provider. (copy of the PAN should be enclosed)
- 5) Total Income of the Security Service :
- Provider during the year 2015-16 & 2016-17
- (Copy of Income-tax Return should be enclosed)
- 6) License under Private Security Agencies (Regulation) Act, 2005 or under any other Law as applicable to run the security agency
(Copy of the Valid License should be enclosed)
- 7) G.S.T. Registration Number of the :
- Security Service Provider.
(Copy of the Registration Certificate & latest G.S.T. return should be enclosed).
- 8) Valid Labour License No. & Date : No.
- of the Security Service Provider. Date.....
- (Copy of License should be enclosed)
- 9) Valid E.P.F. Regn. No. & Date : No.
- (Copy of the Regn. Certificate should be enclosed) Date.....
- 10) Valid Regn. no. under Odisha Shop : No.....
- & Establishment Act. Date.....
- (Copy of the Regn. Certificate should be enclosed)



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- 11) Valid E.S.I Regn. No. & Date : No.
(Copy of the Regn. Certificate should be enclosed) Date
- 10) Valid Trade license : No.....
(Copy of the Regn. Certificate should be enclosed) Date.....
- 12) Any other Certificate/License/Registration : No.
No. & Date. Date
(Copy of License should be enclosed)
- 13) Experience of Security Service Provider 1)
in different establishments shall
be provided. (Copy of work order
or agreement should be enclosed). 2)
3)
- 14) i) Please enclose a DD for a sum of Rs. : DD No.....
2,00,000/- (rupees two lakhs) drawn in
favour of "Kalinga Hospital Ltd." payable Date
at Bhubaneswar towards Earnest
Money Deposit. The E.M.D shall be
refunded to the unsuccessful Security
Service Provider after finalization of this
tender but within 90 days after award of
bid date. The E.M.D of successful
Security Service Provider shall be
adjusted against the security deposit
(bank guarantee). DD No.....
ii) For downloading the Tender Paper Date:-----
from the website
15. Any other information may be provided :

**Signature of the Security Service Provider
& Seal**

**Place
Date:**

**Name
Designation.**



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SECURITY SERVICE PROVIDERS UNDERTAKINGS.

The Security Service Provider is requested to furnish their consent and acknowledgements for following questionnaires as directed respectively. It can enclose extra pages for their reason and views, etc.

Sl. no.	Particulars	Information, rates, acknowledgements etc. (To be filled by the Security Service Provider)	Assessment for Office use.
1)	Are you agreeing to provide requisite numbers of security personnel (both male & female) as per requirement of the hospital from time to time? (Write Yes or No)		
2)	Are you agreeing to provide your experienced security personnel with uniforms, caps, belt, whistle, chord, title shoulder, warm and rainy clothes, boots, <i>lathi</i> and such other material required for the job? (Write Yes or No.)		
3)	Are you agreeing to provide healthy security personnel with height-5'8" with fitness certificate from Medical Practitioner? (Write Yes or No.)		
4)	Are you agreeing to provide by yourself the salary and other statutory benefits to your security personnel deployed in the hospital regularly? (Write Yes or No.)		



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5)	Are you agreeing to provide the details of your security personnel like name, proof of address, PP Photo, ESI and E.P.F No. & police verification certificate in seven days advance before deployment? (Write Yes or No.)		
6)	Are you agreeing to report about any lapse, incidents, and accidents occurred in any time to the hospital authorities immediately and when directed by the authorities to be witness for the events while filing FIR with Police and investigation by the police? (Write Yes or No)		
7)	Are you undertaking that rates offered by you are based on your visit to the hospital? (Write Yes or No.)		
8)	Are you agreeing to work under the direction and arrangement or rearrangement of the authorized officer of the hospital from time to time? (Write Yes or No)		
9)	Are you agreeing to provide security guard (both male & female), supervisor and inspector within a day of requisition for the same? (Write Yes or No)		
10)	Are you agreeing to sign an agreement with Kalinga Hospital Ltd. with mutually agreed terms and conditions? (Write Yes or No)		



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11)	Are you agreeing that all legal compliances such as Service Tax, Income-tax, P.F, ESI, Labour Licence and all other applicable laws will be met by you? (Write Yes or No)		
12)	Are you agreeing to non revision of your agreed rates during contract period with the hospital except in case of rate revision notification by the Government. (Write Yes or No)		
13)	Any other remarks by the participant may be specified here.		

Please note that you can put additional information here also.

Declaration by the Tenderer :

This is to certify that, I/We before signing this tender have read and fully understood all the terms and conditions contained herein and undertake myself/ourselves to abide by them.

(each page must be signed and sealed)

(Signature of Tenderer with seal)

Name:

Seal:

Phone No (O) :

Date:



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PART – II : PRICE BID FOR TENDER FOR SUPPLY OF SECURITY SERVICES.
(In sealed Cover-II super scribed “Financial Bid”)

RATES OFFERED BY THE SECURITY SERVICE PROVIDER, -----

----- (NAME) FOR PROVIDING
 SECURITY SERVICES TO THE KALINGA HOSPITAL LIMITED.

PART-A

Sl. No.	Description	Hours per day	No.	Rate in Rs. per month per person. (Incl. of all charges & taxes)
1.	Security Guard (Both male & female)	8 hrs. per day.	01	
2.	Security Supervisor (male only)	8 hrs. per day	01	
3.	Asst. Security Officer. (male only)	8 hrs. per day	01	

PART - B

Value of Services for a Month for Security deposit (amount of Bank guarantee) Calculation

Sl. No.	Description	Hours per day	No.	Value in Rs. per month (Incl. of all charges & taxes)
01.	Security Guard (Both male & female)	8 hrs. per day.	66	
02.	Security Supervisor (male only)	8 hrs. per day.	03	
03.	Asst. Security Officer. (Male only)	8 hrs. per day	01	
			Total	
EMD : Rs.2,00,000/-				

N.B. - Break-up of the rate to be provided by the tenderer along with the Tender paper following the Minimum Wages Act, forming the part of the Tender.

**Signature of the Security Service Provider
& Seal**

**Place:
Date:**

**Name:
Designation.**



(To be made on Rs 50.00 Non Judicial Stamp Paper)

Draft Security Service Agreement

This Agreement made at Bhubaneswar on -----, **2018** between Kalinga Hospital Ltd, a Company registered under the erstwhile Companies Act, 1956 and having its Registered office at Chandrasekharpur, Bhubaneswar – 751023, Odisha (**hereinafter referred to as the “Company”** represented by it’s GM (Operation), which expression shall unless repugnant to the context or meaning thereof mean and include its Successors and Assigns) being the FIRST PARTY

AND

-----represented by it’s -----
----- (hereinafter referred to as the **“Security Agency”** which expression shall unless it be repugnant to the context or meaning thereof mean and include its Successors and Assigns) being the SECOND PARTY.

“Company” and “Security Agency” shall hereinafter be collectively referred to as “Parties” and individually as “Party”.

WHEREAS The First Party a Multi Disciplined Super Specialty Corporate Hospital operating in Bhubaneswar desired to outsource it’s safety and security requirements invited offers from security agencies for providing security guarding services, out of which the Second party was selected, negotiated and given letter of intent for engagement of their security personnel in the Hospital of First Party.

The Parties warrant and represent that:

- (i) The Persons signing this agreement on behalf of the parties represent and covenant that they have the authority to so sign and execute this document on behalf of the Parties for whom they are signing.
- (ii) They are fully authorized and have all capacity and power to enter into and perform this Agreement in accordance with the terms and conditions stated herein.
- (iii) The Parties are having all the requisite valid licenses and shall comply with all statues, by laws, regulations and requirements of any government or other competent authority relating to them for conducting the matters, which are the subject matter of this agreement.
- (iv) The Parties have obtained all statutory licenses necessary for carrying



out the functions and has no legal impediments to perform the obligations hereunder.

Now both the parties agreed to the following terms & conditions before witnesses.

1. This agreement shall remain valid for **one year from ----- (forenoon) to ----- (afternoon)** and may be renewed further at the sole discretion of the Company on mutual terms and conditions of both the parties. This agreement can be terminated by serving **sixty (60) days** written notice from either side without any cause and compensation. In case of termination and or expiry of this agreement the parties shall have to settle their accounts with each other and the Second party shall vacate the premises of the First Party without any disturbance and without causing damage to any life or property of the First Party. . If the Second Party causes any loss or damage to the property of the First Party, then the same shall be make good from the final payment due on the Second Party.

All notices and other communications between the Parties shall be deemed to have been effectively served if it is in writing and shall be delivered or sent by personal delivery, electronic mail, facsimile, transmission, or registered or certified mail (return receipt requested), at the address as mentioned hereinabove or facsimile numbers.

2. The Second Party is fully responsible for all security measures and arrangements so that safeguard to the movable and immovable properties of the First Party along with its employees, patients and their attendants in the premises of the First Party round the clock and assures to the full extent as per requirement of the First Party. However, the following security measures by the Second Party are agreed and assured to the First Party besides other security measures which may be directed by the First Party from time to time:-
 - i) The main gate control,
 - ii) Prevent unauthorized entries of vehicles / persons into Kalinga Hospital premises / medical wards and strictly adhere to the rules of patient visiting hours.
 - iii) Prevent any theft from the premises of Kalinga Hospital,
 - iv) Maintenance of diary for outside vehicles/persons on regular basis,
 - v) Prevent burglaries,
 - vi) Submit the reports relating to Medico Legal Cases to the local police.



- vii) Operate fire fighting equipments in case of fire hazards / emergency,
 - viii) Switch off lighting in case of emergency / odd hours,
 - ix) Participate in parade and flag hosting on Aug. 15 and Jan. 26.
 - x) Providing securities during cash transaction, when called upon and
 - xi) Other general duties of a security agency.
3. The Second party agrees to provide the security guarding services to the fullest extent round the clock divided into three shifts 8 hours each namely shift – A (6.00 a.m. to 2.00 p.m), shift – B (2.00 p.m. to 10.00 p.m.), shift – C (10.00 p.m. to 6.00 a.m.) including a general shift. The present requirement of security personnel is as follows:-

Location / Security personnel.	A-Shift	B-Shift	C-Shift	General	Total
Asst. Security officer.					
Supervisor					
Security Guards					
Grill Gate					
Grill Gate (Lady Guard)					
Casualty					
Casualty (parking)					
Administration					
Admission parking					
D – I Ward					
D – II Ward					
B- III Ward					
OT					
ICU – II					
C-II Ward					
C - IV					
Doctors' parking / Lobby					
Nursing Hostel (Lady Guard)					
Lift Gate			-		
Total					

4. It is further agreed that Second Party shall provide requisite numbers of security personnel both male and female as per requirement of the First Party within a day time in respect of security guards, security supervisors on 8 hours per day basis as from time to time on receipt of the written orders of the authorized persons of the First Party. Moreover, the number of Personnel to be deputed by the Second Party and their maximum hours of work, days of work and shift schedule will be decided by the Second party, in consultation and after



approval by the First Party. However, it will be the responsibility of the Second Party to ensure uninterrupted services on all days on a 24 X 7 basis

5. The First Party retains its right to transfer / rotate/remove all or any of its Guarding Personnel from it's premises at any point of time during the pendency of the contract under intimation to the Second Party.
6. It is further agreed that the number of security personnel may be increased or decreased vide written orders of the First Party to the Second Party. The Second Party shall provide security personnel to the First Party on exclusive allotment basis and shall not interchange or shift them to other locations outside the hospital without prior written permission of the First Party.
7. The Second party agreed to provide experienced security personnel to the First Party with properly dressed with uniforms, caps, belt, whistle, chord, title shoulder, warm and rain clothes, boots, sticks, torch etc. which is absolute liability of the Second party. The security personnel should be of good health for the security job with a minimum height of 5' 6" & 55 K.G. weight & above. The Second Party shall produce medical fitness certificates from registered medical practitioners and police verification certificates as to no criminal antecedents before deputing the security personnel to the First Party. The Second Party shall maintain a register for movement of security personnel in and out of the premises of the hospital. Such movement shall be under knowledge of the First Party.
8. The Second Party is to submit in advance to the First Party the list of security personnel with the details of their proof of addresses & identity, ESI and EPF numbers with photo who will be deployed as well as' for new security personnel whenever deployed. Apart from this, the Second party shall provide Address & Identity proof preferably AADHAR Card & VOTER ID Card of all the security personnel & Security officers to be deputed in the premises of First party.
9. The Second Party will be solely responsible for payment of salary and wages including payment for weekly off / reliever charges, national holidays and provident fund and ESI and other statutory or non-statutory benefits of the security personnel deployed by them.
10. The Second Party shall ensure that its security personnel shall attend the work punctually and sincerely always at prefixed time and shall be well- behaved and well-mannered with employees, patients, patients' attendants of the First Party and to report to the authorized



representative of the First Party. The Second Party shall maintain a Register for marking the attendance by Security Personnel deployed by him, which shall be seen or verified by the First Party's Officials, regularly.

11. The Second Party shall ensure safety and security of materials, machines, appliances, furniture and fixtures and employees, patients and patients' attendants of the First Party.
12. The Second Party shall Indemnify and shall keep indemnified to the First party against acts of any omission or' negligence, dishonesty or misconduct of the security personnel engaged by them and the First Party shall not be liable to pay any/damages compensation to such person or to any Third party. All damages and loss caused under above situations shall be charged to and recovered from the dues of the Second Party subject to a joint enquiry by both the Parties.
13. The Second Party shall immediately report to the First party about any lapses, incidents and accidents- occurred in the premises of the First Party. The Second Party shall serve as witness at the time of lodging FIRs with the police and during the investigation by the police. The Second Party shall also work under the direction and arrangement or rearrangement of the officer – in - charge of the First Party from time to time.
14. The Officer in-charge of the First party, shall be at liberty to object to and require the Second Party to remove forthwith from the premises of the First Party any person employed by the Security Agency if in the opinion of the In-Charge, such Person misconducts himself, is incompetent or negligent in proper performance of his duties or his employment is otherwise considered undesirable. The decision of the In charge shall be unquestionable and final and the Second Party shall be under obligation to replace such a Person (s) immediately. No Guard shall leave the premises unless properly relieved by the next Guard. The place of posting shall not be left unmanned at any time during the period of the Contract.
15. The Second Party shall ensure that all security Personnel posted at First Party's premises shall scrupulously follow the laid down instructions and advices and in case at any stage any Security Supervisor or Guard are found shortage in deployment, or negligent towards their assigned duties or found sleeping or drunk on duty, the Second Party shall withdraw the Supervisor / Guard forthwith and the First Party shall have the right at its own discretion to impose a penalty of such an amount on the Security Agency which may not be less than **Rs. 5,000/-** for every such incident.
16. The Second Party shall always ensure the legal compliances for undertaking security services for the First Party in respect of Income-tax Act, Shop & Establishment Act, ESI Act, Provident Fund Act, Labour Licenses, Bonus Act, GST provisions etc. including timely payment thereof



as would be applicable to the Second Party from time to time. The Second Party shall ensure regular furnishing of returns under PF and ESI Act and other applicable laws. The Second Party shall also comply the Minimum Wages Act as well as all other applicable Labour Laws. The legal compliances include obtaining of all the necessary valid licenses, registrations & permissions.

17. The Second Party agrees to get all the security staff members insured against any liability of compensation arising out of death / injury / disablement etc. at work under the Workmen's Compensation Act / E.S.I. Act or under the Common law during the period of this Contract or any renewal/extension thereof.
18. The Second Party shall submit PF Annual Return in specified Form acknowledged by the concerned PF Authorities before end of every year and a copy of ESI half yearly return acknowledged by the concerned ESI Authorities to the First Party.
19. The Second Party shall submit monthly bills along with proof / declaration of payment of salaries of concerned month & deposit of PF & ESI and GST for the previous month towards deployment of its security personnel in the First Party premises. The payment shall be released subject to deduction of taxes and other charges and costs, if any within a week of the submission.

The negotiated rate for the Contract is :

Security Guard – Rs. ----- per person, Security Supervisor – Rs.----- per person, Asst. Security Officer – ----- per person. The Rates are 8 hrs duty per day per person for a month (exclusive of service charge, if any & applicable Taxes).

20. The Second party agrees to keep an interest free security deposit with the First Party an amount equivalent to 20% of the yearly billing amount by way of bank guarantee which is refundable after expiry / termination of this agreement after deduction of any amount due from the Second Party.
21. The above list of covenants are only illustrative and not exhaustive and without prejudice to the general bearing of the term covenants. The Second Party agrees and undertakes that the security services provided by the security personnel or guards shall be to the entire satisfaction of the First Party and the Second Party will make it clear to the security personnel or guards that they are employees of the Second Party and shall not claim wages, salary, compensation and other benefits under any legislation whatsoever from the First Party.
22. This Agreement may not be altered, amended or modified in any way except by a writing signed by both parties.



- 23. If any provision(s) of this Agreement shall be held invalid, illegal or unenforceable by a court of competent jurisdiction, the remainder of the Agreement shall be valid and enforceable and the parties shall negotiate in good faith a substitute, valid and enforceable provision which most nearly effects the parties' intent in entering into this Agreement.
- 24. This Agreement and the exhibits hereto represent and constitute the entire agreement between the parties, and supersedes all prior negotiations, agreements and understandings, oral or written, with respect to any and all matters between the Representative and Company.
- 25. During the term of this Agreement and thereafter, any confidential information received by the Second Party, under and by virtue of this Agreement, shall be maintained in the strictest confidence and trust.
- 26. In case of any disputes arising between the Parties, the disputes shall be resolved through one-man arbitrator appointed by the First Party subject to the provisions of the Arbitration and Conciliation Act, 1996 and the place of arbitration / award is Bhubaneswar. The award of the arbitrator shall be binding. on both the Parties

Address for Communication.

For First Party	For Second Party
The GM (Operation), Kalinga Hospital Ltd., Chandrasekharpur, Nalco Square, Bhubaneswar – 751023, Odisha. Phone:0674-2300570, Fax: 0674 – 2300711, E-mail : info@kalingahospital.com	

IN WITNESS WHEREOF both the parties have hereunto set and subscribed their hands and seal to this writing the day and year first herein above written.

For Kalinga Hospital Ltd

For-----.

By Dr. Alok Lodh
(GM-Operation)

By Mr. -----
(Designation)

Duly authorized in this behalf



In the presence of

Witnesses

1.

2.