



*A House Of Service For Over Twenty Five Years*

**We care for your Baby**

**We care for your Health**

**We take care of your Home**

Care had a mission to provide a living to the under privileged section of society in a unique pattern. It was an agency that would congregate household jobs and then distribute them among women from the poverty stricken section of society who had to work for a living.

**Head Office**

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**(A House of Services)**

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# How to apply:

- IF YOU NEED OUR SERVICE THEN FIRST GET YOUR SELF REGISTERED.
- READ CAREFULLY BEFORE YOU CHOOSE THE CATEGORY OF WORKER REQUIRED.
- THE CATERGORY CAN NOT BE CHANGED ONCE YOU HAVE REGISTERED
- ANY SPECIAL REQUIREMENTS LIKE AGE MAY DELAY THE PROCESS OF PROVIDING A MAID.
- FOR MORE THAN ONE CHILD PLEASE GET IN TOUCH WITH OUR OFFICE FOR THE RATES.
- PLACES WHERE WE DO NOT HAVE AN OFFICE THE RATES MAY BE CHANGED.
- REFUND: UNDER NO CONDITIONS A REFUND WILL BE MADE.
- REPLACEMENT: ONCE THE MAID RETURNS THERE MAY BE A DELAY FOR REPLACEMENTS.

## Important:

{Sometimes because of our delay for genuine reason, a client does not want to wait for long / or in case of client going out of station or any other reason for discontinuation. In such cases, client opting to withdraw their booking, refund of money would not be possible but later on whenever client wishes for our services we will consider the old booking as a new and fresh booking.}

## Process for Registration

There are three types of registration.

- a) One month salary is our registration fee,(NANNY,CHILD MINDER,BABY SITTER,COOK CUM DOMESTIC,CLEANER,PATIENT ATTENDANT,OLD AGE HELP) category chosen by the clients (time taken from registration is 30 days to 45 days)
- b) For Japa Registration for 90 days to 180 days is 12,000/- (time taken from registration is 30 days to 45 days)
- c) For Nurses registration fee it will be 18,000/- (time taken from registration is 30days to 45days)

AN ADDITIONAL CHARGE OF \* IGST [**GSTIN - 19AEUPC5381G1Z4**] WHICH IS 18% (effective from 01.07.2017) WILL BE COLLECTED ON THE REGISTRATION AMOUNT AND COMMISSION.

Sometimes in - spite of our best of intentions we may fail to provide the necessary maid within the period .One month salary of worker which has to be paid to us at the time of applying through this contract form for our services . The fee is non-refundable and non-adjustable. The booking fee is for the 1<sup>st</sup> year's services to be provided by us.Thereafter, this contract has to be renewed every year for which an annual renewal fee of One month salary of worker has to be paid to us for continuation of our services . Accordingly, if the annual renewal fee is not paid, then we shall not be bound to continue our services and if the client thereafter wants to avail of our services, then he / she will have to start a fresh by paying the booking fee.After the 1<sup>st</sup> person is sent if the client is not satisfied or the maid falls sick or she does not want to work with the client, we will send two more replacements on Care A/c.

**“All salaries are inclusive of the centres commission”**

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Clients Name in Full:	
Clients Residential Address:	
Clients Residential Telephone Number:	
Clients email id:	
Category of worker chosen:	

**BABY CATEGORY** [Please sign beside the category of work chosen]

**Category of workers:**

- a) **JAPA:** Japa is a traditional way to look after a neonatal baby (Just born baby) as well as looking after the mother so that both the child and mother maintain good health. Japa period is mainly between 30 days - 45 days but sometimes it can be extended. A lot of physical effort is undertaken by the Japawallies. In this process lots of herbs/sands / food grains are normally to be used. It helps to develop the child and the mother too is taken care of and her health too starts improving. If by chance the delivery is delayed do not engage the Japawallies for any other household work.
- **JAPA Category I: Experienced in abroad and India (Passport Holder)**  
Rate Rs.48,000/- per month (Single Baby) - Rs.60,000/- per month (Twin Baby)
  - **JAPA Category II: Long term experience in India**  
Rate Rs.35,000/- per month (Single Baby) - Rs.45,000/- per month (Twin Baby)
- b) **NANNY (Baby - 0 to 1 year):** A neonatal baby care person who can look after a baby in a modern way or in the way today's pediatricians suggest. Like sterilization of baby's belongings / bathing / massaging / burping / make baby sleep / feeding (bottles or spoon feeding) / keep baby's room clean / washing and ironing baby's clothes / giving baby regular medicines / taking the baby out and should understand the preliminary health problems of the baby / and is a little knowledgeable to take adequate care.

**CATEGORY I**

(A) \*\* Rate will be Rs.25,000/- per month (for single baby).

**CATEGORY II**

(B) \*\* Rate will be Rs.35,000/- per month (for twin baby).

c) **Child Minder (Baby: 1 year to 2 years):** Taking care of baby / sterilization / can handle baby carefully / feed baby / giving bath / keep baby's room clean / keeping her belongings clean and as and when parents are around the baby.

\*\* Rate will be Rs. 20,000/- per month (for single baby).

\*\* Rate will be Rs. 23,000/- per month (twin baby).

d) **Baby sitter (2 years & above):** Taking care of baby /handling baby gently/ looking after all baby related job / accompany the school going baby / helping in the kitchen / helping in small domestic jobs and cooking work etc.

\*\* Rate will be Rs. 19,000/- per month (if cooking is added than rate will be Rs.22,000/-)

e) **Governess: (Baby 3 to 5 yrs.):** Only required if the baby is in a learning process / school going baby / when the baby understands fully the commands / enjoy playing / learning mannerism / story telling / playing piano / out door as well as indoor games. Governess can assist baby to teach all those things apart from taking care of day to day study (home task) accompany the child to birthday parties / the school / swimming classes / tuition classes etc. Her roll in a child's life will sometimes be like a friend and sometimes as a teacher. She will be responsible for overall accomplishment of the child.

\*\* Rate will be Rs.35,000/- plus per month

## DOMESTIC CATEGORY

a. **Cook cum domestic help:** Cooking (breakfast / lunch / snacks / dinner). Washing utensils / keep kitchen clean / keep kitchen appliances clean (fridge, microwave, mixer, grinder etc),lay the table and serving foods / furniture dusting / folding and unfolding beds / folding washed clothes / if the clothes are machine washed then hanging the clothes out / ironing clothes belonging only to the children.

\*\* Rate will be Rs. 19,000/- per month for 4 member

Rate will be Rs. 20,000/- per month for more than 4 member

b. **Cleaner (Non Cook domestic helper):** Sweeping/ mopping / washing utensils / furniture dusting / washing clothes (hand wash) hang the clothes out / folding, unfolding of beds / ironing children daily clothes / mopping toilets floors and basins / but not commode, bath tubs etc.

\*\* Rate will be Rs.19,000/- per month (for small family and 1000 to 1500 sqft.)

\*\* Rate will be Rs.23,000/- per month (for a bigger flat).

c. **Cook + all domestic work:** Cooking (breakfast/ lunch / snacks / dinner). Washing utensils / keep kitchen clean / keep kitchen appliances clean (fridge,microwave,mixer,grinder etc),lay the table and serving foods / furniture dusting / folding and unfolding beds / folding washed clothes / ironing clothes belonging only to the children. Sweeping / mopping / washing clothes (hand wash)/ mopping toilets floors and basins / but not commode, bath tubs etc.

\*\* Rate will be Rs.25,000/- per month

d. **Finished Cook:** - A trained cook who knows various types of Indian cuisines along with kitchen maintenance (Washing cooking utensils / keep kitchen clean / keep kitchen appliances clean).

\*\* Rate will be Rs 22,000/- per month

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## PATIENT AND OLD AGE ATTENDANT CATEGORY

- e. **Patient Attendant:-** For those patients who can move around, the attendant will help the patient for taking bath / having food accompanying to the toilet / accompany to the garden giving medicines / if required then attendant should be alert at night too. They will cook for the patient / washing clothes / cleaning and dusting and helping in other jobs.

**\*\* Rate will be Rs. 23,000/- per month**

- f. **Patient (Bed Ridden):** Keep patient always clean to prevent bed sore / prevent rashes / handle shits ( stool & urine) taking bath, helping patient in all aspects and monitoring medicines, food, changing bed linen, changing clothes, keep maintaining diet chart, so that doctor should be informed promptly about patients condition overall.

**\*\* Rate will be Rs. 30,000/- per month**

- g. **Old age help:** To look after a senior citizen / an old age person in house, to be with her / him, look after all their requirements, accompany them when they need to go outside. Assist them in every aspect as well as helping in the family's regular domestic work.

**\*\* Rate will be Rs 23,000/- per month**

- h. **Nurses:** - A qualified equipped nursing sister, those who are generally working in hospital and nursing home also can provide residential duties for patient attendant and new born baby attendant. They have their qualification certificate with them they are trained enough to look after a serious bed ridden patient.

**\*\* Rate will be Rs 1600/- per day**

### **TERMS AND CONDITIONS PAYMENT DETAILS & MODE**

1. Please download the Contract Form for enrolment from the website fill up the same and send it to the Care office either by email or post. Please send a draft or cheque for our service to CARE.
2. The Rate for service once finalized over telephone or by discussion, will not be changed.
3. **One month salary of the worker is the booking fee**, which has to be paid to us at the time of applying through this Contract Form for our services. The fee is **Non-refundable** and **Non-adjustable**. The booking fee is for the 1<sup>st</sup> year's service to be provided by CARE. There after this contract has to be renewed every year for which an annual renewal fee of **One month salary of the worker per year** has to be paid to CARE for continuation of our services. Accordingly, if the annual fee is not paid, then we shall not be bound to continue our services and, if the client thereafter wants to avail of our services, then he/she will have to start afresh by paying the booking fee. After we give the 1<sup>st</sup> person, we will provide two more replacements within 6 months.
4. Payment should be made to our local office or, in the absence of a local office, to our Kolkata Head office. If the client makes any payment (including any advance payment) or lends / gifts any article to the worker then we shall not be responsible for any eventuality whatsoever, including a situation where the worker stops working for the client or commits any misdeed or does not come back after taking leave.
5. If a cheque issued by the client in the name of CARE is dishonored, then the client will be bound to issue a fresh cheque / draft in favour of CARE together with a written undertaking that this subsequent cheque / draft will not be dishonored. However, irrespective of this, CARE will have the right to take legal action against the client.

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6. The age of the worker prescribed by the Employer will depend upon the availability of workers in that specific age category, if availability is not there, then the client is to employ a worker of a different age category or wait for the prescribed age category or profile.
7. Before employing a person from Care the nature of domestic work for which a worker is needed should be mentioned very clearly in the Contract Form. Making a worker do work apart from that specified in the Contract Form is against Care's rules and regulations.
8. CARE's legal status vis-à-vis the worker is that of a placement agency. Accordingly, no worker is an employee of CARE.
9. If the same client's requirement is Japa and New born attendant (after Japa) then the enrolment will be separate. (Rs 12,000/- for Japa and Rs, 19,000/- for new born baby attendant).
10. If any client refuses to pay our commission for replacement purpose, then our services would be terminated permanently.
11. For whatever reasons if Client asks the Ayah to go back to CARE or the Ayah leaves her job with the Client with or without getting a replacement from CARE, then the Client will have to pay the outgoing Ayah her full salary for the number of days' she has worked but not yet been paid by the Client. The Client may hold on to the commission payable to CARE until a replacement Ayah is given. Failure to pay the Ayah may cause legal complications if the Ayah lodges a police complaint or files a case against the Client for non-payment of her salary. In such event, the Client will be responsible and CARE will not be responsible for anything that transpires between the outgoing Ayah and Client and Police or any other authority.
12. Webcam interview facility is available only for the Baby Category.
13. Our normal timing for rendering our service is approximately 30 - 45 days, but sometime under certain circumstances / due to some unavoidable situation it may be extended further. In case of Patient Care, Baby Sitter or Japa enrollment should be done earlier. Last moment request may not be entertained and will depend on the availability of the maid. Some times due to the unavailability of a maid a client may be requested to accept whoever is presently available to avoid the desperate situation or to wait for the desired maid.
14. Whilst reasonable checks are made based on worker's ration card, voter id card and local councilor's letter, it is not practically possible for CARE to guarantee that the worker is either medically fit in all respect nor that the worker will not commit any misdeed, including theft, at the client's premises Care can therefore not be responsible for any misdeed including theft alleged to have been committed by the worker at the client's premises and accordingly cannot compensate the client in any manner whatsoever. Accordingly, any police diary /FIR etc should be lodged by the client directly against the worker.
15. Accordingly, in the client's own interest, we advise the following:- a) That the client verifies the worker's antecedents by requesting CARE to provide Xerox copies of the worker's ration card / local councilor's letter and photograph. b) Additionally, the client may at his / her own cost conduct a police verification of the worker or take such other measures to check the worker's antecedents as the client deems fit. The client should not be careless in allowing easy access to the worker to valuables, cash etc. c) That the client conducts necessary medical tests on the worker. If the cost of these tests is within Rs 1000/- then the client should at first pay and thereafter recover it from the monthly amount payable on the worker's behalf to CARE. The amount in excess of Rs 1000/- will have to be borne by the client. However, if the said medical tests are conducted prior to employing the worker and the said worker is not employed, then the entire amount will have to borne by the client.

### WORKERS SAFETY

1. If the worker leaves the client's residence without prior intimation or permission, the client is bound to inform the police and CARE immediately.
2. Irrespective of misdeed of the worker, the client can't send him/her out of the house without informing CARE's local office. If CARE's office staff can't come to take the worker back then the client is duty bound to allow the worker to stay till a CARE staff goes to take him/her.
3. After it has been decided to employ a worker, the client shall have to pick up the worker either from the local office of CARE or from the railway station, as the case may be. After the worker is discharged from employment or when the worker is proceeding on leave, the client shall have to ensure that the worker is returned to the local office of CARE or safely put in to the correct train, as the case may be. Only in special circumstances will CARE's office staff take the worker or bring him/her back to / from the client's house, provided the client pays the transportation cost.
- 4.
5. Whilst in the employment of the client, if the worker suffers from any health problem, then the client has to pay for preliminary treatment. However, in case of a major illness, CARE shall help the client to send the worker back home. In case of an accident resulting in injury to the worker while working for the client, the client shall pay the entire cost of treatment.
6. Personal items of the maid to be supplied by client eg. Oil, Soap & Toothpaste etc.

### WORKER'S TENURE & AUTHORITY TO SIGN

- a) If the client is dissatisfied with the worker's performance, replacement shall be provided, for which CARE may take some time. A worker should normally work for 6 months' at a stretch without taking leave. Before getting replacement, client is bound to release the previous ayah. b) Every month the client should pay the worker her monthly salary. 10days salary should however be with-held.
- After worker finishes tenure of 6 months in the client's house and the client wishes to have him / her back for 6 months more then the client shall have to pay for the return train ticket from Kolkata.
- In the absence of the proprietor of CARE the head of the local branch shall have the authority to sign in lieu of the proprietor.
- You are eligible for 1 replacement, after the first person reports. (Within 1 year of contract).
- **Food for the maid: Non-Vegetarian food is not compulsory. However, a breakfast consisting of chapattis and a sabzi (vegetables) should be given. Lunch and Dinner with Chapattis / Rice, a bowl of dal and a sabzi (vegetables) is compulsory.** Please ensure that the workers are not given any stale food for if she falls sick then it's a problem for both CARE and our clients. Normal booking, and 15-20 days for an emergency booking. However sometimes due to religious festivals / election / bandh / natural calamities like flood which in turn causes water logging / before pujas, / Poush (15<sup>th</sup> Dec - 15<sup>th</sup> Jan ) and Chaitra (15<sup>th</sup> March to 15<sup>th</sup> April ), may delay the process. No money will be refunded or adjusted.

**What is the quality of the maid?**

We send maids expecting them to provide the best service but at times they are not able to adjust to certain households and can due to nervousness or ill health start behaving odd. It's a request to our clients to be a bit tolerant and explain situations coolly so that they are back to their normal selves soon. After all they too need a word of encouragement and patience to put in their best. Leaving home / their children / and many other problems they are with you to earn a livelihood so try to teach them your ways as every house has a different need and it takes the maid time to learn and get used to a new family.

**Will she have a sound health?**

As human beings they too need food and rest. So make sure they get to eat and a chance to sleep or rest too! No CARE maid should be made to work after 11pm. However if there is a special occasion being celebrated in the house, then for that day or on those occasions a late night is acceptable and the maid too will not object.

**Are they good at taking instructions perfectly well?**

Almost 75% of the maids sent from Kolkata do not know how to converse in Hindi although some may understand the language. So try to help her by guiding her and trying to understand where she is going wrong.

**For CARE**

I have accepted the above terms and conditions and have understood all the above points in each and every page of this form, and promise to abide by the terms and conditions mentioned above.

**Signature of Incharge**

**Signature of Client**

**Date**

**Date**