



Reliance Infrastructure Limited

Transit House

Prepared & Issued by	Approved By	Date of Implementation	Version No.
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Transit House Booking

1 Introduction:

1.1 To book Transit house rooms for company guests and company employees in an effective and efficient manner.

2 Objective:

2.1 To develop Transit Houses as effective alternate to hotels for visiting Employees / Guest.

2.2 To ensure proper processes for booking of Transit Houses for visiting Employees and Guests.

2.3 To provide quality lodging and boarding services at the Transit House.

3 Transit House Facilities:

3.1 Periodically Head CAG jointly with the concerned Functional / Divisional head and the Head- Real Estate shall asses the requirements of the Transit House facility of various important locations for e.g. Location of new project/ new office set up etc.

3.2 From time to time Head CAG along with the concerned HOD- CAG/ DAG/ ZAG shall review the requirements of existing Transit House facilities especially from the point of view of upgradation. Accordingly a compendium of Transit Hose facilities at the identified locations be prepared and gaps if any be worked out.

3.3 The requirement of additional facilities as well as for the upgradation of existing facilities be identified and taken up as a project for development jointly by Head CAG/ concerned Divisional/ functional Head and the Head Real Estate.

4 Eligibility:

4.1 Each Transit House is earmarked for certain categories / cadre of employees. All the Transit Houses have similar facilities depending on the space available.

4.2 General Manager (E6 / A6) and above will be given independent rooms. All categories below GM (E6 / A6) will be given rooms on sharing basis. Female employees below General Manager (E6 / A6) will either share rooms with other females or will be given independent rooms depending on availability.

4.3 Though most of the transit houses will have full service facilities, some may have only Bed & Breakfast facility due to space constraint. All the other facilities of transit houses will remain the same. All the facilities are planned depending on the space available.

4.4 The Transit Houses are available only to the following:

4.4.1 Company employees on business visits;

4.4.2 Consultants for whom the Company is required to provide accommodation.

4.4.3 Company Guests where it is essential for the company to host the guest at the Company's expense. The same must be accompanied by the approval of the HOD at the level of Sr. Vice President.

4.4.4 New entrants who need accommodation as per policy / entitlement for short duration not to exceed 14 days. Due to capacity constraint, this period may be reduced and 14 days stay may not be booked.

4.4.5 The Employee, if accompanied by the spouse shall share the accommodation. An additional room will not be provided.

4.5 The Transit House is normally **not** available for:

4.5.1 Employees travelling on personal visits;

4.5.2 Family and Friends of Employees;

4.5.3 Employees requesting to accommodate their personal guests;

4.5.4 Servants, Drivers, Maids and Pet animals;

4.5.5 Long duration extended stay beyond 7 days

4.6 Hotel rooms will be booked only when no accommodation is available in the Transit House. Each company account will clear the employee / consultant / guest hotel bill only after transit house reject is confirmed by the respective transit house reservation in-charge.

4.7 Representing 'personal' guests as 'official' guests for the purpose of transit house reservation will be viewed seriously. Such incidents will be taken up with the Top Management as fraudulent behavior and will be informed to HR for appropriate action.

5 Guest House Reservation :

5.1 For Employees: The traveling Employee shall fill in a Transit house / Travel details in ESS – New GTSS Travel Module. The request will be assigned to Travel Management Company (TMC) post due approvals. TMC will check the availability and confirm.

5.2 For Non Employees / Guests / Consultants / New Joinees:

5.2.1 Employees desiring the Transit House facility must send their request on the prescribed Reservation Form (Annexure 'A') with the relevant details filled in. e.g. Date and time of Arrival at and Departure from the Transit House, Employee No., Cadre, Designation, Department, Company, Number of adults, Purpose of visit, Telephone Nos., E-mail id, etc.

5.2.2 The form may be forwarded as an attachment from the official e-mail id. Alternately, the form may be faxed. In an emergency, telephone messages will be accepted but must be subsequently confirmed by sending the Request Form from the official e-mail id.

5.2.3 Each Transit House reservation in-charge will confirm reservation as per Annexure 'D'

5.2.4 In case the guest house reservation is to be made for the company guests then Host department shall fill in the guest house requisition slip (**Annexure-A**) confirming the profile/ credentials of the travelling guest. After obtaining the

approval of concerned HOD not below the level of A-9 the requisition slip should be sent to the Officer administration at the Destination location.

- 5.2.5** Transit house booking status shall be referred by the Officer-Administration and if room is not available, same shall be informed to the requisitioner.
- 5.2.6** If room is available, then booking shall be done by updating requisition details in the Guest house booking register by officer Administration.
- 5.2.7** Officer – Administration shall send an email to the requisitioner confirming the guest house booking and conveying booking details- Address/ contact person/ Telephone No/ Facilities available.
- 5.2.8** Executive - Administration shall forward the booking to the caretaker of the Transit house.
- 5.2.9** The caretaker shall record booking details in the file maintained at the Transit House. Incase any Guest/ employee fails to show up against the confirmed booking, particular shall be communicated to the concerned Officer Administration.
- 5.2.10** Concerned Officer-Administration shall cross check occupancy status of Transit houses at all locations with the concerned caretakers every morning on phone/ by email.

6. Extension of Stay:

- 6.1** The Transit House room is committed only till the date and time mentioned on the Reservation Confirmation Slip. For extension of stay, the Employee must fill the relevant form and inform at least one working day in advance. If the same room is not available, another room in the same or another transit house may be allotted as per availability.

7. Check – In:

- 7.1** Access to the room will be given only to the person in whose name the reservation has been made. The reservation is not transferable to any other person. This will be strictly adhered to for security reasons.

7.2At the time of check-in, before handing over the room, the Transit House staff will request for the **Reservation Confirmation Slip and the Reliance ADAG identity card** in the absence of which, a photo-identity will be accepted. The identity card will be photocopied for the record of the transit house. In the absence of satisfactory identification, the caretakers have been advised to refuse permission for occupation of the rooms. For security reasons, this will be strictly adhered to.

8. Security:

8.1The Transit House facilities are for the resident guests only. The transit house staff is categorically advised not to entertain any unreserved or walk-in guests for room, as well as food and beverages. This is necessary for security reasons.

9. Guest House Etiquette:

9.1Common areas are for the use of all the resident guests. Guests are therefore requested to be appropriately dressed and maintain proper decorum so as not to disturb or offend the other guests.

9.2If the behaviour of any guest is inappropriate or offends or disturbs other guests, the Transit House Manager / Supervisor has been authorized to ask the guest to vacate the Transit House.

10. Payment:

10.1 The Employee / Consultant will directly pay the caretaker for Food, Laundry and Telephone at the time of departure or at the end of each month, whichever is earlier.

10.2 The room will be charged at standard rate which will be decided by the Group Management and will be debited to the account concerned of each group company.

11. Special Exigency:

11.1 For medical emergencies of employees and their immediate family members, short term stay, not exceeding 14 days may be authorized by the HR head of each city.

This facility is being provided as a gesture of goodwill by the Company and not as a right. Normally only one room will be provided. In exceptional cases, the maximum number of rooms shall not exceed two.

12. Cancellation/Amendments:

12.1 Any cancellation or amendment must be reported through ESS Travel system /Officer Administration by the user department 24 hours prior to the expected arrival date at the Transit House via email or facsimile

13. Do's & don't of the Guest House:

13.1 Booking of transit houses is the sole responsibility of the CAG/ DAG. Heads of other departments shall not book Transit House directly on their own.

13.2 Transit House facility is provided to company guests & the employees for official purposes.

13.3 Generally Transit House facility is only for transit guest with the maximum length of stay not exceeding 15 days. (7 days + 7 days of extension with due approvals)

13.3.1 Person occupying the Guest house for a period beyond 7 days for any specific assignments shall again obtain the approval of the respective Head of the division not below the level of A-9.

13.3.2 In case of new recruits occupying the guest house for a period beyond 7 days Officer Administration (CAG/ DAG) shall inform HR department and the concerned Head of the division not below the level of A-9 of the new recruits and shall obtain their concurrence. HRD in turn shall be responsible for CTC debits if any.

13.3.3 Rates for stay beyond 15 days at the Guest House in Delhi, Mumbai, Chennai, Bangalore and Calcutta shall be Rs. 1000 per day and, in other locations Rs. 500 per day.

13.3.4 Rates for stay beyond 30 days at the Guest House in Delhi, Mumbai, Chennai, Bangalore and Calcutta shall be Rs. 2000 per day and, in other locations Rs. 1000 per day.

13.3.5 Charges for stay beyond 15/30 days will be debited from employee' salary based on the MIS the CAG submits to the salary deptt / HR .

14. Supervision , Maintenance & Control:

14.1 The HOD- CAG/DAG/ ZAG will have the overall responsibility for the maintenance of Transit House as well as for supervising and monitoring all the activities/ services provided at the Transit House.

15. Contractor Appointment:

15.1 A quantity-based contract has to be drawn with the contractor either for providing food services or for supplying food items. It is the responsibility of the Central Procurement Group (CPG) to appoint a contractor. The CPG are also responsible for finalizing the rates and terms and conditions of the contract. Concerned CAG should provide necessary information to CPG for appointment of contractor and for finalizing the contract.

16. Billing / Authorisation / Payments :

16.1 The Employee / Consultant will directly pay the caretaker for Food, Laundry and Telephone at the time of departure or at the end of each month, whichever is earlier.

16.2 Caretaker shall obtain the signature of the Transit House occupants on the respective vouchers for meals/ services provided to them.

16.3 Officer Administration would receive the bills duly supported with signed vouchers of the occupants and countersigned by the caretaker of the Transit House.

16.4 Officer Administration shall verify the bills which should be inline with the finalized contract. Bill would be processed by officer Administration who will take the approval from the HOD- Administration.

16.5 Bill details shall be updated in Transit House Expense records and the voucher shall be sent to Accounts Department for authorization & payment.

17. Filing & Record:

17.1 The traveling Employee / Company Guest will sign the check in / Check out record at the Transit House.

18. Control:

18.1 Officer- Administration at every applicable location shall prepare Transit House Occupancy & Transit House Expenditure Report and submit to HOD- Administration on a monthly basis.

18.2 Officer- Administration at all locations will also forward a copy of these reports to Head CAG who will be responsible for maintaining complete statistics on all India basis.

19. Responsibility Matrix- Annexure-B

Annexure-A**GUEST HOUSE REQUISITION SLIP**

Date : _____

To,

Executive Administration

GUEST / EMPLOYEE TRAVELLING DETAILS

Particulars	
Names	1. 2. 3.
Designation/ Company details	
Current Location:	
Traveling To:	
Arrival date:	
Arrival Details:	
Departure Date:	
Departure Details:	
Purpose of visit	
Transport requirement	
Specific needs if any:	

Note: Please note that the form must be completely filled for further action to be taken by the Administration department.

Prepared by: (Requisitioner)	Approved by: (HOD not below the level of A-9)	Received by: (Executive Administration at Destination)
Signature:	Signature:	Signature:
Name:	Name:	Name:
Designation:	Designation:	Designation:

Annexure-B**Responsibility Matrix**

Sr No.	Task	Responsibility		Approving/Supervisory Authority	
		Dept	Person	Dept	Person
1.	Guest house booking				
1.1	Requisitioning Guest House request	User Department	Officer – Assigned	User Department	Head not below the level of A-9
1.2	Making reservation	Admin	Officer Admin. (Destination Location)	Admin	HOD-Admin. (Destination Location)
2.	Cancellation/Amendment				
2.1	Intimation of cancellation/amendment	User Department	Officer – Assigned		
2.2	Making required changes	Admin	Officer Admin.	Admin	HOD-Admin.
3.	Payment				
3.1	Bills received and verified	Admin	Officer Admin.	Admin	HOD-Admin.
3.2	Module Updation	Admin	Officer Admin.	Admin	HOD-Admin.
3.3	Cheque issuance	Accounts	Officer Accounts	Accounts	Head – Accounts
3.4	Bill Payment	Admin	Officer Admin.	Admin	HOD-Admin.
4.	Appointment of Contractor	CPG/DPG	Officer	CPG/ DPG	As per DOP