

A2Z CARE

A COMPLETE DOMESTIC SOLUTION

(A UNIT OF PIOUS)

A House Of Service For Over 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

Q. No. L-1- Type, S.K. Puri, Boring Road, Patna- 80001

Mobile No. 9507633962, 9308682975

BRANCH II- JAGDEV PATH, BAILY ROAD, PATNA

MOB. NO.- 8407800150,7061101151,7061101154

TRAINING CENTRE:- NEAR PUMP HOUSE PUNAICHACK.

Website: www.a2zcare.in

E-mail: sksinghaz20@gmail.com

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Membership Form

1. Name of the Organization/Individual :.....
- Profession.....
2. Address:
-
3. Telephone Number :.....Mobile No.....
4. Email. ID.Website.....
5. Family Members (For Individual).....
6. Photo Identity Proof (Attach Photocopy):
- (a) Election Card (b) D.L. (c) Passport (d) UID/Aadhaar (e) Any Other
7. PREFERRED SERVICE :
- () House Maid () House Keeping () Home Nurse () Male Attendant () Care Taker
 - () Care Giver () Nanny/ Child Care () Servant () Guard () Plumber
 - () Driver () Electrician () Gardener () Care Giver Any others
8. Preferred Caste.....(E.g. Hindu, Muslim, Sikh, Christian or any)
9. Age Group.....Gender: () Male () Female
10. Working Hours ; () 8 () 10 () 12 () 24 or.....
11. Working Location() Out of Station Location
12. Membership Charge () Rs. 10000/- ()Rs 15,000/- () Rs 20,000/-

For Companies.

Name of the Post :-----Part Time/Full Time:

Salary Range :.....Interview Date & Time :.....

Job Description :.....

Note :- UNDER NO CONDITIONS A REFUND WILL BE MADE .

Signature

Full Name :.....

For A2Z CARE:

SIGN:.....

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 CATEGORY CAN NOT BE CHANGED ONCE YOU HAVE REGISTERED
- ANY SPECIAL REQUIREMENTS LIKE AGE MAY DELAY THE PROCESS OF PROVIDING A MAID.
- REFUND: UNDER NO CONDITIONS A REFUND WILL BE MADE
- REPLACEMENT: ONCE THE MAID RETURNS THERE MAY BE DELAY FOR REPLACEMENTS.

- **Important :**

(Sometimes because of our delay for genuine reason, a Client does not want 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) Rs. 10,000/- is the General Registration fee for one year. time taken for a normal registration is 30 days to 45 days. (Time 08 - 10 hours)
- (b) Rs. 15,000/- is the Registration fee for one year. time taken for a emergency registration is 10 days to 20 days. (For Full time staff or Domestic help)
- (c) Rs. 20,000/- is the Registration fee (for life time membership) or **urgent Membership.**

Note :- For more than one person service charge would be one month of negotiated salary.

AN ADDITIONAL CHARGE OF SERVICE TAX WHICH IS 14.5% 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 emergency period Rs. 10000 - Rs20000/-) is the booking fee (might be subject to change from next year) 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 year's service to be provided by us. Thereafter, this contract has to be renewed every year for which an annual renewal fee Rs 10000/ – Rs 20000/- per year (might be subject to change) 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 afresh by paying the booking fee. After the 1st person is sent if the client is not satisfied or the maid falls sick or she doesn't want to work with the client we will send two more replacements on A2Z CARE a/c.

Please sign on Every page

Mode of Payment

You may Send the payment to A2Z CARE through following modes of payment. You may send the details of the payment to email: sksinghaz20@gmail.com

1. BY Check or Bank Draft : The check should be made payable to A2Z Care in India Rupee. Please mail it by REGISTERED MAIL, EMS, LBS, or DHL to the following address : A2Z Care, Office : Q. No. L - 1 – Type, S.K. Puri, Boring Road , Patna – 800001, Bihar, India

2. BY WIRE TRANSFER :

Bank Name : Bank of India

Branch : Boring Road Patna – 800001

A/C No. : 442120110000377

Payee Name : A2Z Care

A/C Type : Current Account

IFSC Code :BKID0004421

NOTE : The respected clients will receive an acknowledgement of payment when the money is received at the A2Z Care Business Office. Please take note that when wire transferring, there is a bank charge from the bank when receiving the money at our side.

DOMESTIC CATEGORY

a. Cook: Cooking (breakfast / lunch / snacks /dinner) Washing utensils / keep kitchen clean / keep kitchen appliances cleans (fridge, microwave, mixer, grinder etc.), lay the table and serving foods.

** Rate will be Rs. 8,000/- 12,000/- per month (for normal small family).

** Rate will be Rs. 10,000/-15,000/- per month (for bigger family).

b. 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. 8,000/-10,000/- per month

c. 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. 7,000/- per month (for small family and 1200 to 1800 sqft.)

** Rate will be Rs.7,000/-8,000/- per month (for a bigger flat).

d. House Keeper: *Will supervise the work of the staff / if any staff is absent will help with some Work The worker will however not clean toilets and do moping work under any circumstances*

** Rate will be Rs. 6,000/- 7,000/- per month.

e. House Keeper cum Gardener: *Boys available for house keeper cum gardener. For that employer has to provide accommodation, water and electricity etc. Sometime couple (husband & wife, brother & sister) available for that job.*

** Rate will be Rs. 6,000/- 7,000/- per month

PATIENT AND OLD AGE ATTENDANT CATEGORY

f. 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. 9,000/- to 12,000/- per month (For 10 - 12 hours.)

g. 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.15,000/- to 20,000/- per month (For 24 hours.)

h. 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 8,000/- to 10,000/- per month

i. 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. For 10-12 hour.*

** Rate will be Rs 8,000/- to 15,000/-per month

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 A2Z Care office either by email or post. Please send a draft or cheque for our service to A2Z CARE*
2. *The Rate for service once finalized over telephone or by discussion, will not be changed.*
3. *Rs 10,000/- to 20,000 are the registration 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 Nonadjustable. The registration fee is for the 1st year's service to be provided by A2Z CARE. There after this contract has to be renewed every year for which an annual renewal fee of Rs 10,000/- to 15,000 per year has to be paid to A2Z 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 1st 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 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 A2Z CARE is dishonored, then the client. Will be bound to issue a fresh cheque / draft in favour of A2Z CARE together with a Written undertaking that this subsequent cheque / draft will not be dishonored. However, irrespective of this, A2Z CARE will have the right to take legal action against the client.*
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 A2Z 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 A2Z Care's rules and regulations.*
8. *A2Z CARE's legal status vis-à-vis the worker is that of a placement agency. Accordingly, no worker is an employee of A2Z CARE.*
9. *If any client refuses to pay our commission for replacement purpose, then our Services would be terminated permanently.*
10. *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.*
11. *Emergency Service within 15 – 20 days, the client should pay Rs 20,000/- for Enrolment.*

Please Sign on Every Page”

12. *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.*
13. *Accordingly, in the client's own interest, we advise the following:- a)That the client verifies the worker's antecedents by requesting A2Z 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 500/- then the client should at first pay and thereafter recover it from the monthly amount payable on the worker's behalf to A2Z CARE. The amount in excess of Rs 500/- 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

14. *If the worker leaves the client's residence without prior intimation or permission, the client is bound to inform the police and A2Z CARE immediately.*
15. *Irrespective of misdeed of the worker, the client can't send him/her out of the house without informing A2Z CARE's local office. If A2Z 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 A2Z CARE staff goes to take him/her.*
16. *After it has been decided to employ a worker, the client shall have to pick up the worker either from the local office of A2Z 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 A2Z CARE or safely put in to the correct train, as the case may be. Only in special circumstances will A2Z 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.*
17. *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, A2Z 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.*
18. *Personal items of the maid to be supplied by client eg. Oil, Soap & Toothpaste etc.*

WORKER'S TENURE & AUTHORITY TO SIGN

19. a) *If the client is dissatisfied with the worker's performance, replacement shall be provided, for which A2Z 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.*
20. *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 Patna.*
21. *In the absence of the proprietor of A2Z CARE the head of the local branch shall have the authority to sign in lieu of the proprietor.*
22. *You are eligible for Threes replacement, after the first person reports. (Within six month of Contract.*
23. *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 A2Z 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 (15th Dec – 15th Jan) and Chaitra (15th March to 15th 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 h? 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 A2Z 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.

For A2Z 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