

URGENT

From

Director
Department of Higher Education, Haryana.

To

1. The Vice Chancellors of all State and Private Universities (As per list enclosed)
2. The Principals of all Government Colleges

Memo No. 1/37-2018 Coord (1)

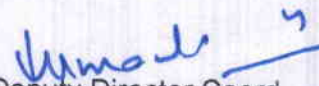
Dated: 20th January, 2020

Subject: Regarding City Livelihood Centres (CLCs) established under National urban Livelihood Mission (NULM)- availing the services thereof.

Kindly refer to this office letter no 1/37-2018 Coord (1) dated 21.6.2019 the subject cited above. Vide this letter a copy of letter no SUDA/NULM-CLC/351 dated 07.06.2019 was forwarded to you for necessary action accordingly.

City Livelihood Centres (CLCs) provide services to citizens by enrolling the urban poor. In these CLCs, there are arrangements to provide qualitative services on day to day basis in different trade/streams by enrolling the unorganized skilled/semi-skilled/un-skilled workers at each CLCs. In order to make these CLCs self-sustainable and economically viable, it is imperative that all Colleges and Universities avail all types of services including maintenance services like computers/ laptops refilling of printer's cartridge, furniture repair, masonry labour etc. directly through CLCs established under National Urban Livelihood Mission as per the terms and conditions of CLC-NULM scheme. A copy of the scheme is enclosed herewith.

I have been directed to request you to kindly take necessary action in accordance with the scheme. Action taken report is solicited.


Deputy Director Coord
For Director Higher Education
Haryana, Panchkula.

*Uploaded on web Portal
25/01/2020*

201400(1)
28/6/19

Alhan
18/6/19

~~DHE~~
USHE

~~DNE~~ (OL)
18/6/19

DO/CO

↓
19/6/19
J. Singh
Secretary
C. S. Dhesi
18/6/19
RK

CFMS No. 18354 Dated 18-6-19
C/o ACSHE

From:

The Chief Secretary,
Haryana

To

The Administrative Secretaries of all the Departments.

No. SUDA/NULM-CLC/351

Dated: 07.06-2019

Sub: City Livelihood Centres (CLCs) established under National Urban Livelihood Mission (NULM)-availing the services thereof.

Kindly refer to the subject noted above.

2. You would appreciate the fact that National Urban Livelihood Mission (NULM) is the only centrally sponsored scheme, which supports the urban poor in getting salaried jobs/wage employment or setting up of their self-employment venture. Under Social Mobilization & Institution Development (SM&ID) component of NULM scheme, there is a provision of establishing City Livelihood Centres (CLCs) to provide services to citizens by enrolling the urban poor. Accordingly, initially in 23 towns (District HQ towns and Bahadurgarh), the CLCs have been established by the concerned Municipal Corporations/ Councils/ Committees (Urban Local Bodies) to support the un-organized skilled/semi-skilled/un-skilled workers.

3. In these CLCs, there are arrangements to provide qualitative services on day-to-day basis in different trades/streams by enrolling the un-organized skilled/semi-skilled/un-skilled workers at each CLCs. These CLCs are established on self-sustainable mode on business model. In order to make these CLCs self-sustainable and economically viable, it is mandatorily required that the State Govt. Departments/Boards/Corporations/Agencies avail all type of services including maintenance services like Computer/Laptop AMC, refilling of printer's cartridge, furniture/fixture repair, masonry labour, etc. directly through CLCs established under NULM as per terms & conditions of CLC-NULM scheme, so as to enable them to provide regular livelihood/ wage employment to urban poor skilled, semi-skilled and un-skilled workers of the town.

4. In view of the above, it is requested to issue directions to all the offices of Department/ Boards/ Corporations/ Agencies under your control to ensure the availing of services of CLCs established in their towns/cities.

D.S. Dhesi

(D.S. Dhesi)
Chief Secretary

3062
18/6/19

Page-2-

Endst. No. SUDA/NULM/CLC/2019-20/ 352-401

Dated: 07.06.2019

A copy of the above is forwarded to the Deputy Commissioner of all the Districts in Haryana for kind information and ensuring the strict compliance of the above instructions of worthy Chief Secretary, Govt. of Haryana.

dc Addl. Mission Director,
for Principal Secretary to Govt. of Haryana,
Urban Local Bodies Department, Chandigarh.
7/6/19

CC to:

1. Senior Secretary to CS for kind information of W/Chief Secretary.
2. PS/PSULB for kind information of W/PSULB.
3. PA/DULB for kind information of W/DULB-cum-MD, SUDA, Haryana.
4. PA/JDULB for kind information of W/JDULB.
5. Manager of all the City Livelihood Centres established under National Urban Livelihood Mission (NULM) in Haryana.

CITY LIVELIHOOD CENTRE (CLC)

(A Programme under NULM, Govt. Of India)

MAINTENANCE TERMS AND CONDITIONS

Please read the terms of use thoroughly and carefully. The terms and conditions set forth below ("Terms of Use") and the Privacy Policy (as defined below) constitute a legally-binding conditions between CLC and you. These Terms of Use contain provisions that define your limits, legal rights and obligations with respect to your use of and participation. You agree to be bound by all terms and conditions of these Terms of Use and any other documents incorporated by reference herein.

GENERAL TERMS AND CONDITIONS:

1. Maintenance charges are payable in advance. In addition to the annual charges, any local taxes, such as GST will be charged at actual if applicable.
2. No work shall be undertaken on Sunday, holiday and beyond office hours of CLC except by prior arrangement and at additional charge to the customer on a "Per Call Basis" at the standard rates currently in effect then.

CLC shall provide the following services:

3. Preventive maintenance based on the specific need of each unit of the equipment as determined by CLC, including fabrication, necessary adjustments and replacement of unserviceable minor parts (charges extra for replaced unit). Unscheduled on-site remedial maintenance, on request for repairing functions including reasonable replacement of unserviceable parts. The parts replaced will be new parts or parts equivalent to new in performance. These parts shall be furnished on an exchange basis. The removed parts will become the property of CLC if in case customer wants removed part then that should be signed by store in charge/any authorized person on job card.
4. During the period of maintenance agreement the machine will not be relocated (or) transported without permission from CLC, And on such condition CLC reserve its right to terminate this agreement forthwith. On such termination, CLC shall have no obligation or liabilities arising out of this agreement and the customer shall have no right to claim any refund or compensation.
5. The customer shall provide full and free access to machines to provide service thereon.
6. The obligation of CLC under these terms excludes.
 - Any major upgrading of the machine.

- Any major failure of Motherboard, RAM, Hard Disk, Power Supply, Monitor etc.
- Any work external to the machines, such as maintenance of non CLC attachment, accessories etc.
- Repair of malfunction or damage due to accident, transportation, neglect, failure due to use of non-standard electrical power, air-conditioning or parts, Works due to alteration in machines by persons other than CLC personnel.

TECHNICAL TERMS AND CONDITIONS

1. AMC shall not cover the replacement of components or parts but will be limited to preventive and diagnostic calls meant for the repair of the machines.
2. Under AMC, the cost of replacement of parts or components needed for repairs shall be borne by the customer at actual. An estimate of such cost will be provided by CLC. The customer is free to buy these parts or components himself and make it available to CLC technician or may ask CLC to arrange for these procurements. Under the AMC, CLC may replace minor components to repair the machine without any cost to the customer at its own discretion.
3. CLC is not responsible for any machine problem such as machine hanging, slow speed due to Software's, Virus problem and any major failure of Hard disk drive, monitor picture tubes and Printer Heads.
4. CLC engineer may be allowed to take the faulty component to the Test and Repair Center for due repairs if the need arise.
5. Equipments which have crossed the MTBF (Mean Time between Failures) shall not be considered for AMC.
6. CLC will provide Preventive Maintenance Service on call at helpline no. only. Direct call to CLC manager without booking of call will not be considered.
7. Invoice will be submitted monthly for AMC and for inventory within week. CLC reserves the right to stop services in case of delayed payment.
8. All rates for services are finalized after detailed discussion with ULB officials and skilled worker. Rate card for all services will be shared at time of proposal and is same throughout Haryana. No separate list will be given.
9. No cash payment will be entertained. All payments will be done in favor of CITY LIVELIHOOD CENTRE account.
10. Customer/staff/any authorized person who booked enquiry will be available at time of repair of appliances. He will also give feedback on job card in presence of technician. CLC will not be liable/ responsible for any theft.

11. CLC will schedule the booking for next date in case of unavailability of technician and inventory or any major fault/reason.
12. You shall not recruit, solicit, or contact in any form Service Professionals/ skilled worker for employment or contracting for a business not affiliated with CLC without express written permission from CLC.
13. Each User acknowledges, agrees and understands that CLC only seeks to provide a platform wherein the Service User and Service Professional can be brought together.
14. You do not have any authority whatsoever to bind CLC in any respect. All Service Professionals are independent. Neither CLC nor any users may direct or control the day-to-day activities of the other, or create or assume any obligation on behalf of the other.
15. You should take reasonable precautions and make whatever investigation or inquiries you deem necessary or appropriate before proceeding with any online or offline transaction with any third party, including without limitation, service professionals and Service Users.
16. You understand that Service Professionals/ skilled worker may register themselves suo moto. You also understand that any so called background check undertaken by CLC is not exhaustive to the extent to determine previous criminal antecedents and hence, at the end of the day, the Service User should take an informed decision on his/her own accord and keep in mind the fact that CLC only seeks to provide a platform wherein Service Users and Service Professionals have an opportunity to meet each other.
17. notwithstanding the foregoing, you agree that since CLC only seeks to provide a platform wherein the Service User and Service Professional can be brought together ,CLC shall not be responsible or liable for any loss or damage of any sort whatsoever incurred as the result of any such transaction or dealings.
18. If a dispute arises between you and CLC, our goal is to provide you with a neutral and cost effective means of resolving the dispute quickly. Accordingly, you and CLC hereby agree that we will resolve any claim or controversy at law and equity that arises out of the Terms of Use. We strongly encourage you to first contact us directly to seek a resolution via e-mail at clcsupport@gmail.com. The dispute shall be resolved through alternative dispute resolution procedures, such as mediation or arbitration, as alternatives to litigation as per NULM guidelines issued by Govt. Of India
19. CLC is starting services in phased manner so rates will be provided by CLC after consultation and execution of that service in market .Rates of inventory will be lower with time as CLC gets more work orders.
20. CLC will not be responsible for any fault if concerned official who have called technician to repair is not present at time of repair. CLC will charge payment of equipment who is not working at time of survey but department/officials want to provide AMC for that equipment.

CITY LIVELIHOOD CENTRE (A Programme of SUDA, Govt of Haryana)
AMC rate slabs

Rate slab for Computers, Printers and IT Equipment				
S.No.	Item(Repair work without part)	Quantity Slab	Annual Rates per Unit (Excluding taxes)	Monthly Rates (Excluding taxes)
1	Desktop	1-100	1100	92
		101-200	1000	83
		201-300	900	75
2	Laptop	1-10	1300	108
		11-20	1200	100
		Above 20	940	78
3	scanner	1-10	1300	108
		11-20	1200	100
		Above 20	950	79
4	Printer	1-20	1500	125
		21-40	1400	117
		Above 40	1250	104
5	Printer MFP	1-20	1200	100
		21-40	1100	92
		Above 40	950	79
6	UPS	1-100	500	42
		101-200	450	32
		201-300	400	33
7	Cam DVR	1-10	2000	167
		11-20	1950	163
		Above 20	1900	158
8	Camera	1-50	900	75
		51-100	800	67
		Above 100	700	58
9	Color Printer	1-20	1800	150
		21-40	1600	133
		Above 40	1550	129
10	Photocopier	1-20	2500	208
		21-40	2000	167
		Above 40	1850	154
11	Plotter	1-10	7500	625
12	Flatbed Scanner	1-10	1300	108
13	Mono Laser Printer	1-10	1500	125
14	Offline UPS 600 VA	1-10	500	42
15	Offline UPS 1 KVA	1-10	500	42
16	Online UPS 5 KVA	1-10	2500	208
17	Online UPS 2 KVA	1-10	1200	125
18	Offline UPS 3 KVA	1-10	2000	167
19	Online UPS 1 KVA	1-10	500	83
20	Online UPS 3 KVA	1-10	2000	167
21	Online UPS 10 KVA	1-10	3500	
22	LCD Projector	1-10	2500	208

23	Offline UPS 600 VA	1-50	500	42
24	Sewing Machine (Industrial)	1-50	800	67
25	Sewing Machine (Zig-Zag)	1-50	1000	83
26	Sewing Machine (Tradle)	1-50	500	42
27	Embroidery Machine(Industrial)	1-50	800	67
28	Embroidery Machine(Multipurpose)	1-50	1000	83
29	Bio- Metric Machine	1-50	1100	92
30	Sewing Machine (Auto-matic)	1-50	1000	83
31	3-Thread Machine (USHA)	1-10	1800	150
32	Button Hole Machine (JACK-T781)	1-10	2500	208
33	Interlock Machine	1-10	1800	150

Rates of A/C

S.No.	A/c Type	Service	Rate
1	Window	Service Charges	350
2	Window	Installation	500
3	Window	Uninstallation	400
4	Window	Complete Gas Filling(1.5 ton)	1900
5	Window	Complete Gas Filling(1.6-2.0 ton)	2100
6	Window	Complete Gas Filling(2.1-2.5 ton)	2500
1	Split	Service Charges	450
2	Split	Installation	1500
3	Split	Uninstallation	700
4	Split	Complete Gas Filling(1.5 ton)	2500
5	Split	Complete Gas Filling(1.6-2.0 ton)	3000
6	Split	Complete Gas Filling(2.1-2.5 ton)	3000
	Copper Pipe		200 Rs/SQF
	AC Repair		As Per Inspection

water tank cleaning

S.no	Quantity	Rate
1	Up to 1000 litres	50 paisa/ litre
2	1000- 2000 litres	45 paisa/ litre
3	2000-5000 litres	40 paisa/ litre
4	5000 &above	35 paisa/ litre

Note : In Annual maintenance contract we are charging for four times for a year on monthly basis but we will provide our services every month with complete roster of each water tank separately. e.g. for a tank of 1000 litre AMC charge will 2000 rupees for full year but cleaning will be done on monthly basis.

2 Rates are provided for above services other service rates will be provided after execution of services and enrollment of skilled worker in that stream.