



MOST URGENT/TIME BOUND



**ALL INDIA INSTITUTE OF MEDICAL SCIENCES
ANSARI NAGAR: NEW DELHI-110029
STORE SECTION (DO)**

F. No. XX-15/SO (DO)/Sanitation Services/2019-20/St.

Dated: 26.05.2022

M/s Dusters Total Solutions Services Pvt. Ltd.

Reg. Office:

Business Address:

332/1, Corporate Miller, 3rd Floor,
Thimmalah Road, Vasanth Nagar,
Bengaluru - 560 052

Plot No. 11, First Floor, DDA Community
Centre, Okhla Industrial Area, Phase-I,
New Delhi - 110 020
Ph: 7033512187
Email: sudhir.singh@dtss.in

Subject: Cancellation of Rate Contract No. XX-15/SO (DO)/Sanitation Services/2019-20/St. of M/s Dusters Total Solutions Services Pvt. Ltd. w.e.f. 01.06.2022 and Debarment of M/s Dusters Total Solutions Services Pvt. Ltd. for two years - thereof.

Ref.:

1. Rate Contract No. XX-15/SO (DO)/Sanitation Services/2019-20/St. dated 09.06.2021.
2. Our Show Cause Notice dated 05.02.2022.
3. Your reply letter dated 09.02.2022

Sir,

This is with reference to information received from Jai Prakash Narian Apex Trauma Centre (JPNATC, AIIMS, New Delhi) wherein informed the discrepancy in the salaries disbursed to your employees was observed for the months of May, June & July, 2021 and the amount of salary mentioned in their pay slips. It was also informed that firm was failed to provide the transaction details of salaries disbursed to all your employees deployed at JPNATC, despite repeated reminders dated 28.09.2021, 07.10.2021 and 13.10.2021 issued by JPNATC.

Instead of providing the above information M/s Duster Total Solutions Services Pvt. Ltd. had claimed that they have made balance payment to individual employees who were paid less salary, but they have not provided the details of the reduced

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by their side in upcoming wages. But, M/s Duster Total Solutions Services Pvt. Ltd. was unable to justify alongwith documentary evidence till 15.01.2022 in respect of irregularities in salary/ payment released for the months of May, 2021 to July, 2021 to their employees.

M/s Duster Total Solutions Services Pvt. Ltd. was also advised to submit evidence of wages paid in all areas under zone-II other than JPNA Trauma Centre (i.e. Burns & Plastic Surgery, NDDTC, Gaziabad, CRHSP, Ballabgarh, PHC Chainsa, PHC Dayalpur) within 3 days from the date of issuance of Show Cause Notice dated 05.02.2022 but not later than 10.02.2022 with instructions that failing which, it shall be considered that the firm is involved in fraudulent practices which is violation of tender clause no. 27 (GIB) under Section-II and deliberately desisting from submitting the requisite details, and have failed to honor their contractual agreement by indulging in financial irregularity for which administrative action was initiated as detailed below:

1. Debarred/Blacklisting of firm from AIIMS for a period of two years.
2. Forfeiture of Performance Security of Rs.95,47,841.00 submitted by M/s Duster Total Solutions Pvt. Ltd.

Firm submitted its reply bearing file No. 01-19/2021/JPNATC/DTSS dated 09.02.2022 alongwith documents wherein informed as under:

1. We would like to convey you that we are disbursing the wages every month to our staff deployed in Trauma Center as per the client verified attendance sheet. As we already mentioned this, it all happened due to the migration of our software from old to new version and the error occurred in the starting months due to the system error. In some cases wages being prepared and paid higher/lower than the required amount to all staff resulting mismatch of the wages paid during May-21 to July-21 which we have cleared in the month of December on 03.12.2021. We had disbursed all the differences amount of May, June & July month to our deployed staff in Trauma Centre and same is already submitted to the JPNA Trauma Centre authority with acknowledge

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natural justice, but he has failed to do so in toto, it is proposed that the vendor may be debarred from AIIMS for a period of two years and their PBG liquidated to make deficient payments to its employees”.

In the meanwhile a letter has been received signed by several workers of M/s Duster Total Solutions Services Pvt. Ltd. about the deficient payment made to the workers.

The reply submitted by firm was put up to the Competent Authority wherein informed that M/s Duster has committed financial irregularity and has committed fraud under clause no. 6.1, 6.20, 6.21, 6.25 and 7.12 of the agreement. The case was also forwarded to Finance Division for examination. In response, Finance Division observed as under:

1. Short payment of wages by the firm is 'fraudulent practices' and is a breach of tender clause 27(a) of GIB of the agreement between AIIMS and M/s Duster Total Solutions Services Pvt. Ltd. Further, any omission or misrepresentation that may mislead or attempt to mislead so that financial or other benefit may be obtained or an obligation avoided fails under category of breach of code of integrity enshrined under Rule 175(b) of GFR 2017.
2. There are also several provisions in payment of wages Act, Contract labour (regulation and abolition) Act that mandates contractor for payments of wages in a timely and correct manner. Any deviation from the provisions is a breach of the ibid Act.
3. Section 7(2) (kkk) of the Payment of wages Act also suggests that any deductions from the wages of employer for the trust should be done only with the written authorization of employed person. However, it appears that the deductions of Rs.20/- from the wages in the name of Sewa Trust (As per reply of firm) was not done without proper authorization.

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20/St. dated 09.06.2021 in favour of M/s Dusters Total Solutions Services Pvt. Ltd. for providing sanitation services at Zone-II has been invoked and decided to cancel the said contract w.e.f. 01.06.2022. The Performance Security of Rs.95,47,841.00 submitted by M/s Duster Total Solutions Pvt. Ltd. is also forfeited.

2. Since M/s Dusters Total Solutions Services Pvt. Ltd. has breached the code of integrity, considering the provisions of GFR-2017 Rule no. 151 (iii) and the agreement clause no. 27 (Corrupt and fraudulent practices), Section-II (GIB), M/s Dusters Total Solutions Services Pvt. Ltd. is debarred/blacklisted from AIIMS, New Delhi for participating in the tender for a period of two years from the date of issue of the debarring order from participating in any procurement process at AIIMS, New Delhi.

This is issued with the approval of the competent authority at AIIMS, New Delhi.

Angel
26/5/22
(Dr. Angel Rajan Singh)
Officer In-charge (Procurement)

Copy to: -

1. Chief, JPNATC
2. Chief, NDDTC, Ghaziabad
3. Medical Supdt. (AIIMS) for Burns & Plastic Surgery Block
4. Head, CCM for CRHSP Ballabgarh, PHC Chhainsa, PHC Sayalpur
5. Medical Supdt. (AIIMS)

With the request to kindly instruct the concerned officials to ensure smooth handing over of sanitation services of areas under Zone-II from M/s Dusters Total Solutions Services Pvt. Ltd. to M/s Rakshak Securitas Pvt. Ltd. w.e.f. 01.06.2022.

- with the request to instruct the Stores officer (Hospital) to engage an agency through open tender on GeM for the areas catered by M/s Dusters alongwith the outer areas tender being finalized by Hospital Stores.

6. Professor In-charge, Computer Facility

- With the request to upload this on AIIMS website

C.C. for information to: -

1. PPS / PS to Director / Dy. Director (Admn.)/Sr. Financial Advisor
2. Dy. Chief Labour Commissioner (Central)

Ms. Ankita

[Signature]