



Maharshi Dayanand Saraswati University, Ajmer

No. F.()GAD./MDSU/2025/

Dated:

All Heads of Departments / In-Charges
Maharshi Dayanand Saraswati University,
Ajmer

Subject: Submission of Monthly Feedback on Contractual Cleaning Services

Dear Sir/Madam

In continuation of the ongoing efforts to ensure a clean and hygienic campus environment, the University has engaged a contractual cleaning agency. To evaluate and monitor the quality of their services on a monthly basis, a "Monthly Contractual Cleaning Service Feedback Form" has been prepared.

You are kindly requested to fill in the enclosed feedback form every month, providing objective evaluation based on the performance of the cleaning staff deployed in your department. The form has been designed to cover important parameters such as personnel & attendance, quality of cleaning work, use of materials & equipment, and overall performance feedback.

The duly completed and signed feedback form may please be submitted to the Office of the Registrar on or before the **5th day of each following month**. This feedback will form the basis for assessing service quality, determining contractual compliance, and processing the contractor's payment.

Your cooperation in providing timely and objective feedback will be greatly appreciated.

Encl: Feedback form

— Sd —
Registrar

No. F.()GAD./MDSU/2025/ 32133-156

Dated: 12-11-25

Copy forwarded to the following for the information & necessary action :-

1. All HoDs/Incharge, Teaching Departments, M.D.S. University, Ajmer
2. Dean- Students' Welfare/Directors- IQAC/ MMTTC/Sindhu Shodhpeeth/ Dayanand Shodhpeeth/Ambekar Shodhpeeth/Hon. Director – Prithvi Raj Chouhan Cultural Research Centre, M.D.S. University, Ajmer
3. Comptroller/Controller of Exams, M.D.S. University, Ajmer
- ✓ 4. All Dy. Registrar/ACP/Secretary S.B., M.D.S. University, Ajmer
5. Asstt Registrar- A&F/ Asstt. Accounts Officer, M.D.S. University
6. PS to VC/ P.A. to Registrar, M.D.S. University, Ajmer
7. Guard File

12-11-25
Asstt. Registrar (GAD)



Maharshi Dayanand Saraswati University, Ajmer

Monthly Contractual Cleaning Service

(Head of Department/In-Charge Feedback Form)

Preliminary Information

Department Name: _____

Name of Head/In-Charge: _____

Month of Evaluation: _____ Year: _____

General Instructions

The purpose of this feedback form is to evaluate the monthly work of the contracted cleaning agency within the university campus. The objective information provided by the Heads of Departments is crucial for ensuring service quality, verifying compliance with contract terms, and identifying areas for improvement. The form is entirely based on objective questions to ensure uniform and fair evaluation.

1. Personnel & Attendance

The reliability of service and the image of the university directly depend on the professional conduct and regular attendance of contract staff. This section evaluates these important compliance standards.

S. No.	Evaluation Point	Response (Yes / No)
1.1	Were all cleaning staff wearing the prescribed uniform and identity card (ID)?	
1.2	Was the behavior of the staff polite and disciplined?	
1.3	Was the contractor's supervisor present and available during working hours (9 AM-5 PM)?	
1.4	Were employees presented for daily attendance before the authorized officer by the supervisor?	

Evaluation of staff conduct and attendance forms the basis for assessing the quality of cleaning provided.

2. Quality of Cleaning Work

Maintaining a clean and hygienic campus is the primary objective of this contract. This section assesses the execution quality of both daily and periodic cleaning tasks. As per contract Clause 10, if performance in any area is found "unsatisfactory," a penalty deduction may be imposed on the contractor.

Daily Cleaning Tasks

S. No.	Evaluation Point	Evaluation (Satisfactory / Unsatisfactory)
2.1	Quality of daily sweeping and mopping of building floors.	
2.2	Quality of daily cleaning of toilets and drains.	
2.3	Cleanliness of campus roads, footpaths, and bicycle stands.	
2.4	Was departmental waste collected daily and disposed of at the designated spot?	

Periodic Cleaning Tasks

S. No.	Evaluation Point	Evaluation (Satisfactory / Unsatisfactory)
2.5	Weekly cleaning of cobwebs from walls and ceilings.	
2.6	Weekly cleaning of windows, doors, fans, and water coolers.	

The quality of cleaning also directly depends on the quality of materials and equipment used.

3. Materials & Equipment

According to the contract, the contractor is bound to use only prescribed branded and good-quality materials. This section verifies adherence to this important condition.

S. No.	Evaluation Point	Response (Yes / No)
3.1	Were branded materials (such as phenyl, Harpic, toilet cleaner) being used?	
3.2	Were dustbins provided in the department as required?	

Use of proper materials is a key component in evaluating overall service performance, which will be assessed in the next section.

4. Overall Evaluation & Remarks

This final section provides an opportunity to give a comprehensive overview of the contractor's performance considering all aspects. Your comments and evaluation are essential for ensuring continuous improvement, documenting satisfactory work, and addressing any shortcomings.

4.1 Overall Evaluation of Cleaning Services:

- () Excellent
() Satisfactory
() Unsatisfactory

Special Remarks (if any): If the work has been found "unsatisfactory" or if there are any specific issues, kindly mention them briefly here. This information is crucial for issuing a "Satisfactory Work Certificate" for payment processing.

Signature of Head of Department: _____

Seal of Head of Department