

READ FIRST

Choose the right agreement

Prepared for the Nagpur IMA Safety project. Project coordination contact: Dr Murali Bk, 9373111709. This contact line does not identify the employer or create a personal payment guarantee.

Template A — Direct employment

Use where the named hospital or other legal entity actually appoints and directly employs the individual. It is an employment agreement, not an independent-contractor or volunteer arrangement. Do not use it merely to avoid agency or Security Guards Board requirements.

Template B — Licensed security agency

Use where a named client purchases security services from an agency. Verify the agency's relevant PSARA licence and the applicable Maharashtra Security Guards Board registration, allotment or exemption position. A PSARA licence alone does not establish a Board exemption.

Complete before signing

Identify the employer/client and its authorised signatory; choose A or B; fill the dates, role, duty locations, agreed compensation and notice terms; attach Schedules 1–3. The chosen agreement and completed schedules form one contract. Have the actual arrangement, wage notification, Board position and execution/stamp requirements checked by a Maharashtra labour-law professional before use.

Protect the distinction between planning and activation

No candidate is appointed by this template, a website application or a dummy staffing record. Do not activate a person in the SOS roster until their role, availability, contact consent and onboarding are recorded. Monthly security staffing is separate from free access to the IMA safety web app. Any sponsor contribution must be stated separately in Schedule 2.

Legal basis and source notes

These templates preserve mandatory employment rights. Applicable wage classifications, rates, benefits, working-hour rules and the relevant state or central rules must be checked for the employer and location at execution. Statutory changes prevail over inconsistent contract terms.

Maharashtra Private Security Guards Act, 1981 — applicability and Board framework

Maharashtra Labour Department — Security Guards Board requirements

Ministry of Home Affairs — PSARA and model rules

Ministry of Labour — Code on Wages, 2019 (sections 14, 17 and 18)

Maharashtra Labour Department — current Labour Code publications

The labour codes took effect on 21 November 2025. Use current applicable notifications and transitional provisions; do not assume that every draft or central rule applies to this establishment. Source review date: 9 September 2026. The clauses below are proposed contract terms, not a legal opinion or a completed agreement.

TEMPLATE B • PAGE 1 OF 2

Security-agency service agreement

The Client engages the Agency to provide the security service in Schedule 1. Both pages and the signed Schedules 1–3 form the agreement.

Agreement reference / signing date / place

Client's full legal name, address and signatory

Agency's full legal name, address and signatory

PSARA licence: number / territory / validity

Security Guards Board status / registration or order reference

Service start / end / renewal process

Ordinary termination notice / breach-cure period

1. Defined deployment

The Agency supplies the agreed number and category of trained personnel at the listed posts and times, with relief, supervision and contact arrangements. It supplies named roster updates and verified replacements. No subcontracting, transfer to another agency or material deployment change is allowed without written Client approval and all required legal permissions.

2. Licences and statutory position

Before deployment, and at renewal, the Agency provides its valid territorial PSARA licence, relevant verification/training records and applicable registrations. The parties document the Maharashtra Security Guards Board registration/allotment requirements or the specific valid exemption relied on. The Agency promptly reports any licence suspension, expiry or material compliance issue. No generic declaration substitutes for the applicable approval.

3. Staffing and employment obligations

The Agency manages recruitment, wages, supervision, relief and discipline, subject to any applicable Board arrangement. It complies with employment, contract-labour and social-security obligations. The Client retains every non-delegable statutory duty of a principal employer or occupier, where applicable. Describing the Agency as employer does not remove statutory rights or decide employment status contrary to the facts.

4. Price and payment

Schedule 2 separates worker wages, statutory costs, relief, service fee and applicable taxes. The Client pays an undisputed, supported invoice within the agreed period and promptly identifies any dispute. The Agency pays wages and statutory dues on time regardless of invoice delay. Statutory wage revisions take effect when legally due; related contract-price adjustments follow the agreed documented mechanism.

Service standards and accountability

5. Conduct and emergency scope

The Agency trains personnel for hospital access, respectful communication, de-escalation, safeguarding patients, reporting and evidence preservation. No assault, intimidation, coercive recovery of fees, unlawful confinement, retaliation or obstruction of urgent care is permitted. The service is unarmed unless separately authorised in law and writing. The SOS is a coordination aid; call 112 when needed. Cross-site response, transport, relief and on-call pay must be expressly scheduled.

6. Availability and replacements

The Agency records attendance and supplies suitable replacements within the agreed period. It must not achieve coverage through unlawful hours or denial of rest. The Client may request removal from a post for documented safety or conduct reasons; the Agency handles any employment action lawfully. Monthly service reviews cover actual coverage, incidents, training and corrective actions. Any agreed service credit is proportionate, concerns the Agency's invoice and is not automatically deducted from workers' wages.

7. Welfare, evidence and inspection

The Client provides the agreed site facilities and safe access; the Agency provides its agreed equipment, uniforms, supervision and worker benefits. Provide proportionate proof of wage payments and statutory remittances, with personal data restricted to authorised reviewers. The Client may audit relevant records on reasonable notice or promptly after a serious issue. Both cooperate with lawful inspections and incident investigations.

8. Privacy and insurance

CCTV, patient, employee and incident records are confidential. Permit access only as needed; prohibit personal posting and unauthorised copying; report a suspected breach immediately. Schedule 2 states insurance types, limits and evidence, including applicable worker injury and public-liability arrangements. Insurance does not replace statutory responsibility or excuse unsafe conduct.

9. Liability and disputes

Each party remains responsible, to the extent established under applicable law, for loss caused by its own breach, negligence or unlawful acts and those for which it is legally responsible. No worker's statutory claim or third-party right is waived. Cooperate on claims; no settlement may bind the other party without authority. Escalate disputes to the named representatives, then to competent statutory forums or courts. No guarantee of zero incidents or blanket transfer of all liability is created.

10. Exit and continuity

Either party may end services using the agreed ordinary notice, subject to law. A material breach has the agreed cure period where remediable; serious immediate danger or unlawful deployment permits prompt suspension of affected services and lawful termination. Arrange safe handover, alternate coverage, evidence retention and return of access/equipment. Pay undisputed dues and do not make workers' wages conditional on contract settlement. Renewal and changes require authorised written agreement.

Indian law and applicable Maharashtra law govern. Mandatory provisions prevail; otherwise the signed special schedules prevail over general terms. The signatories confirm authority to bind the named parties and acceptance of the completed Schedules 1–3. The IMA name or website does not bind a separate hospital or the project coordinator personally.

Client: authorised signature / name / designation / date

Agency: authorised signature / name / designation / date

Witness, if used: name / address / signature

SHARED SCHEDULE 1

Duty location and response roster

Attach to the chosen agreement. Use extra signed copies for additional sites. A continuously covered post requires a lawful roster of multiple people and relief; it is not a 24-hour individual shift.

Agreement reference / effective roster dates

Hospital / legal entity / address / Nagpur zone

Posts and tasks / number on duty per shift

Shift start and end / work hours / breaks / weekly rest

Primary supervisor: name / phone / duty hours

Backup supervisor: name / phone / duty hours

Relief person / absence escalation / replacement period

On-call windows / acknowledgement target / escalation

Off-site response boundaries / permission / transport / payment

Equipment, uniform, PPE, rest facilities: who supplies each

At an alert

Check the location and immediate risk; acknowledge to the duty coordinator; call police/emergency assistance when needed; preserve a safe route for patients; obtain relief before leaving an essential post; record dispatch and arrival. Do not form an unauthorised crowd, chase people or intervene beyond lawful authority and training.

After an incident

Ensure medical assistance, record facts and witnesses, preserve original CCTV/messages through authorised staff and hand over to police or the incident lead. Complete the incident report and shift handover. A website incident entry is not an FIR.

Employer/Client representative and date

Employee/Agency representative and date

SHARED SCHEDULE 2

Monthly pay and commercial terms

Amounts in INR. Complete the applicable parts; mark unused rows N/A. Do not treat a sample budget, agency bill or employer contribution as the employee's take-home wage.

Agreement reference / effective date / paying legal entity

Wage classification / zone / notification and effective date

Basic + VDA/DA + other wage components = gross monthly wage

Lawful employee deductions / estimated net wage

Employer PF/ESI and other statutory costs (separate)

OT basis and rate / call-out rate / standby allowance / travel

Leave / weekly rest / holidays / bonus and gratuity treatment

Agency only: relief + equipment + service fee + tax = invoice

Agency only: invoice due date / dispute and rate-revision process

Insurance: insurer / cover / limit / validity / evidence

Optional sponsor: legal name / amount / duration / signed undertaking

Payment responsibility remains with the named employer or contracting party under the agreement and applicable law even if a sponsor delays support. No personal wage guarantee by Dr Murali Bk is implied. The worker receives a wage slip and applicable benefits; employer contributions are not automatically employee deductions.

Employer/Client and Employee/Agency: names, signatures and date

SHARED SCHEDULE 3

Onboarding and contact permission

Complete privately for each worker. Verify documents securely; avoid placing identity documents, bank details or private phone lists in public project pages.

Agreement reference / worker name / onboarding date

Identity, references and applicable antecedent checks: record references

Training / fitness for role / licence or Board record, if applicable

Payroll and applicable benefit enrolment: verified by / date

Grievance / harassment complaint / welfare contact

Duty contact number / agreed alert channels / availability

Account/access authorised by / expiry / changes contact

Induction and supervised exercise completed: date / assessor / gaps

Worker acknowledgement

I understand my duties, hours, wages, reporting line, emergency escalation and grievance route. I will follow the conduct and confidentiality requirements and report unsafe conditions. I received the completed agreement and schedules in a language I understand.

Emergency-call permission

I permit the named employer/agency and authorised project coordinators to use my duty contact for safety alerts during agreed availability, including a reporting person's recorded SOS. This excludes marketing, publication of my number and unrelated use. I can request correction or withdrawal through the changes contact; employment-duty implications must be discussed fairly with my employer. This creates no unlimited off-duty availability.

Activation record

The authorised reviewer confirms the actual appointment, role, zone, availability, consent and backup coverage before enabling alerts. Record completion only after checks: identity, duties, wages, training, contact permission and roster. Record remaining gaps and their responsible person above.

Worker: signature / date / language used

Employer/Agency reviewer: name / signature / date

Interpretation/witness or committee record reference, if applicable