



Reach Us At

"Siddharth City Center"
122, Lenin Sarani, 1st Floor
Kolkata - 700013
West Bengal, India.

Phone : +91 98363 04434
033-2265 0329

Email : reliablekol19@gmail.com

DIRECTOR'S DESK



Reliable hospitality services has started its journey in the year of 1995, 1st Oct, with a team of 12 people, founded by Mr. Rahaman. Over the year reliable has earned faith & confidence of client in facility rendering industry.

Today reliable become group of companies consisting with,

- ❖ **Reliable Hospitality Services**
- ❖ **Reliable Facility Services Pvt. Ltd**
- ❖ **Reliable Diagnostics**

with a team of 2,500 employees, also in an expanding mode.

In the industry of integrated facility management & corporate catering services, 37 clients are catered by reliable.

OUR MISSION-VISION

Mission:

To attain the organizational goals through continuous improvement of the systems and processes. To provide modernized scientific training with regular innovation of fresh ideas with a view to rendering services with improved quality according to the demand of the passing state.

Vision:

To emerge as the most trusted and reliable hospitality service provider for its clients.

Our Strength:

We in Reliable believe integrity, sincerity and transparency. Our driving force is our motto. No compromise in quality.

WHAT WE DO

Reliable has emerged as the leading service provider in health care & hospitality sector over past two decades.

It is a reliable one stop facilitator for,

❖ MECHANIZED HOUSEKEEPING

Reliable has been at the forefront of the facilities management industry in the provision of these specialized skills and as a result, is one of the India's leading suppliers of Facilities Management Services to corporate and institutions.

We are the pioneer to introduce mechanized housekeeping service in public health care in the state of West Bengal.



WHAT WE DO

We are fully equipped with all tools & tackles to perform the soft-services activity on clients premises, we are very much



recognized for mechanized housekeeping.



WHAT WE DO

❖ FOOD & BEVERAGE

Reliable never settles for anything less than the best, from the food we deliver to the relationships we foster.



This loyal and dedicated approach has established us as the world leader in Food Services.

We understand that our customers have different needs and seek variety, quality and excellent service at a reasonable price. Our experience in food services clubbed with the expertise of our talent enables us to meet expectations of clients and customers across all market sectors.

As per the Industry standard and best practices in F&B Service, we do follow all the basic etiquettes and Advanced Service protocol for setting high standard Inside Kitchen Area. Our best practices -

✓ Hygiene & Sanitation

Cleaning and Sanitizing the dinning areas & service counters.

Rigorously plan and Implement Quality Hygiene System to meet Food Safety requirements.

Clear the food particles / waste from the surface to be cleaned.

Remove the vegetables wearing gloves and rinse it with plain water.

REMEMBER: The most dangerous food poisoning bacteria E.Coli is being transferred by unclean hands.



✓ Segregation of Chopping Board

To avoid cross-contamination we use different color-coded chopping board for different kinds of food.



✓ Food contamination & pesticide

Reliable follows a number of routines to avoid potentially severe health hazards:

Prevent contaminating food with pathogens spreading from people, pets, and pests.

Separate raw and cooked foods to prevent contaminating the cooked foods.

Cook foods for the appropriate length of time and at the appropriate temperature to kill pathogens.

Store food at the proper temperature.

Do use safe water and cooked materials



❖ PEST CONTROL

Reliable's Integrated Pest Management (IPM) helps create a healthier environment in hospitals and offices without using hazardous pesticide products.



❖ FAÇADE CLEANING



Reliable's Facade Cleaning service helps your building getting a cleaner look. A clean building presents a more hospitable front, therefore it gets more attractive real estate prospect to the public.

❖ PATIENT CARE

Reliable's Patient Care unit is always ready to take care of all types of patients with patience, understanding, compassion, and sympathy.



❖ INTEGRATED FACILITY MANAGEMENT SERVICES

A cleaner estate manifests a healthy atmosphere as well as creates a good impression. Reliable's Integrated Facility Management Services provide this service maintaining a necessary *cleaning* skill.



We provide gardening and maintenance services, incorporates all aspects of gardening like

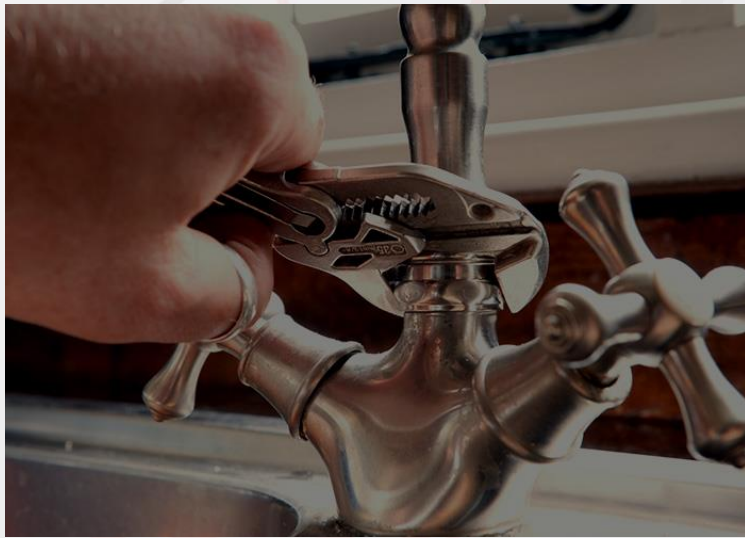
Lawn Mowing



Tree trimming



Grass Cutting



We also provide plumbing solutions and gives a true value for money. Accessorizing the system of pipes is a vital component in today's interiors.

The system of sanitation can never be perfect without proper plumbing. Drainage, removal of refuse, surface water and liquid filth, supply of pure water, isolation of infectious diseases and the disinfection of the house – all depend on plumbing.

❖ SECURITY & MAN GUARDING SERVICES



Reliable's Security & Man Guarding Services is always alert to secure your safety with its highly skilled security experts.



OUR HONOURABLE CLIENTS



West Bengal
Legislative Assembly



S.S. K.M Hospital



Tapan Sinha Memorial
Hospital



All Asia Medical Institute



G.D. Hospital &
Diabetes Institute



D.M Hospitals Pvt. Ltd.



Mediview Nursing
Home (P) Ltd.



Vivekananda Yuba Bharati
Krirangan



Sealdah Railway Station
& Premises



Manorama Hospitex
Pvt. Ltd



S.S Chatterjee Heart
Center



School of Tropical
Medicine



College of Medicine &
Sagar Dutta Hospital



Eastern Railway Work Station
(Naihati)



Murshidabad Medical
College & Hospital



KKASTURI
MEDICARE PVT. LTD.

Regn. No. 070

Kasturi Medicare Pvt Ltd



AMRI Hospitals

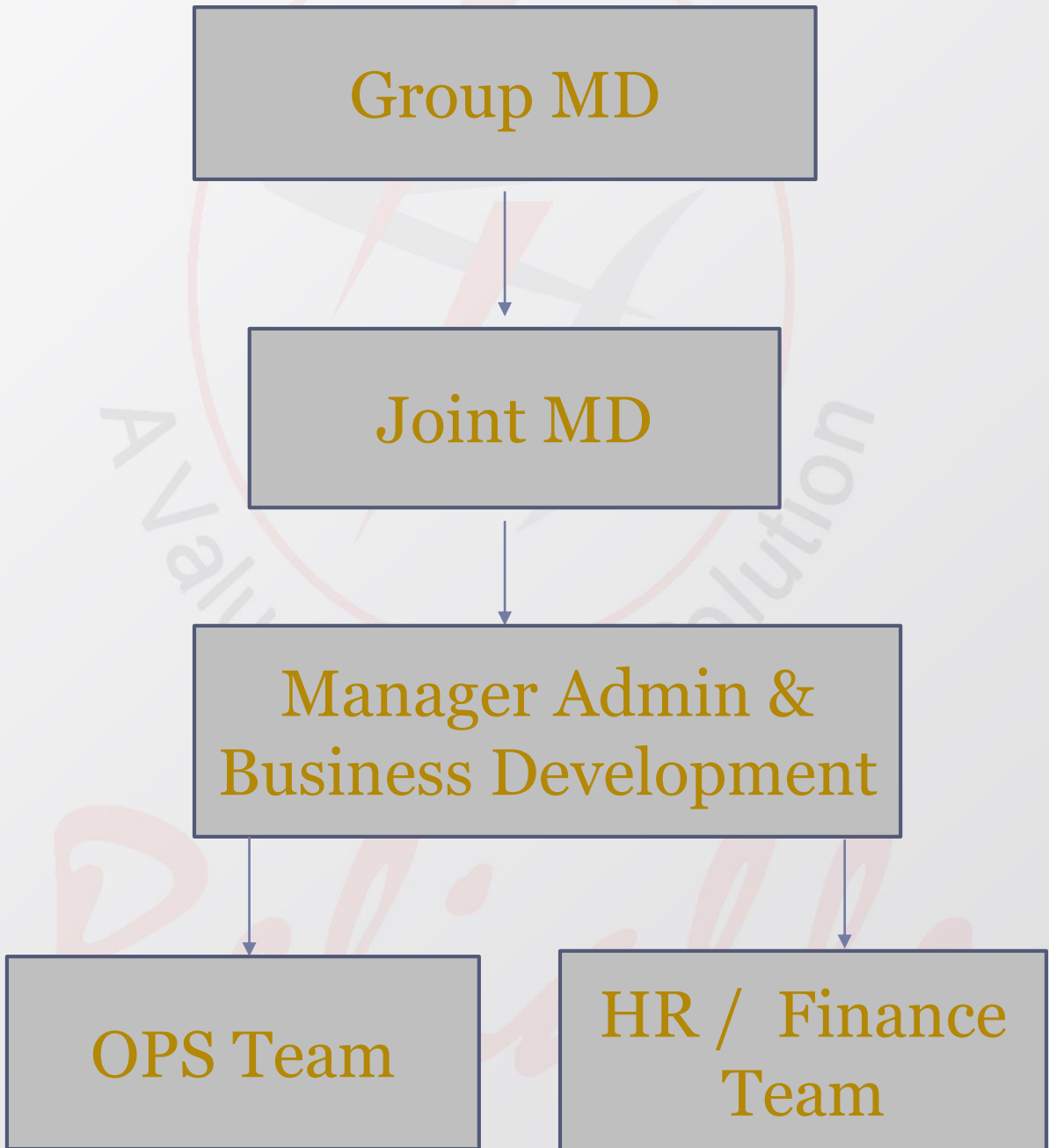


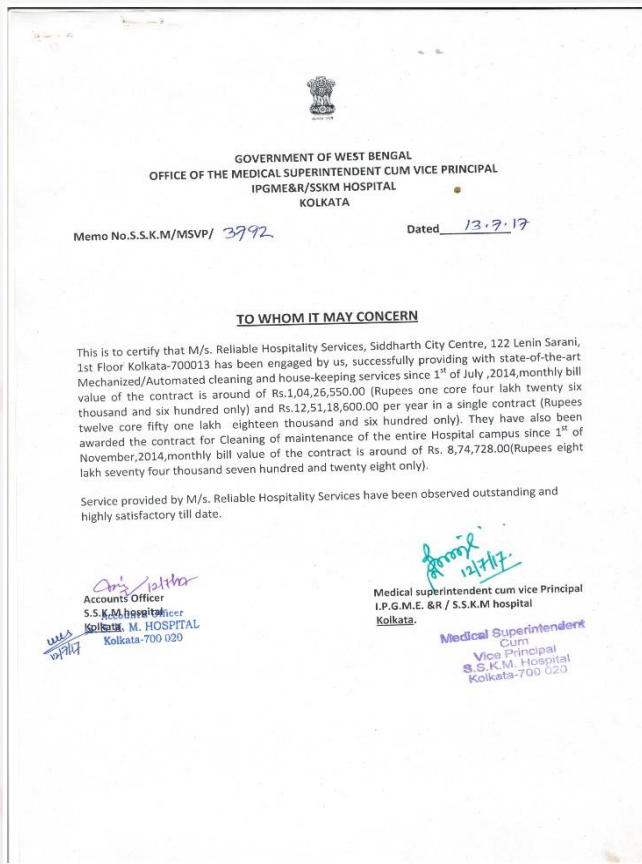
ILS Hospitals



North City Hospital

ORGAN GRAM







Reliable

Reliable Group of Companies

Government of West Bengal
Office of the Medical Superintendent cum Vice- Principal
Murshidabad Medical College & Hospital, Berhampore, Murshidabad.
Ph & Fax No = 03482-252039, E-mail: msvp.murshidabdmch@gmail.com

TO WHOM IT MAY CONCERN

This is to certify that Reliable Facility Services Pvt. Ltd (A Pioneer organisation in Mechanised Housekeeping), registered office at Siddharth City Center, 122 Lenin Sarani, 1st Floor, Kolkata- 700013, has satisfactorily completed one year (i.e. from 23rd Sep, 2016 to 22nd Sep 2017), providing Mechanised / Automated Cleaning and Housekeeping service at Murshidabad Medical College & Hospital, having capacity of 1157 beds.

The service of Reliable Facility Services Pvt. Ltd. has been observed outstanding and highly satisfactory till date. We appreciate their professional approach, commitment and dedication towards work.

We convey our best wishes for their future endeavour.

Date: 23rd September, 2017



B.P.Aus 23/9/17
Medical superintendent cum vice principal
Murshidabad Medical College & Hospital
Berhampore, Murshidabad

Medical Superintendent
cum Vice-Principal
Md. Medical College & Hospital
Berhampore, Murshidabad



Govt. of West Bengal
Department of Health & Family Welfare
Office of the Medical Superintendent cum Vice Principal
Murshidabad Medical College & Hospital, Berhampore, Murshidabad.

TO WHOM IT MAY CONCERN

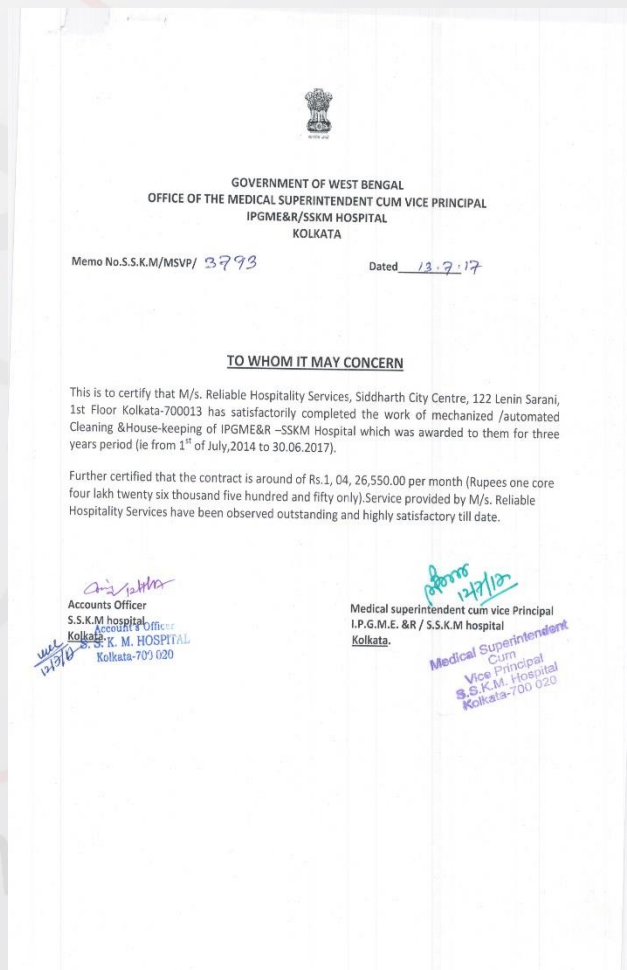
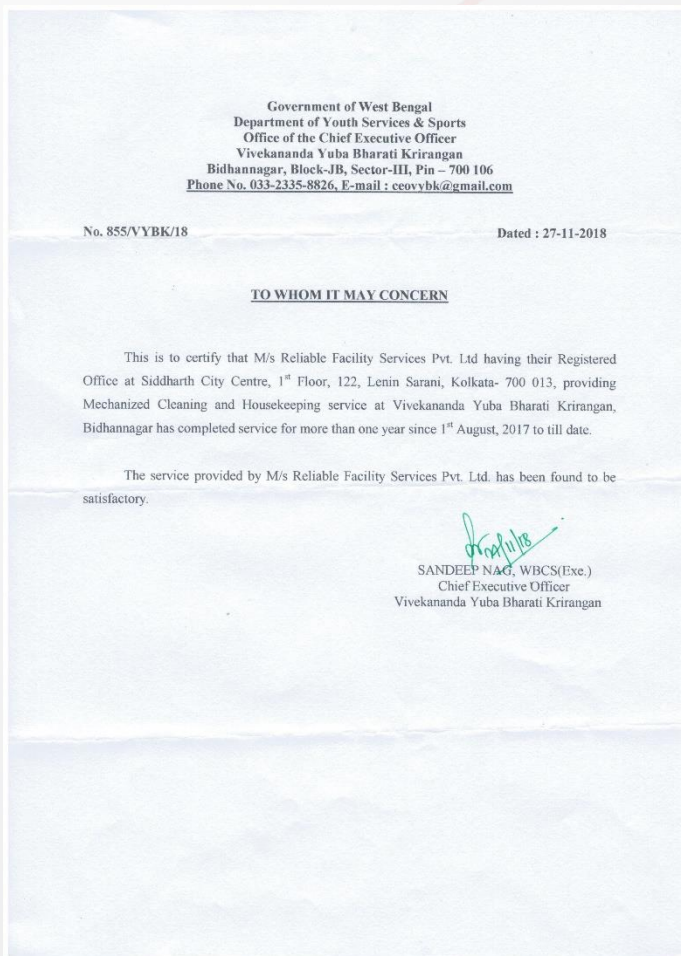
This is to certify that M/s Reliable Facility Services Pvt. Ltd (a pioneer in Mechanized Housekeeping service provider) of Siddharth City Center, 122 Lenin Sarani, 1st floor Kolkata- 70013, have been engaged by us, successfully providing with state-of-the-art Mechanized/Automated cleaning and housekeeping services since 23.09.16.

Service provider by M/s Reliable Facility Services Pvt. Ltd has been observed outstanding and highly satisfactory till date.

B.P.Aus 11/12/17
Medical Superintendent cum Vice
Principal
Murshidabad Medical College and Hospital
Berhampore, Murshidabad

Medical Superintendent
cum Vice-Principal
Md. Medical College & Hospital
Berhampore, Murshidabad

Reliable



Reliable

মেট্রো রেলবে
মেট্রো রেল ভবন
৩৩/১, জি. এল. নেহরু রোড,
কলকাতা - ৭০০ ০৭১.

METRO RAILWAY
METRO RAIL BHAVAN
33/1, J. L. Nehru Road,
KOLKATA - 700 071.
MEDICAL DEPARTMENT
120, D.P.S Road, Kolkata- 700 033

সংখ্যা
No. MRTS / Med / Hosp / 102 / KS

দিনংক
Dated : 31.12.2011

To Whom It May Concern

This is to certify that, M/S Reliable Hospitality Services, 18/3 Jamir Lane, Kolkata – 700 019 is an existing contractor of Metro Railway Hospital, 120 D.P.S.Road, Kolkata – 700 033 and has been providing various services to Metro Railway Hospital since 2005.

The details of the services provided are as follows :-

Sr. No	Name of the Service	Period of service provided.
1	Nursing Service	One year
2	OPD & Technical Service	One year
3	Catering Service	Two years
4	Cleaning service	One year
5	Casualty Service	Four years
6	Ambulance Service	Two years

The performance of M/S Reliable Hospital Services, 18/3 Jamir Lane, Kolkata – 700 019 for all the above services has been extremely satisfactory.

R. Banerjee
Medical Superintendent (I/C)
Metro Railway – Kolkata



QCS MANAGEMENT PVT LTD.
MANAGEMENT SYSTEMS CERTIFICATION

Certificate of Compliance

Awarded to:

RELIABLE FACILITY SERVICES PVT. LTD.

ADDRESS: 1ST FLOOR, SIDDHARTH CITY CENTER, 122 LENIN SARANI, KOLKATA – 700013, WEST BENGAL, INDIA

The Quality Management System has been assessed independently and found to comply with the requirements of the international standard

ISO 9001:2015

Scope of certification
"PROVIDING HOUSEKEEPING, PEST CONTROL, SECURITY, PLUMBING, HORTICULTURE AND OTHER ALLIED SERVICES."

Certificate Number : QCSMPL/Q/J0789-II

Initial Registration Date : 13/02/2017
Issue Date : 22/03/2017
Reissue Date : 17/04/2018
Certificate Expiry Date : 21/03/2019
Re-certification Due Date : 21/03/2020

2nd Surveillance Audit Within: 12th Feb 2019

The continual validity of the certificate is conditional to compliance with the terms and conditions of QCS's management systems certification scheme regulations (Annexure – 10) provided with the certificate. This certificate cannot be treated as a legal document & remains the property of QCS management Pvt Ltd which needs to be returned to them on request. To check the validity of this certificate you may please log on to the company website at www.qcspl.com

Partha Bagchi
(Managing Director)

QCS Management Pvt Ltd.
Head Office: 37E/1(310)2nd Street Modern Park, Greenage Apartment - 2nd Floor, Santoshpur, Kolkata-700075, West Bengal, India.



QCS MANAGEMENT PVT LTD.
MANAGEMENT SYSTEMS CERTIFICATION

Certificate of Compliance

Awarded to:

RELIABLE HOSPITALITY SERVICES

ADDRESS: 4TH FLOOR, SIDDHARTH CITY CENTER, 122 LENIN SARANI, KOLKATA – 700013, WEST BENGAL, INDIA

The Quality Management System has been assessed independently and found to comply with the requirements of the international standard

ISO 9001:2015

Scope of certification
"PROVIDING HOUSEKEEPING SERVICES."

Certificate Number : QCSMPL/Q/J0790-II

Initial Registration Date : 14/02/2017
Issue Date : 22/03/2017
Reissue Date : 17/04/2018
Certificate Expiry Date : 21/03/2019
Re-certification Due Date : 21/03/2020

2nd Surveillance Audit Within: 13th Feb 2019

The continual validity of the certificate is conditional to compliance with the terms and conditions of QCS's management systems certification scheme regulations (Annexure – 10) provided with the certificate. This certificate cannot be treated as a legal document & remains the property of QCS management Pvt Ltd which needs to be returned to them on request. To check the validity of this certificate you may please log on to the company website at www.qcspl.com

Partha Bagchi
(Managing Director)

QCS Management Pvt Ltd.
Head Office: 37E/1(310)2nd Street Modern Park, Greenage Apartment - 2nd Floor, Santoshpur, Kolkata-700075, West Bengal, India.
Email: info@qcspl.com, Website: www.qcspl.com, Call us at: +91-08697724943



QCS MANAGEMENT PVT LTD.
MANAGEMENT SYSTEMS CERTIFICATION

Certificate of Compliance

Awarded to:

RELIABLE FACILITY SERVICES PVT. LTD.

ADDRESS: 1ST FLOOR, SIDDHARTH CITY CENTER, 122 LENIN SARANI, KOLKATA – 700013, WEST BENGAL, INDIA

The Food safety Management System has been assessed successfully and found to comply with the requirements of the international standard

ISO 22000:2005

Scope of certification
"PROVIDING FOOD & BEVERAGE, OUTDOOR CATERING AND OTHER ALLIED SERVICES."

Certificate Number : QCSMPL/F/C/0037

Certification Audit Date : 13/02/2017
Issue Date : 22/03/2017
Reissue Date : 17/04/2018
Expiry Date : 21/03/2019
Recertification Due On : 21/03/2020

2nd Surveillance Audit: Mar 2019

The compliance certificate is valid for 3 years subject to satisfactory conclusion of two surveillance audits at annual intervals of each other from the certification audit date to be followed with a recertification audit before the expiry of the term. This certificate cannot be treated as a legal document & remains the property of QCS management Pvt Ltd which needs to be returned to them on request. To check the validity of this certificate you may please log on to the company website at www.qcspl.com

Partha Bagchi
(Managing Director)

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Email: info@qcspl.com, Website: www.qcspl.com, Call us at: +91-08697724943

We appreciate your patience that you invested your valuable time to know about us. We discussed all our services. For any inquiry and further discussion feel free to contact us.

Thank You

Reliable