SERVICE AGREEMENT

For [services] at [the client's premises]

Agreement no.	Signed on	Starts on	Term

Service provider	Client
Name	Name
Address	Address
GSTIN	GSTIN
Signing for it	Signing for it

Schedule A: services and monthly fees

Sr.	Service	Where	Service level	Staff or units	Monthly rate	Monthly fee
					Monthly fee before GST	

Fee

Monthly fee before GST (total of Schedule A)	
GST at 18%	
Monthly invoice value	

1. Services

The Service Provider will provide the services in Schedule A at the places stated, to the service levels stated, with trained staff, supervision, uniforms, equipment and [consumables / consumables supplied by the Client]. Any further service is added only by a written change signed by both parties, with its fee.

2. Service levels and credits

Performance is measured each month as set out in Schedule A, on records both parties can see. For each service level missed in a month, the Client may deduct a service credit of [number]% of that service's monthly fee, up to [number]% of the total monthly fee. Service credits are the Client's main remedy for missed service levels, without affecting its right to end the agreement under clause 7.

3. Staff

Staff are the Service Provider's employees or contract workers, not the Client's. The Service Provider is responsible for their wages, which will not be less than the minimum wages notified for their work, and for PF, ESI, bonus and every other statutory payment, and will give the Client proof of payment each month on request. It will hold every registration and licence the law requires for its staff.

4. Fees, GST, TDS and payment

The Service Provider will invoice the monthly fee on the first Business Day of the following month, with GST at the rate in force and an attendance and service-level report. The Client will pay within [number] days, after deducting TDS at the rate that applies and any service credits, and will issue the TDS certificate as the law requires. Fees may be revised [when rates are revised] by [the percentage increase in the notified minimum wage / an amount agreed in writing].

5. Client's obligations

The Client will give access to the premises, a place to store equipment and consumables, safety induction for the provider's staff, and a named contact who signs the monthly service report within [number] days of receiving it.

6. Insurance

The Service Provider will keep, for the term, employees' compensation cover for its staff and public liability insurance of at least [amount] for each claim, and will give copies of the policies on request.

7. Term and termination

This agreement runs from the start date for the term above. Either party may end it on [number] days' written notice. The Client may end it on [number] days' written notice if service levels are missed in any [number] months out of [number]. On ending, the Client pays for services delivered up to the end date, and the Service Provider removes its staff and equipment.

8. Confidentiality and data

The Service Provider will keep confidential everything it learns about the Client's business and premises. Any personal data it handles for the Client is used only to provide the services, protected with reasonable security, and handled as the Digital Personal Data Protection Act, 2023 requires.

9. Liability and disputes

Each party's total liability under this agreement is limited to [liability cap], except for injury or death caused by negligence, unpaid statutory dues, breach of confidentiality and fraud. Neither party is liable for loss of profit. Disputes go first to the two contacts, then to arbitration by a sole arbitrator under the Arbitration and Conciliation Act, 1996, seated in [city].

For the Service Provider	For the Client	Witness 1	Witness 2