



Crystals Facilities
PRIVATE LIMITED

We don't simply serve 'WE CARE'



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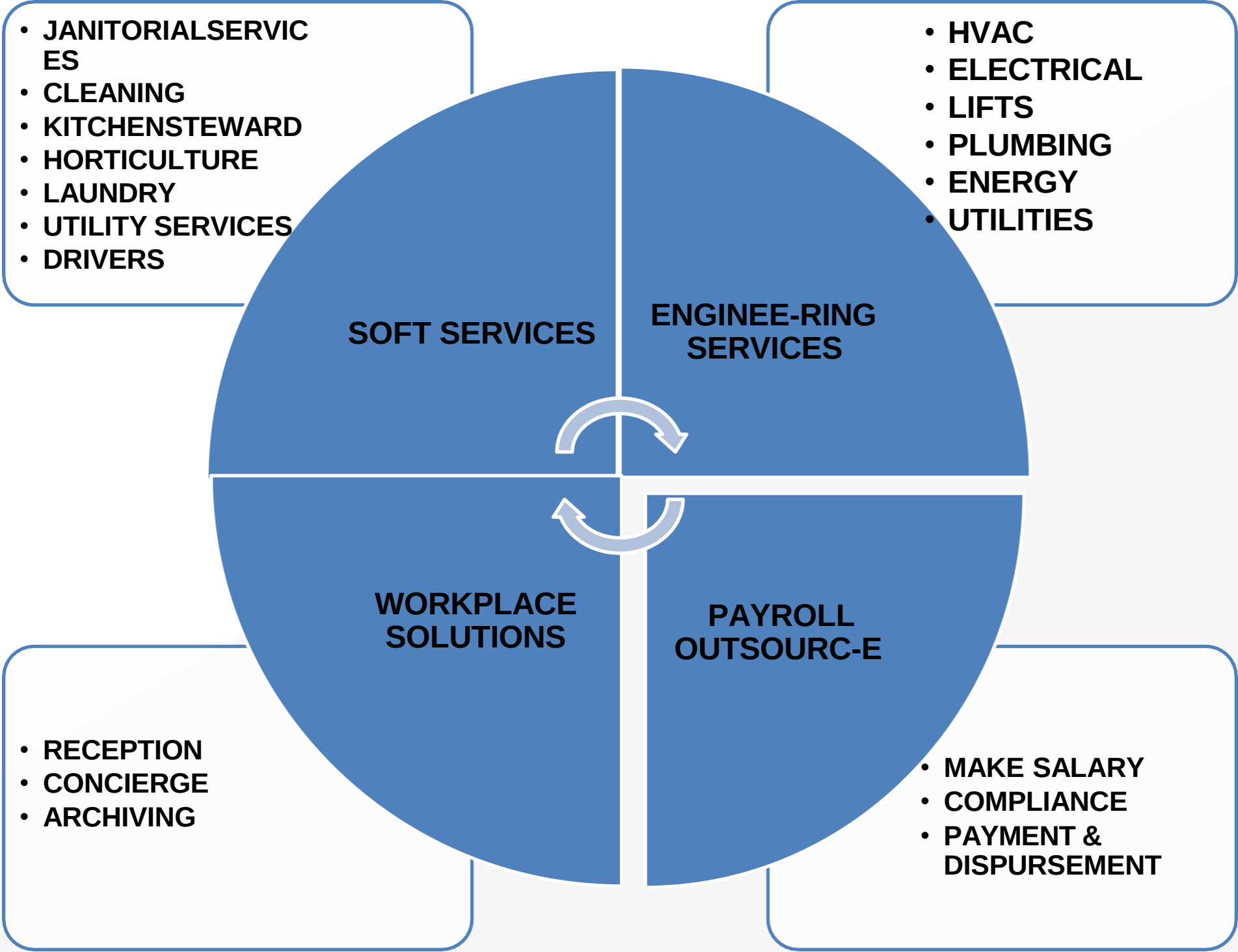


INTRODUCTION

- Crystals Facilities Pvt. Ltd. is a premier Asset & Facility Management Services firm, headquartered in Delhi specializing in Payroll, Soft services and services for leading luxury hospitality and lifestyle companies in India.
- The company Founded in the year 2014.
- A robust leadership team boasting over 10 years of combined professional experience
- Adhere to the highest global benchmarks, ensuring impeccable standards and service delivery.
- Expertise spans across housekeeping/maintenance
- Total Strength of the company is 2200 plus



SERVICES OFFERED



OUR PHILOSOPHY

Be a trusted partner for those seeking unparalleled facility management solutions in the luxury sector

Our Mission

We create and sustain a brand focused organization through employee engagement and process excellence and stay ahead of the competition by innovation & adaptability to the growing needs of our betterment.

Our Vision

Excellence in all spheres of business operations through a process of continual improvement in the defined quality objectives to create a world class integrated facility management system in India.

KEY PEOPLE



Founding Partner

Mr. Avinder Pal

With over 10 years experience in Facility Management & Housekeeping for hospitality clients all over India. His background is in Civil Engineering, and has been the founding partner of the firm.



VP- Operations

Mrs. Saroj Pandey

A seasoned hospitality professional providing expert advice on Hospitality Facility Management, Housekeeping & Horticulture for clients all over India. She graduated from the Oberoi Centre for Learning & Development, and has a work experience spanning over 25 years with the Oberoi Hotels & Resorts. She is also a panel expert & speaker on health & hygiene for the Good Housekeeping magazine.

KEY CLIENTELE


Oberoi Flight Services


TAJSATS
AIR CATERING


Oberoi Hotels & Resorts


JW MARRIOTT


TAJ
Hotels Resorts
and Palaces


THE IMPERIAL
New Delhi
Member of Preferred Hotels® & Resorts Worldwide


THE LEELA
PALACES ~ HOTELS ~ RESORTS
The Essence of India

Maidens Hotel
A heritage hotel since 1903


SHANGRI-LA
HOTELS and RESORTS


TRIDENT
HOTELS


Radisson
HOTELS & RESORTS


DLF
Mall of India


VIVANTA
HOTELS & RESORTS
BY TAJ


VEGAS
Celebrate Life!


THE CLARIDGES
NEW DELHI

THE
CHANA
KYA


JAYPEE VASANT CONTINENTAL
You're among friends...


park inn
by Radisson


the
PARK
hotels


IILM ACADEMY of
HIGHER LEARNING
College of Engineering & Technology, Greater Noida


WTC-PAM


JRE
GROUP OF
Institutions

erbe


M3M™
Our Expertise. Your Joy.


DLFA
HOSPITALITY


TIF TREHAN
IRIS

COMPANY REGISTRATION & COMPLIANCES

COMPANY REGISTRATION	U93000DL2014PTC266752
PROVIDENT FUND REGISTRATION	DSSHD0026906000
ESIC REGISTRATION	10000505400001001
GST REGISTRATION	07AAFCC6243F1ZU
PAN REGISTRATION	AAFCC6243F
TAN REGISTRATION	DELC26678B
SHOPS & ESTABLISHMENT REGI.	2016005905
MSME REGISTRATION	UDYAM-DL-02-0040524

BCAS CLEARANCE CERTIFICATE

(गोपनीय/Confidential)

File No.: 15/20/2020-DELHI-BCAS (E-174902)
भारत सरकार/GOVERNMENT OF INDIA
नागर विमानन मंत्रालय/MINISTRY OF CIVIL AVIATION
नागर विमानन सुरक्षा ब्यूरो/BUREAU OF CIVIL AVIATION SECURITY
II फ्लोर, ए ब्लॉक, उड़ान भवन सफाजुंग एयरपोर्ट/II FLOOR, A BLOCK, UDAN BHAWAN, SAFDAJUNG AIRPORT
नई दिल्ली-110003/NEW DELHI-110003
दिनांक/Date : 22/10/2024

To,
M/s Crystals Facilities Private Limited,
A-8 First Floor Madhu Vihar
Delhi-110092
Email: crystals.facilities@gmail.com

विषय: मेसर्स Crystals Facilities Private Limited और उसके निदेशकों को हवाई अड्डे पर सहायक सेवा प्रदाता के रूप में Security Clearance के संबंध में।
Subject: Security Clearance in r/o M/s Crystals Facilities Private Limited and its directors as Auxiliary Service Provider at Airport-reg.

महोदय,

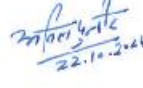
विमानपतन पर M/s Crystals Facilities Private Limited और उसके निदेशकों (i) Lovish Oberoi (ii) Avinder Pal Oberoi को सहायक सेवा प्रदाता के रूप में प्रचालन करने के प्रयोजन से Security Clearance के विषय में आपके ई-सहाज आवेदन सं. E20240283103 का संदर्भ लें।
With reference to your e-sahaj portal application no. E20240283103 regarding Security Clearance in r/o M/s Crystals Facilities Private Limited and its directors namely (i) Lovish Oberoi (ii) Avinder Pal Oberoi as Auxiliary Service Provider at Airport

2. इस संबंध में M/s Crystals Facilities Private Limited, A-8 First Floor Madhu Vihar, Delhi-110092, को समक्ष प्रधिकारी द्वारा सहायक सेवा प्रदाता श्रेणी के अंतर्गत Security Clearance प्रदान किए जाने की सूचना संप्रेषित करने का निर्देश हुआ है।
In this connection, I am directed to convey Security Clearance accorded by the Appropriate Authority M/s Crystals Facilities Private Limited, A-8 First Floor Madhu Vihar, Delhi-110092, under the category of "Auxiliary Service Provider".

3. इस Security Clearance की वैधता Security Clearance जारी होने की तारीख से पांच साल की अवधि के लिए होगी, जिसकी समाप्ति पर इस ब्यूरो से एक नई Security Clearance लेनी होगी, जिसके लिए उचित माध्यम से कम से कम तीन महीने पहले आवेदन जमा करना होगा।
The validity of this security clearance shall be for a period of five years from the date of issue of security clearance, upon expiry of which a fresh clearance would be required to be taken from this Bureau, for which application has to be submitted through proper channel at least three months in advance.

4. इसके आदेश संख्या 01/2019 दिनांक 19.02.19 के अनुसार, इकाई वीसीएस के अनुमोदन के लिए उस स्थान के लिए निर्धारित प्रारूप में Security Programme प्रस्तुत करेगी जहाँ वह संचालित होगी।
As per AVSEC Order No.01/2019 dated 19.02.19, the entity shall submit Security Programme, in prescribed format for the location where it will operate, for approval of BCAS

5. परिवर्तन का कार्यान्वयन कर रही कंपनी / प्रचालक के प्रबंधन नियंत्रण अथवा स्वामित्व के पैटर्न में किसी प्रकार के परिवर्तन के लिए पूर्व Security Clearance प्राप्त करना होगा।
Prior security clearance would be obtained for any change in management control or ownership pattern of the company/operator(s)/executing the project.


22.10.2024



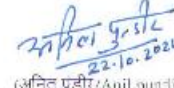
2

6. यह Security Clearance कम्पनी को किसी हवाई अड्डे में प्रवेश करने और/वा हवाई अड्डों पर व्यवसाय हासिल करने का कोई अधिकार नहीं देती है, यदि अनुरोध प्राप्त नहीं गया होता।
This security clearance does not confer any right on the company to enter into an aerodrome and/or acquire business at the airports, if not found otherwise eligible.

7. प्रतिष्ठान, किसी भी समय इकाई, मालिक, प्रोमोटर, भागीदार, शेयर होल्डर या इसके किसी भी निदेशक के खिलाफ पंजीकृत आपराधिक मामले (यदि कोई हो) के बारे में जानकारी प्रदान करेगा।
The entity shall provide the information regarding criminal case(s), if any, registered against the entity, owner, promoter, proprietor, partner, shareholder or any of its directors at any point of time.

8. यह Security Clearance केवल हवाई अड्डे पर कार्य/जावसाग करने हेतु सीमित उद्देश्य के लिए दिया गया है और इसे किसी अन्य उद्देश्य के लिए न्यायालय या किसी अन्य प्राधिकरण के समक्ष प्रस्तुत नहीं किया जाएगा।
The Security Clearance is conveyed only for limited purpose of work/business at airport and shall not be produced before the Court of Law or any other Authority for any other purpose.

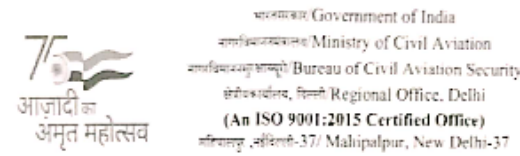
9. महानिदेशक, नागर विमानन सुरक्षा ब्यूरो, देश विमानन नागर के हित सुरक्षार्थ बिना कोई कारण बताए इस Security Clearance को रद्द करने का अधिकार रखते हैं।
Director General, BCAS reserves the right to revoke this security clearance at any time without assigning any reasons thereof, in the interest of national/civil aviation security.

भवदीय/ Yours faithfully,

22.10.2024
(अनिल पुंडीर/Anil Pundir)
सहायक निदेशक (प्रचालन-I)/Assistant Director (Ops-I)

प्रतिलिपि/Copy to -
1. नागर विमानन मंत्रालय (ध्यानकर्षना श्री ब्रजेश कुमार श्रीवास्तव उप सचिव, राजीव गांधी भवन, नई दिल्ली)
The MoCA (Kind attention: Sh. Brajesh Kr. Srivastava, Deputy Secretary), RG Bhawan, New Delhi.
2. नागर विमानन सुरक्षा ब्यूरो के सभी क्षेत्रीय निदेशकों को सूचनाई एवं अनिवार्य कार्रवाई हेतु प्रेषित (ई मेल द्वारा)
All RDs of BCAS, (By Email). For information and necessary action please.

टिप्पणी: किसी भी विरोधाभास की स्थिति में, अंग्रेजी संस्करण मान्य होगा।
Note:- In case of any contradiction, the English version shall prevail.

SECURITY PROGRAMME CERTIFICATE



No.: 70 RD-DEL/A-657(1673)/2024/E-259312
To,
M/s Crystals Facilities Pvt. Ltd.,
A-8 First Floor Madhu Vihar,
N. w Delhi-110092
Email: asco.crystalsfacilities@gmail.com

Date: 25/09/2025

Subject: Approval of Security Programme of M/s Crystals Facilities Pvt. Ltd. as Auxiliary Service Provider at IGI Airport, New Delhi.

Sir,
M/s Crystals Facilities Pvt. Ltd. located at A-8 First Floor Madhu Vihar, New Delhi-110092 has submitted the Security Programme through DIAL (Airport Operator) vide letter no. DIAL/SLC/DIV-III/2025/AEP/RD-BCAS/552 dated 21/08/2025 & e-BCAS applicant ID No. AUXN/12042025/000005697 to operate as an Auxiliary Service Provider at IGI Airport, New Delhi.

2. Security clearance vide e-Sahaj application no. L20240283103 was accorded by the appropriate Authority to M/s Crystals Facilities Pvt. Ltd. vide BCAS Hq. letter no. 15/20/2020-DELHI-BCAS (E-174902) dated 22/10/2024 under the category of Auxiliary Service Provider.

3. Draft Security Programme has been examined and found in order as per AVSEC Order No. 01/2019 dated 19/02/2019.

4. In terms of AVSEC Order No. 01/2019 dated 19/02/2019 read with BCAS O. M. dated 10/09/2020 vide no. CAS-7(23)/2-007/Div.-IE-86475 approval of Security Programme is hereby conveyed to M/s Crystals Facilities Pvt. Ltd. to operate as an Auxiliary Service Provider at IGI Airport, New Delhi and the Security Programme will be valid for a period of five years from the date of issue of the Security Clearance of the company i.e. 22/10/2024 or till the period of agreement with the Airport Operator/BCAS approved entity i.e. 31/03/2026 whichever is earlier. On expiry of validity of the Security Programme, fresh approval will be required from months this Bureau in advance. For which the application should be submitted to Regional Director at least three Months in advance.

5. Prior security clearance shall be obtained from DG, BCAS for any change in the name of the Auxiliary Service Provider, its registered address, its Board of Directors/Ownership/Partnership and location in the SRA.

6. M/s Crystals Facilities Pvt. Ltd. shall provide information regarding criminal case(s), if any, registered against the Company, owner, Promoter or any of its Directors at any point of time.

7. M/s Crystals Facilities Pvt. Ltd. shall observe all the prescribed security procedures as per the security programme and security instructions issued by the BCAS from time to time. Any amendment to such programme shall be made only after the approval of DG BCAS.

Continue on page 2.

[Signature]

-2-

8. M/s Crystals Facilities Pvt. Ltd. will exercise proper access control of its employees into its premises in the SRA.

9. Only regular employees of M/s Crystals Facilities Pvt. Ltd. who are on its direct payroll are allowed to involve in providing the auxiliary services. M/s Crystals Facilities Pvt. Ltd. shall not deploy any employee in the SRA without prior background check of each employee. M/s Crystals Facilities Pvt. Ltd. shall not engage/hire any person through subcontract for such services at the airport.

10. M/s Crystals Facilities Pvt. Ltd. shall not carry any item into the SRA without prescribed checks at the specified security check point at the airport and not allowed to carry any prohibited items in the SRA.

11. In terms of AVSEC Order 01/2021 dated 25/01/2021 M/s Crystals Facilities Pvt. Ltd. shall appoint an Aviation Security Compliance Officer (ASCO) on regular basis who shall qualify the AVSEC Induction Course conducted by BCAS from any approved ASTI within three (03) months from the date of issue of this letter. M/s Crystals Facilities Pvt. Ltd. shall also ensure that the ASCO will obtain On-the-job-training (OJT) for 24 hours under supervision before assuming AVSEC duties. ASCO shall also attend AVSEC Awareness Programme every year thereafter and any other course mandated by the Appropriate Authority unless any other exemption given by DG, BCAS. A certified copy of the AVSEC Induction Course Certificate and 24 hours OJT under supervision shall be provided to RD, BCAS Delhi for record.

12. M/s Crystals Facilities Pvt. Ltd. also directed to prepare QCP according to AVSEC Order 05/2024 and submit to this office on priority.

13. Total 80 Nos AEPs are authorized in SRA.

14. Director General, BCAS reserves the right to revoke this approval at any time without assigning any reasons thereof, in the interest of national/civil aviation security.

Yours faithfully,

[Signature]
(Sanjay Kataria)
Regional Director
RO, BCAS, New Delhi.

Copy for Information to:-

- | | |
|---|---|
| 1. The Director General BCAS, HQ, Udan: Bhawan, Sakdajung Airport, New Delhi - 110003 [Kind Attn.: JD (QC & Ops)] | This refers to BCAS HQ O.M. dated 10/9/2020 on the subject matter. For kind information please. |
| 2. The CASO, ASG (CISF), IGI Airport, New Delhi. | For information and necessary action please. |
| 3. The ED (Sec. & Vig.) DIAL, New Udan: Bhawan, IGI Airport New Delhi-110037. | This refers to his letter no. DIAL/SEC/DIV-III/2025/AEP/RD-BCAS/552 dated 21/08/2025 on the subject matter. For information please. |

Staff Training Concept

- Prepared the monthly Technical Training Calendar sent to the Operation Department. As per the training programme identify and nominate the employees from the Department to attend the Training.
- Besides the Training Calendar identify the need of training depending on the skills of employee, any new methodology introduced etc. Also get the Training cards filled by the employees in which employee is to state his/her own training needs on any particular topic.
- Take the attendance at the time of training and update the Training Time sheet with name of the employees attending the training.
- .Individual Training Record is updated for every individual attending the training with the following details:
 - Programme attended
 - Date
 - Faculty
 - Duration
- Training Coordinator and the employee to sign the record after above mentioned details are filled..
- Maintain a Log Book - The Log Book is a communication tool maintained at the Housekeeping Desk and contains information on pending work, major maintenance work completed during the day, etc
- Training records are to be stored at the designated storage area for the specified period of time.

SITE TRANSITIONING

Site transition team deployed 10 days in advance



Audit the facility



Take over the data



Create project snag list



Standardized Sop's, checklists, finalize checklists and make inventory



Operation team positioned gradually with transition team



Manpower mobilized



Induction and Training of staff as per job profile



Briefing of supervisor and staff about Job description and services levels

OBJECTIVES OF OUTSOURCING PAYROLL STAFF

- **TO SAVE BUSINESS COST** – Payroll Software, Control Operating Cost by keeping a low headcount of employees, Reducing spending on technology upgrades.
- **OTHER INDIRECT TIME/COST SAVINGS** – Reduces error of manual handling of data, reduces risk involved in security & confidentiality issues.
- **INCREASE THE LEVEL OF WORK CONVINIENCE IN DIFFERENT STAFF** – Attain cost savings by reducing capital investment s, Strengthen internal control and planning.

Payroll Outsourcing Services



**Total Tax
service**



**Custom
Reports**



**Deduction Tracking
& Reporting**



**Electronic
Payroll Reports**



**New
Hire Reports**



**Time
Keeping System**



**Employee
Self Service**



**Direct
Deposits**



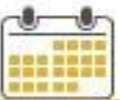
This slide is 100% editable. Adapt it to your needs and capture your audience's attention.

Payroll Outsourcing Files or Reports



Each week, We Prepare and File:

- Payroll Checks/Direct Deposits/Payroll Debit Card Deposits
- Third party checks or electronic payments.
- Taxes Deposited Automatically
- Reports delivered electronically
- Check Journal and Register with YTD totals
- Payroll Tax Liability Report
- Department Analysis
- New Hire Report
- Employee Maintenance Reports
- Current Deduction Report
- Processing Fees & Invoices Report
- Other reports as appropriate at no additional cost



Each Month, We Prepare and File:

- All State or Local revenue and unemployment reports as necessary
- All State and Local tax payments as required



Each Quarter, We Prepare and File:

- State Unemployment Wage Report
- State Withholding Reports
- Local Tax Report



THANK YOU

*We look forward to working
with you*

OFFICE



A-8, 1ST FLOOR, MADHU VIHAR, IP

EXTENSION, DELHI



8800754301



www.crystalsfacilities.com

