

APPLICATION FORM

ASTARAG OLD-AGE HOME PVT. LTD

Unit No.- 1 & 2

ASTARAG OLD-AGE HOME PVT. LTD

**Shibarampur, Jagannathpur, Plaza Housing,
Plot No.277, 83 P.O.- Asuti, P.S.- Kalitala-Asuti,
South 24 PGS, Kolkata- 700141**

**PLEASE FILL UP THE APPLICATION FORM IN CAPITAL LETTERS.
PLEASE SIGN EACH PAGE AND AT THE END OF THE FORM.**

(Please fill in relevant portion of the Application Form for Individual/Joint. Strike out portions that are not applicable and submit the application form in full).

Separate application forms are required to be filled for multiple bookings



(First Applicant)



(Joint Applicant)

1. Sole / First Applicant Details:

Name Mr./Ms./Dr.

Father's / Husband's Name:

Date of Birth: Nationality:

Photo ID: AADHAAR OR VOTER ID:

Income Tax / PAN/GIR No.

Passport No. (To be filled by NRI's only):

OCI Number: _____

Address:

.....

Name of Son/Daughter:

.....

Contact No's :

Contact Email:

2. Second Applicant Details:

Name Mr./Ms./Dr.

Father's / Husband's Name:

Date of Birth: Nationality:

Photo ID: AADHAAR OR VOTER ID:

Income Tax / PAN/GIR No.

Passport No. (To be filled by NRI's only):

OCI Number:

Address:

.....

Relationship with first applicant:

FINANCIAL RESPONSIBILITY:

The applicant takes the full financial responsibility for any payments. If the applicant is above 80 Yrs. of age and for any reason becomes incapable of providing payments then the alternative person named below will take the full responsibility for payments.

3. PERSON RESPONSIBLE FOR BILLING/INVOICE, IF OTHER THAN APPLICANT:

Name and Address:

.....

Relationship with first applicant:

Contact Nos:
.....

Email:

Photo ID: ADHAR OR PAN, PASSPORT WITH OCI(IF NRI)

.....

4. LOCAL CONTACT INFORMATION : (LOCAL CONTACT CAN NOT BE RESPONSIBLE FOR ANY FINANCIAL ISSUES)

Name:
.....

Address:
.....

Contact No. :

Email:

Photo ID: ADHAR OR PAN OR VOTER ID

.....

5. BOOKING PREFERENCE:

Unit Type and Number:

Any other special request(s):
(Only at the sole discretion of
ASTARAG OLD AGE Home Pvt. Ltd.

or any other relevant information
to be provided

Application Deposit money details:

Cheque / DD no. Dated Drawn on
..... Bank for Rs./- only

If Remittance by ETF: Submit transaction record

6. MEDICAL HISTORY AND REPORT (Please answer following questions)

Are you currently under a doctor's care: Yes ☐ No ☐

If yes, explain:

When was the last time you had a Health Check Up?

Have you ever had an exercise stress test: Yes ☐ No ☐ Don't know ☐

If yes, the results: Normal ☐ Abnormal ☐

Do you take any medications on a regular basis?

If yes, please list medications and reasons for taking:

Have you been hospitalized? Yes ☐ No ☐

If yes, explain:

Do you smoke? Yes ☐ No ☐

Do you drink alcohol? Yes ☐ No ☐

Are you moderately active on most days of the week? Yes ☐ No ☐

Do you have:

High blood pressure? Yes ☐ No ☐

High cholesterol? Yes ☐ No ☐

Diabetes? Yes ☐ No ☐

A heart attack? Yes ☐ No ☐

A stroke? Yes ☐ No ☐

Known heart disease? Yes ☐ No ☐

Valvular heart disease? Yes ☐ No ☐

Chest pain with exertion? Yes ☐ No ☐

Irregular heart beat or palpitations? Yes ☐ No ☐

Lightheadedness or do you faint? Yes ☐ No ☐

Unusual shortness of breath? Yes ☐ No ☐

Cramping pains in legs or feet? Yes ☐ No ☐

Frequent fall? Yes ☐ No ☐

Other metabolic disorders (thyroid, kidney, etc.)? Yes ☐ No ☐

<i>Epilepsy?</i>	Yes <input type="checkbox"/>	No <input type="checkbox"/>
<i>Asthma/COPD/BOTH</i>	Yes <input type="checkbox"/>	No <input type="checkbox"/>
<i>Do you need to take Nebulizer/Inhaler?</i>	Yes <input type="checkbox"/>	No <input type="checkbox"/>
<i>If yes, can you take yourself?</i>	Yes <input type="checkbox"/>	No <input type="checkbox"/>
<i>Do you need Oxygen cylinder on a regular basis/Intermittent?</i>	Yes <input type="checkbox"/>	No <input type="checkbox"/>
<i>Any Orthopedic problem?</i>	Yes <input type="checkbox"/>	No <input type="checkbox"/>
<i>Muscle pain or an injury (explain on back of Form)?</i>	Yes <input type="checkbox"/>	No <input type="checkbox"/>
<i>Any Injury or Bed Sore</i>	Yes <input type="checkbox"/>	No <input type="checkbox"/>
<i>Do you take any Antipsychotic or Depression drugs?</i>	Yes <input type="checkbox"/>	No <input type="checkbox"/>
<i>Do you take medication for THYROID Problem?</i>	Yes <input type="checkbox"/>	No <input type="checkbox"/>
<i>Do you take PARKINSONS Medication?</i>	Yes <input type="checkbox"/>	No <input type="checkbox"/>
<i>Do you have Dementia or loss of memory symptoms?</i>	Yes <input type="checkbox"/>	No <input type="checkbox"/>
<i>Do you have any mental illness?</i>	Yes <input type="checkbox"/>	No <input type="checkbox"/>
<i>Do you have Cataract or Cataract surgery?</i>	Yes <input type="checkbox"/>	No <input type="checkbox"/>
<i>Do you have Hearing Aid?</i>	Yes <input type="checkbox"/>	No <input type="checkbox"/>
<i>Do you have Pacemaker?</i>	Yes <input type="checkbox"/>	No <input type="checkbox"/>
<i>Do you have False Teeth?</i>	Yes <input type="checkbox"/>	No <input type="checkbox"/>
<i>Do you have any other surgery?</i>	Yes <input type="checkbox"/>	No <input type="checkbox"/>
<i>Do you have UTI (Urinary Tract Infection)?</i>	Yes <input type="checkbox"/>	No <input type="checkbox"/>
<i>Do you have SKIN Disease?</i>	Yes <input type="checkbox"/>	No <input type="checkbox"/>
<i>Do you have Bladder/Bowl Incontinence?</i>	Yes <input type="checkbox"/>	No <input type="checkbox"/>
<i>Do you have Allergies to any Drugs or Foods</i>	Yes <input type="checkbox"/>	No <input type="checkbox"/>
	Yes <input type="checkbox"/>	No <input type="checkbox"/>

If answers to any of the above questions are yes then explain:

Use separate sheet if needed

(Please provide & attach the relevant medical reports as given below:)

a) *Blood Reports must include Blood Sugar, Cholesterol, CBC, RBC, Hemoglobin or any other specific report suggested by the ASTARAG Medical Personnel.*

b) *ECG, Urine analysis*

c) *Report of any surgery done in the past such as Heart surgery, Kidney transplant, cancer treatment etc supported by present status of health & Medical Certificate.*

d) *Report for any case of chronic illness, serious illness or any infectious discasc's.*

7. EVALUATION OF NECESSITY OF "ASSISTANCE"

ASTARAG offer residents many of the benefits as Independent Living, while providing basic and customized help in areas that may become personally challenging.

We at ASTARAG understand that each resident is an individual with unique needs and preferences. That's why we meet with each resident and family members and conduct an assessment - prior to move-in and at regular intervals after move in to understand the need of assistance and support in the following areas - such as:

1. Washing or Showering: Need help and assistance to wash in the basin or taking shower or wash by other means.

2. Dressing and clothes selection: Need help and assistance to put on, take off, secure and unfasten all garments and, as appropriate, any braces, artificial limbs or other surgical appliances.

3. Medication management: Need help for medication management 4. Feeding: Need help and assistance to feed oneself once food has been prepared and made available.

5. Toileting: Need assistance to use lavatory or manage bowel and bladder function through the use of protective undergarments (Diaper).

6. Mobility: Need assistance to move indoor from room to lobby, Dining lounge, assistance in walking in the garden etc. Need wheel chair or not.

7. Transferring: Need assistance to move from bed to an upright chair or wheelchair and vice versa.

"ASTARAG" EVALUATION OF ASSISTANCE NEEDS:

Yes ☐ No ☐

Signature ASTARAG

COMMENTS:

8. MEDICAL INSURANCE, If Available:

Please provide & attach relevant Documents for Medical Insurance of the incumbent, if any.

9. DECLARATIONS:

I/We solemnly declare that:

a. I/We have read and understood the General Terms and Conditions including statement of rate structure and duly signed annexed herewith and agree to abide by them.

b. All the above information furnished by me / us are true to the best of my / our knowledge and belief and nothing relevant has been concealed or suppressed.

c. I/We undertake to inform ASTARAG OLD AGE HOME PVT LTD in writing, any changes in particulars furnished in this application that may occur in future.

d. I/We understand that ASTARAG OLD AGE HOME PVT LTD reserves the right to allocate different unit(s) with mutual consent, reject any special requests made by me/us or reject this application for allotment of Unit without assigning any reason.

Signature of Sole / First applicant

Signature of Joint applicant

Date :

Place :

WITNESS(ASTARAG):

Operational Rules and Guidelines for ASTARAG Residents

These rules are effective from 1st day of May 2025.

FOOD - Kitchen services:

ASTARAG provides healthy, nutritious, diet conscious menu on a regular basis. We serve to our residents. Currently we are ready to serve about 30 residents daily for breakfast, Lunch, evening snacks and Dinner. We are trying our best to satisfy all residents with our Menu suitable for geriatric population. We offer multiple options to choose from our menu for Breakfast, Lunch and Dinner. We take the options day before the service from each resident who are requested to be present in the room.

We can serve vegetarian and non-vegetarian meal with some restrictions as such NO Separate Vegetarian Kitchen

Before Morning Tea: *Green Coconut Water, Sugarcane Juice, Trifala Juice, Honey-Lemon Water, Isabgul, Kotila Water, Chiretha Water, Methi Mouri water (alternative 7 days)*

Morning tea with biscuits: *Normal service time 6:30am to 7:00 am. Tea with biscuit will be served in the rooms. Residents are requested to have tea during this time frame.*

Breakfast: *Service time 8:30am to 9:00am. Breakfast will be served in their room. All residents are requested to enjoy breakfast in their room.*

Morning Fruit(Seasonal): *Service time 10:00 a.m. to 10:30 a.m. This will be served in the room.*

Lunch: *Service time 12:30pm to 1:00pm. Lunch will be served in their room. All residents are requested to enjoy lunch in their room.*

Afternoon Tea with Biscuit: *Normal service time 4:30pm to 5:00pm. Tea with biscuit will*

be served in the rooms. Residents are requested to have tea during this time frame.

Early evening snacks: *Service time approx. 5:30pm to 6:00pm. This will be served in the rooms.*

Dinner: *Service time 8:30pm to 9:00pm. Dinner will be served in their room. All residents are requested to enjoy dinner in their room.*

Room Service:

All residents are requested to enjoy the food (Breakfast, Lunch and Dinner) in their room. The residents with assistance (Aya) can enjoy their breakfast or Lunch or Dinner in their room as Aya will bring their food to their respective rooms. During this time and no Service Charge for Room Service.

Please Note: *Specially all the foods and drinks will be served in a Kansar and Silver utensils.*

ASTARAG will not deliver and leave food in a resident's room if they are not there. Residents must be present in their room at time of meal delivery.

Please Note: *Residents should contact the ASTARAG front desk in advance for any deviation from normal service so that ASTARAG Staff can accommodate the request. Residents should not place service trays in the corridor. Thank you for your support, help and cooperation.*

Guest of Residents visiting ASTARAG:

Guest staying overnight or few days: *All residents are requested to inform the front desk through email at least seven days prior to the arrival of the guest. If a guest room is available, the ASTARAG staff will inform accordingly through email. The prevailing Rates and requirements for guest room will be communicated through that email. ASTARAG cannot guarantee accommodation.*

Guest for food:

All residents are requested to inform the front desk at least 24 hours before the guest will have food (Breakfast, lunch and/or dinner). If the request is not made within this timeframe, ASTARAG cannot guarantee the food service.

Visiting hours:

Guests may visit during the hours of 10am to 4pm. Please send official email informing the visit of your guests so that the front desk personnel can inform security. The guests should inform the front desk about the detail items of the food items brought in which will help us to inform our house physician in case of any adverse events. Guests are not allowed to bring any cooked food.

ASTARAG is an Old Age/Senior Living Home and is a community living. It is the responsibility of ASTARAG to maintain Privacy, Safety and Security of all our esteemed residents. Based on this Philosophy we do not allow more than two guests visiting the Resident's room at a time. The resident can spend time all together in our reception lounge.

If the resident orders food for their guests then they are allowed to enjoy their food in resident's room.

No Alcohol and Smoking Policy:

All residents are requested to refrain from consuming alcoholic beverages and smoking in their rooms and in the ASTARAG facility/campus. Please advise your family or guest visitors about this policy.

Courtesy behavior to the Staff:

All residents and their guests are requested to extend courteous behavior to all ASTARAG staff which includes kitchen, garden, cleaning, attendants (Ayas) and security personnel. If any resident or guests have any issue or problem with any staff, please inform ASTARAG Management .

Food from outside: *Residents or their guests cannot bring in cooked food from outside. They can bring fruits and dry food. They are welcome to order from our cafeteria menu.*

Tips to Staff:

All residents and their guests are requested not to give TIPS to any of our staff members. We believe that your comfortable stay at ASTARAG is not dependent on any one individual. If you want to appreciate our staff, please contact front desk and they will accept your appreciation and contribution. They will keep the contribution in a pool fund and will be distributed to all staff.

New Resident Move in Requirements:

A list of items are sent to the prospective resident to bring in prior to move. All new residents are requested to prepare a list of items describing type and quantity. The items should include among other things Dentures, hearing aid, glasses, walker, canes if any, slippers, shoes, clothes etc. Our front desk personnel will guide the new residents what to bring. Please sign the list and hand over to the front desk.

Slippers are considered essential footwear during the stay at ASTARAG. All resident should wear slippers, shoes or sneakers with NON-SKID soles.

Please do not bring any valuable jewelry and large sum of cash. It is the responsibility of the resident to keep in their custody. ASTARAG do not take any responsibility for safe keeping.

Usage Telephone for outside calls:

ASTARAG provides telephone connection to each room through the EPBX box. This service is provided for the convenience of its residents so that they could be in touch with their loved ones. The ASTARAG front desk personnel forward an incoming call to a room for the resident.

The resident should bring the telephone receiver which could also be used as intercom with the front desk and should be used for any emergency or other usage.

ASTARAG Residents traveling outside:

ASTARAG Resident could leave the facility to visit a relative or friend or for any other personal reasons. The attendants (Ayas) are not allowed to accompany the resident any personal activities. The resident will inform the ASTARAG Front desk through email about the travel plan few days (preferably 7 days) prior departure. The information regarding the place where the resident will travel, the contact telephone number and the return date need to be provided. ASTARAG Personnel will record the information in the respective resident folder.

Save Energy:

Residents are requested to help and support ASTARAG Management in saving energy. Please turn off the GYESER while not in use. Please turn off FAN, Lights while you are not in the room. Please help us in saving energy.

Room Decoration:

Residents are requested to inform the Front Desk for any modification or alteration to be done in the room walls such as Hanging picture frame, Shelf, Plants or any other items for hanging or placing inside the room. Once the management approval is obtained then the work could be done by ASTARAG authorized personnel at an extra cost.

Please note that the final bill of the resident will be adjusted for the damage repair cost.

Additional Furniture:

Residents are requested to inform the front desk if there is a necessity for additional furniture for example Book shelf, Dress wardrobe, Steel almirah or any other items. If the request is approved by ASTARAG Management then the item could be purchased. It is the responsibility for the residents to make the arrangement for purchase, delivery and move the item to the individual room at their own cost. ASTARAG personnel will provide support with the additional administrative charge.

Personal Linen:

It is the responsibility of the resident to maintain and clean their personal LINENS at their own expense. ASTARAG will help the residents in carrying out this responsibility.

Washing of Personal Clothes along with Curtains, Comforter covers, bath towels:

Residents are responsible to wash their personal clothes, curtains and comforter covers. ASTARAG will help in arranging the cleaning ladies to clean these items. The extra cost for the service will be included in the invoice.

ASTARAG will also help in arranging laundry service and the payment for which should be made directly.

Residents are requested not to hang the clothes or other items on the balcony railing. A clothes hanger stand is recommended. Please cooperate in keeping ASTARAG facility in order.

Service for doing "Bed and mosquito net":

If any resident wants the service of "doing beds and putting and taking out mosquito net", ASTARAG will provide this service at an extra cost as per following schedule.

Morning: Between 6:30AM to 7:00AM. Night: 8 pm.

Flowers from the Garden:

Residents are requested not to pluck any flowers from the garden. The gardener has been instructed to keep some flowers in the Temple. Please use for your needs.

News Paper:**Personal News Paper:**

The residents who subscribe their own News Paper are requested to send an email to ASTARAG specifying which News Paper or Magazine they want to subscribe. ASTARAG will arrange the supply and the cost and monthly service charge. The monthly cost will be communicated through email for approval and once approved then the service will be initiated. The cost will be included in the monthly invoice.

ASTARAG subscribes to the following News Paper for the residents.

Bartaman paper and Statesmen

All residents are requested not to take the paper at their rooms. Please enjoy the reading in the lounge.

ELECTRICITY:**Usage of Sub meter Line:**

The electricity usage in the room is extra as per "SUBMETER" Reading.

There are two 15 Amps plugs are in each room for usage of A/C and other appliances.

The residents are requested not to use any other plugs for any appliances such as Electric Iron, Electric Kettle, Electric heating Pad, Electric Dryer etc. Please cooperate with ASTARAG in order to keep the Electric Distribution Network. If any resident needs to use those appliances please inform front desk.

Usage of Generator:

During Power failure the Generator will provide power supply to ONE TUBE LIGHT AND ONE CELING FAN in each room.

The backup generator will support power in the Corridor, Lobby, Campus, Water Pump and Lift.

Based on an agreement with our neighbors, the generator will not be turned on (in case of power failure) during the period of 12AM to 5.00 AM.

Natural Disaster/Crisis Management Protocol:

Generally we get a proper forecast now a days. Based on the forecast we initiate the disaster protocol.

A. POWER SUPPLY:

- 1. There will be long term power failure during the Thunder storm, Cyclone or Typhoon etc.*
- 1. We make sure sufficient Diesel (Generator Fuel) in stock.*
- 2. The Generator will run every two hours off and on mode.*
- 3. The priority of power supply is to run the water pump, run the STP, light and Fan in the rooms, LIFT and lights in the corridor and campus.*

B. Infrastructure manpower resource:

- 1. Attendance of our resources is our main challenge*
- 2. As per our protocol we request and arrange our attendants to continue their duties. We arrange for their food so that they do not need to go home. The attendants can continue their support for their respective boarders.*

C: FOOD:

- 1. Arrangements for FOOD is our major challenge. The daily supply of Vegetabies, Fish/Chicken, Egg, Milk, Bread etc. supply becomes unpredictable because Market gets closed because of this type of disaster. We arrange food for all residents based on our stocked items.*

We sincerely request all our esteemed residents for their support and in managing the Natural Disasters jointly so that we all can go through this and go back to Normalcy.

ASTARAG OLD-AGE HOME PVT. LTD

Shibarampur, Jagannathpur, Plaza Housing,
Plot No.277, 83 P.O.- Asuti, P.S.- Kalitala Asuti,
South 24 PGS, Kolkata- 700141

FACILITY

Senior living or popularly known as Old Age Home in natural environment with modern amenities This old age home is built on the concept of Independent Living to Assisted Living. The facility is built for wheel chair access throughout the building and garden area.

The Old Age Home or Senior home is one two storied building and another three storied building in a well-manicured lawn and Garden with balcony. A well maintained Temple overlooking the building. Each floor is about 2000 Sqft area with spacious lobby and corridor and balcony. The total area of the campus is about 18000 Sqft. The campus also includes Generator Room, Transformer Room, Waste Water Treatment Plant and Car Porch area for Car parking and In House Ambulance area. There is in-house Nursery for the Gardeners.

FACILITY-MAIN BUILDING—

- *Each room/suite is attached with a Balcony*
- *Each room/suite is attached with private bathroom with hot water geyser, EC, Pedestal Basin with Mirror and Standing Shower.*
- *The building has 33 rooms and each of the rooms is fitted with the following.*
 - a) *1 single/double bed*
 - b) *1 sofa with a tea table with dining table*
 - c) *1 writing desk with chair*
 - d) *1 ceiling fans*
 - e) *1 Almirah with one side mirror*
 - f) *plastic chair in the balcony*
 - g) *Each room is equipped with Power outlet for Optional A/C, Small refrigerator or other*

electrical gadget, Television, Sub meter for Electricity.

h) Some rooms are equipped with AC.

i) 1 T.V.

j) Each room is equipped with cable network and Television. Television set is the responsibility of the boarder.

- 24 hour security throughout building*
- 24 hour attendance(aya) , nurse*
- Backup generator power supply Well lighted and ventilated*
- Individual Television and relax area*
- The facility is under CCTV Monitoring system.*
- The RAM-KRISHNA SARADA TEMPLE is conveniently located almost in the SIDE of three storied building next to the garden.*

FACILITY-ANNEXE BUILDING

This would be for people who would take up permanent residence in The ASTARAG ANNEX PREMIUM FACILITY until he/she decides to leave his/her room on his/her own wish or due to the unfortunate occasion of his/her demise or due to ASTARAG management disciplinary action.

The two building has 33 rooms in this facility and are air-conditioned.

Each room are with attached bathroom and are similar as Main building.

The rooms upgraded from our rooms in our main facility such as addition of AC, Commode shower, hot & cold mixer.

The room sizes are in between approx. 200sq.ft to 300sqft.

The furniture in each room are similar as mentioned under Main Building.

Each room is equipped with Sub Meter for electricity.

Our Air conditioned Guest room is located in this Annex building.

Each room is equipped with Power outlet for Optional Small refrigerator or other electrical gadget, Television etc.

Each room is equipped with Telephone and cable network. The telephone and Television set is the responsibility of the boarder.

There is a open Walkway connecting the Main and Annex Building.

The Relaxing and mingling area with concrete sitting arrangement is located in the garden.

KEY AMENITIES (MAIN AND ANNEXE FACILITIES)

FOOD (An example of Monthly menu for reference)

- *Before Morning Tea @ 6 AM*
- *Morning Tea with biscuit @6:30 AM*
- *Breakfast - @8:30 AM*
- *Morning Seasonal Fruit - @10:30AM*
- *Lunch - @12:30PM*
- *Afternoon Tea with biscuit - @4:30PM*
- *Afternoon Snacks - @6:30PM*
- *Dinner - @8:30PM*
- **Specially all the foods and drinks will be served in a Kansar and Silver utensils.**

- **DAILY MORNING WALK**

FITNESS

- *Weekly Yoga exercise*
- *Boarders are encouraged for waiking in the garden outside or inside corridor*

INDOOR GAMES

- *We planed to introduce later.*

ELECTRICITY

1. Electricity is supplied free for common area, each room with one tube lights, one night light, one fans, one toilet light, one instant geyser, one balcony light and one TV Plug point.

2. Backup power supply with generator is maintained (12 midnight to 5AM- because of noise restriction from neighborhood)
3. During generator operation only one fan and light will be operational
4. Electricity charges for Air conditioner or any other gadgets plugged would be charged extra via Sub meter reading.

WASHING

1. Personal washing is arranged at an extra cost

CLEANING

1. Each room and toilet is cleaned every day.
2. The common area also cleaned regularly and maintained

ENTERTAINMENT

1. Entertainment program or activities are arranged on a regular basis
2. Boarders participate in a musical program and this program is arranged once in every month.
3. Boarders participate in different pujas like Biswakarma Puja, Saraswati Puja and Lord Siva Puja etc.
4. Boarders participate in 15th August and 26th January celebrations
5. Annual Sports: Residents and Staff participates in Annual Sports in January/February time frame each year.

OUTDOOR TOURS:

Tours are arranged during the year such as PUJA PARIKRAMA, DAKSHINESWAR TEMPLE, BELUR MATH, SWAMINARAYAN TEMPLE, and ECO PARK, PICNIC ETC. with free of COST.

Please Note: Outdoor tours specially every after three months in a year with free of cost.

LIBRARY/NEWSPAPER

Grand

1. A library is available on ground floor area for boarders to enjoy
2. Newspapers are available (English and Bengali language) in the Ground floor Lobby or reception area,
3. A Television is available in their personal room.

SERVICES ON REQUEST (AT AN EXTRA COST)

1. Car on Hire
2. Site visits and outdoor work related jobs.

ASSISTED LIVING (AT AN EXTRA COST)

- *The assisted living is provided to those seniors who need help with activities of daily Living (ADL), such as bathing, dressing, walking, eating and monitoring medications.*
- *Assisted living provides a balance of residential living, health and recreational services, and assistance in day-to-day living activities.*
- *The ASTARAG will offer residents many of the benefits as Independent Living, while providing basic and customized help in areas that may become personally challenging.*

ASTARAG OLD AGE HOME PVT. LTD.

MEDICAL AND HEALTH CARE FOR ASTARAG RESIDENTS

EFFECTIVE MAY 2025

ASTARAG residents are required to bring all available existing medical records at the start of living in ASTARAG. While checking the resident for the first time, if the Doctor recommends any blood or pathological or other diagnostic test (such as X- ray, ECG etc.) during his first visit of the resident, then these tests are to be carried out. The costs of the tests are extra. ASTARAG trained nursing Staff maintains the medical folder of each resident. This medical folder is maintained at the ASTARAG facility and will be available for review by the resident or authorized representative (ie children). The medical folder is updated with any new records as provided by general physician during routine medical care, as detailed below. The cost for General Physician monthly monitoring visit is included in the ASTARAG Monthly service. The emergency and phone advices are extra and are to be included in the invoice.

PREVENTIVE AND ROUTINE MEDICAL CARE

The nursing trained professionals (Trained Nurse) are present in the ASTARAG facility. Monthly medical checkup of all residents are carried out by the ASTARAG Medical Officer, a general physician. This checkup cost is included in the monthly service fee. However, if the general physician prescribes specific tests (such as X- ray, ECG, or any diagnostic or pathological tests), then the ASTARAG nursing staff coordinates and arranges those tests and their costs are extra.

MEDICINE:

The cost of medicine is extra. ASTARAG provides the service to procure medicines for the residents. ASTARAG staff along with trained nurses maintains and monitors the medication of the residents.

If the resident or authorized person opted to supply the medicine then they need to keep and maintain the inventory of the medicines. They will supply the medicines to ASTARAG on time to be administered. If the resident or the authorized personnel requests ASTARAG Nursing staff to monitor the inventory and the list to procure then there will be a service charge of Rs500/- which will be included in the monthly invoice.

NURSING MONITORING:

The Nursing staff routinely monitors all residents of ASTARAG. If necessary they discuss with the House Physician and obtain Phone Advice. The Nursing staff then communicates with the resident and or their siblings for their advice and authorization. The Nursing staff then executes the advice. The Doctor's phone advice fee is extra and included in the invoice.

If any resident needs extra nursing monitoring then the Management will decide the extra nursing cost and will be communicated with family and or siblings.

Emergency Medical Service

ASTARAG manages an emergency medical condition in two steps.

First step:

We contact our Medical Officer and explain the medical condition of the resident. The doctor may visit the resident on an "EMERGENCY CALL" for checkup and subsequent advice. If necessary, additional tests may be carried out upon the recommendation of the doctor's diagnosis. The costs of these activities are extra and will be included in the monthly invoice. If the Doctor decides to transfer the resident to a Hospital Emergency, then we follow the second step.

Second step:

ASTARAG maintains its own Ambulance and driver in the premises. Per Doctor's advice and family consent, ASTARAG will move the resident to C.M.R.I., B.M. BIRLA HEART RESEARCH CENTRE, KOTHARI MEDICAL HOSPITAL which is WELL equipped with ICU and ITU facilities and is located in Ekbalpur Kolkata.

Alternately we can move the resident to Narayan Memorial Hospital, B.P. Poddar Nursing Home, Southern Nursing Home at Behala which is equipped with ICU and ITU facilities , as per family's consent.

The cost of Ambulance and Nurse Escort for admission is extra and included in the invoice.

As soon as we move the resident to the hospital, we will inform the resident's authorized personnel (e.g sibling and/or contact person). The resident and/or their authorized personnel will decide where to continue the treatment and if needed, will transfer to any hospital of their choice. The resident's family is required to take decisions regarding treatment.

ASTARAG will make the arrangement for initial payment for admission to the C.M.R.I., B.M. BIRLA HEART RESEARCH CENTRE, KOTHARI MEDICAL HOSPITAL. The amount of initial payment and other expenses (àmbulance, medicine, oxygen etc.) will be included in the monthly invoice. The residents or their relative are requested to arrange the payments to the hospital directly.

An alternate arrangement could be made by the family and or siblings for admission to

any other hospital of their choice. They are fully responsible for making admission charges by themselves and continue make the payment to that Hospital.

As soon as we move the resident to the hospital, we will inform the resident's authorized personnel (e.g sibling and/or contact person). The resident and/or their authorized personnel will decide where to continue the treatment and if needed, will transfer to any hospital of their choice. The resident's family is required to take decisions regarding treatment.

If ASTARAG makes the payment to C.M.R.I., B.M. BIRLA HEART RESEARCH CENTRE, KOTHARI MEDICAL HOSPITAL on behalf of the family then there will be a 10% processing and service charge on the total bill.

This payment to the Hospital must be paid to the Company within 72 hours of payment. The sibling or authorized personnel of the resident is required to take the "DISCHARGE" from the hospital and provide to the ASTARAG Staff with the discharge records. Per authorization of the family, ASTARAG can take the discharge with additional escort fee, Ambulance and any other incidental expenses which will be included in monthly invoice. Any medical insurance claim must be processed by the resident and/or their legal delegate who will coordinate with hospital and medical insurance company.

In the event the resident's death during the stay within the premises of the company or during treatment in the hospital, the guardian/local contact of the resident shall make all arrangements for cremation. If they are unable to do then the company shall make all such arrangements on behalf of the guardian/local contact and for all such acts and deeds, both the guardian/local contact hereby ratify and approve of the same (cremation process) to be performed by the company. Provided that the company shall make arrangement on the account of the occupant, all such expenses including expenses for preserving the dead body for such duration not exceeding 72 hours as may be decided by the guardian/local contact on intimation to the company.

The company (ASTARAG) will make payments as against all cost and expenses to be incurred by the company as stated above and in case of such payments by the company

SPECIFIC MEDICAL REQUIREMENT FOR RESIDENT

Based on authorization from the resident, the following arrangements are possible:

- 1. If Doctor advises for routine monitoring activities such as insulin or any other Injection, routine blood sugar tests, routine Blood Pressure measurements or routine nursing care, ASTARAG could arrange these activities at an extra cost which will be communicated to the resident or authorized personnel.*
- 2. If after Hospital discharge the resident needs 24 hour dedicated trained nursing care, ASTARAG could arrange the dedicated nursing care at an extra cost which will be communicated to the resident or authorized personnel.*
- 3. If Doctor advises physiotherapy or ultrasound, ASTARAG could arrange at an extra cost which will be communicated to the resident or authorized personnel.*
- 4. If Doctor advises for consultation with specialist physician, ASTARAG could arrange at an extra cost which will be communicated to the resident or authorized personnel.*
- 5. if Family advises for Consultation with Eye, ENT, Cardiologist, Orthopedic or any other Physician for consultation, ASTARAG could arrange Extra Cost.*
- 6. ASTARAG can arrange the discharge from hospital with proper authorization and extra service cost which will be communicated to the resident or authorized personnel.*
- 7. ASTARAG can arrange the insurance process with proper authorization and extra service cost which will be communicated to the resident or authorized personnel.*
- 8. If any other services are deemed necessary, ASTARAG would try to arrange based on their ability at an extra cost which will be communicated to the resident or authorized personnel.*
- 9. ASTARAG can use C.M.R.I., B.M. BIRLA HEART RESEARCH CENTRE, KOTHARI MEDICAL HOSPITAL OPD or any other Clinic OPD for any specialist consultation with family authorization with additional extra cost.*
- 10. ASTARAG can utilize C.M.R.I., B.M. BIRLA HEART RESEARCH CENTRE, KOTHARI MEDICAL HOSPITAL or any other diagnostic Pathological Laboratory for any tests with additional cost.*

**** ONCE THE AUTHORIZATION AND PAYMENT IS RECEIVED IN ADVANCE
ASTARAG WILL MAKE THE ARRANGEMENTS.**

Medical Support to ASTARAG Residents (ASTARAG Exercises this support when needed)

ASTARAG will have an option to exercise services such as-

Escort of the discharged patient by a Care Manager

Skilled Nursing Care

Medical devices for rent or sale

Mental Health Services - Psychological Counseling

THE ASTARAG-RATE STRUCTURE

A. LIFETIME ACCOMODATION:- ASTARAG PREMIUM FACILITY Effective 1st day of MAY , 2025

This would be for people who would take up permanent residence in The ASTARAG PREMIUM FACILITY until he/she decides to leave his/her room on his/her own wish or due to the unfortunate occasion of his/her demise or due to ASTARAG management disciplinary action. The rooms in this facility are air-conditioned and upgraded from our rooms in our main facility such as addition of Commode shower, hot & cold mixer. All rooms are side Garden and Temple facing.

Pricing: -

A Security Deposit is to be paid as mentioned below: Type of Accommodation

One time Deposit amount (Rs.) Per Room.

PERMANENT STAY Rs 30 Lakh (Gr. Fl.) Rs.25 Lakh (1. Fl.) Rs.22 Lacs (2. Fl.)

Except Medical Bill

Security Deposit:

The amounts for security deposits will not carry any interest and will be refundable after deducting 10% for ASTARAG administrative and processing fee and after deducting outstanding dues, if any from the resident.

Option for other appliance: *The residents can bring Micro-wave oven, Mini Refrigerator, Hot-Pot, room heater on their own. The installation charges will be paid by the resident. The electric bill for usage of such equipments will be charged extra based on actual sub-meter reading and the sub-meter is already installed.*

Signature: ASTARAG

Signature: Resident

"The ASTARAG Monthly Service Charge"
(Effective from 1st Day of May,2025)

**Rs.30,000/- per month per person in case occupying a single room
(Staying/Rental: Rs.15,000/- and Food: Rs15,000/-)**

**Rs. 50, 000/- per month in case of double occupancy (Staying/Rental: Rs20,000/-
and Food: 30,000/-)**

The electricity charges are extra as per sub meter. The sub meter rate is Rs15/- per unit.

This monthly charge will be adjusted / increased 5% in every year.

The above amount along with estimated residents' personal expenses like medicines, personal Ayah, washing clothes, toiletries or other general necessities, has to be paid in advance on the 1st of each calendar month. The medical emergency costs which are extra have to be paid by the resident.

The Govt. Levy CST will be applicable as per prevailing rates

ANNEXURE I

*The following services will be provided within the ambit of monthly staying charge:- a)
Daily cleaning of rooms and toilets and daily cleaning of common area b) Proper security
arrangement with 24 hours security at Gate.*

c) Monthly check up by a doctor

*d) Common area electricity charges and Back up power supply with Generator for light
and fan in the room.*

*e) Morning tea, Breakfast, Lunch, Afternoon tea, Evening snacks and Dinner
everyday*

f) Library, game, music and other extra curricular activities

g) Daily newspapers (English, Bengali) in the Lobby/Lounge area

h) Maintenance of Garden/lawn and facilities.

Emergency Services (At Extra cost): -

- a) Ambulance on call*
- b) Doctor on call*
- c) Transfer to Hospital/ Nursing Home*
- d) Personalized nursing care*
- e) Oxygen cylinder, Wheel chair*
- f) Other emergency related costs*

Signature: ASTARAG

Services on request (Extra cost):-

- Car on Hire*
- Escort services*
- Personal Laundry services*
- Outdoor work related jobs*

Signature: Resident

THE ASTARAG RATE STRUCTURE

A. LIFETIME ACCOMODATION:- (Effective from 1st Day of May,2025)

This is for people who will take up permanent residence in The ASTARAG FACILITY until he/she decides to leave his/her room on his/her own wish or due to the unfortunate occasion of his/her demise or due to ASTARAG management disciplinary action.

Pricing: -

A Security Deposit is to be paid of the applicable amounts mentioned below: The Security Deposit amount is for each room and each person in single bed

<u>Type of Accommodation</u>	<u>Gr. Floor</u> <u>Deposit Amount(Rs.)</u>	<u>1st Floor</u> <u>Deposit Amount(Rs.)</u>	<u>2nd Floor</u> <u>Deposit Amount(Rs.)</u>
<i>Single bedroom rear view</i>	<i>4,00,000/-</i>	<i>4,00,000/-</i>	<i>3,00,000/-</i>
<i>Single bedroom front view</i>	<i>5,00,000/-</i>	<i>5,00,000/-</i>	<i>4,00,000/-</i>
<i>Double bedroom rear view</i>	<i>Nil</i>	<i>8,00,000/-</i>	<i>7,00,000/-</i>
<i>Double bedroom from view</i>	<i>Nil</i>	<i>10,00,000/-</i>	<i>8,00,000/-</i>

Security Deposit:

The amount for security deposits will not carry any interest and will be refundable after deducting 10% for ASTARAG administrative and processing fee excluding after deducting outstanding dues, loss and damages, if any from the resident.

Option for AC: *The residents can bring Air-conditioner, Mini Refrigerator, Hot-Pot, room heater, micro-wave oven on their own. The installation charges will be paid by the resident. The electric bill for usage of such equipments will be charged extra based on actual sub-meter reading. The sub meter is already installed.*

Signature: ASTARAG

Signature: Resident

**ASTARAG Monthly Service Charge
(Effective 1st Day of March, 2025)**

**Rs.30,000/- per month per person in case occupying a single room
(Staying/Rental: Rs.15,000/- and Food: Rs15,000/-)**

**Rs. 50, 000/- per month in case of double occupancy (Staying/Rental: Rs20,000/-
and Food: 30,000/-)**

The electricity charges are extra as per sub meter. The sub meter rate is Rs30/- per unit.

This monthly charge will be increased 5% in every year due to growing high market.

The above amount along with estimated residents' personal expenses like medicines, personal Aya, washing clothes, toiletries or other general necessities, has to be paid in advance on the 1st of each calendar month. The medical emergency costs which are extra have to be paid by the resident

The Govt. Levy GST will be applicable as per prevailing rates .

ANNEXURE I

The following services will be provided within the ambit of monthly staying charge:- a)

Daily cleaning of rooms and toilets

b) Daily cleaning of common area

c) Proper security arrangement with 24 hours security at Gate.

d) Monthly check up by a doctor

e) Common area electricity charges and Back up power supply with Generator for light and fan in the room

f) Morning tea, Breakfast, Seasonal Fruit, Lunch, Afternoon tea, Evening snacks and dinner everyday

g) Library, game, music and other extra curricular activities

h) Daily newspapers (English, Bengali) in the Lobby/Lounge area

I) Maintenance of Garden/lawn and facilities.

Emergency Services (At Extra cost): -

- a) Ambulance on call*
- b) Doctor on call*
- c) Transfer to Hospital/ Nursing Home*
- d) Personalized Nursing Care*
- e) Oxygen cylinder, Wheel Chair*
- f) Other emergency related costs*

Services on request (Extra cost):-

- Car on Hire*
- Escort Services*
- Personal Laundry services*
- Outdoor work related jobs*

Signature: ASTARAG

Signature: Resident

GENERAL TERMS AND CONDITIONS
OF ASTARAG
(Effective from 1st Day of May, 2025)

1. INTRODUCTION

ASTARAG Old Age Home Pvt. Ltd. (hereafter referred to as "Company"), has built a home for living for Senior Citizens and or Old Age People with all modern facilities and amenities at ASTARAG, located in Shibarampur, Jagannathpur, Plaza Housing, Plot No.277, 83 P.O.- Asuti, P.S.- Kalitala- Asuti, South 24 PGS, Kolkata- 700141

The company I will allot the unit as per selection by the prospective resident from our three different facilities as described in the document entitled "ASTARAG FACILITIES"

2. WHO CAN APPLY

2.1. An individual or Joint applicants who is/are Indian citizen or a foreign citizen of Indian origin, resident in India or abroad subject to usage by a person of age above 50 years.

2.2. Documents required: ADHAR CARD, PAN CARD, COPY PASSPORT, OCI CARD (For Foreign Passport)

2.3. Any other person with valid documents to stay in India.

3.ELIGIBILITY:

The applicants eligible for allotment (stay) may be required to furnish such documentary evidence as may be required by the Company to see the applicant's ability to arrange for and/or pay the price/cost of the use of the unit and also the future monthly maintenance cost as proposed by the company. The applicant needs to provide local contact available to assist in the emergency situation or for any other reason.

4. APPLICATION PROCEDURE FOR BOOKING

4.1. A person intending to use a unit shall have to apply for booking in the prescribed form. The terms and conditions contained in the General

Terms and Conditions (GTC must be read and understood carefully before filling up the application Form.

4.2. ASTARAG ADMISSION CRITERIA:

The applicant will submit the prescribed application form along with Rs1.0 Lakh ASTARAG Management will evaluate the application form and if necessary they will discuss with the house physician. A decision will be made within 7 days after receipt of the one lakh deposit and application form. The management will inform the incumbent the requirements for ASTARAG in taking care the incumbent such as Attendant/Aya necessity with cost, extra nursing cost (if any), any supportive device such as wheel chair and or Walker etc.

If the application is accepted after both parties agreed then the move-in process should be initiated. The one lakh deposit will be adjusted with the room for the application was made. The full security deposit must be paid before the final booking of the room as per rate structure.

If a negative decision is made then the initial 1.0 Lakh deposit will be refunded after deducting Rs.10,000/ or 10% of this deposit as administrative and processing charge.

5. PAYMENT

By Pay Order/ Demand Draft/ Check in favor of 'ASTARAG Old Age Home Pvt. Ltd.' payable at Kolkata or "at par check" (No outstation check will be accepted). The payments must be in Indian Rupees.

Online payments are preferable and encouraged. The payment instruction will be provided as per admission process.

6. SCRUTINY AND REJECTION

6.1. Applications remaining incomplete or deficient in any respect will be liable to be rejected at the sole discretion of the Company.

6.2. Applications containing false information are liable to be rejected and booking will be cancelled even if the allotment is made, whenever so detected.

7.0 PRICE

As per rate structure for the applicable room and facility attached in the application package.

7.1 Price in the above are exclusive of any taxes which may be leviable by any appropriate authorities. Any Govt. levies, if applicable will be charged separately and recovered from allotted incumbent.

8. PAYMENT OF DEPOSIT OR INSTALMENTS OR MONTHLY CHARGES AND/OR OTHER DUES

8.1 Financial Responsibility: It must be clearly specify in the Application form the person responsible for financial payments. The applicant can take the responsibility until he/she is 80years old. After that age an alternate person would take the financial Responsibility, if required for any reason.

8.2 Monthly invoice/Bill is issued by 3rd of the month and to be paid by 11th of the month to avoid 22% Interest. It is encouraged to make an advance payment for the month which would be adjusted with the current month invoice.

8.3 It shall be incumbent on the allottee(s) to comply with the terms of the payment in respect of the allotted Unit and /or any other payments including Monthly Maintenance Charges.

8.4 If any of the payments by check made by the allottee(s) is dishonored for any reason, the Company shall be entitled at its sole discretion to charge a penalty of Rs 500/- to be paid forthwith on demand.

9.0 TITLE TO THE PROPERTY

The ownership of the units and the project would remain with the company and the applicants would only be given the Right to use the said unit till the lifetime of the applicant.

10. POSSESSION

10.1 Company shall endeavor to give possession of the Unit to the allottee subject to Force Majeure.

11. FORCE MAJEURE

None of the parties shall be regarded as in breach of any of the terms and condition of this agreement if any of the parties is prevented from performing or discharging its obligations in terms of the agreement because of circumstances beyond the control, such as fire or explosion, earthquake and lightning, accumulation of rainwater and unforeseen weather condition, lockout, riot, civil disturbances, insurgency, enemy action or war, temporary or permanent interruption in the supply of utilities serving the project in connection with the work, Injunction or order of any Government, civil bodies or any other authorities(s).

12. TRANSFER OF UNIT

The allottee (s) shall not be entitled to transfer or assign the benefits of the allotment other than a pre-decided nominee who would be handed over the deposit held with the company for the said allotment, less the outstanding amounts at that point, if any at the time after the vacating the allotted unit and 10% processing fee.

13. EXTRA CHARGES

The additional charges to be paid by the allottee(s) would be a monthly minimum maintenance fee or Rental charge and any other internal charges depending on the work performed by ASTARAG such as medical, personal related activities etc.

The Company reserves the right to adjust the caution money deposit against any legally

realizable dues from the allottee(s) at the time of vacating of the allotted unit.

14. COMMON AREAS AND FACILITIES

The Company shall by itself or through its nominee, arrange for the maintenance of the complex.

The company shall replace/repair objects rendered unusable due to normal wear and tear. However, for replacements/repair required due to rough/wrong handling by the incumbents, the cost for the same is to be borne by the allottee(s).

15. GENERAL

15.1 All applicants should have at least one local contact person with his/her contact details mentioned in the application form.

15.2 All applications should be submitted along with a detailed medical report of the proposed incumbent(s) with the application form clearly stating the levels of physical / mental inability of the incumbent, if any. The proposed incumbents may be subjected to a detailed check by the empanelled doctors of the company for the ratification of the application.

15.3 ASTARAG is designed for Limited Assisted Living and the company reserves the right to reject applications for incumbents requiring high level of assisted living. The final decision regarding the levels of assistance required would be resting with the company and its own doctors. The cost of assistance is extra to be paid by the allottee(s).

15.4 The necessary paperwork for the renewal of the allotment, such as increase in monthly expenses, would be done annually and the incumbent or the next of kin of the incumbent should sign the paper work.

15.5 The company reserves the right to cancel the allotment of any incumbent on account of misdemeanor/misbehavior/misinterpretation by the allottee(s)/incumbent at any point. If any dispute arise between the company and resident all subject matter will be decided at Alipore court and High Court at Calcutta.

15.6 The company shall be entitled to cancel and rescind the agreement in case the occupant or the guardian/local contact fail to comply with any of the general terms and conditions at the sole discretion of the company which will remain final and binding on the Occupant/guardian/local contact.

15.7 it is understood that the applicant has applied for allotment of a residential Unit(s) with full knowledge and subject to all the laws/notifications and rules applicable to this area in general.

15.8 The Company, however, may at its sole discretion, relax any of the condition(s). It also reserves the right to reject any application without assigning any reasons whatsoever.

General Principle:

- 1. Any Alcoholic drinks are not allowed in the facility.*
- 2. Smoking is not permitted inside the campus and living area.*

16. MEDICAL AND HEALTH CARE

16.0 The detailed medical and health care for ASTARAG residents is attached separately.

17. RULES AND REGULATIONS

17.0 The detailed Rules and Regulations for Residents is attached separately.

18. PARKING

It is further agreed that in no event the boarder shall be entitled to park any vehicle on the account of the occupant inside the premises of the company or occupy any other portion of the said premises in any manner whatsoever without the previous consent of the company. The Monthly or Daily parking charge will be communicated to the incumbent as and when necessary.

19. SECURITY DEPOSIT

19.1 The amounts held as security deposit shall be refunded in case of the occupant leaving the ASTARAG facility or in case of death only after adjustment of the amount expended by the company on account of the occupant.

19.2 A processing and administrative charge of 10% will be deducted from amount held

as a security deposit. The refund check will be given to the Nominee or the resident directly.

I/ We have fully read and understood the above mentioned Terms and Conditions and agree to abide by the same.

Signature of Sole or First Applicant

Signature of Second Applicant

Place :

Date :