

23/04/2007

From
K S Krishnan
DBS

To
The Director, Chairman SAC, Registrar and AO (Hostel), etc

Dear Colleagues,

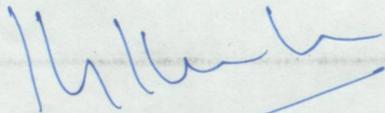
Having to stay in the guest house at TIFR for the first time in my thirty years I realize why none of my guests in the past several years were ever happy staying here. I do not see why we at TIFR have such a poorly maintained and ill administered guest house facility. I list below a few things I noted in the last few hours.

1. After I came in it took me about half an hour to know where to get the keys to the place in Jagdeesh I was allotted. The simplest expedient would have been to leave the key at the colony security gate with instructions or at least direct them to tell an arriving guest to proceed to the guest house. In principle a guest house attendant ought to take the guest to the allotted room and make sure the guest is familiarized with the room. Mr. Deshmukh whom I met in the guest house did not seem overly worried about the fact that a first time guest at TIFR would have found it difficult to locate the place to collect keys or find the room.
2. The room has probably been not cleaned for several days although it looked like it has been swept in a hurry. The bath room was flooded. There is no door mat to wipe feet or a mat in front of the bath room to dry feet. Obviously the wet bath room makes the whole guest house room dirty.
3. The geyser does not work and probably has not for several months
4. The freezer compartment of the refrigerator was broken and the door missing making it obviously difficult to use the refrigerator
5. The bed had clean sheets but the absence of a bed cover makes it gather dust
6. The towels stink obviously the washerman folded them when damp.
7. There is gas but what use if there is not a single pot or pan to heat water or make coffee and what use is a microwave oven if there is not any microwavable utensil in sight? I could get from friends in the colony a couple of things but a stranger to TIFR would have found it impossible to use any of these.
8. The water purifier is obviously new but is already missing parts like a tube that is needed to collect water or instructions on its use and nobody seems to think they should keep a couple of water bottles or some device to collect the water from the water purifier.
9. There is a need to keep a few sashes of coffee, tea powder, sugar and whitener like they do in all guest houses I have stayed. This is particularly so for Jagadeesh rooms since for a stranger here there is almost nothing available early in the morning.
10. With rampant cerebral malaria in Navy Nagar area it is clearly needed to keep mosquito repellent pads or liquid and heaters. There was not even the suggestion of a thought on this from those who run the guest house from the fact that the

person who handed over the key did not even broach the subject nor are there electrical points at any vantage point.

11. And what about guest need to use a computer or other equipment like a beard trimmer? I could only see after a lot of search one 5 A point tucked away behind the sofa far from where there is an apology of a table meant possibly for a future TV set (since I saw a cable hanging there).
12. From clothes hanger in the balcony that are rusty to areas in the kitchen and bath room that obviously look used but not later cleaned to a few cups and glasses that are sticky and dirty nothing is redeeming. If one leaves cups to be used there must be some soap and brush to clean and small towels to dry.

I hope some one will pull up the right persons and get the things here in order since obviously a visitor to the institute gets his/her first impressions from the place he/she stays for the first few hours. My own impression of TIFR guest house facility in my first day of stay here is of a low grade hotel in a pilgrim town. And that brings me to the point that all persons in charge of the guest house should at least spend a day in our guest house before taking over.


23/01/07