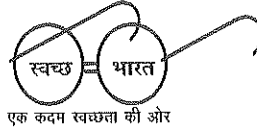


राजीव गाँबा  
सचिव  
Rajiv Gauba  
Secretary



भारत सरकार  
शहरी विकास मंत्रालय  
निर्माण भवन, नई दिल्ली-110011  
Government of India  
Ministry of Urban Development  
Nirman Bhawan, New Delhi - 110011



D.O. No. MD-SBM/AA/52/2016  
May 13, 2016

Dear Secretary,

As you are aware, the fortnight of 16<sup>th</sup>-31<sup>st</sup> May is planned to be devoted to thematic cleanliness in all government offices and buildings, under the Swachh Bharat Mission.

2. While the Mission Director (SBM-U) has already communicated (refer DO No SB/SBM/57/2016) the details of activities to be taken up during this fortnight, we have also prepared a 'Swachh Office' Standard Operating Procedures, a copy of which is enclosed for your kind perusal.

3. The purpose of this SOP is to improve current cleanliness levels in the Government offices. This is proposed to be achieved by inculcating good sanitation and hygiene practices amongst employees and visitors. This SOP also aims to eliminate the need for multiple tendering for the same purpose across all Ministries and Departments, ensure quality of products at reasonable rates and their assured supply, ensure proper waste management through recycling and processing of waste, and establish systems in office for cleanliness.

4. We will strive to continuously update this SoP with latest information and best practices, and the latest version will remain available on our website [www.swachhbharaturban.gov.in](http://www.swachhbharaturban.gov.in). I would request you kindly issue instructions to the officer(s) concerned in your department/state to upload pictures of activities undertaken during this thematic drive on [www.swachhbharat.mygov.in](http://www.swachhbharat.mygov.in).

I look forward to your support and cooperation in this regard.

With regards,

Yours sincerely,

(Rajiv Gauba)

Shri Parameswaran Iyer  
Secretary,  
Ministry of Drinking Water and Sanitation ,  
9th Floor, Paryavarn Bhawan,  
CGO Complex, Lodhi Road,  
New Delhi-110003.

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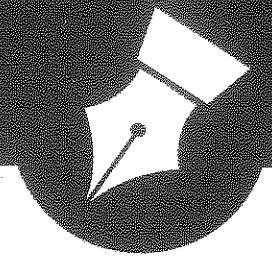
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# Swachh Office

## Standard Operating Procedures





## **M. Venkaiah Naidu**

Minister of Urban Development, Housing & Urban Poverty Alleviation and Parliamentary Affairs

As a mark of respect to the father of the nation, our government has taken an ambitious pledge to make India Open Defecation Free and clean by 2nd October, 2019 through the Swachh Bharat Mission.

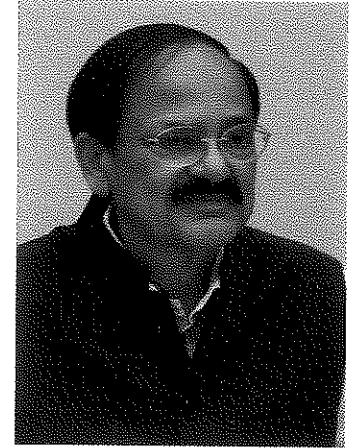
We have taken up a multi-pronged strategy for making this mission successful, and turning it into a people's movement. In its second year since launch, it is heartening to note that the Swachh Bharat Mission has caught the imagination of citizens.

The increased participation from citizens, be it as part of our thematic drives, or voluntary 'swachhata' activities from inspired individuals and organizations, is slowly but surely pushing the Mission towards becoming a 'Jan Andolan'.

The "Swachh Office" rating was first conducted in 2015, as part of the Thematic Drive for cleaning government Offices and Buildings. It was repeated in 2016. The thematic drive for 16<sup>th</sup>-30<sup>th</sup> May 2016 is also on the same lines, and we are expecting an enthusiastic response not only from offices of the Government of India, but various state and local government offices as well. Maintaining a clean and hygienic work environment is as important as maintaining a clean and hygienic home, because we spend 8-10 hours every working day in offices.

I am pleased to see the Standard Operating Procedures for 'Swachh Office' being released, which lays out the infrastructure norms, assessment & inspection procedures and checklists, and sanitation and waste management best practices to be followed in offices. It is my firm belief that this will go a long way in improving the cleanliness of our workplace and contribute towards a truly 'Swachh Bharat'.

I am confident that the offices will rise to the occasion of the coming thematic drive and perform well in the 'Swachh Office' ratings, and through a spirit of healthy competition, drive themselves towards the mission goals, so that we collectively win the final race – the race towards a "Swachh Bharat" by 2<sup>nd</sup> October 2019.



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## Background, Objectives & Scope

### Background

The Hon'ble Prime Minister has launched the Swachh Bharat Mission on 2nd October, 2014 with a target to make the country absolutely clean by 2nd October, 2019.

It has been noticed that the level of cleanliness and sanitation being maintained in Government Buildings is of a low standard and there is an urgent need to reform the way these buildings are cleaned to ensure a sustainable and healthy environment. As part of the Swachh Bharat Mission mandate, it is imperative for government offices to provide a clean and healthy working environment for its employees/visitors. A clean working environment is essential to the safety, dignity and comfort of the employees/visitors.

### Objectives

For uniform cleanliness guidelines it is essential to have a standard operating procedure to ensure that all government offices maintain set standards of cleanliness in their respective office premises.

The purpose of this SOP is to improve current cleanliness levels in the Government of India offices. The primary way to achieve the same is

- ✓ All staff are responsible for the cleanliness of the office premises.
- ✓ The Standard Operating Procedures for Cleanliness in Government Buildings provides detailed best practice guidelines for all aspects of cleaning in government offices.
- ✓ All Government of India Offices should comply with the guidelines set out in the Standard Operating Procedures.
- ✓ The concept of Shramdaam to be indoctrinated in Government employees.

through inculcating good sanitation and hygiene practices in employees and visitors. This SOP also targets to eliminate the need for multiple tendering for the same purpose across all Ministries and Departments, ensure quality of products at reasonable rates and their ensured supply, ensure proper waste management through recycling and processing of waste, and establish systems in office for cleanliness.

A significant objective of this SOP is also to improve the rating of office buildings on the 'Swachh Office' ratings which are undertaken as part of thematic drives every year. A self-assessment framework has also been defined in this document which can help the concerned officials to achieve 100% rating in the same.

The Standard Operating Procedures will be updated continually to incorporate new procedures and products. Therefore, printed copies of this document or part thereof should not be relied upon as a current reference document. Staff should always refer to the electronic copy of the latest version. Any addition to the procedures based upon requirement should be identified and incorporated where necessary. This document serves as the base document.

The actual allocation of resources and the actual frequency of cleaning may vary according to the locally determined need.

It is important that all aspects of cleaning and sanitation provision are aligned with the Swachh Bharat Mission Guidelines and other relevant environment-related guidelines issued by the Government of India.

The Standard Operating Procedures are set out in a detailed format to cover the issues required to implement proper cleaning of government offices.

### *Scope*

This SOP for 'Swachh Office' is applicable to all offices under the Central Government, across India.

This SoP may also be utilized by various state and local governments for their offices.

## Responsibilities

### *Overall Responsibility*

The specific Ministry/Department/Government Body/Government Agency is responsible for ensuring compliance to the SOP for their office premises. In the case of shared premises for more than one Government Body, the responsibility lies with all the bodies, irrespective of the amount of space utilised by either.

A Sanitation Committee (under the chairmanship of relevant JS (Admin)) should be setup to monitor and supervise the works being carried out by the responsible party (Administration/Contracted Agency) and ensure compliance to the SOP. Identification of personnel within the Ministry/Department/Government Body along with their roles and responsibilities should be carefully laid out. Apart from officials at senior positions, lower level staff should also be part of the committee.

The committee should also ensure compliance to infrastructure requirements as laid out in this SOP. Further, in case of contracting an external agency to carry out the cleanliness works, Service Level Agreements should be drafted and signed by both parties.

### *Responsibilities of the Administration /Contracted Agency*

It is the responsibility of the Administration/ Contracted Agency for carrying out the Housekeeping of the office premises on a regular basis and comply with the following guidelines:

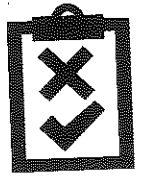
- Ensure a clean environment for its staff through proper selection of agencies required for the job.
- Regular surprise inspection of the premises to ensure compliance with the SOP.
- Attain and maintain high standards of cleanliness and general upkeep.
- Train, control and supervise staff under its establishment.
- Attain good relations with other departments.
- Ensure safety and security of all staff under its department and to keep superior authorities informed about day to day activities
- Control and issue of cleaning materials and equipment.
- Maintain official records on staffing, cleaning materials and equipment.
- Cleaning standards, frequency and accountability for cleaning are clearly defined (i.e., who cleans, what and how do they clean and when do they clean it).
- Cleaning schedules ensure that no area is missed from routine cleaning.
- Statutory requirements are met in relation to ;
  - Waste Management; Environment Protection Act; Food hygiene; Pest control



## Assessments & Inspections

### Self-Evaluation

MoUD has been conducting a rating of Government Buildings in Delhi on various parameters during 2015 and 2016 Thematic Drives. The parameters for these ratings may also be utilized for conducting self-evaluation by the concerned officials to identify areas of improvement and intervention. The parameters are as below:



### A) Questions No 1-5 deal with state of sanitation infrastructure in the Bhawan

Urinals				
1	No. of Urinals stands		No. of Urinals functional	Percentage Urinals functional
Toilet Seats				
2	No. of Toilet Seats		No. of Toilet Seats with functional abluion tap	Percentage with functional abluion tap
3	No. of Toilet Seats		No. of Toilet Seats with functional flushing arrangement	Percentage with working flushing arrangement
4	No. of Toilet Seats		No. of Toilet Seats hygienic	Percentage having hygienic seats
Hand Wash Basins				
5	No. of Wash Hand Basins		No. of Wash Hand Basins functional	percentage of wash hand basins in functional condition

(Scoring: 100%=2 points; 80-100%=1 point; less than 80%=0 points)

### B) The next set of questions have to be answered on the scale of 0 to 2, where 0 means dirty; 1-moderately clean and 2 - spic and span.

Sl no	Parameter	0 (Dirty)	1 (Moderately Clean)	2 (Spic and Span)
6	Whether the corridors are free from paan/gutka (Betel nut) stains			
7	Are there any unwanted/ discarded material lying in rooms, corridors or under staircases?			
8	Are there any unwanted/ discarded material lying on the roof, balconies?			
9	Are there any unwanted/ discarded material lying outside but within the Bhawan premises?			

### C) The next question is on adequacy of dust bins in the Bhawan and premises

Sufficiency of dustbins		0 (Not available)	1 (available but not adequate)	2 (available in adequate number)
10	Whether sufficient dustbins are available (both for wet & dry garbage)?			

Maximum Marks=20 for the questionnaire; Marks scored=



### Gap Assessment

Apart from self-assessment as described above, a periodic assessment of infrastructure gaps is also essential in order to maintain the standards of sanitation and cleanliness in offices. The below format acts as a guide to the same.

Sl. No	Parameter	Standard	Actual
1	Water Supply	45 lt per head per day	
2	Male toilet seats	1 seat per 25 employees	
3	Female toilet seats	1 seat per 15 employees	
4	Ablution Taps	1 water tap with every toilet seat 1 tap per 50 employees in vicinity of toilet	
5	Urinals	<ul style="list-style-type: none"> <li>▪ Nil upto 6 persons</li> <li>▪ 1 for 7-20 persons</li> <li>▪ 2 for 21-45 persons</li> <li>▪ 3 for 46-70 persons</li> <li>▪ 4 for 71-100 persons</li> <li>▪ From 101-200 persons, add at the rate of 3 per cent</li> <li>▪ For over 200 persons, add at the rate of 2.5 per cent</li> </ul>	
6	Wash Basins	1 per 25 employees	
7	Drinking Water Fountains	1 per 100 employees (minimum 1 per floor)	
8	Cleaner's sink	Minimum 1 per floor	
9	Dustbins	External Area/ Open Spaces/ Garden: 2 every 100 metre (example) Office Rooms 1 per desk Toilets 1 per toilet Canteens As per need but should have segregation. Conference rooms 1 per room Visitors room 1 per room Library As per need	
10	Vacuum Cleaners	2 per building/ wing	
11	Storage Closet	2 per building/ wing	
12	Brooms, Mops, Duster & other equipment	1 set per cleaning staff + Backup sets	

*Periodic Inspection*

**Daily Inspection**

<b>To be conducted by: Direct Supervisor</b>	
<b>Sr.No</b>	<b>Area &amp; Activity</b>
1.	Check if All blocks, Open area and reception area have been swept and waste removed appropriately.
2.	Check if all Dustbins have been emptied and cleaned.
3.	Check if Cleaning, Sweeping & Mopping of floors with Disinfectant cleaner of all the floors including staircases and all the rooms/halls has been done.
4.	Check if cleaning, Sweeping & Mopping of common areas has been done.
5	Check doors, windows, window glass and grills, window panes, furniture, fixtures, venetian blinds, window edges for cleanliness.
6	Check if there are any Stains, Spills, footmarks on floor
7	Check if Reception area has been swept, mopped and dusted.
8	Check if toilets are clean and dry.
9	Check working of exhaust fans
10	Check Stair case cleaning, sweeping & mopping
11	Change/check of toilets papers/ napkins
12	Check if waste papers and any other garbage and blockage and choking from the entire area covered has been removed appropriately.
13	Check for cleaning of baskets, wastepaper baskets, cobwebs and disposing off all collected refuse at designated site.
14	Check if cleaning and scrubbing of toilets, wash basins, sanitary fittings, glasses & mirrors and toilets floors has been done.
15	Check if cleaning and disinfecting all vitreous fixtures including toilet bowls, urinals, sinks, toilet seats, containers etc. has been done properly Check below water level and under rims including areas at hinges and cistern handles. Check if restock of toiletries, including Liquid hand soap, Toilet paper, air freshener, and Sanitary Cubes and Naphthalene balls in toilets has been done.
16	Check if hairs, dust, dirt or any such object are present.
17	Check if cleaning, sweeping, dusting, mopping, scrubbing of canteen, reception, security rooms, committee room, conference room has been done. Meeting rooms should be checked at regular intervals during the day (especially after each meeting).
18	Check if waste has been removed from office premises.
19	Check if one Housekeeping personnel is present in front of every toilet.

### Weekly Inspection

To be conducted by: Representative of Sanitary Committee (by turns)	
Sr.No	Area & Activity
1.	Check all daily reports since past week for compliance. Check all items as outlined in daily inspection report during weekly inspection as well.
2.	Check past 3 weekly reports for areas identified for improvement/ corrections and check if the same have been addressed.
3	Check if cleaning of partitions/cubical etc. has been done.
4	Check if stains identified during daily/ past weekly inspections have been removed. Check for any new stains and ask for it to be removed.
5	Check for cleaning of electrical fittings
6	Check for polishing and grinding with rubber thread of floor areas
7	Check for cleaning of all chrome fittings, glass frames, soap holders etc. to a shiny finish

### Monthly Inspection

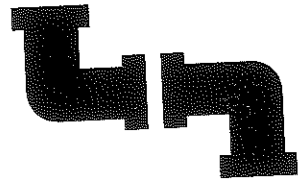
To be conducted by: JS(Admin) or equivalent	
Sr.No	Area & Activity
1.	Check all daily and weekly reports since last month for compliance. Check all items as outlined in daily and weekly inspection report during monthly inspection as well.
2.	Check past 3 monthly reports for areas identified for improvement/ corrections and check if the same have been addressed.
3	Conduct self-evaluation as per parameters of 'Ranking of Government Offices' done by MoUD (outlined previously here). Identify areas of improvement and delineate action items.
4	Conduct infrastructure gap assessment (as outline previously in this document) and identify action items (can be done quarterly as well, depending on need).
5	Check areas under construction (if any) and confirm that there is no undue collection of debris and C&D waste.
6	Check all major infrastructural items and fittings to ensure they are in good condition.
7	Check roster/daily register of housekeeping staff to see that the deployment is adequate and timely.
8	May want to conduct impromptu interviews with employees, Heads of Departments for identifying improvement areas.

## Infrastructure Set-Up

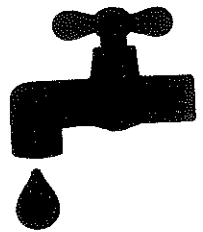
### Water and Drainage Infrastructure

The requirements for fitments for drainage and sanitation in case of office buildings shall comply with the requirements of Indian Standards IS 1172:1993 (Reaffirmed 2007). The requirements are further detailed below:

All premises shall be provided with the supply of clean water (with adequate provision of potable water), and shall ensure it is not connected with unsafe water subject to the hazards of backflow or back siphonage. All office structures for human occupancy or use on premises abutting on a sewer or with a private sewage disposal system shall have adequate sanitary facilities, but in no case less than one water closet and one other fixture for cleaning purposes.



Plumbing fixtures, devices and appurtenances shall be supplied with water in sufficient volume and at pressures adequate to enable them to function satisfactorily under all normal conditions of use. Plumbing shall be designed and adjusted to use the minimum quantity of water consistent with proper performance and cleaning. Devices for heating and storing water shall be so designed and installed as to prevent dangers from explosion through overheating.

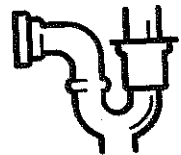


#### Water Requirement

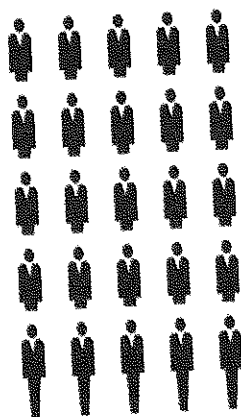
Water requirement for office buildings is specified at 45 liters per head per day.

#### Drainage

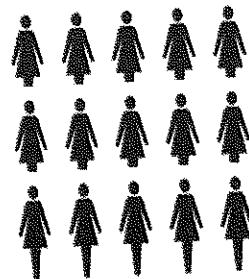
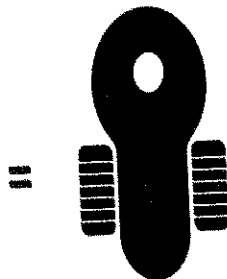
Adequate arrangements shall be made for satisfactory drainage of all sewage and waste water. The drainage shall be so designed as to cause no stagnation at the maximum discharge rate for which the different units are designed.



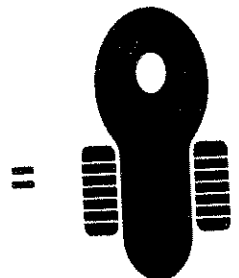
### Sanitary Infrastructure



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The following table details out the sanitary infrastructure requirements for office premises:

Sl. No	Fitments	For Male Personnel	For Female Personnel
1	Water Closets#	1 for every 25 persons or part thereof	1 for every 15 persons or part thereof
2	Ablution Taps	1 in each water closet	1 in each water closet
		1 water tap with draining arrangements shall be provided for every 50 persons or part thereof in the vicinity of water closet and urinals	
3	Urinals	<ul style="list-style-type: none"> <li>▪ Nil upto 6 persons</li> <li>▪ 1 for 7-20 persons</li> <li>▪ 2 for 21-45 persons</li> <li>▪ 3 for 46-70 persons</li> <li>▪ 4 for 71-100 persons</li> <li>▪ From 101-200 persons, add at the rate of 3 per cent</li> <li>▪ For over 200 persons, add at the rate of 2.5 per cent</li> </ul>	N.A
4	Wash Basins	1 for every 25 persons or part thereof	
5	Drinking Water fountains	1 for every 100 persons with a minimum of one on each floor	
6	Cleaner's sink	Minimum of 1 per floor, preferably in or adjacent to sanitary rooms	

# This may include adequate number of European style water-closets if desired.

### Solid Waste Management Infrastructure

#### Waste containers

These need to be planned according to its usages and can be in following categories:

- a) ~~Waste Containers~~ Waste Containers - size 1000-1500ltrs
- b) Individual waste containers - size 50 - 100Ltrs
- c) Kerb side recycling bins - size 30-50Ltrs
- d) Paper bins (Under table bins) - size 10-15Ltrs

For easy identification colour coding is also must as indicated below. The local authority can choose the colour as per their choice of interest.



### Food waste disposer

Food waste disposers are easily installed and eliminate the need to store biodegradable kitchen waste on the premises; they can deal with 15 % to 20 % (by weight) of the total average output of household waste. They are a complimentary tool to methods of waste storage and collection. The units are designed to grind biodegradable kitchen waste in a safe, clean and efficient manner to tiny particles by the food disposer's shredding blades. When a small amount of water is run into the disposer, the remaining particles of material are easily flushed down the drain into the sewerage system or septic tank.

Food waste disposers enable segregation of waste types at source, without which recycling of different types of waste is not possible. The potential for hygienic collection and recycling of various dry recyclables such as paper, glass and metals is increased with the reduction of contamination of food waste.

### Shredder

Used for volume reduction of specific wastes that are capable of being slit by rotating knife blades. Typical wastes that can be shredded are cans, plastic bottles, steel barrels, tyres, etc. In addition, confidential papers may also be shredded but not for the purpose of volume reduction.

Shredding of steel barrels, tyres and other large objects is normally carried out at purpose-built facilities, which fall outside the scope of this code of practice.

A shredder requires an electrical power source and should be sited to provide convenient and safe feeding of the waste. The shredded waste will be collected in suitably sized containers situated under the shredder, which can be removed manually.

### Better practice strategies:

Strategies used in better practice systems include:

- Providing clear signs in the bin rooms and consistent wording, symbols and colours on all bins.
- Providing clean bins and bin rooms that are free of dumped and undisposed waste. Dirty and untidy waste
- facilities indicate that building management does not care and tenants will then fail to use facilities correctly
- closed-circuit television (CCTV) monitoring of waste rooms and bin storage areas
- including terms in lease agreements outlining and enforcing proper use of the waste facilities
- training of all management and tenant staff in the use of the waste system and any equipment
- repairing signs, labels, bins and equipment and promptly replacing damaged equipment using the same designs
- changing all waste and recycling signs if there are changes in corporate designs, colours or look – a mix of new and old signs and labels is unacceptable

- installing swipe cards, or other electronic access control devices to be used by tenants to access the bin room or waste management equipment
- regular monitoring by building management on all parts of the waste system, including the bins, bin storage areas and equipment as well as tenant and cleaner behaviour for misuse, contamination of recycling, damage, dumped rubbish and other problems including terms in cleaning contracts that set out what cleaners must do to keep the waste system and equipment in good order
- Providing a collection service for waste and recycling to avoid the need for tenant staff to use the waste rooms.

**Then building management has full control over**

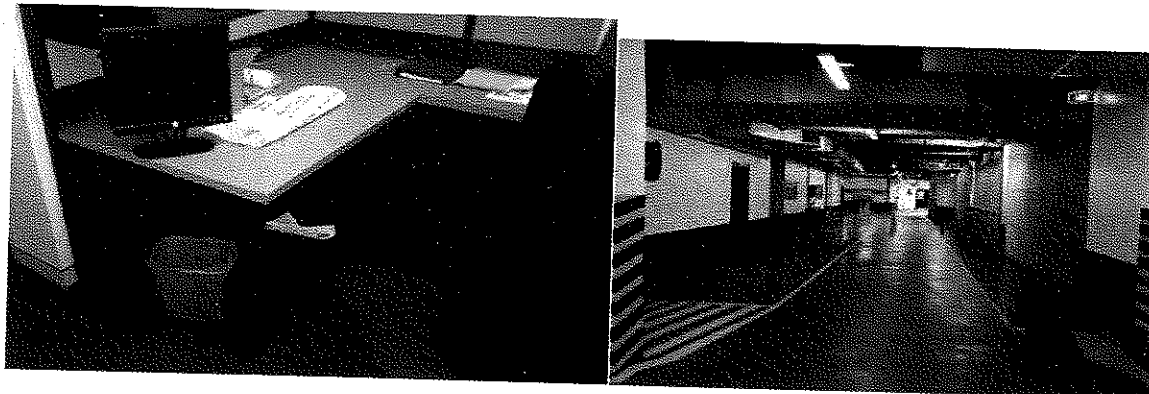
- what is being disposed of
- separation of waste and recyclables
- correct use of waste and recycling bins
- use of the waste storage facilities
- use of bins and other equipment.

Implementing these strategies may seem like a lot of effort initially, but they become easier to manage as staffs and cleaners get used to working with the system.

Few other things which are of importance in office waste management:

- a) General Principal of the design of facility
- b) Frequency of waste collection
- c) Identifying waste storage requirement/ points
- d) Colour identification of containers
- e) Legal obligation
- f) Ensuring work health and safety
- g) Waste movement sign and record
- h) Preparing check list and
- i) Providing signage boards/ posters on bins and important area of waste generation and handling.

Few of the signage designe are placed below:





### PLASTIC, CANS + GLASS RECYCLING

<p><b>BOTTLES + CONTAINERS</b></p>	<p><b>GLASS BOTTLES + JARS</b></p>
<p><b>COFFEE CUP LIDS + BAGGIES</b></p>	<p><b>METAL CANS + MATERIALS</b></p>
<p><b>HARD PLASTICS</b></p>	<p><b>ALUMINUM TRAYS + FOIL</b></p>

**WASTE MANAGEMENT**

**General waste  
non-hazardous**

**RECYCLABLE  
WASTE ONLY**

**PLEASE DON'T  
WASTE PAPER**

**PROTECT THE  
ENVIRONMENT  
FOR OUR CHILDREN**

<p><b>General Waste</b></p> <p>GW White</p>	<p><b>Mixed Paper &amp; Card</b></p> <p>MP Blue</p>	<p><b>Plastic Only</b></p> <p>P Red</p>	<p><b>Electrical</b></p> <p>E Magenta</p>	<p><b>Glass</b></p> <p>GL Turquoise</p>
<p><b>Aluminium</b></p> <p>A White</p>	<p><b>Wood &amp; Timber</b></p> <p>WT Brown</p>	<p><b>Metal</b></p> <p>M White</p>	<p><b>Building Material</b></p> <p>BM Brown</p>	<p><b>BLANK</b></p> <p>BK Blank</p>

<p><b>PAPER RECYCLE</b></p> <p><b>Paper &amp; Cardboard</b> Office paper (except clay), coloured paper, manila papers, butter papers, news papers, multi-wall plastic windows (clay), cardboard, corrugated, white paper that does not have food print</p> <p><b>DO NOT Recycle:</b> Paper coffee cups, paper plates, paper bowls, or any paper with food or grease on it.</p> <p style="text-align: center;"><b>HERE</b></p>	<p><b>COMMINGLED RECYCLING</b></p> <p><b>Plastics #1-7</b> Most hard plastic bottles, jugs, tubs, buckets, milk jugs, detergent bottles, plastic containers</p> <p><b>Metal</b> Dry cans, coffee cans, paint cans, aluminum foil</p> <p><b>Glass</b> Jars, bottles</p> <p><b>DO NOT Recycle:</b> No Waxes No Plastic Bags! No Swachh Bharat Coffee Cup! No Dryclean</p> <p style="text-align: center;"><b>HERE</b></p>	<p><b>COMPOST</b></p> <p><b>Biodegradable Containers</b> Food containers, plastic, paper, &amp; paper cups, old shoes, clothes, bedding, coffee servers</p> <p><b>Food Waste</b></p> <p><b>DO NOT Recycle or Non-Biodegradable</b> Drywall, wires</p> <p style="text-align: center;"><b>HERE</b></p>	<p><b>WASTE</b></p> <p><b>DO NOT</b> put cans, bottles, or plastic salad containers in the trash.</p> <p style="text-align: center;"><b>HERE</b></p>
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## Manpower Requirement

An estimation of manpower requirement should be made on an annual basis by the relevant authority. This should take into account the following:



- Area of the Office Complex:
- Number of Rooms:
- Area of the Open/Common Spaces:
- Number of Toilets:
- Number of Canteens:
- Area of Garden:

Number of Cleaning Staff for the specific areas (Illustrative) - to be determined as per need.

Area	No. of cleaning staff to be deployed
Corridor (Wing A)	Typically 1 staff per floor for 1-2 corridors
Corridor (Wing B)	
Toilets (Wing A)	Typically 1 staff per toilet block
Toilets (Wing B)	
Office Rooms (Wing A)	If corridor level staff available, then nil, else appropriate number as may be needed
Office Rooms (Wing B)	
Gym	Appropriate number as may be needed
Canteens	
Library	
Laboratories	

Officers responsible for Monitoring and Supervision of Standardised and Timely Cleaning, as per SOP should be identified and names displayed prominently.

Additionally, dedicated supervisors should be engaged depending on number of cleaning staff, and number of physically disparate locations (e.g. 1 supervisor per wing/floor).

## Cleaning Practices

All corridors, rooms, toilets and external areas of the office building including flooring, ceiling, furniture, doors, windows, fixtures, etc. should be clean at any given time. The following cleaning routine should be adhered to:

### *Sweeping and Mopping of floor*

- Sweeping of corridors with disinfectant at least once a day.
- Place appropriate warning signage to avoid accidents.
- Frequent brooming of the corridor through the course of the day.
- Vacuum cleaning of carpets atleast daily using appropriate vacuum cleaning equipment.



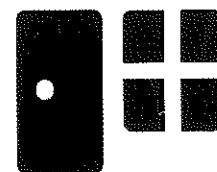
### *Garbage Bins*

- Remove garbage from dustbins and clean them if required.
- Provide separate dustbins for biodegradable and non-biodegradable materials.
- Replace the cleared dustbins to the original spot.
- If any trash found on the lobby area then pick up immediately.



### *Doors, Windows and Walls*

- Spray windows and glass surfaces with water or appropriate cleaning solution.
- Removal of all cobwebs and stains.
- Extensive cleaning of outer-surface of windows to be carried out by contracted agency at least once a month.
- If any fingerprints, smudges or stains found on the corridor wall then the same to be cleaned immediately.



### *Vents and Fixtures*

- Dusting of light fittings, wall decorations, other fixtures using feather brush and duster.
- Air conditioning vents and sprinklers should also be dusted and checked for proper functioning.



### *Toilets*

- Fixtures including toilets and sinks are free of streaks, soil and stains and soap scum.
- Mirrors and windows are free of dust and streaks.
- Dispensers are free of dust, soiling and residue and replaced/replenished when empty.
- Waste is disposed of appropriately on a daily basis.
- Provisioning of soap, toilet paper, hand towel/dryer, sanitary pads dispenser, dustbins, and other necessary items.
- Toilet bowls, urinals and adjoining areas should be cleaned with disinfectant on a daily basis, and the use of acid-based disinfectants should be avoided.
- Toilet floors should be kept dry to the extent possible/feasible.



**External Areas/ Open Spaces/ Common Spaces**

- Sweeping of external areas at least twice daily.
- Provisioning of sufficient number of dustbins to prevent littering.
- Cleaning of garbage dumping site (if present within premises) monthly.
- Composting of leaves and biodegradable waste (if feasible).



An Intensive Cleaning of the entire office premises should be carried out at least once in two months which should also involve participation all officials and staff (through Shramdaan) for disposal of redundant/unused hardware, furniture which can be added to inventory and re-allocated as per demand. If necessary spot tendering to be practised to avoid delays and creation of space in the office.

Weeding and recording of files should be resorted to at least once in 6 months. The records in the record room should be reviewed once a year and destroyed as per guidelines. This would ensure that constant space is created for keeping more recorded files. If necessary extra manpower for this purpose should be resorted to.

Items to be cleaned	Frequency
Ceilings, including air conditioning and ventilation grills/vents and light fixtures	Monthly
Store rooms and storage areas	Monthly
Exterior windows and walls	Monthly
All horizontal surfaces (all shelving, computers, keyboards, etc.)	Weekly
Furniture	Weekly
Carpets	Daily
Walls, including all doors and windows	Twice a week
Floors, including skirting, corners and edges	Daily
External areas	Daily

*Do's and Don'ts*

<b>DO</b>	<b>DON'T</b>
Collect waste, rubbish and debris inside and outside the building and garden/open spaces and dispose as per set frequency.	<b>DO NOT</b> let trash and waste accumulate in or around the building.
Dispose all waste as per guidelines	<b>DO NOT</b> dispose waste outdoors in parking lots, gardens, near or in storm drains, drainage, ditches or any other location where they can damage the environment
Keep all equipment clean; do not allow a build-up of wastes	<b>DO NOT</b> let equipment get damaged or rusted; replace if unsuitable for further use
Oversee contractors to ensure that correct procedures are followed and SOP guidelines are complied with.	<b>DO NOT</b> let contractors conduct maintenance in conflict with proper procedures and guidelines; monitor closely.
Impose Penalty on defaulters for littering/spitting/open urinating	<b>DO NOT</b> allow littering, spitting, open defecating or any other practices that affect the cleanliness and aesthetics of the premises.
Conduct surprise inspections of the office premises to ensure a clean, hygienic and healthy work environment	<b>DO NOT</b> allow the officers to accumulate unnecessary files in their spaces.
Conduct awareness sessions for all staff to keep their respective work stations/cubicles/office rooms clean	<b>DO NOT allow the officers/officials to scatter the furniture and files giving the office space an untidy look.</b>

In case housekeeping/cleaning services are to be outsourced, sample Scope of Work and bid evaluation parameters for reference in at Annexure 1.

## Cleaning Equipment

The Administration/Contracting Agency is required to procure appropriate and necessary cleaning equipment as per norms laid down below:

### *Dustbins*

Area	No. of dustbins required
External Area/Open Spaces/Garden:	2 every 100 metre (example)
Corridors	If required
Office Rooms	1 per desk
Toilets	1 per toilet
Canteens	As per need but should have bio degradable and non-biodegradable components segregation.
Conference rooms	1 per room
Visitors room	1 per room
Library	As per need
Labs	As per defined standards

### *Brooms, Mops, Dusters, Staff Uniforms and Safety Equipment (Gloves, Masks, etc.)*

No. of cleaning staff	No. of sets required
As per need	1 per cleaning staff personnel

### *Vacuum Cleaners*

Wings/Buildings	No. of vacuum cleaners required
	2 per building/wing

### *Storage Units*

Wings/Buildings	No. of storage units for equipment
	2 per building/wing



## Waste Management

A strategy needs to be in place to ensure proper management of waste generated and reduction of waste through recycling and reusing.

### *Types of waste generated*

- a) Bio-degradable (dry) waste {green waste, food waste, paper waste, biodegradable plastics}
- b) Hazardous waste,
- c) Construction and demolition waste,
- d) Bulk garden and horticulture waste including recyclable tree trimmings,
- e) All other non-biodegradable (dry) waste {recyclable and non-recyclable}

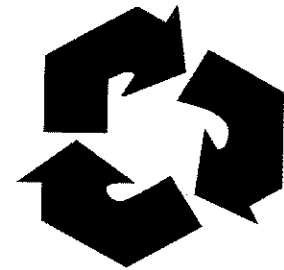
### *Management of Waste*

1. Bio-degradable Solid Waste if not composted by the generator, shall be stored by generators of such waste within their premises and its delivery shall be ensured by every such generator to the Municipal Vehicle or to the bio-degradable waste collection vehicle provided for specified commercial generators of bulk bio-degradable waste. Local composting of waste shall be promoted to minimize transportation of waste. The Municipal body shall collect the bio degradable waste from inside the office complex keeping with their duties of door to door collection (for example the NDMC does not periodically collect waste from the office and the dumpers outside get full quickly and hence waste overflows. Since NDMC has local waste processing facilities, hence they should be proactive to collect such waste from office complexes).
2. Hazardous Waste shall be scientifically disposed as per Municipal Solid Waste Management norms. Good management practice should ensure that hazardous wastes are stored, collected, transported and disposed of separately, preferably after suitable treatment to render them innocuous.
3. Construction and Demolition Waste shall be stored only within the premises of buildings, or in containers where such facility of renting out containers is available, till finally removed from the premises. No person shall dispose of construction waste or debris on the streets, public spaces, footpaths or pavements. If contractors have the obligation to collect the C&D waste, it should be done immediately after all work is finished. Failure to do so will attract penalty (for example CPWD does not pick up the waste on time and leaves the unused cement bags etc. lying for months. As a result the C&D waste gets spread around. While, in normal course, all the waste is picked up together, but it should also be done in piecemeal manner).
4. Bulk garden and horticultural waste shall be kept un-mixed and composted at source. The Director (Horticulture) or the concerned officer shall notify Instructions/ Ministry of Urban Development, Government of India



guidelines with regard to pruning of trees and storage and delivery of tree trimmings including collection schedules.

5. All other Non-biodegradable ("Dry") waste – both recyclable and non-recyclable – shall be stored and delivered by every generator of waste to the dry waste collection vehicle.
6. Burning of waste: Disposal by burning of any type of solid waste is prohibited.
7. The Administration/Contracted Agency must ensure that officials do not throw any waste on the streets, footpaths, open spaces, drains or water bodies and instead store the waste at source of waste generation in two bins/bags, one for food waste/biodegradable waste and another for recyclable waste such as papers, plastic, metal, glass, rags etc.( as under):-
  - a. Types of Wastes to be put in the Bin Meant for Food Wastes & Bio-degradable Wastes
    - i. Food wastes of all kinds, cooked and uncooked, including eggshells, bones.
    - ii. Flower and fruit wastes including juice peels and house-plant wastes.
    - iii. House sweepings (not garden sweepings or yard waste: dispose on-site)
    - iv. Household Inert (sweepings/ashes)
  - b. Types of Recyclable and Other Non-Bio-degradable Wastes to be Kept Separately:
    - i. Paper and plastic, all kinds
    - ii. Cardboard and cartons
    - iii. Containers of all kinds excluding those containing hazardous material
    - iv. Packaging of all kinds
    - v. Glass, all kinds
    - vi. Metals, all kinds
    - vii. Rags, rubber, wood
    - viii. Foils, wrappings, pouches, sachets and tetrapaks (rinsed)
    - ix. Cassettes, computer diskettes, printer cartridges and electronic parts
    - x. Discarded clothing, furniture and equipment
  - c. Wastes such as used batteries, containers for chemicals and pesticides, discarded medicines and other toxic or hazardous household waste (as under), if and when produced, should be kept separately from the above two streams of waste.



## Annexure 1: SoW and Evaluation parameters for Outsourcing

### Sample Scope of Work

<<Office>> is located <<Address>>. It has <<details of buildings with floors, rooms, corridors, plot size etc. >>.

The scope of work would encompass cleaning the specified area so that the area is always clean and presentable. This area in <<Office>> includes the following:

- 1) Rooms, Halls & Cabins: <<Nos>> (Occupied Areas).
- 2) Lobby and Staircases: <<Nos>> & <<Nos>>.
- 3) Toilets: Gents Toilets <<Nos>> and Ladies Toilets <<Nos>>.
- 4) Surroundings: Pathways within premises and pathways around the perimeter of premises.
- 5) Roofs, Terrace, Canteen, Reception, Pump House and Porches etc.
- 6) Any other area of <<Office>> not specifically mentioned above.

### Cleaning Services

The aim and objective is to provide a clean, hygienic and presentable look to the entire area. Pre-designated manager/supervisors of the successful bidder will supervise the awarded work. General Section of <<Office>> will monitor the cleanliness of the entire work, staff deployed by the successful bidder. The successful bidder has to ensure that the staff deployed is well-dressed in neat and clean uniform and carrying photo identity cards displayed properly.

### Daily & Weekly Services

Housekeeping/ cleaning services should be done daily from Monday to Saturday. The working timings will be 8:30 am to 5:00pm daily & from 9.00 a.m. to 2.00 p.m. on Saturdays. The cleaning in occupied area should be done, as and when, the halls/ rooms/ cabins are opened and in the presence of the officer concerned or and in the presence of his/her authorized representative twice in a day in addition on call basis by the officer concerned during office hours on all working days only. The in-depth cleaning of the entire area will be done by the successful bidder once in a week. The details of daily and weekly housekeeping services are given as under:-

### Schedule of Housekeeping Services

Sr.No.	Area & Activity	Frequency
1.	Office area:-All blocks, Open area and reception area	Daily
2.	Dustbin Cleaning	Daily
3.	Cleaning, Sweeping & Mopping of floors with Disinfectant cleaner of all the floors including staircases and all the rooms/halls	Daily/call based
4.	Cleaning, Sweeping & Mopping of common areas	Twice in a day/call basis
5.	Cleaning of partitions/cubical etc.	Weekly

Sr.No.	Area & Activity	Frequency
6.	Removing of stains	Weekly
7.	Cleaning of electrical fittings	Weekly
8.	Cleaning of doors, windows, window glass and grills, window panes, furniture, fixtures, venetian blinds, window edges	Twice in a week on working days
9.	Stains, Spills, footmarks on floor	Immediately/Call basis
10.	Reception area	Daily
11.	Mopping of toilets	Thrice in a day
12.	Check working of exhaust fans	Daily
13.	Stair case cleaning, sweeping & mopping	Daily
14.	Change/check of toilets papers/ napkins	Hourly
15.	Removal of waste papers and any other garbage and blockage and choking from the entire area covered under the tender.	Daily
16.	Cleaning of baskets, wastepaper baskets, cobwebs and disposing off all collected refuse at designated site.	Daily
	Acid-cleaning and scrubbing of toilets, wash basins, sanitary fittings, glasses & mirrors and toilets floors.	Daily
17.	Cleaning and disinfecting all vitreous fixtures including toilet bowls, urinals, sinks, toilet seats, containers etc. Brush thoroughly to include below water level and under rims including areas at hinges and cistern handles. Restock toiletries, which include Liquid hand soap, Toilet paper, air freshener, and Sanitary Cubes and Naphthalene balls in toilets after daily check-ups in the morning, afternoons and on call basis during daytime.	Daily
18.	Check and remove hairs, dust, dirt or any such object from anywhere in area covered under the tender.	Daily
19.	Cleaning, sweeping, dusting, mopping, scrubbing of canteen, reception, security rooms, committee room, conference room. Meeting rooms should be checked at regular intervals.	Daily
20.	The staff of the successful bidder will arrange the conference rooms and also remove garbage, wastages etc. immediately after the event is over.	Daily/Call basis
21.	The wastage will be removed twice in a day from the office.	Twice in a day
22.	One Housekeeping personnel should always be present in front of every toilet.	Daily
23.	Thorough cleaning, sweeping, washing, mopping with disinfectant cleaners of all floors, staircases and toilets. Scrubbing of all floors and ceramic tiles base. Cleaning of ceilings and high walls, cleaning of fans, cleaning of roofs, terrace etc.	Weekly

Sr.No.	Area & Activity	Frequency
24.	Polishing and grinding with rubber thread of floor areas	Weekly
25.	Cleaning of all chrome fittings, glass frames, soap holders etc. to a shiny finish	Weekly
26.	Successful bidder will provide duty register to DGCA	Weekly
27.	All other work which are not listed here	-

**Sanitization (Weekly):**

- a. Office desk paper bins would be cleaned and sanitized.
- b. All washrooms dustbins would be thoroughly cleaned and sanitized.
- c. All telephone instruments would be sanitized using disinfectants.
- d. Waste bins from pantry/canteen areas would also be thoroughly cleaned and sanitized with disinfectants.
- e. Thorough washing of all walls and doors of toilet with appropriate detergent and disinfectant.

**Polishing (Weekly):**

- a. All the door/window handles/knobs, other brass fittings and items/statues, planners etc. are required to be polished and kept in shining condition.

**Other Tasks:**

- a. Sweeping, mopping, machine scrubbing of all specified floors.
- b. Removing all garbage and replace cleaned bins. Garbage will be taken to the designated site from where the contractor will arrange for its disposal.
- c. Wipe/clean of all glass doors and windows regularly.
- d. Maintain high standards of cleanliness and hygiene at all assigned areas throughout the premises.

**Other Works**

- a. The Bidders supervisory staff should be available at site every day during office working hours. In case of emergency complaints, the Bidder is to ensure rectification of defects immediately.
- b. The Bidder will immediately attend the complaint and complete the same on its receipt on the same day.
- c. The Bidder will have to maintain all types of records for consumption and receipt of material as desired by <<office>> and instructions issued from time to time in this regard should be complied with by the Bidder.

### Evaluation Parameters

Bids should be evaluated on the basis of total tender value for 1 supervisor and required number of cleaning personnel as may be estimated.

Sr. No.	Particulars	Description	Housekeeping Personnel (Rates per person per month)	Supervisor (Rates per person per month)
a	b	c	d	e
1	Basic pay + VDA	Minimum wages must be followed as per rules		
2	Employees Provident Fund	12% of Basic plus VDA		
3	Employees State Insurance	4.75% of Basic plus VDA		
4	Bonus	Ceiling of Rs.7,000 per year		
5	Total cost per employee	Sum of Sr. No.1 to Sr. No.4		
6	No. of Employee	As per tender document		
7	Total Cost	Sr.No. 5 x Sr. No.6		
8	Total Cost of <<no>> employee	Sr.No.7 (d) & Sr. No. 7(e)		
9	Cleaning material cost	-		
10	<b>Total Cost</b>	<b>Sum of Sr. No.8 &amp; Sr. No.9</b>		
11	Service Charge in %age (on Sr.No.10 in %age)			
12	<b>Sum Total</b>	<b>Sum of Sr.No.10 &amp; Sr.No.11</b>		
13	Service Tax @<<>>%	On Sr. No. 12		
14	<b>Total Cost of Service per month</b>	<b>Sum of Sr. No.12 &amp; Sr.No.13</b>		
X)	<b>Tender Value (One Year):-</b>	<b>Sr.No.14 x 12months</b>		





Ministry of Urban Development  
Government of India

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