



सत्यमेव जयते

Ministry of Urban Development
Government of India

Swachh Railway Stations

Standard Operating Procedures





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The Swachh Bharat Mission, which aims to make India a clean and open defecation free nation by October 2019, needs to become a 'jan andolan' with participation from every stakeholder.

We have taken up a multi-pronged strategy for making the Mission 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 'people's movement'.

I am pleased to see the Standard Operating Procedures for "Railway Stations" being released by my Ministry, which lays out the infrastructure norms, assessment & inspection procedures and checklists, and sanitation and waste management best practices to be followed, by Railway Stations. It is my firm belief that this will go a long way in making citizens active participants in our collective journey towards a "Swachh Bharat" by 2nd October 2019.



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Rao Inderjit Singh

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Government of India

On 2nd October 2014, the Hon'ble Prime Minister Shri Narendra Modi launched the Swachh Bharat Mission to clean India's cities and towns. He also called out to every citizen to voluntarily contribute 2 hours every week to the cause of the Mission.

It gives me immense pleasure to see people from different sections of society participating actively in cleanliness drives across the country. This vision of clean India can be achieved only through the efforts of each and every citizen, working hand-in-hand with the government towards the common vision of 'Swachhata'.

The thematic drives in past have helped us increase participation from citizens in this mass movement by inspiring them to play a more active role in maintenance of hygiene and sanitation.

We present the Standard Operating Procedures for "Swachh Railway Stations". It enlists various infrastructure norms, assessment & inspection procedures and checklists, and sanitation and waste management best practices to be followed by railway stations.

It is my firm belief that movements like these will enable our country to move towards a clean and a sanitized India.



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Background, Objectives & Scope

Background

Railways is the most preferred mode of transport for the masses in India, running more than 11,000 trains, and handling approximately 13 million passengers every day. While providing services to the vast geography, it also bears heavy pressure of sanitation challenges due to the overwhelming footfall everyday. Therefore, one of the commitments of the Railways in its 'Citizen's Charter on Passenger Services on Indian Railways' is to provide safe and dependable train services to the passengers and ensure adequate passenger amenities in trains and at railway stations. This includes provision of clean and hygienic surroundings, both at railway stations and in trains. This charter also lays down railways' commitment towards setting up responsive and effective grievance redressal machinery for time bound resolution of complaints and grievances of the passengers. However, despite all this, the desired level of cleanliness has not been achieved at railway stations. This is a sensitive matter because of the size of transit population it deals with everyday.

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

As a part of the Swachh Bharat Mission mandate, it is imperative for all Railway Stations to be well maintained & clean, and to move towards the larger goal of a healthy, unpolluted environment.

Objectives

For uniformity in cleanliness guidelines, it is essential to have a Standard Operating Procedure (SOP) to ensure that all the railway stations set standards of cleanliness in their respective premises.

The purpose of this SOP is to improve current cleanliness

levels in the railway stations of India and provide a healthy atmosphere to passengers, vendors and railway staff. The first and foremost step towards achieving such clean environment in the railway stations is ensuring sanitation and hygiene practices amongst the staff, vendors and passengers and providing the adequate infrastructure. Things like lack of awareness about basic etiquettes to be practiced while defecating,

- ✓ All staff, visitors, passengers and vendors are responsible for the cleanliness of the railway station
- ✓ The Standard Operating Procedures for Cleanliness in Railway Stations provides detailed best practice guidelines
- ✓ All Railway Stations should comply with the guidelines set out in the Standard Operating Procedures

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unhealthy habits of littering & spitting, not ensuring proper waste management and disposal systems at the station as well as in the trains (stationed besides the platform or crossing the platform) are the most common problems connected with the cleanliness of railway stations.

This SOP targets to ensure proper waste management through recycling and processing of waste, and establish systems in the railway stations for cleanliness. It lays emphasis on the fact that the management of waste at the railway stations (on the railway track, as well as on the platform) requires increased attention and diligence to avoid the exposure to infectious agents and toxic substances. An assessment framework has also been defined in this document, which can help the concerned railway station to improve its cleanliness maintenance processes and achieve an exemplary level of cleanliness.

These directions will be updated continually to incorporate new procedures and products. As it is dynamic in nature, the printed version of this document or part thereof should not be relied upon as a current reference document, hence, it is advisable to periodically check for updated version on the swachhbharaturban.gov.in portal. Any amendments to the procedures based upon requirement should be identified and incorporated as per the requirement. This document serves as the base document. The actual allocation of resources and the actual frequency of cleaning may vary according to the local situations.

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.

Scope

This SOP for 'Swachh Railway Stations' is applicable to all Railway Stations being maintained by government and private entities, in states and cities, across India.

Responsibilities

Overall Responsibility

A number of directorates in Railway Board are responsible for dealing with the issue of cleanliness in the Railways. While mechanical and engineering directorates are responsible for maintenance and cleanliness of coaches in service, the Health directorate is responsible for cleanliness of a few railway stations through Chief Health Inspectors (CHI). However, the overall cleanliness at railway stations is the responsibility of Chief Commercial Managers in Zonal Railway Headquarters and Divisional Railway Managers in Divisions, under the overall direction of the Commercial directorate. They would be responsible for ensuring compliance to the SOP for the railway stations under their management.

The directorate 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 (SLAs) should be drafted and signed by both parties.

Responsibilities of the Railway Management & Staff /Contracted Agency

It is the responsibility of the Railway Station Management/ Contracted Agency to carry out the cleaning of the railway station premises on a regular basis, and comply with the following guidelines:

- Ensure a clean environment for the passengers, vendors and railway staff through proper selection of agencies required for the job
- Conduct regular surprise inspection of the railway station 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
- Control the issue of cleaning materials and equipment
- Maintain official records on staffing, cleaning materials and equipments
- Ensure that 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, etc.)
- Cleaning schedules should ensure that no area is missed from routine cleaning and additional rounds are conducted as and when required
- Statutory requirements are met in relation to solid waste management, Environment Protection Act, food hygiene and pest control, among others

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Responsibilities of other stakeholders (Passengers, vendors, visitors, etc.)

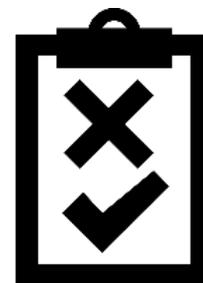
Maintenance of hygiene and cleanliness is not just associated with aesthetics and passenger satisfaction, but also reduces possibility of promoting communicable diseases and ensures a clean and sanitised environment. To reach such high levels of cleanliness, not just the railway station administration but passengers, vendors and visitors are also expected to contribute in maintaining the cleanliness of the railway station environment, directly or indirectly both:

- By using waste bins for waste disposal
- Not practicing open defecation
- Not defecating in stationary trains
- Using restrooms appropriately to ensure high levels of cleanliness and hygiene
- Following railway station norms
- Not spitting and littering
- Not smoking within the premises, etc.

Assessments & Inspections

Self-Evaluation

Three broad attributes viz. ticketed areas of station premises, waste management, toilets and non-ticketed areas of station premises are being proposed here for assessing/rating railway stations on various parameters of cleanliness. The parameters for these ratings may also be utilized for conducting self-evaluation by the concerned authority to identify areas of improvement and intervention. The proposed parameters and their scoring are given below:



TICKETED AREAS OF STATION PREMISES (MAX. SCORE - 54)				
1.	Condition of flooring surface at platforms	In good condition	In a fair condition	In broken condition
		4	2	0
2.	Entrance/Exit Gate	In good condition	In a fair condition	In broken condition
		4	2	0
3.	Condition of flooring surface in waiting rooms	In good condition	In broken condition	No gate
		4	2	0
4.	Condition of the roof of the platform, shelter and the system for rain water to flow down the pipelines to avoid leakage and flooding during rains	In good condition	In broken condition	
		4	2	
5.	Water booths and water coolers	Available as per requirement in good condition	Available as per requirement but in poor condition	Not available
		4	2	0
6.	Cleanliness of areas surrounding the drinking water sources	Cleaned regularly	Cleaned sometimes	Never cleaned
		4	2	0
7.	Signage boards prompting cleanliness/anti-littering	Available	Not available	
		2	0	
8.	Vending stalls including arrangements for waste disposal	Available	Not available	
		4	0	

9.	Dressing of electric and telecom cables	In good condition	In poor condition	Not available
		4	2	0
10.	Stench (bad smell/odour) in the station premises	Absent		Present
		4		0
11.	Pest, rodent, flies and mosquitoes	Adequate arrangements for control		No arrangements for control
		4		0
12.	Cleanliness of Platform areas	Cleaned regularly	Cleaned sometimes	Never cleaned
		4	2	0
13.	Cleanliness of foot over bridges	Cleaned regularly	Cleaned sometimes	Never cleaned
		4	2	0
14.	Cleanliness of tracks between platforms	Cleaned regularly	Cleaned sometimes	Never cleaned
		4	2	0
SUB-TOTAL (INFRASTRUCTURE SCORE) - A				

WASTE MANAGEMENT (MAX. SCORE - 16)				
1.	Adequate availability of dustbins	Adequate number available for use		Inadequate number available for use
		4		0
2.	Collection and disposal of solid waste from trains and stations	Done regularly	Done sometimes	Never done
		4	2	0
3.	Removal and disposal of garbage	Done regularly	Done sometimes	Never done
		4	2	0
4.	System for proper disposal of waste water	Available		Not available
		4		0
SUB-TOTAL (MAINTENANCE SCORE) - B				

TOILETS (MAX. SCORE - 20)				
1.	Adequate availability of toilet in General	Adequate number available for use		Inadequate number available for use
		4		0
2.	Adequate availability of pay and use toilets	Adequate number available for use		Inadequate number available for use
		4		0

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3.	Adequate availability of toilets in waiting rooms	Adequate number available for use		Inadequate number available for use
		4		0
4.	Adequate availability of toilets in circulating area	Adequate number available for use		Inadequate number available for use
		4		0
5.	Water in toilets and in other places for cleaning	Adequately available	Available but Inadequate	Not available
		4	2	0
SUB-TOTAL (FEEDBACK SCORE) - C				

NON-TICKETED AREAS OF STATION PREMISES (MAX. SCORE - 20)				
1.	Condition of flooring surface at concourse	In good condition	In fair condition	In broken condition
		4	2	0
2.	Condition in circulating area including pavement, kerb walls, etc.	In good condition	In fair condition	In broken condition
		4	2	0
3.	Cleanliness of concourse and circulating area	Cleaned regularly	Cleaned sometimes	Never cleaned
		4	2	0
4.	Adequate availability of toilets in circulating area	Adequate number available for use		Inadequate number available for use
		4		0
5.	Water in toilets and in other places for cleaning	Adequately available	Available but Inadequate	Not available
		4	2	0
SUB-TOTAL (FEEDBACK SCORE) - D				
TOTAL SCORE (A+B+C+D): MAX. SCORE: 110				

Gap Assessment

Apart from self-evaluation as described above, a periodic assessment of infrastructure gaps is also essential in order to maintain the standards of sanitation and cleanliness at the railway stations. The format given below could be used for the same:

S. No.	Parameter	Standard	Actual
1.	Toilets	User specific as mentioned under the section, 'Sanitary infrastructure'	
2.	Ablution taps	1 water tap with every toilet seat	
3.	Water taps ¹	With adequate drainage arrangement	
4.	Light bulbs and switch	One for each toilet and bath facility (fused bulbs to be changed immediately)	
5.	Doors and latches in toilets	One door with functional latch for every toilet seat and bath facility	
6.	Wash basin with mirror	At least one in each toilet block	
7.	Dustbins	Premises: Every 25 to 250 meters, depending on local conditions ² Toilets: 1 per toilet	
9.	Storage closet	One per platform or as per need	
10.	Brooms, mops, duster and other equipment	1 set per cleaning staff + Backup sets	

¹ Railway Board prescribed a minimum requirement of 12 taps per platform for large and medium railway stations and 6 taps per platform for small railway stations for providing piped drinking water to the passengers. Taps to be distributed in such a manner that every alternate coach get the benefit of a tap.

² Indian Railways Works Manuals, The Municipal Solid Wastes (Management and Handling) Rules, 1999, Ministry Of Environment and Forests, Government of India

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11.	Parking spaces	As per need	
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Periodic Inspection

Within 24 hours

To be conducted by: Supervisor of the Maintenance Staff	
S.no.	Area and Activity
1.	Check if the railway station premises have been swept/cleaned and waste removed appropriately (After every three hours or as per the need)
2.	Check if the platforms, concourse and circulating area have been regularly cleaned (After every three hours or as per the need)
3.	Check if the tracks between platforms are clean (After every three hours or as per the need)
4.	Check if the waiting room is maintaining adequate standards of cleanliness and hygiene (After three hours for kitchen facilities and twice a day for others)
5.	Check if all the dustbins have been emptied and cleaned (Thrice a day for more visited areas and twice a day for others or as per the requirement)
6.	Check if all the toilets and bath facilities are cleaned. (After every two hours or as per the requirement)
7.	Check that the garbage is being segregated, collected and disposed regularly (After every three hours or as per the requirement)
8.	Check that all stairs, lifts, foot over bridges etc. have been properly cleaned (thrice a day or as per the requirement)

Daily inspection

To be conducted by: Supervisor of the Maintenance Staff	
S. No.	Area and Activity
1.	Check all the hourly reports
2.	Check if the railway station premises have been swept/cleaned and waste segregated and removed appropriately
3.	Check if the platform area, concourse and circulating area have been regularly cleaned

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4.	Check if the food vendor stalls are maintaining adequate standards of cleanliness and hygiene
5.	Check if all the dustbins have been emptied and cleaned
6.	Check if waiting rooms are clean
7.	Check that the garbage is being segregated, collected and disposed regularly
8.	Check that all stairs, lifts and foot over bridges have been properly cleaned
9.	Ensure that there is no open sewers, gutters, damaged drainpipes, sewage blockages; and if there are, address them immediately
10.	Check if cleaning and scrubbing of toilets and baths, if any along with their wash basins, sanitary fittings, glasses and mirrors and toilet floors have been done
11.	Check if toilets and baths are clean and dry, and all fixtures (light bulbs, wash basin, exhaust fans etc.) are functional
12.	a) Check if cleaning and disinfecting of all vitreous fixtures including toilet bowls, urinals, sinks, toilet seats, containers etc. have been done properly b) Check below water level and under rims including areas at hinges and cistern handles c) Check if restock of toiletries, including liquid hand soap/soap, toilet paper, air freshener and sanitary cubes and naphthalene balls in toilets have been done
13.	Check if one maintenance staff is present in front of every common toilet
14.	Check if any kind of water logging is present at hand washing, utensil washing areas in canteen, washbasins and toilets. If yes, clear them immediately
15.	Check whether dusting of general storage units, furniture, cupboards and exterior of stock cupboards is done

Weekly Inspection

To be conducted by: Sanitary Committee appointed by railway management having adequate representation of the staff	
S. No.	Area and Activity
1.	Check all daily reports since past few weeks 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 for any damages in the railway premises and ensure that they are addressed

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4.	Check for cleaning of electrical fittings and ensure they are in good, working condition
5.	Check if there are potholes or spaces where stagnant water is collecting and immediately address them
6.	Inspect drinking water booths/ATMs and ensure they have been cleaned
7.	Check if waste generated is being segregated, collected and stored appropriately
8.	Check whether mowing, hedge clipping has been done and waste from the ground in and around the station premises has been adequately removed
9.	Check if construction, renovation waste has been adequately disposed

Monthly Inspection

To be conducted by the Management	
S. No.	Area and Activity
1.	Check all daily and weekly reports since last few months for compliance. Check all items as outlined in daily and weekly inspection reports during monthly inspection as well
2.	Check past 3 monthly reports for areas identified for improvement/corrections and check if same have been addressed
3.	Conduct self-evaluation as per parameters given in assessment tool above. Identify areas of improvement and delineate action items
4.	Check for any associated painting or civil work
5.	Conduct infrastructure gap assessment (as outlined previously in this document) and identify action items (can be done quarterly as well, depending on the need)
6.	Check all major infrastructural items and fittings to ensure that they are in good condition
7.	Check if all buildings, roads, boundary walls, entry-exit points, fittings, fixtures in toilets and grounds are in good condition
8.	Check roster/daily register of cleaning staff to see that the deployment is adequate and timely
9.	Check if pest control and fumigations rounds are done adequately and effectively

Quarterly Inspection

To be conducted by the Management	
S. No.	Area and Activity
1.	Check and organize thorough cleaning of the tracks between platforms, water outlets, checking for cracks, coping, chhajja etc. including civil repairs such as checking and repairing of leaky roofs, faulty tracks
2.	Check the water tank thoroughly for leakage etc. Seal it with waterproof cement or sealant and clean it at regular intervals
3.	In case of an underground tank, check if the cover and the brim of the tank are intact and sufficiently raised from the surrounding ground level
4.	Check the electrical lines and earthing (if applicable)
5.	Check if all the fans, tube lights etc. are dusted properly
6.	Check if coolers (if any) and water tanks are cleaned properly
7.	Check the functioning of hinges, bolts and other hardware of all doors and windows
8.	Check if drinking water is safe as per World Health Organization (WHO) ³ guidelines for drinking-water quality or national standards and acceptance levels concerning chemical and radiological parameters

Annual Inspection

To be conducted by the Management	
S. No.	Area and Activity
1.	Check past 2 quarterly reports for areas identified for improvement/corrections and check if these have been addressed
2.	Check for thorough cleaning of sewage and waste water lines
3.	Check for cleaning of platforms, foot over bridges and tracks between platforms
4.	Check whether any electrical or civil repair is required
5.	Check if any sort of training and capacity building of the staff is required
6.	Check if all the water booths/ATMs are working properly

³ http://www.who.int/water_sanitation_health/dwq/gdwq0506.pdf

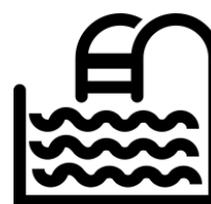
Infrastructure Set-Up and Good Practices

Water and Drainage Infrastructure⁴

All premises shall be provided with supply of clean water (with adequate provision of potable water), and shall ensure it is nowhere connected with unsafe water subject to the hazards of backflow or back siphonage. All structures for use on premises abutting on a sewer or with a private sewage disposal system shall have adequate sanitary facilities.

Water Features:

Overhead water tanks must be regularly cleaned and any complaints about the quality of water must be immediately addressed. Drinking water should preferably be stored in high-class chromium plated stainless steel with water cooler housed in mild steel chamber or concrete chamber. A water supply piping system to cater for all domestic requirements shall consist of galvanized steel pipes and fittings for water mains.



Drainage:

Adequate arrangements shall be made for satisfactory drainage of all sewage and wastewater. Efforts should be made to install environment-friendly mechanisms like, rainwater harvesting to prevent rainwater from flowing off and being lost. All the drains should be covered.

Separate collection and treatment systems should be used for domestic wastewater and storm water/gray water. Domestic wastewater will comprise of: the waste generated from the sanitary facilities at the Stations, and that is generated from the tracks during cleaning of the toilets. The sanitary sewage shall be discharged into the station wastewater treatment system. Treated water is to be used for ventilating and air conditioning system, fire fighting and landscaping, with remainder if any to be discharged into the public sewer system. The collection systems shall be so designed as to make the entire Railway Station area aesthetically pleasing – no visible collection pipes, no ponding, stagnant water at the platforms and other areas of the Station, clean and functional toilet facilities, hidden, as far as possible and practical, and easy to access and clean storm water collection system.



⁴ Manual of Standards and Specifications for Railway Stations 2009, Ministry of Railways, Govt. Of India

Water Requirements:

According to the IS 1172:1993 code of basic requirements for water supply, drainage and sanitation, the water supply requirements for railway stations include provisions for waiting rooms as well, and are as follows⁵:

Nature of Station	Where bathing facilities are provided (litres/capita)	Where bathing facilities are not provided (litres/capita)
Intermediate stations (excluding mail and express stops)	45	25
Junction stations and intermediate stations where mail or express stoppage is provided	70	45
Terminal stations	45	45

Note: The number of persons shall be determined by the average number of passengers handled by the station daily, due consideration may be given to the staff and vendors likely to use facilities. Considerations should be given for seasonal average peak requirements

Water supply points should be scattered throughout the station in order for passengers and staff to fill their own containers, thus minimizing the need for disposal of plastic water bottles. Adequate number of water taps shall be provided in conformance with the current Indian Railways Works Manuals for Drinking Water Supplies at Railway Stations.



Drinking water should be filtered by the Reverse Osmosis (RO) process. Water booths/ATMs shall be located in such a way that a passenger does not need to travel more than 300 meters to reach one. In addition, all the waiting areas or lounges shall have at least one drinking water source. Where piped water supply is possible, potable drinking water should be supplied on platform by provision of taps at the rate of one tap for two coaches.

⁵ Indian Standard CODE OF BASIC REQUIREMENTS FOR WATER SUPPLY < DRAINAGE AND SANITATION, BUREAU OF INDIAN STANDARDS

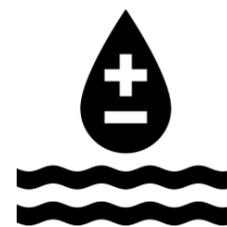
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Water Quality:

Water supply from the municipality shall be monitored to ensure the the potable water provided at the station meets the potable water standards established by the World Health Organization (WHO) for drinking water. The same high quality water can then be supplied on the trains, further eliminating the need for storage of bottled water on the trains and disposal of plastic bottles.



Water Quality Indicators:

- a. **Microbiological quality of drinking water:** Escherichia coli or thermo tolerant coliform bacteria are not detectable in any 100-ml sample⁶
- b. **Treatment of drinking water:** Drinking water from unprotected sources should be treated to ensure microbiological safety
- c. **Chemical and radiological quality of drinking water:** Water should meet WHO Guidelines for drinking-water quality or national standards and acceptance levels concerning chemical and radiological parameters
- d. **Acceptability of drinking water:** There are no tastes, odors or colors to be added that would discourage consumption of the water
- e. **Water for other purposes:** Water that is not of drinking water quality should be utilized only for cleaning, laundry and sanitation

⁶ WHO drinking water values of bacteriological quality of drinking water (WHO 1993)



Sanitary Infrastructure

The minimum sanitary convenience to be provided at any railway station shall be as given below⁷:

Nature of Station	WC for males	WC for females	Urinals for males only
Junction stations and intermediate stations	3 for first 1000 persons and 1 for every additional 1000 persons or part thereof	4 for first 1000 persons and 1 for every additional 1000 persons	4 for first 1000 persons and 1 for every additional 1000 persons
Terminal stations	4 for first 1000 persons and 1 for every subsequent 1000 persons or part thereof	5 for first 1000 persons and 1 for every subsequent 2000 persons or part thereof	6 for first 1000 persons and 1 for every subsequent 1000 persons or part thereof

Design adaptations, which must be taken in account:

- Separate toilets for ladies and gents, and duly making one of the toilets disabled-friendly
- Toilet rooms for persons with special needs shall be provided with an alarm linked to an outside light and to the Station Control Room, station staff will assist as and when required
- At least one European style toilet
- Adequate number of wash basins with provision of soap solution for washing hands
- A small bathing unit (optional)
- Good quality ceramic flooring tiles should be used, preferably of larger size to have fewer joints
- Toilet fixtures and urinals to be provided with partial-height partitions for privacy
- The entrance to each restroom should be provided with a vestibule or other means to block direct views into the restroom

⁷ Indian Standard CODE OF BASIC REQUIREMENTS FOR WATER SUPPLY < DRAINAGE AND SANITATION, BUREAU OF INDIAN STANDARDS

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Essential components for toilets and baths:

- Squatting area, with adequate availability of water for washing within toilet block
- Orientation and opening for natural light and ventilation
- Door with user-friendly and privacy latch
- Floor with adequate slope and maintainable durable finish
- Hooks within WC area for hanging clothes
- Graphics/messages and visuals depicting key hygiene messages
- Use of water conserving techniques
- Call button for emergency situations
- Should have proper electrical provisions
- PVC water storage tank of adequate capacity should be provided
- Dustbins for waste disposal
- All water pipes, drainage and waste pipes should be concealed

Solid Waste Management Infrastructure

Waste Identification:

Wet Waste	Cooked and uncooked food, plant leaves, compostable materials, coffee powder, tea powder, meat and poultry waste etc.
Sanitary Waste	Menstrual cloth (used), disposable diapers, sanitary napkins, bandages, etc.
Dry Waste (paper)	All types of paper, paper plates, tickets, bills, telephone bills, wrappers, leaflets, flyers, etc.
Dry Waste (plastic/glass)	All types of plastic, plastic bags, coke bottles, water bottles, garbage packs, milk packets, pouches, bangles, crockeries, etc.
Dry Waste (hazardous)	Discarded medicines, insecticides and containers, battery cells, household chemicals, etc.
Biomedical waste	Animal waste, water sharps, solid waste (items contaminated by blood waste, body fluids, etc.
E-Waste	Mobile phones, batteries, pen drives, CDs, electronic equipment, CFL, Tube lights, etc.
Dry Waste (others)	Metal items, tetra packs, aluminum foils, aluminum cans, thermocol, bottles, plates, utensils, packaging materials etc.
Garden Waste	Plant leaves, dry and wet cut branches, kitchen waste etc.
Inert Waste	All types of construction materials, cement, mud, sweeping dust, etc.

For easy identification, colour coded dustbins are useful and must be used. These dustbins should be emptied thrice every day (or more frequently in case of heavy use) and should be cleaned periodically as per requirements.

The numbers, sizes, and locations of receptacles for segregated solid waste would be in accordance with the minimum requirements included in the Indian Railways Works Manuals, The Municipal Solid Wastes (Management and Handling) Rules, 2000, Ministry of Environment and Forests, Government of India, and the information collected during the operation of the station. The manual suggests bins be placed at a distance ranging from 25 meters to 250 meters depending on the local conditions.

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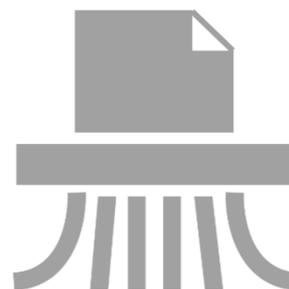
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Shredder:

Used for volume reduction of specific wastes that is capable of being slit by rotating knife blades. Typical wastes that can be shredded are cans, plastic bottles, steel barrels, tires, etc. In addition, confidential papers like old agreements, passenger history, etc. can be shredded too.

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



Food waste disposer (For food vendors and on-station kitchen):

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 sewage 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.



Segregation, Collection and Storage:

Segregation, collection and storage of waste are necessary for effective management of solid waste. It should be protective of human health and the environment, while making the station aesthetically more pleasing and acceptable to travelers and staff. The process includes segregating (separate collectors for paper, plastics and other recyclable waste streams), storing, transporting, recycling, treating, and disposing of solid waste.



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There are three stages of segregation, collection and storage of waste to be done within railway stations

- a) Primary Level i.e. at train level (trains that are passing through the station)
- b) Secondary Level i.e. at platform level
- c) Tertiary Level i.e. at station level

There should be a provision of different coloured dustbins and polythene liner bags for biodegradable and non-biodegradable waste viz. Green for biodegradable and Black for non-biodegradable waste on all platforms and passenger interface areas.

Processing & Disposal:

Organic waste, which includes – food waste, meat waste and garden/agriculture waste is considered as best raw material for rich organic compost. Compost can be rich in nutrients and can be used in gardens, landscaping, horticulture and agriculture. Compost is generally recommended as an additive to soil, or other matrices such as coir and peat, as a tilt improver, supplying humus and nutrients.

The main composting methods that can be implemented in railway stations are as below:

- a) Pit composting
- b) In vessel composting
- c) Organic waste composting

a) **Pit Composting:** Holes or trenches are dug to bury the waste, where organic materials gradually break down over longer periods. This method is effective for institutions with big lawns/playgrounds. The trench is also a good place to bury weeds and dead/semi-dead plants. If buried deep enough, the weed seeds will not regerminate and keep the ground away from unwanted growth of plants. This method is zero cost but requires labor for digging.

b) **In Vessel Composting** has three stages before the compost is screened for use. The wet waste is delivered to an enclosed reception area. Any contamination such as plastic bags or metal cans is removed before it is shredded to a uniform size. The composting process is kick started by naturally occurring microorganisms already in the waste. They break down the material, releasing the nutrients and



in doing so they increase the temperature to 60-70⁰ C, which is needed to kill the pathogens and weed seeds.

The second stage normally lasts 21 days. The material is transferred to second barrier, where the composting process continues. The O₂ level, moisture and temperature are carefully monitored and controlled during both composting stages, till the material is fully sanitized. Once the sanitization process is complete, the compost is left to mature in an open windrow or an enclosed area for approx.10-14 weeks to ensure stabilization. Screening usually takes place pre or post maturation, to produce a range of product grades suitable for various end uses such as soil conditioning. The capex ranges from Rs. 4-5 Lakhs for a capacity up to 2-3 tons with operational cost ranging between Rs. 10,000 - 15,000 per cycle.

- c) **Organic Waste Converter (OWC)** unit needs a room of 10'-12' and some open space outside for the waste collection and segregation if required. The wet waste from the black color bin and the garden waste collected by the cleaning members of the communities should be fed into the Organic Waste Converter (OWC) unit.



Compost stock along with garden waste as well as kitchen waste is fed into the compost-mixing machine. After the components are well mixed, the mixture is kept in crates for fermentation. A little water is added to the mixture after every 3 hours. The process of fermentation takes place naturally in about 15 days. After 15 days, the compost is ready to be used in gardens. The capital cost is approx. Rs. 5-7 Lakhs with processing capacity up to 300-1 ton. The operational cost is approx. Rs. 10,000 - 12,000 per month.

The frequency of waste collection and final disposal would be decided upon consultation with the local waste management agencies and on the availability of resources. The waste collection system on the platform will factor in the waste generated by trains, which are passing through the station.



Good Practices

The respective railway stations, through their facility management/service provider would be responsible for ensuring compliance to the SOP for the railway stations under their management:

- Each railway station should have a committee overseeing sanitation and cleanliness in railway station premises including, platforms, railway tracks along the platforms, overhead bridges connecting entry & exit areas, various rooms & offices at the platform to monitor, the concourse and supervise the works being carried out by the responsible party (Management/Contracted Agency) and ensure compliance to the SOP. In case of a contracted agency, it is important that there is an internal committee consisting of different department i.e. administrative, mechanical the overall cleanliness of the railway stations
- 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 (SLAs) should be drafted and signed by both the parties
- Formation of a committee to monitor cleaning and sanitation at the station because currently Station Masters/Managers are primarily responsible for the same. In addition, they are also responsible for operations such as reception and departure of trains from the station, shunting of trains, management of signals and level crossings, undertaking operating inspections of the station, repair and maintenance of station buildings, tools and equipment, water supply arrangements etc. Due to heavy workload, cleanliness, automatically becomes a very low priority area for them. Thus, in view of the wide spectrum of responsibilities, adequate mechanism to monitor work of contractors for outsourced activities like that of pest control, washing contracts and waste collection etc. is required
- Adequate provision of water supply, washable aprons, drains and sewerage system to ensure effective utilization of machines
- Ensuring the smoothness of platform for the usage of various machines such as flipper, machines, vacuum blowers, dry vacuum sweepers, high sweepers, high pressure jet, machines, wet scrubbers, dryers etc., introduced for cleaning of floors and platform surfaces in the station premises
- Passenger amenities such as urinals, drinking water, seating arrangements and waiting halls to be commensurate with the quantum of passengers using them
- Railways to frame a policy on waste management in compliance with existing regulations. A mechanism to be put in place to realistically assess the quantum of

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garbage generated for different categories of stations (as per the traffic received and the passenger load) so that adequate facilities and infrastructure such as dustbins and vats can be provided. Proper collection and disposal of garbage also needs to be ensured. Railways to prioritise the provision of garbage collection units such as dustbins and vats after assessing the requirement on a realistic basis and ensure proper collection and disposal of garbage. Both responsibility and accountability should be clearly identified to enable for deficit performance.

- Railways to create a mechanism to monitor and discourage user abuse of existing amenities
- Schemes such as 'Pay and Use' Toilets and 'Clean Train Station' to be efficiently implemented by the Railways in order to generate the ownership among users. Complain books to be maintained in these toilets and rate lists to be displayed
- Instituting a sustainable mechanism to restrict entry access to prevent unauthorized entry into station premises, heavy fines to be levied on offenders
- Enhancing the level of user awareness on a large scale and to initiate effective means of harnessing user perception to bring about improvements in the system by putting Information, Education and Communication (IEC) materials like posters on display for providing information on various aspects of cleanliness and hygiene for the use of passengers, vendors and staff
- Annual assessment of the financial requirements for cleanliness related activities and provide for them in the budget specifically. It would also enable monitoring of the cleanliness initiatives. Similarly, every railway station needs to have an overall financial plan for provision of infrastructure, amenities, user awareness campaigns etc., as per an action plan and actual field requirements
- A sustainable mechanism to be instituted to restrict entry access to prevent unauthorized entry into station premises. The penal measures to be strengthened to avoid unauthorized occupation and misuse of railway property
- Prescribe norms for regular inspections by various officers for all categories of stations and ensure that the deficiencies pointed by the inspect
- Drinking water coolers, filters should be periodically cleaned and the waste collected from them should be disposed off appropriately
- Providing/availing a collection service for waste and recycling
- Training of all maintenance staff in the use of the waste system and any equipment

Implementing these strategies may seem like a lot of effort initially, but they become easier to manage as each stakeholder involved becomes used to following these norms. However, infrastructure development alone cannot bring about the change hoped for. It has to be complemented by creating awareness and interest, and

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motivating people to want to change their behaviour. Activities and events which help in creating this awareness should be made part of the sensitization and awareness drives at railway stations.

Some other things to be kept in mind on the issue of railway waste management are:

- a) Frequency of waste collection
- b) Identifying waste storage requirement/points
- c) Color identification of garbage bins
- d) Ensuring passenger's, management and staff's health and safety
- e) Legal obligations associated with contracting staff for proper disposal of waste
- f) Preparing checklists and regular monitoring
- g) Providing signage boards/posters on bins and important area of waste generation and handling
- h) Compliance to the SOP for maintaining cleanliness standards in the railway station premises

Exploring various means and ends to involve other stakeholders:

Plans to explore innovative means of providing and maintaining toilets such as advertisement rights, CSR sponsorships, voluntary support from social organisations etc. could be created.

Reduce the amount of material waste generated by encouraging recycling, providing facilities and supporting public education strategies and signages.

Ensuring public awareness and stiff norms' enforcement can result in proper and adequate solid waste management system. To have world-class railway stations, the management shall put in place an integrated solid waste management program that complies with published and/or appropriate national and local solid waste management requirements.

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 entire railway station
- Area of the open and common spaces
- Number of platforms
- Number of toilets and baths
- Kitchen area
- Other ticketed and non-ticketed areas (waiting rooms, concourse, circulating area, etc.)
- Number of service and equipment rooms



A single person can manually clean up to 250 sq. m. per work shift. More importantly, it is necessary that the required staff should be available on 24 x 7 basis. Adequate number of supervisors should be employed. Supervisors responsible for monitoring and supervision of standardized and timely cleaning as per SOP should be identified and names displayed prominently. Adequate number of backup staff may also be provisioned for.

The staff employed must be sensitized enough on the relevance and importance of clean railway stations. They must be trained on prevention of occupational hazards and its appropriate reporting. They should be adequately trained for separate collection and further handling for final disposal of segregated dry and wet waste from the dustbins kept in visitor/passenger areas.

It is very important to deploy the cleaning staff based on prior planning in shifts, to ensure that cleanliness is maintained throughout. All those areas with minimal passenger interaction and visitors should be cleaned once a day grouped with other such areas. However, areas like the platforms and waiting rooms should be cleaned more frequently and as and when required.

Cleaning Practices

All platforms, other ticketed and non-ticketed areas like the concourse, circulating areas, waiting rooms, and track areas should be cleaned as and when required. The following cleaning routine should be adhered to:

Sweeping and Mopping of Floor:

- a) Sweeping of flooring surface at platforms, waiting rooms and station offices with disinfectant at least thrice a day
- b) Frequent brooming of the concourse and circulating areas through the course of the day
- c) Vacuum cleaning of carpets, if any in the waiting rooms at least daily using appropriate vacuum cleaning equipments

Garbage Bins:

- a) Remove garbage from dustbins and clean them regularly
- b) They should be emptied when they are 3/4th full
- c) Provide separate dustbins for biodegradable and non-biodegradable materials
- d) Segregate, collect and store waste according to the type of waste carefully
- e) Transport waste with care
- f) Replace cleared dustbins to original spot
- g) If any trash is found anywhere in the station premises, pick up immediately
- h) Dustbins on the platform must not hinder the clear passage of people, especially wheelchair users

Toilets and Baths:

- a) Fixtures including toilets and sinks should be free of streaks, soil, stains and soap scum
- b) Premises should have good quality basic fitments like ablution taps, washbasins, etc.
- c) Mirrors and windows should be free of dust and streaks
- d) Dispensers should be free of dust, soiling, residue, etc. and replaced/replenished when empty
- e) Waste should be disposed appropriately on a daily basis
- f) Provisioning of soap, toilet paper, hand towel/dryer, sanitary pads dispenser, dustbins, and other necessary items should be adequate

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- g) Toilet bowls, urinals and adjoining bathing areas (if applicable) should be cleaned with disinfectant on a daily basis, and the use of acid-based disinfectants should be avoided
- h) Toilet floors should be kept dry to the extent possible/feasible
- i) There should be a well functioning drainage system

Common spaces:

- a) Sweeping of pavements and other external areas at least twice a day
- b) Cleaning internal common spaces like lift, stair areas, etc. on a regular basis
- c) Composting leaves and biodegradable waste (if feasible)
- d) Sweeping of areas around vending stalls as and when required
- e) Cleaning of tracks between platforms and foot over bridges according to train schedules, at least once a day

Kitchen/Visitor's Cafeteria:

- a) They should be regularly cleaned
- b) Dustbins should be placed at easily accessible spots to prevent littering
- c) There should be hand washing facility in the kitchen as well as in the visitors' cafeteria (Utensil washing sinks in case of attached kitchen)
- d) Segregation and composting of food waste (if feasible) should be carried out

Doors, Windows and Walls:

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

Vents and Fixtures:

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

An intensive cleaning of the station premises is to be carried out at least once every month, which should also involve participation of railway staff for disposal of

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redundant/unused hardware and furniture which can be added to inventory and re-allocated as per demand.

Weeding and recording of files including passenger history, old train timetables etc. should be resorted to at least once in 6 months. The old agreements, etc. in the record room should be reviewed once a year and destroyed as per the applicable 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 on contractual basis.

Dos and Don'ts

DOs	DON'Ts
Collect waste, rubbish and debris within the station premises and dispose as per the set frequency.	DO NOT let waste and trash accumulate within the station premises
Dispose all waste as per guidelines.	DO NOT dispose waste outside or near parking lots, on railway tracks, drainage, ditches or any other location where they can damage the environment.
Keep all equipment clean; do not allow a build-up of wastes.	DO NOT let equipments 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.	DO NOT let contractors conduct maintenance in conflict with proper procedures and guidelines; monitor closely.
Impose penalty on defaulters for littering/spitting/smoking within the station premises or near the boundary walls.	DO NOT allow littering, spitting, smoking or any other practices that affect the cleanliness and aesthetics of the premises.

In case cleaning services are to be outsourced, sample Scope of Work and bid evaluation parameters are given as reference in Annexure 1.

Cleaning Equipments

The Railways Management / Contracting Agency are required to procure appropriate and necessary cleaning and processing equipment as per the norms laid down below:

Dustbins

Area	No. of dustbins required
Platforms, concourse and circulating area	1 set of bins every 25 meters to 250 meters depending on the local conditions
Toilets and baths	1 per toilet
Parking spaces	As per need
Kitchen/Cafeteria	As per need
Entrance/Exit area	As per need

Brooms, Dusters, Staff Uniforms

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

Cartage Equipments

Equipment	No. of units required
Baskets/collection equipment for gathering garbage	1 per worker
Hand carts	As per need
Trucks/mini-trucks	As per need

Storage Units

For storing equipment for train support maintenance, station repairs, cleaning and supplies, etc.	No. of sets required
	One per platform or as per need

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

- Biodegradable (dry) waste (green waste, food waste, paper waste, biodegradable plastics etc.)
- Hazardous waste
- Excreta
- Construction and demolition waste
- Bulk garden and horticulture waste including recyclable tree trimmings
- All other non-biodegradable (dry) waste (recyclable and non-recyclable), etc.

Management of Waste

- Hazardous waste should be removed and disposed off in accordance with the Environmental Protection Act of 1986. Good management practice should ensure that hazardous wastes are stored, collected, transported and disposed separately, preferably after suitable treatment to render them innocuous. 
- Construction and demolition (C & D) 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 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, the authority 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). 

Also, construction waste should be minimized by directing all usable waste materials into the construction process and all recyclable waste materials into the manufacturing process.

- 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.
- The Railway Station Administration/Contracted Agency must ensure that officials do not throw any waste on the platforms, railway tracks, toilets, railway station

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premises, drains or water bodies and instead store the waste at source of waste generation in two bins/bags, one for food waste/bio-degradable waste and another for recyclable waste such as papers, plastic, metal, glass, rags etc. as listed below:

Types of wastes to be put in the bin meant for food wastes & biodegradable wastes:

- a. Food wastes of all kinds, cooked and uncooked, including eggshells, etc.
- b. Flower and fruit wastes, including juice peels and house-plant wastes

Types of recyclable and other non-biodegradable wastes to be kept separately:

- a. Paper and plastic, all kinds
- b. Cardboard and cartons
- c. Containers of all kinds excluding those containing hazardous material
- d. Packaging of all kinds
- e. Glass, all kinds
- f. Metals, all kinds
- g. Rags, rubber, wood, etc.
- h. Foils, wrappings, pouches, sachets and tetrapak (rinsed) etc.
- i. Pen drives, CDs, cassettes, computer diskettes, printer cartridges and electronic parts, etc.
- j. Discarded clothing, furniture and equipment, etc.

Wastes such as used batteries, containers for chemicals and pesticides, discarded medicines and other toxic or hazardous waste if and when found, should be kept separately from the above two streams of waste.

The Management/ contracted agency should handle solid waste in a manner to minimize land, air, and water pollution, removing it from collection and storage sites in a timely manner and disposing off at a landfill or other facilities, as approved by the appropriate local authorities. Burning of waste should be strictly prohibited inside and outside the railway stations.





Annexure 1: SOW and Evaluation Parameters for Outsourcing

Sample Scope of Work

<<Railway Station>> is located <<Address>>. It has <<details of buildings with floors, rooms, platforms, concourse area, plot size, circulating area etc. >>.

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

- 1) Platforms, Waiting rooms: <<No's>> (Occupied Areas).
- 2) Lobby, Staircases, Concourse: <<No's>> & <<No's>>.
- 3) Toilets: <<No's>>
- 4) Surroundings: Circulating area, foot over bridges, pathways within premises and pathways around the perimeter of premises
- 5) Roofs, Terrace, Vendor stalls, Ticketing booth, Water booths/ATMs, Storage units, etc.
- 6) Any other area of <<Railway Station>> 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 <<Railway Station>> 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

Cleaning services should be done daily from Monday to Sunday. The working timings are 24X7; however, deployment into shifts basis prior planning will be required. The cleaning should be done in the presence of his/her authorized representative twice in a day in addition on call basis by the management/staff concerned during office hours on all working days only. The successful bidder will do the in-depth cleaning of the entire area once in a week. The details of daily and weekly housekeeping services are given as under: -

Schedule of Housekeeping Services

S.no.	Area and Activity	Frequency
1.	Ticketing booth	Daily or as per need
2.	Dustbin cleaning	Thrice a day in more visited areas, twice a day in others or as per need
3.	Cleaning, sweeping and mopping of floors with disinfectant including platforms and waiting rooms	Every 3 hours or as per need
4.	Cleaning, sweeping and mopping of floors with disinfectant of common areas including concourse and circulating area	Every 3 hours or as per need
5.	Segregation, collection and storage of garbage	Every 3 hours or as per need
6.	Removal 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 a week
9.	Stains, Spills on floor	Immediately/Call basis
10.	Mopping of toilets	Every two hours or as per need
11.	Staircase, lobby, foot over bridges cleaning, sweeping and mopping	Thrice a day
12.	Check working of exhaust fans	Daily
13.	Change/check of toilets papers/ napkins	Hourly or as per need
14.	Acid-cleaning and scrubbing of toilets, wash basins, sanitary fittings, and glasses & mirrors and toilets floors	Daily
15.	Cleaning and disinfecting all vitreous fixtures including toilet bowls, urinals, sinks, toilet seats, containers etc.	Daily check-ups in the morning, afternoons and on call basis during daytime

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	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	
16.	Removal of waste papers and any other garbage and blockage and choking from the entire area	Daily
17.	Cleaning of baskets, wastepaper baskets, cobwebs and disposing off all collected refuse at designated site	Daily
18.	Check and remove hairs, dust, dirt or any such object from anywhere in the area	Daily
19.	One Housekeeping personnel should always be present in front of every toilet	Daily
20.	Thorough cleaning, sweeping, washing, mopping with disinfectant cleaners of all platforms, foot over bridges, concourse, circulating area, staircases and toilets, ceilings and high walls, cleaning of fans, cleaning of roofs, terrace, etc.	Weekly
21.	Cleaning of all chrome fittings, glass frames, soap holders, etc. to a shiny finish	Weekly
22.	Successful bidder will provide duty register	Daily
23.	All other works which are not listed here	-

Sanitization (Weekly):

- All toilet dustbins would be thoroughly cleaned and sanitized
- Waste bins from waiting rooms and food vendor stalls would also be thoroughly cleaned and sanitized with disinfectants
- Thorough washing of all walls and doors of toilet with appropriate detergent and disinfectant

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Polishing (Weekly):

- 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:

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

Other Works:

- The Bidder's 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
- The Bidder will immediately attend the complaint and complete the same on its receipt on the same day
- The Bidder will have to maintain all types of records for consumption and receipt of material as desired by <<Railway station>> 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.

S.no.	Particulars	Description	Cleaning 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	S.no. 5 x S.no.6		
8	Total Cost of <<No>> employee	S.no. 7 (d) & S.no. 7(e)		
9	Cleaning material cost	-		
10	Total Cost	Sum of S.no. 8 & S.no. 9		
11	Service Charge in %age (on Sr.No.10 in %age)			
12	Sum Total	Sum of S.no. 10 & S.no. 11		
13	Service Tax @<<>>%	On S.no. 12		
14	Total Cost of Service per month	Sum of S.no. 12 & S.no. 13		
X)	Tender Value (One Year):-	S.no. 14 x 12months		

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www.moud.gov.in
www.swachhbharaturban.gov.in
www.swachhbharat.mygov.in