

**GOVERNMENT OF INDIA/BHARAT SARKAR
MINISTRY OF RAILWAYS/RAIL MANTRALAYA
RAILWAY BOARD**

No.2024/EnHM/06/04

New Delhi, dated 10.05.2024

**General Manager
All Zonal Railways.**


Sub:- Cleanliness of Toilets.

1. As a part of the Swachhata Mission of Government of India, Indian Railways had embarked on a task to improve the quality and cleanliness of coach toilets. With the ensuing summer season, the issue has again come into focus and renewed efforts are needed by Zonal Railways for cleaning of toilets.
2. In this regard, your attention is invited to the following para of standard bid document:-
 - 6.1(C) *"Toilets and wash basins to be cleaned at least twice each between 05.00 hrs. – 10.00 hrs. and 18.00 hrs. – 22.00 hrs. and at least once between 13.00 hrs. – 15.00 hrs. and as necessary and also as required on demand at all hours. These are indicative timings which may be modified by Railways to suit specific train timings and other local conditions. Doorways, gangways and vestibules should also be cleaned frequently".*
3. Your attention is also invited to para 6.3.2 of the standard bid document:-
 - 6.3.2 **"Cleanliness Record** – The EHK/supervisor is responsible for sharing geo-tagged, time stamped images of the areas of the coach where cleaning is done at the frequency that is specified by Indian Railways in every coach/location to check the level of cleanliness in the coach during the journey. Whether the coach/location meets the required level of cleanliness will be determined based on the images which will be scored on cleanliness. These scores will be used to calculate the final monthly score to determine the cleanliness record of the contractor. Necessary hardware and software will be arranged by the contractor".
4. In this regard, Railway Board vide its letter No.2016/06/13 dated 30.04.2019 (copy enclosed), had also issued guidelines for "Monitoring of attendance and work of OBHS staff".

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5. Zonal Railways are advised to:-

- Review the implementation of these instructions.
- Execution of GPRS based biometric attendance as laid down in 3.1(a).
- It is seen that the existing system adopted by Railways are largely Whatsapp based, which generate data without being effective. Vide letter No. 2016/06/13 dated 30.04.2019, it was advised that the attendance monitoring and efficacy of cleaning action is to be managed on an application based module. Railways are advised to make a concerted effort to move in this direction.
- It has also been seen that the online monitoring of OBHS cleaning is generally being done at a fitter/artisan level (through the control room). There is a need to involve the middle management in the online monitoring.
- Any application will be effective only if it is linked to financial compensation. This bridging is also needed.


(Amit Kumar Agarwal)
Additional Member/
Mechanical Engineering
Railway Board

- DA - (i) Copy of clause 6.1(C)
(ii) Copy of clause 6.3.2
(iii) Railway Board's letter No.2016/06/13 dated 30.04.2019.



भारत सरकार Government of India
रेल मंत्रालय Ministry of Railways
(रेलवे बोर्ड) (Railway Board)

No.2016/06/13

Rail Bhavan, New Delhi - 110001, Dated: 30.04.2019

The Principal Chief Mechanical Engineers,
Northern, Western, Southern, South Western and
East Coast Railways.

Sub : Monitoring of attendance and work of OBHS staff

The present system of IT interventions as envisaged in terms of SBD & GCC, in particular for monitoring of attendance and work of OBHS staff, has been under discussion for some time. Some Railways have made some progress in this regard. However, an efficient and adequate system is yet to be established. Therefore, the attendance monitoring and efficacy of cleaning action of each OBHS staff in all trains is to be managed through an application based module. Initially the app should include the following:-

- i. A selfie taken by the staff as stipulated from time to time and also before/after each safai action should log the location, date, time against the concerned staff validated through selfie in a table.
 - ii. The selfie followed by 'before' condition selection should accept any number of photographs taken by the staff with location, date time and photograph associated.
 - iii. Similarly, the same functionality with respect to photographs taken after the safai action.
 - iv. Acceptance of condition photograph from other sources e.g. passenger, inspecting official etc. with location, date and time stamped and PNR number as cloud sourcing of any number of photographs in respect of toilet condition.
 - v. Above analytics to create a dashboard of the cleaning action and excel tables be prepared for further analytics.
2. Each staff will be equipped with a camera, GRPS, GPS enabled smart phone in order to enabling effective monitoring in terms of para 6.3 of SCC of SBD.
3. You are requested to take suitable action urgently in order to make this system available at the earliest.

(Alok Kumar Tewari)
Principal Executive Director (EnHM)
Railway Board

Copy to :

PCMEs - CR, ER, ECR, NCR, NER, NFR, NWR, SCR, SER, SECR, WCR & Konkan Railway

- 6.2.2 This penalty shall not relieve the contractor from his obligation to execute the works or from any other of his obligations and liabilities under the contract.
- 6.2.3 The Contractor shall co-ordinate his programs to the extent feasible with the programs of other contractors to be engaged at the site or in the vicinity of the site, as furnished by the Engineer so that the works can be carryout as per the overall programmed.
- 6.2.4 If any damage to any of the equipment installed at the station due to presence of rodent is noticed or any damage to equipment due to rodent takes place, a penalty of Rs.2500/- shall be imposed. For pest control work concerned wing in-charge will certify regarding quality of the application. Decision of Railways shall be final.
- 6.2.5 Contractor shall maintain the attendance Register for morning, evening night and general shift staff. If the short deployment of staff is noticed deduction shall be as per daily wages for short deployment plus suitable penalty of Rs.1000/- for each short deployment.
- 6.2.6 Suitable penalty for theft, loss, missing of sanitary and water supply installation/ equipment, fittings shall be imposed by Railway administration.

However total penalty should not exceed **16%** of contract value.

6.3 Monitoring

In order to ensure that the performance of the contractor is as per requirements, Indian Railways will periodically monitor the adherence of the contractor to the stated requirements, the performance of the contractor on the defined scope and capture periodic passenger feedback travelling aboard the trains. Based on these parameters, the contractor's average monthly performance will be determined, which will determine the incentive and penalty to be given to the contractor in the month.

In order to effectively monitor the performance, railways may appoint an independent third party auditor to carry out the assessment, and/or assign personnel from any railway division or department to carry out the tasks of the auditor. Both such cases will be referred to as auditor in the remainder of this document. The contractor is expected to fully comply with all the requirements of the auditor and assist the auditor wherever required.

Broadly, monitoring will be carried out on the following areas –

- A. Attendance records of the janitors (25%)
- B. Cleanliness record (15%)
- C. Use of type and quantity of consumables and specified machinery (10%)
- D. Linen distribution, minor maintenance & other given services (10%)
- E. Surprise visits conducted by officials/ of Indian Railways / nominated persons (10%)
- F. Passenger feedback and complaints (30%)

The score from each section will be compiled and weighted based on the weights given above. Using the same, the final score will be computed for the contractor every month. The methodology for calculating the final monthly score for the contractor and the overall scorecard is given in Section 6.3.7.

Based on this score, every month the contractor's penalty and incentive will be defined. Further details on penalty and incentive can be found in Section 6.4.

Attendance records shall be submitted by the contractor on a daily basis to the Railway supervisor. A monthly statement of attendance shall also be submitted by him. This shall be the basis for payments related to attendance. No manual attendance shall be allowed.

6.3.1 Attendance records of the janitors

- a) GPRS based Bio-metric system equipment will be arranged by contractor for taking the attendance of Janitors booked for OBHS/ housekeeping activity on all trains/station/other buildings.
- b) The Executive Housekeeper of the said trains/ station/other buildings should carry the GPRS based Bio-metric system equipment set duly checking the equipment before beginning of journey and ensure that it shall be able to log date, time, and location (latitude and longitude).
- c) The OBHS supervisor/EHK/ and station/other buildings supervisor to keep GPRS based Bio-metric system equipment in their safe custody. He will also carry at least one spare bio-metric attendance recorder in working order on the train.
- d) The janitors booked for OBHS on train shall give attendance on above equipment as under:
 - i. At the time of reporting /beginning of Journey.

- ii. At minimum one location en-route / middle of the journey.
 - iii. At the end of the journey.
 - iv. In the return journey also as mentioned above should be recorded.
- v. The staff attendance recorded shall be submitted after completion of the trip in printed form and soft copy.

Similarly, for housekeeping work at stations and other buildings, bio-metric attendance will be recorded at the beginning, end and minimum once in between.

- e) This will be the basis for taking attendance for OBHS/housekeeping staff as above.
- f) It is the responsibility of the contractor to ensure that the equipment should be in good working order throughout the trip for each train every time.
- g) It is the responsibility of the contractor to ensure that the Janitors booked for OBHS/housekeeping activities shall be well trained for operation and attendance on this equipment en-route.
- h) If attendance is not recorded properly as explained above, it will not be accounted in attendance record for scorecard / performance evaluation.

6.3.2 Cleanliness Record

The EHK/ supervisor is responsible for sharing geo-tagged, time stamped images of the areas of the coach where cleaning is done at the frequency that is specified by Indian Railways in every coach/location to check the level of cleanliness in the coach during the journey. Whether the coach/location meets the required level of cleanliness will be determined based on the images which will be scored on cleanliness. These scores will be used to calculate the final monthly score to determine the cleanliness record of the contractor. Necessary hardware and software will be arranged by the contractor.

6.3.3 Use of type and quantity of consumables and specified machinery

The authority will conduct check at starting station and can also conduct random checks on the use of consumables in cleaning the train anytime during the journey. Any discrepancy in the prescribed use and actual use of the consumables will be noted and recorded.

The authority will conduct check at starting station and can also conduct random checks on the use of machinery / equipment in cleaning the train during the journey. Any discrepancy in the prescribed and actual use of the machinery will be noted and reasons recorded.

6.3.4 Linen distribution, minor maintenance & other given services

Suitable register will be maintained which will be periodically checked by railway authority to see whether the required set of activities as defined by the scope of work are being carried out, in the coach during the journey. The railway authority can also conduct random checks any time.

Suitable scores will be given which used to calculate the final monthly score for performance evaluation of the contractor.

6.3.5 Surprise visits conducted by officials of Indian Railways

Surprise visits will be conducted by the officials of Indian Railways who will examine the cleanliness of the coach and fill the score card. This will be in addition to the score card filled by the authority daily. There is no maximum defined number of surprise visits which Railways may conduct in any month, but the recommended minimum number of visits is twice in a month for each train. The scores from these surprise visits will be combined to calculate the final monthly score for the same.

6.3.6 Passenger Feedback and Complaints

Passenger feedback will be collected through an app-based platform in a tablet by the EHK in which nomination of passengers is done at random and the nominated passenger will receive an SMS text message notifying them that they've been nominated for feedback, along with an OTP (one time password) which has to be fed into the app for the successful collection of that passenger's feedback. This text message sent to the passenger will also ask the passenger to confirm that their feedback was collected by the EHK. They will have the option to reply with a code to a specified number, if the EHK fails to collect feedback from them within a specified amount of time as decided upon by Indian Railways. If the EHK fails to collect feedback, the contractor will be penalized. Compliance to Clean My Coach / Coach Mitra will also be included suitably. **Necessary hardware and software for the above will be provided by the contractor at his cost.** In future, if the Railways develops its own software, it shall be adopted and no charges shall be levied on the contractor in this regard.

In addition to the above, Indian Railways may decide to collect feedback through a variety of

- A. Entire train including all reserved AC and sleeper coaches, Chair Car, Engine Room, Cargo Coach, Guard Room in the train
- B. Within each coach the scope of services **for cleaning** will involve –
 - i. Wet / Dry cleaning of coach toilets and their fittings including washbasins, mirrors, pans etc, mopping & spraying of disinfectant
 - ii. Sweeping/brushing of the passenger compartments, aisle area, cleaning and mopping of doorways, gangways and cleaning of vestibule portion. Cleaning and mopping of washbasins & mirrors in doorways. Sweeping should be shoved into collector in each compartment so as not to discomfort passengers
 - iii. Walls and ceilings (for entire coach, including general area, washrooms, cabins and coach area; cleaning of walls and ceilings to include cleaning of any accessories on the same including switchboards, hooks, fans, lights, windows, curtains, grills, rails, pockets and any other accessories found in the coach area or vestibule area)
 - iv. Berths and Cabins (cleaning of floor of cabins and area under berths)
 - v. Spraying mosquito repellent in all coaches only in toilets and vestibule area. It should be done prior to spraying of deodorant
 - vi. Spraying air freshener in the AC coaches after cleaning work or as and when demanded by passenger. This shall be done where auto dispensers are not available
 - vii. Maintaining a liaison with C&W ground staff for ensuring watering of trains at nominated en-route stations
 - viii. Wiping of platform side window glasses of all the AC coaches at those stations where stoppage is 10 minutes or more and the station is not nominated 'Clean Train Station' for the particular train.
 - ix. Emergency en-route attention to bio-toilets as advised by railway
- C. Toilets and wash basins to be cleaned at least twice each between 05.00 hrs. – 10.00 hrs. and 18.00 hrs. – 22.00 hrs and at least once between 13.00 hrs. - 15.00 hrs. and as necessary and also as required on demand at all hours. These are indicative timings which may be modified by railways to suit specific train timings and other local conditions. Doorways, gangways and vestibules should also be cleaned frequently.

6.2 Collection and disposal of garbage including maintenance of trash-cans

The contractor will also be responsible for collection of garbage through the train as well as maintenance of trash-cans, dustbins and other disposal areas through the train, including cleaning, minor repair and upkeep. The frequency for cleaning of trash cans must be thrice per garbage bin every 24 hours, at the end of every shift. Furthermore, in case the trashcan is found to be more than half-full at any time during the day, the contractor will be considered responsible for cleaning the garbage bin. This will be over and above the periodic cleaning of the garbage bin to be undertaken by the bidder (thrice per garbage bin every 24 hours). The shift times and durations have been defined in section 2.8

The contractor must make provision for the disposal of sanitary napkins/diapers in each toilet in every coach throughout the train. The contractor must also ensure publicity of the provision of the same by making sure there are notices posted in each toilet of all coaches in the train with clear instructions on how to dispose sanitary napkins/diapers printed in both English and the appropriate vernacular language.

The garbage / litter shall be collected from the coaches in polybags / eco-friendly bags. These bags shall be sealed with a rubber band/ cable tie to avoid spilling of garbage and shall be handed over to the railways representatives at nominated en-route stations for each train for further disposal. Janitor shall carry the list of nominated garbage disposal points issued by the CDO/Sr DME for specific train.

In case, any trash-cans are found to be damaged beyond repair, the contractor will be responsible for informing the appropriate authority within Indian Railways regarding the nature of the trash-can so that an appropriate replacement may be installed.

- f. Cleaning of all LT equipments available in LT switch room (*Cleaning of LT Equipments shall be carried out only under strict supervision of authorized person of RAILWAY ADMINISTRATION*).
- g. Cleaning of All Equipments available in UPS room (Electrical and Signaling Rooms)
- h. Cleaning of Equipments in Signaling room
- i. Cleaning of Equipments in Telecommunication room
- j. Cleaning of all Automatic Fare collection equipments, Ticket vending machine and security equipments
- k. Cleaning of all Equipments available in Station Control Room, booking Offices, Excess Fare Office
- l. Cleaning of All Equipments available in Pump room
- m. Cleaning of Lifts
- n. Cleaning of Escalators
- o. Cleaning of portable fire extinguishers/Smoke detectors/ Fire detectors
- p. Cleaning of Telephones sets & accessories
- q. Cleaning of Computers and accessories
- r. Cleaning of Signage boards/Notice boards
- s. Cleaning of furniture provided in all rooms/offices
- t. Cleaning of Office equipments
- u. Cleaning of Fire Hydrants, Fire Panels, All type of pipes, Valves etc.
- v. Cleaning of All Switch Boards, Panel Boards.
- w. Cleaning of Security equipments like Metal detectors, X-ray machines etc.
- x. Cleaning of Automatic Hand Driers, Liquid Soap Dispensers etc.
- y. Cleaning of all miscellaneous equipments as available or being provided from time to time.

A 2.9 Scope of Work for Mechanised Coach Cleaning, OBHS and allied services

The contractor has to undertake the following activities along with their workforce, material, cleaning agents, tools, implements, machinery duly setting up of power supply arrangement as specified in the scope of work at the requisite coaching depot. The scope of work for the composite contract of mechanized coach cleaning, allied services & OBHS is provided as follows –

1. Mechanised Cleaning of all primary / secondary maintained coached and watering of coaches at washing lines
2. Intensive cleaning of primary coaches
3. Cleaning and watering of coaches of platform return / terminal attention trains
4. On-Board Housekeeping Services (OBHS)
5. Pest and Rodent Control Services (optional to be decided by ZR)

a. Cleaning and Watering of Coaches at Washing Lines

The areas to be covered by the contractor for train cleaning at the Depot must cover the entire train (including interior and exterior), including

- Coaches of different types viz. Pantry Cars, AC and non-AC coaches of different description, inspection carriages etc. shall be cleaned in mechanized manner during the primary and secondary maintenance/ other end maintenance/ by pass trains in the coaching depot during the contract period using trained workforce, machines, consumables, tools and accessories as per the resource specifications.
- Intensive cleaning of primary coaches

b. Cleaning and watering of coaches of platform return trains

- c. **Pest and Rodent Control Services** (optional to be decided by ZR, it can be done as a separate contract also)