

भारतसर्कार/GOVERNMENT OF INDIA
रेलमंत्रालय /MINISTRY OF RAILWAYS
रेलवेबोर्ड/(RAILWAY BOARD)

No.: 2020/EnHM/13/01/Pt.I

New Delhi, dated: 15 .05.2024

**The General Managers
All Zonal Railways**

Sub: Review of Outcome based Contracts.

Ref: Railway Board's letters of even number dated 29/06/2020, 20/01/2022, 26/04/2022, 27/06/2022 & 11/07/2022 (copies enclosed).


Kind attention is invited to Railway Board's letters under reference wherein it was advised that all mechanized cleanliness contracts irrespective of the type of the station as well as coaches, OBHS and railway colonies should be issued on outcome basis without specifying the manpower required.

2. Several Zonal Railways have expressed difficulties in outcome based contracts in cleanliness & housekeeping activities as these are manpower intensive activities. The matter has been examined in this office and it has been decided that henceforth contracts of hygiene (Mechanized Coach Cleaning, OBHS etc.), watering and linen related activities in trains should be issued on man power based contract system as per extant instructions on man power based contracts.

3. However, station cleaning and colony cleaning contracts will continue to be covered under the existing instructions of outcome basis contracts.

This issue with the concurrence of Finance Directorate and approval of Board [M/T&RS, M(O&BD), MF and CRB & CEO].

Encl: As above



15/5/24
(Ajay jha)
Director/EnHM
Railway Board

No. : 2020/EnHM/13/01/Pt.I

New Delhi, dated: 15 .05.2024

Copy: PCME, PCCM, PFAs/All Zonal Railways.

Dy. Comptroller & Auditor General of India, Room No. 224, Railway Board, New Delhi.


15.05.24
For Member(Finance)
Railway Board

**GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS
RAILWAY BOARD**

No. 2018/EnHM/13/01

New Delhi, dt. 29.06.2020

**General Managers
All Zonal Railways**

Sub : Review of Cost of Housekeeping of trains and stations

Railways have put in significant efforts in improving cleanliness of trains and stations, which is also being appreciated. Cleanliness is essential part of passenger service and must be carried out at improved level. However, scope exists to review the increasing cost on cleanliness of trains and stations. There is a specific dashboard item to reduce this expenditure by half.

With the outbreak of Covid-19 pandemic, passenger carrying trains are likely to have lesser occupancy due to reduction of discretionary, non-essential travel. Lesser footfalls and 100% provision of bio-toilets in BG coaches is expected to reduce certain cleaning requirements at stations including reduced frequency of cleaning of washable aprons. However, requirements of frequent cleaning and disinfection can increase.

In the light of above, following actions may be taken for reduction/ control of expenditure on housekeeping of trains and stations:

1. Critically review contracts where feasible, find alternatives. Review area and work content. Practical feasibility like availability of space/ area/ coach for cleaning work may be reviewed/ considered on case to case basis.
2. The requirement of workers may be critically assessed, keeping in view the area and work content, as minimum wages are being ensured. Housekeeping staff may be taken in unskilled and supervisor in semi-skilled category. They should however be trained in necessary skills including soft skills. Considering better efficiency, yardsticks provided for the Railway staff need not be followed for contractor's workers for outsourced activities. With rationalisation of work, wherever lump sum provisions are made, an indicative yardstick of around $\frac{2}{3}$ of railways yardsticks may be followed for contract work. Some additional man power may be provided for premium services as per requirement.
3. Leveraging technology and IT. e.g. linking bio-metric attendance to contractual payments, use of Shramik Kalyan portal to ensure payments to workers.
4. Mechanised cleaning contracts may be restricted to 325 NSG1-3 and 35 SG1 stations. Cleaning contracts should not be done for flag stations, suitable cleaning imprest may be made available. In case of seasonal requirement with very high

footfall, some temporary arrangement can be made for flag stations. Normal cleaning contracts may be done as per requirement for other stations, where adequate Railway cleaning staff is not available.

5. Manpower required in each shift for cleaning of Stations may be suitably linked to footfalls. Requirement and frequency of cleaning of washable aprons should be reviewed in view of 100% provision of bio-toilets in BG coaches. Frequency of certain activities may be curtailed, like cleaning of glasses etc. The reduction can be done by having 1 or 2 shifts instead of 3 shifts in certain areas on the basis of footfalls etc.
6. Tenders for Cleaning/ sanitation contracts for Stations may be done based upon activity without mentioning the specified manpower, and the tenderer should be asked to quote lump sum price duly indicating the manpower proposed to be deployed along with the deployment plan. Activities to be undertaken and areas to be cleaned will be specified in the tender documents, such as no. of platforms and approx. platform area, toilets, waiting rooms, FOBs, dust bins and waste handling, drains, track area / length, rag picking, circulating area etc. Some basic machines may be indicated without specifying numbers. Suitable measures of performance should be specified. Exemplary penalty can be introduced to prevent quoting of unworkable rates.
7. Cleaning of electrical, signal, telecom and other equipment such as lights, fans, ACs, lifts, escalators, switch boards, panels, DG sets, HT/LT equipment etc, if covered in maintenance, should not be included in cleaning contracts of stations or depots.
8. Number of machines to be deployed in mechanised cleaning contracts of stations and trains may be reviewed and reduced where feasible.
9. Rationalise man power requirement with automation such as proliferation of Automatic Coach Washing Plants (ACWP).
10. Review of unit of AMC of bio-toilets from population/ holding based to no. of attentions or per shift based as now nearly 100% bio-toilet fitment has been achieved on BG coaches.
11. As per the present criteria all important mail / express trains except purely overnight journey trains (running between 2200 hrs to 0600 hrs) are eligible for coverage under OBHS scheme. These time limits need not be rigidly applied in each case. Railways may examine actual utilisation of OBHS depending on timings of each train covered/ eligible, time slots available for service, occupancy and any other relevant factor(s), and review the provision. If required, some of the trains left out may be provided additional time for cleaning attention at suitable enroute CTS station. Some additional trains, where major occupancy takes place enroute, may have to be provided coverage under OBHS.
12. For non-AC coaches, one OBHS janitor may be provided for 4 coaches instead of 3 coaches presently specified. For AC coaches, integration of work may be done

as provided in para 15 c. No contractual staff may be deputed for petty repair on board.

13. In view of limited time available at platforms, in Clean Train Station (CTS) scheme, the activity of AC window glass cleaning may be dropped. CTS cleaning in OBHS trains may be restricted to toilets, floor cleaning in doorway and vestibule area, collection & disposal of garbage and watering. Aisle cleaning under CTS is not required. Dry sweeping of complete coach is required for platform return trains only.
14. Considering that the Cleanliness requirement of Railways is now widely known to the contractors, evaluation criteria in SBD has been reviewed. Marks for Turnover and Minimum qualifying score for Technical bid have been revised and enclosed at Annexure - I. This would enable more broad basing of the tenders, without sacrificing the competency and experience, and is expected to reduce the cost through increased competition. In case Railways had to discharge the tender due to rates not being reasonable or not finding any eligible bidder on the basis of 'Score for Technical Bid' (S_{TB}) in the first round of tendering, suitable lowering of S_{TB} limit may be considered during the retendering.
15. Integration of work for cost optimisation. Following may be adopted :
 - a. Combining areas / activities e.g. integrated contracts at Stations, combining Stations cleaning contract with CTS including watering.
 - b. Integrated / combined contracts of mechanised coach cleaning (MCC) in depots and OBHS.
 - c. A typical 24 coach train having 6 AC coaches and 14 non-AC vestibuled sleeper coaches would have 7 OBHS staff, 6 linen attendants, 2 AC attendants. By combining linen attendant/ AC attendant with OBHS in AC coaches, this 15 staff requirement can be reduced to 11 giving savings of around 25% for combined on-board services.
 - d. Cleaning of washing lines and depot premises may be combined with integrated mechanised coach cleaning contract.
 - e. IRCTC was to provide integrated services in Humsafar express which has not been done. IRCTC should takeover complete services on these trains.
 - f. Similarly, savings can be achieved with integration in other areas also.
16. Orders / supply of linen items for 2020-21 may be deferred by 3 - 6 months as feasible.
17. Facilities like Plastic bottle Crusher machines and Namma toilets should be provided on earning contract / CSR basis.
18. Sponsorship with suitable branding of trains and stations and use of CSR for cleaning activity may be explored for resultant savings in expenditure. If NGOs want to adopt stations for cleaning activity, it may be permitted by DRMs with

the condition that it should result in savings in contract. Suitable display of their name, logo etc may be allowed similar to that permitted in CSR policy.

19. No new item for sanitation beyond the core area of stations, coaches and depots should be included in scope of work.
20. In third party survey on Cleanliness of Stations, suitable weightage will also be given to footfall and proportionately lesser expenditure.
21. Input tax credit should be availed on machines and material, as applicable.
22. The liability under these activities should be commensurate with the fund availability. Model SOP 2018, page A13 - Notes for Item 2 (C) for revenue budget may be followed in this regard, duly accounting for periodical increase in minimum wages during the year.
23. The entry to station premises should be strictly restricted to bonafide passengers / platform ticket holders. Platform tickets rates may be enhanced suitably to regulate rush (CC No. 17 of 2015).
24. To convey a clear message to public, enforcement of Indian Railway (Penalties for activities affecting cleanliness at railway premises) Rules, 2012 (Anti-littering Rules) may be intensified.
25. Railways may accordingly review the scope, work out the estimates and invite fresh tenders, and work with quotations in interim period.
26. Similar review may also be carried out for other service contracts.

These instructions are being issued with the approval of MRS, MT, FC and CRB.

Encl: Annexure - I


(Shivendra Mohan)
Executive Director
EnHM/ ME

Copy to : PCMEs, PCCMs, PFAs, all Zonal Railways

Annexure – I

(to RB L. No. 2018/EnHM/13/01 dt. 29.06.2020)

Revision in Chapter 1 – NIT of SBD pertaining to Technical Evaluation criteria is as under-

1.2.2.1 Evaluation of Technical bid:

The bidder shall satisfy the following eligibility criteria by submitting documents in support of their claims along with the tender document itself to fulfil the minimum eligibility criteria :

(No change in S.No. 1, 3, 4)

| S.No | Weigh- tage | Technical Criteria | Documentation | Scoring | |
|------|----------------|---------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| | | | | EXISTING | REVISED |
| 2 | 35% | Turnover (in last three and current Financial Year) (Less than 1.5 times the value of work is not eligible) | <i>As per audited balance sheet certified by the CA.</i> | (a) 100 marks - More than 25 times advertised value of work (b) 70 marks - 10 - 25 times advertised value of work (c) 50 marks - 5 – 10 times advertised value of work (d) 30 marks - 1.5 – 5 times advertised value of work | (a) 100 marks - More than 15 times advertised value of work (b) 80 marks - 8 - 15 times advertised value of work (c) 60 marks - 3 – 8 times advertised value of work (d) 40 marks - 1.5 – 3 times advertised value of work |

1.2.2.2 -

| EXISTING | REVISED |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| The Bidder shall be required to produce attested copies of the relevant documents in support of their credentials for being considered during technical evaluation. As per the marking assigned in the table above, each Bidder shall be assigned score for Technical Bid (S_{TB}). Bidders who's S_{TB} shall be 70 or above shall be qualified for consideration of their financial bids. Bidders who do not meet the minimum qualifying marks of 70 shall not be considered further for opening of their financial bids and their bids shall not be considered further for award of the tender. | The Bidder shall be required to produce attested copies of the relevant documents in support of their credentials for being considered during technical evaluation. As per the marking assigned in the table above, each Bidder shall be assigned Score for Technical Bid (S_{TB}). Bidders who's S_{TB} shall be 60 or above shall be qualified for consideration of their financial bids. Bidders who do not meet the minimum qualifying marks of 60 shall not be considered further for opening of their financial bids and their bids shall not be considered further for award of the tender. Note for Railways : In case Railways had to discharge the tender due to rates not being reasonable or not finding any eligible bidder on the basis of 'Score for Technical Bid' (S_{TB}) in the first round of tendering, suitable lower limit may be considered during the retendering. |

**Government of India
Ministry of Railways
(Railway Board)**

No.2020/EnHM/13/01/Pt.I

New Delhi, dated 20.01.2022

**The General Managers
All Zonal Railways**

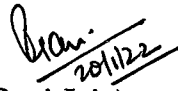
Sub: Review of cost of Housekeeping of Trains & Stations
Ref: Railway Board's letter 2018/EnHM/13/01 dated 29.06.2020 (copy enclosed)

Railway Board vide letter under reference above had issued detailed actions to be taken for reduction/control of expenditure on housekeeping of trains & stations. Para 6 of the above letter may be referred to, which is reproduced as under:-

"Tenders for Cleaning/sanitation contracts for Stations may be done based upon activity without mentioning the specified manpower, and the tenderer should be asked to quote lump-sum price duly indicating the manpower proposed to be deployed along with the deployment plan. Activities to be undertaken and areas to be cleaned will be specified in the tender documents, such as no. of platforms and approx. platform area, toilets, waiting rooms, FOBs, dust bins and waste handling, drains, track area/ length, rag picking, circulating area etc. Some basic machines may be indicated without specifying numbers. Suitable measures of performance should be specified. Exemplary penalty can be introduced to prevent quoting of unworkable rates."

With a view to optimize the expenditure on housekeeping of trains & stations, it is advised that all mechanized cleanliness contracts irrespective of the type of the station as well as coaches, OBHS and railway colonies should be issued on outcome basis without specifying the manpower required. The tender document should specify all activities to be undertaken along with suitable measures for monitoring the performance. The tender document should incorporate suitable penalty measures in case the performance is not found satisfactory.

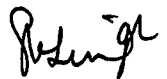
This issues with the concurrence of Finance Directorate and approval of Board.


(Ravi Jain)
Executive Director/EnHM/ME
Railway Board

No.2020/EnHM/13/01/Pt.I

New Delhi, dated 20.01.2022

The PFAs, All Indian Railways


For Member (Finance)

**GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS
RAILWAY BOARD**

No. 2018/EnHM/13/01

New Delhi, dt. 29.06.2020

**General Managers
All Zonal Railways**

Sub : Review of Cost of Housekeeping of trains and stations

Railways have put in significant efforts in improving cleanliness of trains and stations, which is also being appreciated. Cleanliness is essential part of passenger service and must be carried out at improved level. However, scope exists to review the increasing cost on cleanliness of trains and stations. There is a specific dashboard item to reduce this expenditure by half.

With the outbreak of Covid-19 pandemic, passenger carrying trains are likely to have lesser occupancy due to reduction of discretionary, non-essential travel. Lesser footfalls and 100% provision of bio-toilets in BG coaches is expected to reduce certain cleaning requirements at stations including reduced frequency of cleaning of washable aprons. However, requirements of frequent cleaning and disinfection can increase.

In the light of above, following actions may be taken for reduction/ control of expenditure on housekeeping of trains and stations:

1. Critically review contracts where feasible, find alternatives. Review area and work content. Practical feasibility like availability of space/ area/ coach for cleaning work may be reviewed/ considered on case to case basis.
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as provided in para 15 c. No contractual staff may be deputed for petty repair on board.

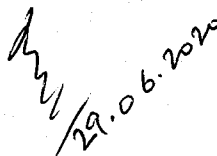
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23. The entry to station premises should be strictly restricted to bonafide passengers / platform ticket holders. Platform tickets rates may be enhanced suitably to regulate rush (CC No. 17 of 2015).
24. To convey a clear message to public, enforcement of Indian Railway (Penalties for activities affecting cleanliness at railway premises) Rules, 2012 (Anti-littering Rules) may be intensified.
25. Railways may accordingly review the scope, work out the estimates and invite fresh tenders, and work with quotations in interim period.
26. Similar review may also be carried out for other service contracts.

These instructions are being issued with the approval of MRS, MT, FC and CRB.

Encl: Annexure - I


(Shivendra Mohan)
Executive Director
EnHM/ ME

Copy to : PCMEs, PCCMs, PFAs, all Zonal Railways

Annexure – I

(to RB L. No. 2018/EnHM/13/01 dt. 29.06.2020)

Revision in Chapter 1 – NIT of SBD pertaining to Technical Evaluation criteria is as under-

1.2.2.1 Evaluation of Technical bid:

The bidder shall satisfy the following eligibility criteria by submitting documents in support of their claims along with the tender document itself to fulfil the minimum eligibility criteria :

(No change in S.No. 1, 3, 4)

| S.No | Weigh- tage | Technical Criteria | Documentation | Scoring | |
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1.2.2.2 -

| EXISTING | REVISED |
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GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS
(RAILWAY BOARD)

No. 2020/EnHM/13/01/Pl.

New Delhi, dt: 24.04.2022

The General Managers,
All Zonal Railways.

Sub: Review of cost of contracts – Optimization of expenditure on housekeeping of trains & stations.

Ref: (I) Railway Board's letter No. 2018/EnHM/13/01 dt. 29.06.20
(ii) Railway Board's letter number of even no. dt. 20.01.22 & dt. 28.01.22.

With a view to optimize expenditure on housekeeping of trains, stations, colonies etc. instructions were issued vide Railway Board's letters under reference dt. 29.06.20 & 20.01.22 that all mechanized cleanliness contracts should be issued on outcome basis without specifying the man power required.

In order to monitor the implementation progress, Railways were advised to furnish implementation report in prescribed format vide Railway Board's letter under reference dt. 28.01.22. The information is still pending from several Railways. It is requested to expedite the same.



(Shailendra Singh)
Exe. Director, ME (EnhM & Project)
Railway Board

Copy to: ED/Health for information & monitoring of expenditure on colony contracts.

GOVERNMENT OF INDIA
MINISTRY OF RAILWAY
(RAILWAY BOARD)

No. 2020/EnHM/13/01/Pt.

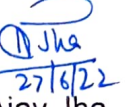
New Delhi, dated: 27.06.2022

The General Managers,
All Zonal Railways

Sub: Review of cost of Housekeeping of Trains & Stations - Clarification regarding.

Instructions were issued vide letter of even number dt. 20.01.22 advising that all mechanized cleanliness contracts irrespective of the type of the station as well as coaches, OBHS and railway colonies should be issued on outcome basis without specifying the manpower required.

2. Some Railways have informally raised the query as to whether tenderer is still required to specify manpower proposed alongwith deployment plan. In this regard, it is reiterated that after the instructions dt. 20.01.22, tenderer is not required to specify manpower proposed to be deployed alongwith the deployment plan as all aforesaid mechanized cleanliness contracts are to be issued on outcome basis specifying all activities to be undertaken alongwith suitable measures for monitoring the performance.


27/6/22
Ajay Jha
Director/EnHM
Railway Board

No. 2020/EnHM/13/01Pt.

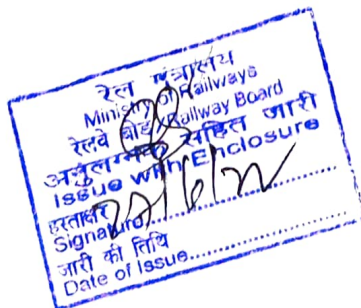
New Delhi, Dated: 27.06.2022

The PFAs, All Indian Railways.



For Member (Finance)

O/C



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

No. 2020/EnHM/13/01/Pt.

New Delhi, Dated: 11.07.2022

**The General Managers,
All Zonal Railways,**

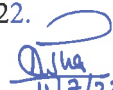
**Sub: Review of cost of Housekeeping of Trains & Stations –
Clarification regarding.**

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3. Moreover, Zonal Railways are also advised not to extend the existing manpower based contracts.

4. This issues in supersession of Board's letter of even number dated 27.06.2022.


11/7/22
(Ajay Jha)
Director/EnHM
Railway Board

No. 2020/EnHM/13/01/Pt.

New Delhi, Dated: 11.07.2022

The PFAs, All Indian Railways.


For Member (Finance)