भारत सरकार GOVERNMENT OF INDIA रेल मंत्रालय MINISTRY OF RAILWAYS (रेलवे बोर्ड RAILWAY BOARD)

No. 2017/M(C)/141/8 Pt.

La Mille

New Delhi, dt. /子 .07.2017

The General Managers,

CR, ER, ECR, ECoR, NR, NCR, NFR, NWR, SR, SWR, WR

Sub: 'Project Swarn'

Ref:- Bd. Letter No. 2017/M(C)/ 141/8 Pt. dtd 25.05.17.

'Project Swarn' a 3-month programme to significantly improve passengers', experience on Rajdhani & Shatabdi trains has been approved by Railway Board.

A Central Conference of all the field teams along with Zonal Railway Coordinators was held in Railway Board Conference Hall on 19.06.2017 to decide and explain the 'Gold Standards' and methodology for evaluation.

The description of the Gold standards and the mechanism of evaluation, for each of the 10 dimensions duly approved by Board (MRS, MT, FC, CRB) is enclosed as Annexure for information and necessary action by the Zonal Railways.

An amount for expenditure up to Rs. 50 lakhs per rake has been sanctioned for upgrading Rajdhani & Shatabdi trains to the 'Gold Standards' as per the specification / features detailed in the approved standards.

Sufficient delegations already exist with the division with regard to procurement / work matters. The mode of tender / procurement to be adopted by the division shall be decided by DRM.

In case considered necessary, the DRMs may exercise the existing powers of undertaking works under quotation powers beyond the present ceiling of Rs. 80 lakhs per annum for the year 2017-18, duly recording reasons for the same. This would be a one time exception for the purpose of carrying out coach up-gradation works under project 'SWARN'.

This issue with the concurrence of the Finance Dte. of Railway Board.

(Dimpy Garg)

Ex. Dir. Mech. Engg. (Chg.)

Railway Board

DA: As Enclosed.

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	Sub-tonic	Description of Gold Standard	Measurement Mechanism of	Weightage	Scoring
Process	Attendance	(•) 1 janitor per coachfor OBHS	(•) Attendance records to be	10%	<85% of the train journeys
		(•) Attendance measured using GPS	available with Sr. DME & Field team		has 1 janitor each coach = 0
		based (Adhaar enabled) bio-metric	leader.		
		attendance system to analyse number (•) Attendance measured for the	(•) Attendance measured for the		85% to 95% of the train
		of janitors per journey; Install 1	preceeding 3 months using the		journeys has 1 janitor each
		of the	record for GPS Biometric Device		coach = 7
			would be analysed during		>95% of the train journeys
		(•) 95% of trains journeys should have	certification		has 1 janitor each coach =
		1 Janitor per Coach			10
	On Board On-	On Board On- (•) Trains are covered under "Clean	(•) Vender submits monthly record	10%	< 50% compliance = 0
	Demand		of compliance & response time to		50% to 80% compliance, <
	Cleaning	onse time	Sr. DME & Field team leader (•)		avg. 30 min response = 4
		to request < 20 minutes	Preceding 3 months data is		80% to 95% compliance,
			analysed during certification		<avg. 30min="" response="7</td"></avg.>
					>95% compliance, <
					avg.20 \min reponse = 10
	Frequency	(•) Full cleanup for the coach done	(•) Supervisor maintain records of	10%	< 60% compliance = 0
			cleaning train of each cycle, each		60% to $70%$ clean ups = 3
		(•) Information regarding frequency of coach	coach		
		cleaning displayed in the train	(•) Cleaning record maintained by		70% to 80% clean ups = 5
			the superintendent to be submitted		
			to Sr. DME & Train Owner at any		80% to 90% clean ups = 7
			month		
			(•) Last 3 month data analysed for		>90% clean ups = 10
			certification		

Topic	Sub-topic	Description of Gold Standard	Measurement Mechanism of Standard	Weightage	Scoring
	Waste Disposal Third Party Inspection	(•) Swing door dustbins provided with suitable garbage bags, cleared when 3/4th full install 1 per coach (•) Once every 3 months the field team organises a third party inspection of the full rake.	(•) Sample check at the time of Certification (•) Record of observations made by third party and compliance of the same	15%	No dustbins installed = 0 Dustbin installed, no disposable bag = 5 Dustbin installed, with disposable bag empited in time = 10 Inspection completed and compliance done -10 else zero
Manpower	Training	cleaning are recorded and during primary maintenance in a phased manner all deficiency are addressed (•) Centralised training module to be prepared by Railway Board and sent	8	10%	<60% trained = 0 60% to 80% trained = 4
		to all the zonal railways) (•) One day training certification to be given to the janitors employed (•) Refresher trainings to take place every 6 month from the date of last training	S to be on		80% to 90% trained = / > 90% trained = 10
	Experience	(•) All staff must have minimum two years experience in hospitality or similar or have been an employee of the same firm for more than 2 years	(•) Experience measured by employment certificate in the hospitality industry issued by past or current employer(i.e., hotels/restaurants/railways/airlines/cruise etc.)	2%	<pre><60% staff has >2 yrs experience = 0 60% to 70% staff has >2 yrs experience = 3 70% to 80% staff has >2 yrs experience = 5 80% to 90% staff has >2 yrs experience = 7 >90% staff has >2 yrs experience = 7 experience = 10</pre>

Topic	Sub-topic	Description of Gold Standard	Measurement Mechanism of Standard	Weightage Scoring	Scoring
Feedback	Feedback System	(•) SMS based feedback system to be rolled out (Railway Board to conceive and issue instructions (•) Average cleanliness score should be > 90% (Cleanliness) (•) Average cleanliness score to be computed by the agency - Record of last 3 months to be analysed by the certification agency	(•) The link to a set of questions on each segment of cleanliess to be sent to the passenger (•) Average cleanliness score to be computed by the agency - Record of last 3 months to be analysed by the certification agency	25%	< 70% - 0 70-90% - 5 Average Score > 90% - 10
			Total	100%	

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Topic	Sub-topic	Description of Gold Standard	Measurement Mechanism of Standard	Weightage	Scoring
		(•) Doorway & gangway area and interior of	(•) Sample Inspection of whether the vinyl		Not Completed = 0
·	Vinyl wrapping	panels of toilets as per approved make (3M or	wrapping is completed/ not completed/	10%	Completed but poor quality = 5
	Interior	equivalent)	completed but with poor quality will be conducted during certification		Completed with good quality = 10
	· · · · · · · · · · · · · · · · · · ·	(•) Vinyl wrapped destination boards & coach	(•) Sample Inspection of whether the vinyl	- Living Western	Not Completed = 0
	Vinyl wrapping	number plates with proper cover and belly	wrapping is completed/ not completed/	% %	Completed but poor quality = 5
	Exterior	boards	completed but with poor quality will be conducted during certification		Completed with good quality = 10
Aesthetics		(•) Provision of properly framed good quality	(•) Sample Inspection of whether the frames are		Not Completed = 0
	Paintings	pictures/ paintings exhibiting regional culture and heritage	completed, not completed, completed but with poor quality will be conducted during certification	2%	Completed but poor quality = 5
					Completed with good quality = 10
	a manufacturing	(•) Replacement of chequered plates with PVC in gangway areas	PVC (•) Sample inspection of whether the PVC laying is completed/not completed/tompleted but		Not Completed = 0
	Tiles	ii gaigway al cas	with poor quality will be conducted	2%	Completed but poor quality = 5
					Completed with good quality = 10
		(•) Instalation of LED lighting inside coaches - Gold Standard would be set at 120 LUX at 0.8	(•) I sample coach for each class per rake; five readings per coach to ascertain the average		Avg rating per rake $<$ 120 LUX = 0
		m above floor per coach as per RDSO specs -	Illumination per coach		
Lighting	LED Lighting	SPECIFICATION FOR ENERGY EFFICIENT LED BASED LUMINAIRE UNITS FOR PASSENGER COACHES - SPECIFICATION No. RDSO/PE/SPEC/TLI0091-2016		%	Avg rating per rake >120 LUX = 10
	- Later to the same of the sam	(*) Provision of night light enabled signages	(•) Sample inspection of one coach		Not Completed = 0
	Night light enabled	across all coaches		2%	Completed but poor quality = 5
	signage				Completed with good quality = 10
		(•) Improved upper berth climbing	(•) Inspection of whether the fittings have been	700	Not Instaled = 0
	Berths	arrangement with figure grips in first AC coaches	1 sample coach taken per class per rake	3%	Instaled = 10
	Law and the state of the state	(•) Occupancy indicator of toilets should be in	(•) Inspection of whether the indicator is working	70 C	Not Instaled = 0
	Toilet Indication	working order	ı sampie coacii takeri per ciass per rake	9/6	instaled = 10
		- CANADATA TOTAL T	LA L		

Topic	Sub-topic	Description of Gold Standard	Measurement Mechanism of Standard	Weightage	Scoring
·w		(•) Magazine Bags to be provided in all	(•) Inspection of whether the fittings have been installed	%E	Not Instaled = 0
	Magazine Bags		1 sample coach taken per class per rake	2	instaled = 10
		(•) Vestibule/ compartment/ sliding doors should be in proper working conditions	(•) Inspection of whether the fittings have been installed	3%	Not instaled = 0
	Doors		1 sample coach taken per class per rake		Instaled = 10
		(•) Bottle Holders to be provided in all	(•) Inspection of whether the fittings have been	/61	Not Instaled = 0
	Bottle Holders	coaches for each berth/ seat	Installed 1 sample coach taken per class per rake	8,0	Instaled = 10
	A MANAGEMENT AND ADDRESS OF THE PARTY OF THE	(•) Window glass should not be	(•) Inspection of the windows -are clear without		Defective window >5% = 0
Physical infrastructure	Windows	opaque/having water ingress/broken. Should	being opaque/broken/water ingress	3%	Defective window upto 5% = 5
		provide clear view to passengers			No defective window = 10
	A STATE OF THE STA	(•) Buffing of all stainless steel fittings every	(•) Records of last 1 months to be analysed during	/63	Not Instaled = 0
	SS fittings	fortnight	certification	9%	Instaled = 10
	Landa and and and and and and and and and	(•) Provision of standardized Braille Signage at	(•) Inspection of whether the fittings have been		Not Instaled = 0
	Signages	earmarked location(s) as per laid down drawings	installed 1 sample coach taken per class per rake	3%	instaled = 10
	**************************************	(•) Install a Poster at a prominent location	(•) Inspection of whether instalation of poster		Not Completed = 0
	Information Poster	within the coach to exhibit the important	holders is completed/ not completed/ completed but with poor auality will be conducted	4%	Completed but poor quality = 5
		1 every coach	•		Completed with good quality = 10
	Response to	(*) Vandalised/Non functional equipment/ fitting should be fixed with in the next 2 train journeys by the next inspection	(*) Sample check of maintenace records to establish the response time to vandalism/ non fucntional equipment/fittings	25%	Below satisfactory performance = 0 or 5 based on judgement of certification agency
	Vallualisti				Satisfactory performance = 10
	1	(•) To be dry-cleaned every 1 month	(•) Records of last 3 months to be analysed during	%5	Not Instaled = 0
	Curtains				Instaled = 10
Upholstery		Cushioning of compressed berths/ seats to be	(•) Sample Inspection during certification	703	Not instaled = 0
	Berths/ Seats	replaced		8	Instaled = 10
				100%	

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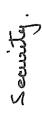
Jino.	Sub-topic	Description of Gold Standard	Measurement Mechanism of Standard	Weightage	Scoring
240		(*) Doorway & gangway area and interior of	(•) Sample Inspection of whether the vinyl		Not Completed = 0
•••	Vinvl wrapping	panels of toilets as per approved make (3M or	M or wrapping is completed/ not completed/	90	Completed but poor quality = 5
	Interior	equivalent)	completed but with poor quality will be conducted during certification	807 07	Completed with good quality = 10
		(•) Vinvl wrapped destination boards & coach	(•) Sample Inspection of whether the vinyl		Not Completed = 0
	Vinvl wrapping	number plates with proper cover and belly	wrapping is completed/ not completed/	796	Completed but poor quality = 5
	Exterior	boards	completed but with poor quality will be conducted during certification	0.70	Completed with good quality = 10
Aesthetics	The state of the s	(•) Provision of properly framed good quality	(•) Sample Inspection of whether the frames are		Not Completed = 0
		pictures/ paintings exhibiting regional culture	completed/ not completed/ completed but with	, Ж	Completed but poor quality = 5
	Paintings	and heritage	poor quality will be conducted during certification	2	Completed with good quality = 10
		(•) Replacement of chequered plates with PVC	PVC ((*) Sample inspection of whether the PVC laying is	The state of the s	Not Completed = 0
	•		completed/ not completed/ completed but with	, ,	Completed but poor quality = 5
	S a		poor quality will be conducted	80	Completed with good quality = 10
		2. 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1	(a) 1 cample much for each class per rake fine		Avg rating per rake $< 120 \text{ LUX} = 0$
		(•) Instalation of LED lighting inside coaches - Gold Standard would be set at 120 LUX at 0.8	readings per coach to ascertain the average	•	
		m above floor per coach as per RDSO specs -	illuminaion per coach		
	,	SPECIFICATION FOR ENERGY EFFICIENT LED		707	
Lighting	LED Lighting	BASED LUMINAIRE UNITS FOR PASSENGER		0%0	Avg rating per rake >120 LUX = 10
		COACHES - SPECIFICATION No.			
		RDSO/PE/SPEC/1LI0091-2016			
and the same of th	- William	(•) Provision of better design snack table	(•) Inspection of whether the fittings have been	, oc	Not Instaled = 0
	Snack Table	knobs which are sturdier than the present	installed	D. C	Instaled = 10
		(•) Proper shelves to be provided in pantry	(•) Inspection of whether the fittings have been	3%	Not Instaled = 0
	Pantry Car	area for better storage	installed	D/O	Instaled = 10
		(•) Foot Rest should be functional in all	(•) Inspection of whether the fittings have been	700	Not Instaled = 0
	Foot Rest	Shatabdi trains	installed	D/C	Instaled = 10
		(*) Magazine Bags to be provided in all	(•) Inspection of whether the fittings have been	30%	Not Instaled = 0
	Magazine Bags	coaches	installed	2/7	Instaled = 10
		(*) Vestibule/ compartment/ sliding doors	(•) Inspection of whether the fittings have been	%8	Not Instaled = 0
	Doors	should be in proper working conditions	installed	0,70	Instaled = 10
		(*) Bottle Holders to be provided in all coaches	(*) Bottle Holders to be provided in all coaches (*) Inspection of whether the fittings have been	3%	Not Instaled = 0
	Bottle Holders	for each berth/ seat	installed	570	Instaled = 10

Topic	Sub-tonic	Description of Gold Standard	Measurement Mechanism of Standard	Weightage	Scoring
210		m [4] to contract the desired of the contract	() n formers worked to the continual film [] I licenation of whather coating of liseage racks		Not Completed = 0
		(•) Provision of sciencificasistatic coacing/ initial	יין איניסון סו ייין פון איניסון סו ייין פון איניסון סו ייין פון איניסון סו		L. The state of th
		in luggage rack area to protect the panel from	in luggage rack area to protect the panel from is completed/ not completed/ completed but with	3%	Completed but poor quality = 5
	Luggage rack	getting scratches	poor quality will be conducted	1	Completed with good quality = 10
		- Annual Property of the Control of	**************************************		
	THE PERSON NAMED IN COLUMN NAM	(•) Occupancy indicator of toilets should be in	in (•) Inspection of whether the indicator is working	700	Not Instaled = 0
	Toilet Indication	working order	1 sample coach taken per class per rake	9/C	Instaled = 10
	District Control of the Control of t	(•) Buffing of all stainless steel fittings every	(•) Records of last 1 months to be analysed during	700	Not Instaled = 0
	SS fittings	fortnight	certification	9%6	Instaled = 10
		(*) Disposable head rest covers in Executive	(•) Inspection of whether the disposable head	à	Not Instaled = 0
	Head rest	Shatabdi coaches	rest covers have been installed	0%0	Instaled = 10
	The state of the s	(*) Install a Poster at a prominent location	(•) Inspection of whether instalation of poster		Not Completed = 0
		within the coach to exhibit the important	holders is completed/ not completed/ completed	, d L	Completed but poor quality = 5
	Information Poster	announcements and numbers	but with poor quality will be conducted	8,0	01 = villeto bood with sold allelity
		1 every coach			
	A A A A A A A A A A A A A A A A A A A	(*) Vandalised/Non functional equipment/	(*) Sample check of maintenace records to		Below satisfactory performance = 0
	Response to	fitting should be fixed with in the next 2 train establish the response time to vandalism/ non	establish the response time to vandalism/ non	/03r	or 5 based on judgement of
	Vandalism	journeys by the next inspection	fucntional equipment/fittings	0/.67	certification agency
					Satisfactory performance = 10
		(•) To be ensured that all window roller blinds (•) Sample Inspection during certification	(•) Sample Inspection during certification	707	Not instaled = 0
	Curtains	are working in proper condition		370	Instaled = 10
Upholstery	Alaka Araman .	(•) To be drv-cleaned every 1 month	(•) Records of last 3 months to be analysed during	70.1	Not Instaled = 0
	Berths/ Seats		certification	370	Instaled = 10
A MANAGEMENT AND A MANA		The state of the s		100%	

Tonic	Sub-topic	Description of Gold Standard	Measurement Mechanism of Standard	Weightage	Scoring
					On an avg. <85% of the times toilet
		Janitors to clean each toilet at least seven			is cleaned every 2 hours = 0
		times a day (three times in the morning from 6			On an avg. 85% - 95% of the times
	Attendance	a.m. to 10 a.m.) Cleaning schedule and chart, with provision of time name and signatures of	Sample inspection of atleast 5 toilets per rake to ensure records are diplayed and cleaning	15%	toilet is cleaned every 2 hours = 5
		Janitor and EHK to be displayed on the door of every toilet			On an avg. >95% of the times toilet is cleaned every 2 hours =10
Process		Centralised training module to be prepared by			<60% trained = 0
		the Railway Board and sent to all the zonal railways	Training certificate to be received within first 15		60% to 80% trained = 4
	Training	One day training certification to be given to	days of joining. Records to be analysed during	10%	80% to 90% trained = 7
		Interpretations employed Refresher trainings to take place every 1 month from the date of last training			> 90% trained = 10
	5.44 5.00 6.00 6.00 6.00 6.00	Provide exhaust fans(2500 RPM) in all toilets	Sample inspection of atleast 5 toilets per rake to	%2	Exhaust fans not of adequete rating or not in working condition = 0
	באוומסאר ו מווס	change in piping)	ensure records are diplayed and cleaning		Exhaust fans of adequete rating and in working condition -10
			Camula increation of atlant 5 toilate nor rake to		Not Completed = 0
	Odor Control	Auto Janitor and odor control dispenser for every tollet	ensure records are diplayed and cleaning	%5	Completed but poor quality = 5 Completed with good quality = 10
		Bio-toilets/CDTS to be functional in all			Not in proper working order - 0
	Bio-Toilets/CDTS	coaches. Proper functioning to be certified by primary and secondary maintenance SSE and checked and countersigned by OBHS Supervisor.	Sample inspection of atleast 10 toilets per rake to ensure working	20%	In proper working order -10
			Or exercise of atleast 5 toilate not rabe to		Not Completed = 0
	Fittings	Retractable nealth faucets and knuried glab harders and knuried glab hardles in every toilet	sample inspection of alreast 3 tolliets per rake to ensure records are diplayed and cleaning	%5	Completed but poor quality = 5 Completed with good quality = 10
		1	The state of the s		and the same and t

Topic	Sub-topic	Description of Gold Standard	Measurement Mechanism of Standard	Weightage	Scoring	
menities		Proper securing of all amenities including			Not Completed = 0	
	Fasteners	mirror, taps, flush button, waste bin, soap	Sample inspection of atleast 5 toilets per rake to	5%	Completed but poor quality = 5	
		dispenser, tollet foll dispenser with lasteriers inspenser	פווזמו ב וברכו מז מום מולומלכת מוות כוכמו וווף		Completed with good quality = 10	
					Not Completed = 0	
	; ;	Disposable seat cover dispensers in 1st and	Sample inspection of atleast 5 toilets per rake to	у Ж	Completed but poor quality = 5	
	louet seat	2nd AC coaches	ensure records are diplayed and cleaning	2	Completed with good quality = 10	
					Not Completed = 0	
	Lighting	LED lighting with SS housing instead of MS	Sample inspection of atleast 5 toilets per rake to	2%	Completed but poor quality = 5	
				:	Completed with good quality = 10	
					Not Completed = 0	
	Waste Disposal	Swing door type dustbin with disposable bags	Sample inspection of atleast 5 toilets per rake to	10%	Completed but poor quality = 5	
		III evely tollet alla clearea witeri 3/4 alla			Completed with good quality = 10	
		Proper leveling of toilet floor with the right	Sample inspection of atleast 5 toilets per rake to ensure records are diplayed and cleaning	10%	Water clogging taking place = 0	
	Floor leveling	slope which allows water to flow out easily	Slope test to be conducted using a jar of water	TO 7	No water clogging taking place = 10	
Physical Infrastructure			Sumulo increartion of atlenet & toilete ner rake to		Not Completed = 0	
		;	ensure records are diplayed and cleaning	ì	Completed but poor quality = 5	
	Floor coating	Water resistant coating of the toilet floor	Slope test to be conducted using a jar of water	°,0	Completed with good quality = 10	
				1000/		

If teams are able to improve the overall aesthetics of the toilets, a bonus 10marks would be added to the overall score



	Cub-tonic	Description of Gold Standard	Measurement Mechanism of Standard	Weightage	Scoring
2001			A record of all police verification forms filed with the		<85% staff police verified = 0
Security verification	Security verification On Board Staff Quality	All on-board staff should be 100% police verified local police should be maintained this record hook shall be checked	local police should be maintained This record hook shall be checked during	10%	85% to 100% staff police verified =
			certification		100% staff police verified = 10
La government	E-parameter -	A LANGERTY CONTRACTOR			<85% train jouneys are escorted =
	i i	All "Swarn" standard trains should have an	At the time of certification, the record maintained	20%	85% to 100% train journeys are
	Escort Party	escort party at all times across the full journey	for escort party attendance should be checked		escorted = 5
					100% train journeys are escorted = 10
	The state of the s	Langering Langering Langering	- Landard Control of the Control of	A CONTRACTOR A	<85% train jouneys are e-patrolled
					0 11
		Mumbai e-patrolling model should be replicated	Presence of QR code at the entry of each coach to	3U%	85% to 100% train journeys are e-
Escort Party	e- patrolling	across all "Swarn" standard trains	be checked at the time of certification		patrolled = 5
					100% train journeys are e-patrolled
			that interest and the state of		= 10
	· · · · · · · · · · · · · · · · · · ·	The escort party to assist the passenger with			<85% escorts are trained = 0
		filtre a thoff report with the GRDE			85% to 100% escorts are trained =
	Theft of Passenger	Fscort narty to undergo training on how to deal	Training record of th	10%	
	Propoerty	with such instances and refresher trainings to be conducted every 6 months	checked		100% escorts trained = 10
	A ALLES MINITE				<85% CCTVs functional = 0
Machine instalation	CCTV	CCTV Surveillance in each coach. All CCTVs	Sample Inspecction of whether all the CCTVs are in working condition during certification	30%	85% to 95% CCTVs functional = 5
					>95% CCTVs functional = 10
				100%	

" Market					
opic	Sub-topic	Description of Gold Standard	Measurement Mechanism of Standard	Weightage	Scoring
		(*) Controlling training to be prepared			<85% linen staff trained = 0
		by Railway Board and sent to all the zonal	(•) Training to be received within first 15 days		85% to 95% linen staff trained = 5
Manpower	Training	railways) (*) One day training certification to be given to the janitors employed (*) Refresher	of joining and training record to be monitered by CDOs.	15%	
		trainings to take place every 6 month from the date of last training	(•) Sample checks of records to be carried out during certification		>95% linen staff trained = 10
		(*) Covers are nut on blankets in 1AC cleaned	Samples to be checked at the time of		Blanket covers not present = 0
	Blanket covers	after every journey (•) Blankets changed after 1 year with these blankets shifted to Non Swarn trains	certification. Complaints from previous 3 months to be reveiwed to analyse linen performance	2%	Blanket covers present = 10
		· (•) Bedsheets, pillow covers and towels are			Linen not cleaned before the trip = 0
Maintenance	Cleaning	washed in ONLY mechanized laundry after every trip. New design of Linen could be introduced by the field teams (Bonus Marks)	Cleaning records / receipts to be checked at the time of certification	20%	Linen cleaned before the trip = 10
		(•) Bedsheets, blanket covers, pillows and pillow	Purchase invoice to be checked at the time of	/o0c	Linen not replaced in the last 6 months = 0
	Replacement	covers to be disposed and replaced with new ones every 6 months	inspection	30%	Linen replaced in the last 6 months = 10
		(•) Linen set should be kept in biodegradable	sometimes of the timesoftimes	20%	Linen sets not in sealed packaging = 0
Packaging	Linen set covers	sealed packaging	sample check at the time of maperion	2/07	Linen sets in sealed packaging = 10
				100%	