

**GOVT. OF NATIONAL CAPITAL TERRITORY OF DELHI
DIRECTORATE OF EDUCATION: CARE TAKING BRANCH
ROOM NO. 9-A, OLD SECTT. DELHI – 54. TEL. 23890300**

No.F.1/115/CTB/Sanitation/11-12/2011

Dated: 15/6/11

CIRCULAR


Attention is invited, to the Circular N.F.1(115)/CTB/2010-2011/Sanitation/308 dated 24.06.2011 regarding award of contract for providing housekeeping and sanitation services in Govt. Schools. A number of complaints have been received regarding unsatisfactory sanitation services from the concerned Head of Schools.

2. As per terms and condition of the contract, sweeping has to be done as per following Schedule:-

S.No.	Description of work/Area covered	Frequency/ Periodicity
1.	Sweeping in covered area	Once in a day and as and when required.
2.	Sweeping in open area like assembly ground, play ground etc.	Once in a day and as and when required.
3.	Cleaning and sanitation of Toilets and Bath Rooms and passages etc. attached thereto.	Thrice in a day preferable before start of school, before and after recess.

3. Agency providing the sanitation services is required to ensure that:-

- 1) The execution of cleaning and housekeeping will be carried out by uniformed manpower with mechanized equipments also wherever required and wet mopping.
- 2) The cleaning and housekeeping works are to be carried out as per standards and in such manners that all premises always look neat and clean.



- 3) All the consumables and disposables required for cleaning and housekeeping are to be procured by the contractor. All consumable and disposables should be eco-fiendly.
- 4) Mechanized equipments, wherever required, will be procured by the contractor.
4. (i) A substitute has to be provided by the contractor otherwise penalty equal to double the wages of number of staff absent on that particular day shall be levied and same shall be deducted from contractor's bills.

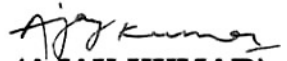
(ii) In case any complaint is received attributable to misconduct/misbehaviour of contractor's personnel, a penalty of Rs.500/- for each such incident shall be levied and the same shall be deducted from contractor's bill. Further the concerned contractor's personnel shall be removed from the system immediately.
5. The cleanliness is required to be periodically checked by the HOS or any person authorized by him based on following objective criteria to measure level of cleanliness and the contractor has to abide by these criteria:-
 - (i) Presence of dust, pan and gutkha stains, bird droppings etc. on floors, tiled walls, doors windows or stairs, etc.
 - (ii) Dust or cobwebs etc. on roof, window grills etc.
 - (iii) Dirt marks, odour in Wash-basin, Stains on WC Seats, floors etc. in toilets/bathrooms.
 - (iv) Presence of garbage in pay ground/assembly ground.
6. HOS is competent to issue show cause notice and take action against the agency if sanitation services are not satisfactory.
7. In view of the repeated complaints being received regarding improper sanitation services, it has been decided to monitor the sanitation services on-line.



8. The schools, where the sanitation is privatized, will submit the information in Annexure 'A'. The schools where the sweeping is done by the Govt. employees (Safai Karamcharis), the information will be submitted in format as per Annexure 'B'.

9. All HOS are directed to ensure tht the above online information is submitted on daily basis before closing of the School. HOS will be wholly responsible for submission of any incorrect information and unsatisfactory sanitation services within schools.


This issues with the prior approval of Competent Authority.


(AJAY KUMAR)
D.D.E. (CTB)
Dated: 15/6/12

No.F.1/115/CTB/Sanitation/11-12/22

Copy to:

1. PS to Secretary (Education).
2. PA to DE/Spl. DE/Addl. DEs/JDEs of Dte. of Education.
3. DCA, Dte. of Education.
4. AO (Budget), Hqrs., Dte. of Education with the request to release the budget to concerned HOS.
5. All HOS/DDOs, Dte. of Education.
6. All PAOs concerned.
7. OS (IT) with the request to upload the same on the Sanitation & Security Services web-site of the Department.
8. All sanitation agencies given award of contract.
9. Guard file.


(AJAY KUMAR)
D.D.E. (CTB)

**GOVT. OF NATIONAL CAPITAL TERRITORY OF DELHI
DIRECTORATE OF EDUCATION: CARE TAKING BRANCH
ROOM NO. 9-A, OLD SECTT. DELHI – 54. TEL. 23890300**

No.F.

Dated:

SHOW CAUSE NOTICE

Whereas M/s_____ has been awarded the contract to provide the sanitation work in the school w.e.f. _____ (date of award of contract) as per terms and conditions of the tender.

Whereas it has been observed that firm has not been carrying out the sanitation work in the school satisfactorily.

Whereas it is also seen that the services have not been improved despite being brought to his notice several times.

Now, therefore, M/s_____ is directed to show-cause as to why penalty clause of deducting upto 35% of the amount payable by the contractor for deficiency in the work performed may not be imposed on M/s_____.

M/s_____ is also directed to show-cause as to why the proposal for cancelling the contract may not be forwarded to the Head Quarters.

(Head of School)

M/s (name & address of contractor)

ANNEXURE 'A'

DATE:

S.No.	Description	Responses
1.	No. of workers who did sanitation	
2.	Were they in uniform?	
3.	Cleanliness of Toilets	
	(a) No. of times done (1/2/3)	
	(b) Whether cleaned satisfactorily (Yes/No)	
4.	Cleanliness of classrooms/other rooms (Satisfactory/Not satisfactory)	
5.	Cleanliness of corridors (Satisfactory/Not satisfactory)	
6.	Cleanliness of grounds (Satisfactory/Not satisfactory)	
7.	Availability of water in toilets (Yes/No)	
8.	If Sanitation is not satisfactory and does not meet the objective assessment criteria mentioned in instructions, please specify the shortcomings	
9.	Action proposed/advice sought in view of shortcomings reported at 8 above.	

ANNEXURE 'B'

DATE:

S.No.	Description	Responses
1.	Total no. of sanctioned posts of Sweeper/Safai-Karamchari	
2.	No. of Sweeper/Safai-Karamchari present	
3.	Cleanliness of Toilets	
	(a) No. of times done (1/2/3)	
	(b) Whether cleaned satisfactorily (Yes/No)	
4.	Cleanliness of classrooms/other rooms (Satisfactory/Not satisfactory)	
5.	Cleanliness of corridors (Satisfactory/Not satisfactory)	
6.	Cleanliness of grounds (Satisfactory/Not satisfactory)	
7.	Availability of water in toilets (Yes/No)	
8.	If Sanitation is not satisfactory and does not meet the objective assessment criteria mentioned in instructions, please specify the shortcomings	
9.	Action proposed in view of shortcomings reported at 8 above.	