

**GOVT.OF NATIONAL CAPITAL TERRITORY OF DELHI  
DIRECTORATE OF EDUCATION : CARE TAKING BRANCH  
ROOM NO. 256, OLD SECRETARIAT, DELHI-110054**

F.1/115/Sanitation/CTB/2012-13/Pt.File/05

Dated: 04-01-2016

**CIRCULAR**

All the HOSs/Branch in-charges are informed that sanitation & housekeeping services at Govt. schools/stadia/offices under Directorate of Education have been allotted to new successful bidders, cluster-wise, for a period of two years w.e.f. 15.12.2015 to 14.12.2017. These agencies have commenced their work from 16.12.2015.

The HOSs/ Branch In charges concerned should make it sure that these agencies are providing the services as per following scope of work:-

**SCOPE OF WORK OF THE CONTRACTOR**

The contractor shall provide the sanitation/housekeeping services at Government school buildings, stadia and offices under the Directorate of Education Government of NCT of Delhi.

The contractor shall ensure hygienic atmosphere and clean environment in the School buildings/ offices/stadias which will include, but not limited to, all the works as detailed below: -

**E. CLEANING OF CLASS ROOMS, OFFICES AND OTHER INTERNAL AREAS:**

| Sr. No. | Area   | Activity                                   | Frequency    |
|---------|--|--|--------------|
| 1       | School Room Floors   | Damp & dry mopping, sweeping               | Once a day   |
|         |  | Spit stains removal                        | As required  |
| 2       | Benches, tables, chairs, cupboards and other furniture items & computer/other Labs | Dry cleaning, stain removing               | Once a day   |
| 3       | Black Boards   | Damp or dry mopping                        | Daily once   |
| 4       | Dustbins and outer school open spaces/grounds and gates                            | Emptying bins and cleaning outer corridors | Twice a day  |
| 5       | Window and door shutters, channels and Glass Panes cleaning.                       | Dry cleaning, stain removing               | Once a week  |
| 6       | Fans, Tube lights etc cleaning   | Dry cleaning, stain removing               | Fortnightly* |



|   |   |  |             |
|---|---|--|-------------|
| 7 | Internal Walls and roof area.   | Dusting, Cob Web cleaning                        | Fortnightly |
| 8 | Terrace area, rain water outlets. Emptying and cleaning of the Over Head water Tanks.   | Weeping, removing of blockage, cob web cleaning. | Quarterly.  |
| 9 | Mechanized Cleaning using Scrubber Machine, Vacuum Cleaners, High Pressure jet Machines |  | Weekly once |

**F. CLEANING OF PASSAGES & OUTER CORRIDORS:**

| Sr. No. | Area   | Activity                        | Frequency           |
|---------|--|---------------------------------|---------------------|
| 1       | Staircases & Railing cleaning  | Damp & Dry Mopping Sweeping     | Once a Day          |
|         |  | Spit stains removal             | As required         |
| 2       | Main Gates & Porch Area  | Damp & Dry Mopping, Sweeping    | Once a day          |
|         |  | Split stains removal            | As required         |
| 3       | Fans, Tube-lights etc cleaning   | Dry Cleaning, stain removing    | Fortnightly*        |
|         | Walls and roof area  | Dusting, Cob Web Cleaning       | Fortnightly         |
| 4       | Door frames & Window sills cleaning  | Mopping cleaning stain removing | Once a week         |
|         | Man-height column, Side-walls cleaning   | Dusting, dry cleaning           | Monthly             |
| 5       | Out skirt area   | Sweeping, Brooming              | Alternate Day       |
|         |  | Removing of stagnant water      | As & When required. |
| 6       | Dust bins  | Emptying and cleaning of bins   | Once a day          |
| 7       | Mechanized cleaning using Scrubber machine, Vacuum Cleaners, High Pressure jet Machines. |                                 | Weekly Once         |

\* Tube lights, fans, and other fixtures/fittings of rooms /classrooms shall be cleaned once after an interval of every 20 days.

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## CLEANING OF TOILETS/URINALS.

| Sr. No. | Area   | Activity   | Frequency    |
|---------|--|--|--------------|
| 1       | Floor area   | Damp Mopping, sweeping                             | Twice a day  |
|         |  | Pressure cleaning, stain removing, disinfestations | Once a week  |
| 2       | Urinals, partitions, W.C. pots, commodes etc. cleaning                                   | Manually   | Every hour   |
|         |  | Pressure cleaning, stain removing, disinfestations | Twice a week |
| 3       | Doors, Window channel etc cleaning   | Dry cleaning, stain removing                       | Once a week  |
| 4       | Switch Boards, & Instruments cleaning  | Dry cleaning, stain removing                       | Once a week  |
|         | Electrical instruments like Exhaust Fans, Tube-lights etc cleaning                       | Dry cleaning, stain removing                       | Fortnightly  |
| 5       | Internal area  | Manually   | Twice a day  |
|         | Side-Walls Cleaning up to man height   | Pressure cleaning, stain removing, disinfestations | Fortnightly  |
| 6       | Dust bins  | Emptying and cleaning of bins                      | Twice a day  |
| 7       | Mechanized cleaning using Scrubber machine, Vacuum Cleaners, High Pressure jet Machines. |  | Weekly Once  |

## G. CLEANING OF OPEN AREA

| Sr. No. | Area             | Activity  | Frequency   |
|---------|------------------|---|-------------|
| 1       | Assembly area    | Sweeping and brooming                                       | Once a day  |
| 2       | Play ground area | Sweeping and brooming                                       | Once a day  |
| 3       | Lawn area        | Sweeping and brooming                                       | Once a day  |
|         |                  | Removal of fallen leaves, dead plants, broken branches etc. | Once a day  |
|         |                  | Watering  | Once a day  |
|         |                  | Control of Weeds, humps and hollows provided inside lawns   | Once a week |
|         |                  | Pesticides, soil spreading,                                 | As per      |

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|  |  |  |                      |
|--|--|--|----------------------|
|  |  | compost and fertilizing  | requirement          |
|  |  | Washing, cleaning and maintenance of indoor and outdoor decorative plants and flower pots. | Once a week          |
|  |  | Trimming, racking, spiking and top dressing  | Once in a fortnight. |

#### H. OTHER SERVICES

| Sr. No. | Area  |
|---------|---|
| 1       | Visit by a Team of staff every school at least once in a week. Receive and register complaints in prescribed format and take necessary corrective actions where ever possible.        |
| 2       | Inform the Head of School and concerned authorities so as to take necessary actions.  |
| 3       | Any complaints must be covered immediately and latest within three days of receipt of complaints.   |
| 4       | When it is not possible to close the complaint within stipulated period the same must be informed to Head of School/ DDE Concerned for further action and permission with the reason. |
| 5       | However all material pertaining to major facility, maintenance, tools and tackles will be done by Department.   |

**Apart from the above mentioned duties the Contractor and his staff shall also be responsible for the following duties: -**

1. Cleaning of floor areas, vertical finishes (walls) Roof and False ceilings, Glass areas, doors and attached fixture, windows with attached fixtures and frames, Rolling shutters, railings, mirrors, aluminum grills, pillars, curtains, slabs, cabinets, almirah with attached fixtures, etc.
2. The sewerage blockage or sewerage choking (sewerage of toilet or of school) within school has to be dealt by the sanitation agency and the drain/ sewerage within school has to be kept clean
3. Checking of leakages and replacement of leaking taps, minor repairs etc after obtaining material from the Head of School.
4. Supply of necessary items like liquid soap, naphthalene balls, room fresheners, etc. to maintain hygienic atmosphere.

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5. Cleaning and maintenance of all the drains within the compound of the school/ office.
6. Supply of suitable and adequate number of dustbins, cleaning of dustbins and removal/disposal of collected garbage to an approved location, clearance of segregated bio-medical waste as per the prescribed norms of bio-medical waste disposal at designated places.
7. Providing one female staff in each Sarvodaya Vidyalaya to ensure proper hygiene and sanitary requirement of the small children studying in pre-primary/primary sections.
8. Pest Control, mosquito control including winged pests, larva control and rodent control of the entire campus of the Government schools and offices under the Directorate of Education, in all covered and open area.
9. Cleaning of all equipments available in the rooms including telephone sets and accessories, computers and accessories, furniture, signage boards, notice boards, switch boards, Air-conditioners, etc. with dusting or wet mopping or vacuum cleaning.
10. Cleaning of fire-fighting equipments, CCTV and public address systems, etc.
11. Cleaning of all miscellaneous equipments as available or being provided from time to time.
12. The cleaning of carpets, etc. with modern equipments shall be done once a week.
13. During vacations and holidays in Govt. schools cleanliness will be done at such frequency as required by the HOS/HOO concerned.
14. Cleanliness of the school premises and all related activities shall be conducted to the satisfaction of the HOS/HOO concerned as the case may be who shall be responsible for the cleanliness of the premises of concerned Govt. school/office/stadia.
15. Where the schools are functioning in double shifts the HOS may ensure that the same workers are not performing the sanitation & housekeeping service for both the shift. In other words there should not be repeatation of the workers for both the shifts.
16. Any other provisions as required by the Department may be incorporated in the agreement. The same shall also be binding on the contractor.

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Name, address and contact numbers of the cluster wise selected firms are as under:-

| Sl No. | Cluster | Name of the Firm   | Contact No                                 |
|--------|---------|--|--|
| 1.     | 'A'     | M/s Sainath Sales and Services Pvt. Ltd.<br>341 E, Anand Marg, East Babarpur,<br>Shahdara, Delhi-110032                | 9136404820<br>9818486775<br>011-42475221   |
| 2.     | 'B'     | M/s Krystal Integrated Services Pvt. Ltd.<br>15, krystal house, Dr. Mankikar road,<br>Sion (east) Mumbai-400022        | 9810881110<br>9871107078<br>011-46109539   |
| 3.     | 'C'     | M/s ACME Excellent Management Pvt. Ltd.<br>E-5, UGF, LSC, DDA Market, M.O.R. Land,<br>New Rajinder Nagar, New Delhi-60 | 9891162229<br>011-45062887<br>011-28742685 |
| 4.     | 'D'     | M/s Krystal Integrated Services Pvt. Ltd.<br>15, krystal house, Dr. Mankikar road,<br>Sion (east) Mumbai-400022        | 9810881110<br>9871107078<br>011-46109539   |

**All the HOSs concerned are hereby directed to ensure the following:-**

- The contractor shall disburse salary to its deployed housekeeping staff latest by 5<sup>th</sup> of every month.
- The service providers can post only one male worker in Girls Schools to perform hard work such as dumping of waste etc. however they will not be allowed to enter into the toilet area which would be attended by the women workers only.
- The service providers are complying with the labour laws pertaining to sanitation & housekeeping workers under the contract labour act. i.e. payment of Minimum wages, EPF and ESIC contribution and its deposit thereof in the account of concerned sanitation workers.
- **Cleaning, Sanitation & House-keeping services shall have to be performed on all working days, i.e. Monday to Saturday.**
- **For the purpose of award of contract for providing cleaning, sanitation & Housekeeping services, the school building has to be taken as one unit. The school building may contain one school or two schools as per details given in tender documents. The working hours of the offices/schools are as under:-**
  - a. **For Offices under Directorate of Education:** from 9.30 a.m. to 6.00 p.m.
  - b. **For General/Single Shift Government School building:** From 7.15 am to 1.45 pm or 7.45 am to 2.15 pm.
  - c. **For Double shift Government School buildings:** From 6.45 am to 6.45 pm (Summer). From 7.15 am to 6.35 pm (Winter)

- d. **For Stadia:** From 6.00 am to 7.00 pm or as decided by the stadium in-charge on the basis of requirement.
- e. **Sports Complexes:** From 6.00 am to 7.00 pm or as decided by the sports complex in-charge on the basis of requirement.
- f. The periodic works are to be carried out on Sundays and/or on holidays and/or even during night. The Department/Government shall make no extra payment to the Agency for working at odd hours.
- g. Consumables/refills etc., wherever required, to be replaced sufficiently in advance.

| <b>Required monthly quantity for every 2000 students*</b> |                              |                          |
|---|------------------------------|--------------------------|
| <b>List of Consumables</b>                                |                              |                          |
| <b>Sl. No.</b>  | <b>Item name</b>             | <b>required quantity</b> |
| 1   | Napthalene Balls             | 2 KG                     |
| 2   | Phenyl                       | 7 Ltrs                   |
| 3   | Room Freshner                | 4 Nos.                   |
| 4   | Odonil                       | 30 Nos.                  |
| 5   | Pump Spray                   | 2 Nos.                   |
| 6   | Wiper (Large)                | 2 Nos.                   |
| 7   | Wiper (Small)                | 3 Nos.                   |
| 8   | Hand Wash (Dettol/Lifebouy)  | 30 Nos.                  |
| 9   | Harpic Triple Actich         | 20 Nos.                  |
| 10  | Surf (Fena)                  | 2 KG                     |
| 11  | Duster Full Size             | 24 Nos.                  |
| 12  | Duster Yellow                | 12 Nos.                  |
| 13  | Dustbin Plastic              | 6 Nos.                   |
| 14  | Dustbin Plastic with Cover   | 6 Nos.                   |
| 15  | Vim Powder                   | 2 Kg                     |
| 16  | Lizol                        | 5 Ltr                    |
| 17  | Scotch Brite                 | 6 Nos.                   |
| 18  | Acid                         | 5 Ltr.                   |
| 19  | Garbage Bag (25 kg capacity) | 30 Nos.                  |
| 20  | Toilet Brush                 | 5 Nos.                   |
| 21  | Broom (Bambu)                | 7 Nos.                   |
| 22  | Broom (Phool)                | 8 Nos.                   |
| 23  | Broom (Plastic)              | 2 No.s                   |
| 24  | Red Hit                      | 3 Nos.                   |
| 25  | Black Hit                    | 3 Nos.                   |
| 26  | Small pressure Pump          | 2 nos.                   |
| 27  | Mister Toll Brush            | 2 Nos.                   |

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|    |                                |         |
|----|--------------------------------|---------|
| 28 | Compact hand Roll Towels Scott | 15 Roll |
| 29 | Bucket 20 Ltr.                 | 4 Nos.  |
| 30 | Step Ledder Aluminum           | 1 Nos.  |
| 31 | Rubber Gloves                  | 3 Pair  |
| 32 | Dust Pan                       | 6 Nos.  |

\* For upto Additional 1000 Students proportionate increase in quantity will be made.

- Agency is bound to resolve the complaint within 24 hours, failing which the services of the contractor shall be liable to be termed as unsatisfactory performance/deficient services and penal action in accordance with the terms & conditions would be taken.
- The execution of cleaning, sanitation & House-keeping services will be with suitable and uniformed sanitation workers with mechanized equipments, wherever required, and wet mopping etc.
- All the consumables and disposables required for cleaning, sanitation and house-keeping are to be procured by the contractor. All consumables and disposables should be eco-friendly.
- Mechanized equipments (New) will be procured by the contractor as per list given below.

| List of required Equipments/machinery |                      |              |                        |  |
|---------------------------------------|----------------------|--------------|------------------------|--|
| S.No.                                 | Type of Machine      | Eureka Model | Johnson Diversey Model | Number of machine required in each school/office |
| 1                                     | High Pressure        | KA 3200      | Danubio 1510 LP        | 1  |
| 2                                     | Single Disc Scrubber | Mega 43      | Trooper SD Plus        | 1  |

- The repair and maintenance shall be the sole responsibility of the Contractor.
- Minor Equipments / Consumables are to be procured and used by the contractor.
- Every employee so engaged by the contractor shall wear uniform and a badge wearing his/her name, while on duty. **The said uniform and badge shall be provided by the contractor at his own cost.**
- The contractor shall engage the men/women whose age shall be between 18-50 years.
- The contractor shall not employ any person below the age of 18 yrs. And above the age of 50 yrs.


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- Only physically fit personnel shall be deployed for duty by the contractor.
- All liabilities arising out of accident of death while on duty shall be borne by the contractor.

(Copy of Tender document is available on MIS)

This issues with prior approval of Competent Authority.

  
(A.B. CHAKRABORTY)  
DY. DIRECTOR OF EDUCATION (C.T.B)

F.1/115/Sanitation/CTB/2012-13/Pt.File/05

Dated: 04-01-2016

Copy to:-

1. PS to Secretary (Education), GNCTD
2. PS to Director (Education), GNCTD
3. PA to Addl. D.E. (CTB).
4. All RDEs
5. Controller of accounts, GNCT of Delhi.
6. PAO concerned
7. DDEs of all Districts with the request to ensure the compliance of the tender document (copy of tender document is uploaded on MIS)
8. All HOSs
9. OS (IT) with the direction to upload it on the link of sanitation of website of this Directorate.
10. Guard File.

  
(RAVINDER KUMAR)  
D.E.O (CTB)