



एक कदम स्वच्छता की ओर



सत्यमेव जयते

Ministry of Urban Development
Government of India

Swachh Schools

Standard Operating Procedures





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M. Venkaiah Naidu

Minister of Urban Development, Housing & Urban Poverty Alleviation and Parliamentary Affairs

The Swachh Bharat Mission, which aims to make India a clean and open defecation free nation by October 2019, needs to become a 'jan andolan' with participation from every stakeholder.

We have taken up a multi-pronged strategy for making the Mission a people's movement. In its second year since launch, it is heartening to note that the Swachh Bharat Mission has caught the imagination of citizens.

The increased participation from citizens, be it as part of our thematic drives, or voluntary 'swachhata' activities from inspired individuals and organizations, is slowly but surely pushing the Mission towards becoming a 'people's movement'.

I am pleased to see the Standard Operating Procedures for "Schools" being released by my Ministry, which lays out the infrastructure norms, assessment & inspection procedures and checklists, and sanitation and waste management best practices to be followed by schools. It is my firm belief that this will go a long way in making citizens active participants in our collective journey towards a "Swachh Bharat" by 2nd October 2019.





Rao Inderjit Singh

Minister of State, Ministry of Urban Development
Government of India

On 2nd October 2014, the Hon'ble Prime Minister Shri Narendra Modi launched the Swachh Bharat Mission to clean India's cities and towns. He also called out to every citizen to voluntarily contribute 2 hours every week to the cause of the Mission.

It gives me immense pleasure to see people from different sections of society participating actively in cleanliness drives across the country. This vision of clean India can be achieved only through the efforts of each and every citizen, working hand-in-hand with the government towards the common vision of 'swachhata'.

The thematic drives in past have helped us increase participation from citizens in this mass movement by inspiring them to play a more active role in maintenance of hygiene and sanitation.

We present the Standard Operating Procedures for "Swachh Schools". It enlists various infrastructure norms, assessment & inspection procedures and checklists, and sanitation and waste management best practices to be followed by schools.

It is my firm belief that movements like these will enable our country to move towards a clean and a sanitized India.



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Background, Objectives & Scope

Background

Inappropriate hygiene behavior due to poor sanitation, water scarcity, and inferior water quality is disastrous for children of all age-groups and is a major cause of mortality for children under five. As school students spend long hours in school, so these conditions are also detrimental to their health of school-aged children. All the aspects of the schools i.e. the physical environment and cleanliness routines affect students. In lack of: limited ventilation, proper hand-washing facilities, and where toilets are in disrepair their growth can both physically and mentally be hampered. Too often, schools are places where children catch infection and fall ill.

Girls are particularly vulnerable to dropping out of school, partly because many are reluctant to continue their education when toilets and washing facilities are not private, not safe or unavailable.

The Hon'ble Prime Minister launched the Swachh Bharat Mission on 2nd October, 2014 with a target to make the country clean and sanitized by 2nd October, 2019. As a part of the Swachh Bharat Mission mandate, it is imperative for all schools, to be well-maintained and clean, to move towards the larger goal of a healthy, unpolluted environment.

Objectives

For uniform cleanliness guidelines it is essential to have a standard operating procedure to ensure that all schools maintain set standards of cleanliness in their respective premises.

The purpose of this SOP is to improve current cleanliness level in the schools of India and involve students as change makers. The primary way to achieve the same is through inculcating good sanitation and hygiene practices amongst the staff and students. Schools are

- ✓ All students, teaching faculty and staff are responsible for the cleanliness of the school.
- ✓ The Standard Operating Procedures for Cleanliness in Schools provides detailed best practice guidelines for all aspects of cleaning in schools
- ✓ All schools should comply with the guidelines set out in the Standard Operating Procedures.

an established entry point for learning. They offer an opportunity to engage parents and community in general, either through knowledge dissemination via children or through direct involvement and demonstration at the school. Children are quick

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learners and adapt their behaviour more easily than adults; hence, they can be readily available change makers.

This SOP also targets to ensure proper waste management through recycling and processing of waste, and establish systems in the schools for cleanliness.

An assessment framework has also been defined in this document which can help the concerned school to improve its cleanliness maintenance processes and achieve a greater level of cleanliness than the existing ones.

These directions will be updated continually to incorporate new procedures and products. As it is dynamic in nature so, the printed version of this document or part thereof should not be relied upon as a current reference document, so, it is advisable that always refer to schools to periodically check for updated version on the swachhbharaturban.gov.in portal. Any amendments to the procedures based upon requirement should be identified and incorporated as per the requirement. This document serves as the base document.

The actual allocation of resources and the actual frequency of cleaning may vary according to the local situations.

It is important that all aspects of cleaning and sanitation provision are aligned with the Swachh Bharat Mission Guidelines and other relevant environment-related guidelines issued by the Government of India.

The Standard Operating Procedures are set out in a detailed format to cover the issues required to implement proper cleaning of school complexes.

Scope

This SOP for 'Swachh Schools' is applicable to all the schools being maintained by government and private entities, in states and cities, across India.

Responsibilities

Overall Responsibility

The respective schools, through their facility management service provider would be responsible for ensuring compliance to the SOP for the schools under their management.

Each school should have a committee overseeing sanitation and cleanliness in the school premises to monitor and supervise the works being carried out by the responsible party (Management/Contracted Agency) and ensure compliance to the SOP.

The committee should also ensure compliance to infrastructure requirements as laid out in this SOP. Further, in case of contracting an external agency to carry out the cleanliness works, Service Level Agreements should be drafted and signed by both parties.

Responsibilities of the Facility Management /Contracted Agency

It is the responsibility of the School Management/ Contracted Agency to carry out the Cleaning of the school premises on a regular basis, and comply with the following guidelines:

- Ensure a clean environment for the students and staff through proper selection of agencies required for the job
- Regular surprise inspection of the premises to ensure compliance with the SOP
- Attain and maintain high standards of cleanliness and general upkeep
- Train, control and supervise staff under its establishment
- Control and issue of cleaning materials and equipment
- Maintain official records on staffing, cleaning materials and equipment
- Cleaning standards, frequency and accountability for cleaning are clearly defined (i.e., who cleans, what and how do they clean and when do they clean it)
- Cleaning schedules ensure that no area is missed from routine cleaning
- Statutory requirements are met in relation to Waste Management, Environment Protection Act, Food hygiene, and Pest control

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Responsibilities of Parents

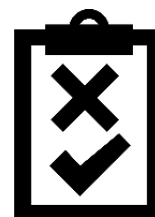
Not just school management but parents are also expected to contribute in maintaining the cleanliness of school environment, either directly or indirectly in following way:

- Encourage children's regular school attendance, especially for girls.
- Supporting hygiene promotion activities and events in the school and community.
- Construct water, sanitation and hygiene facilities at home and encourage children to use them properly.
- Promote healthy hygiene practices at home and in the community.
- Participation in monitoring and corrective actions

Assessments & Inspections

Self-Evaluation

Three broad parameters infrastructure availability, maintenance of school premises and equipment, and feedback from students, staff and faculty members – are being proposed here for assessing / rating schools on overall cleanliness. The parameters for these ratings may also be utilized for conducting self-evaluation by the concerned authority to identify areas of improvement and intervention. The proposed parameters and their scoring are given below:



INFRASTRUCTURE (MAX. SCORE- 50)						
1.	Boundary wall around the school premises	In good condition		In broken condition		No boundary wall
		4		2		0
2.	Entrance/exit gate	In good condition		In broken condition		No gate
		4		2		0
4.	Corridors in the School	In good condition		In broken condition		No pavements
		4		2		0
5.	Dustbins	Color-segregated available within every 250 meters	Color-segregated available within every 500 meters	No color segregation available within every 250 meters	No color segregation available within every 500 meters	No dustbins available
		4	3	2	1	0
6.	Waste cartage equipment (e.g. rickshaws/ tractors/trolley/hand cart)	Available			Not available	
		2			0	
7.	Composting equipment/compost pit	Available			Not available	
		4			0	
8.	Cleaning equipment/brooms	Available in good condition		Available in poor condition		Not available
		4		2		0
9.	Toilets with washbasins available for maintenance staff and domestic help	Available in good condition		Available in poor condition		No toilets available
		4		2		0

10.	Toilet facilities available for students	Separate facilities available for girls and boys, with at least one disabled friendly facility	Separate facilities available for boys and girls, without any disabled friendly facility	Common toilet facilities available, with at least one disabled friendly facility	Common toilet facilities available, without any disabled friendly facility	No toilets available
		4	3	2	1	0
11.	Toilet facilities available for visitors/parents/teaching and non-teaching staff	Separate facilities available for men and women, with at least one disabled friendly facility	Separate facilities available for men and women, without any disabled friendly facility	Common toilet facilities available, with at least one disabled friendly facility	Common toilet facilities available, without any disabled friendly facility	No toilets available
		4	3	2	1	0
12.	Stair Case/ Lift as applicable	Available in good condition		Available in poor condition	Not available	
		4		2	0	
13.	Covered sources of drinking water	Available in good condition		Available in poor condition	Not Available	
		4		2	0	
14.	Garden/Park /Lawn Area	Available in good condition		Available in poor condition	Not Available	
		4		2	0	
SUB-TOTAL (INFRASTRUCTURE SCORE)-A						

SERVICE/MAINTENANCE (MAX. SCORE- 30)				
1.	Cleaning within School premises	Swept daily	Swept periodically	Never swept
		4	2	0
2.	Toilet cleaning	Cleaned regularly	Cleaned sometimes	Never cleaned
		4	2	0
3.	Toilet water availability	Available		Not available
		3		0
4.	Cleaning of water tanks/Swimming pools (wherever applicable)	Cleaned regularly	Cleaned sometimes	Never cleaned
		4	2	0

5.	Cleaning of drinking water coolers	Cleaned regularly	Cleaned Once in a week	Never cleaned
		4	2	0
6.	Maintenance of infrastructure like Sports room/activity rooms/labs/canteens (wherever applicable)	Maintained regularly		No regular maintenance
		4		0
7.	Collecting waste from dustbins	Daily	Fortnightly	Not collected
		4	2	0
8.	Bio-degradable waste processing	Processed at compost pit/ compost equipment inside the school	Sent for composting outside park	Not composted
		3	2	0
SUB-TOTAL (MAINTENANCE SCORE)-B				

FEEDBACK FROM MEMBERS (MAX. SCORE- 20)				
1.	Availability of toilet facilities for students/staff/faculty members/visitors/parents	Adequate number available for use		Inadequate number available for use
		4		0
2.	Availability of sufficient number of dustbins for disposing waste	Adequate number available		Inadequate number available for use
		4		0
3.	Waste collection done daily	Yes		No
		4		0
4.	Cleaning of drinking water coolers and surroundings	Sources of drinking water and surroundings are kept clean		Sources of drinking water and surroundings are not kept clean
		4		0
5.	School premises (Activity rooms/labs/swimming pool/canteen) overall cleanliness and maintenance	Well-maintained and clean		Poorly-maintained and not clean
		4		0
SUB-TOTAL(FEEDBACK SCORE)-C				
TOTAL SCORE (A+B+C)				

Gap Assessment

Apart from self-evaluation as described above, a periodic assessment of infrastructure gaps is also essential in order to maintain the standards of sanitation and cleanliness in the school premises. The format given below is used for the same:

S.No.	Parameter	Standard	Actual
1.	Age & Gender-segregated toilets	As per need (Must be child-friendly for younger age groups)	
2.	Ablution taps	1 water tap with every toilet seat	
3.	Water taps	With adequate drainage arrangement	
4.	Light bulbs and switch	One for each toilet seat (fused bulbs to be changed immediately)	
5.	Doors and latches in toilets	One door with functional latch for every toilet seat	
6.	Wash basin with mirror	At least one in each toilet block	
7.	Dustbins	<ul style="list-style-type: none"> • Ground- Every 250 meters • Toilets-1 per toilet • Canteen-As per need but should have color segregation • Main school reception • Classrooms- 1 per classroom • Labs & Activity rooms-as per need • Playground & Auditorium as per need 	
8.	Vacuum Cleaners	As per need	
9.	Storage Closet	As per need	
10.	Brooms, Mops, Duster and other equipment	1 set per cleaning staff + Backup sets	
11.	Specialized cleaning infrastructure (for labs/activity rooms/swimming pool/canteen)	As per need	
12.	Parking spaces	As per need	

Periodic Inspection**Daily inspection**

To be conducted by: Direct supervisor of the Maintenance Staff	
S.No.	Area and Activity
1.	Check if the school premises have been swept/cleaned and waste removed appropriately.
2.	Check if the playground/basketball courts have been adequately swept and cleaned.
3.	Check if corridors inside the school have been regularly cleaned.
4.	Check if the canteen is maintaining adequate standards of cleanliness and hygiene.
5.	Check if all the dustbins have been emptied and cleaned.
6.	Check if activity rooms, swimming pool are cleaned every day.
7.	Check if towels, swimming costumes etc. are being cleaned after one use. (If applicable)
6.	Check that the garbage is being collected and disposed regularly.
7.	Check that all stairs/ Lifts have been properly cleaned.
8.	Ensure that there are no open sewers, gutters, damaged drain pipes, sewage blockages; and if there are, address them immediately.
9.	Check if cleaning and scrubbing of toilets along with their wash basins, sanitary fittings, glasses and mirrors and toilet floors has been done.
10.	Check if toilets are clean and dry, and all fixtures (light bulbs, wash basin, exhaust fans) are functional.
11.	Check if cleaning and disinfecting of all vitreous fixtures including toilet bowls, urinals, sinks, toilet seats, containers etc. has been done properly. Check below water level and under rims including areas at hinges and cistern handles. Check if restock of toiletries, including liquid hand soap, toilet paper, air freshener, and sanitary cubes and naphthalene balls in toilets has been done.
12.	Check if one maintenance staff is present in front of every common toilet.
13.	Check whether mowing, hedge clipping has been done and waste from the ground has been adequately removed.
14.	Check if construction, renovation waste has been adequately disposed.
15.	Check if any kind of water logging is present at hand washing, utensil washing areas in canteen, lab sinks and toilets.
16.	Check whether dusting of general storage, desks and benches and toy/book storage for has been done.

Weekly Inspection

To be conducted by: Representative of Sanitary Committee (by turns)	
S.No.	Area and Activity
1.	Check all daily reports since past week for compliance. Check all items as outlined in daily inspection report during weekly inspection as well.
2.	Check past 3 weekly reports for areas identified for improvement/corrections and check if the same have been addressed.
3.	Check for any damages in the premises and ensure that they are addressed.
4.	Check for cleaning of electrical fittings and ensure they are in good, working condition.
5.	Check if there are potholes or spaces where stagnant water is collecting and immediately address them.
6.	Inspect drinking water fountains/taps and ensure they have been cleaned.

Monthly Inspection

To be conducted by: School Management	
S.No.	Area and Activity
1.	Check all daily and weekly reports since last month for compliance. Check all items as outlined in daily and weekly inspection report during monthly inspection as well.
2.	Check past 3 monthly reports for areas identified for improvement/corrections and check if same have been addressed.
3.	Conduct self-evaluation as per parameters given in assessment tool above. Identify areas of improvement and delineate action items.
4.	Conduct infrastructure gap assessment (as outlined previously in this document) and identify action items (can be done quarterly as well, depending on need).
5.	Check all major infrastructural items and fittings to ensure they are in good condition.
6.	Check if all buildings, roads, boundary walls, entry-exit points; fittings, fixtures in toilets and grounds are in good condition.
7.	Check roster/daily register of cleaning staff to see that the deployment is adequate and timely.

Quarterly Inspection

To be conducted by: School Management	
S.No.	Area and Activity
1.	Thorough cleaning of the roof, water outlets, checking for cracks, coping, chhajja etc. Checking and repairing of leaky roofs

2.	Check the water tank thoroughly for leakage etc. Seal it with water proof cement or sealant and clean it at regular intervals.
3.	In case of an underground tank, check if the cover and the brim of the tank are intact and sufficiently raised from the surrounding ground level.
4.	Check for leveling and cleaning of open school ground.
5.	Checking of electrical lines and earthing (if applicable).
6.	Check, if all the fans, tube lights are dusted properly.
7.	Check if coolers (if any) and water tank cleaned properly. Change pads; check all electrical systems and earthing.
8.	Check the functioning of hinges, bolts and other hardware of all doors and windows.
9.	Check if drinking water is safe as per WHO Guidelines for Drinking-water Quality or national standards and acceptance levels concerning chemical and radiological parameters.

Annual Inspection (After Summer Vacations)

To be conducted by: School Management	
S.No.	Area and Activity
1.	Check past 2 quarterly reports for areas identified for improvement/corrections and check if same have been addressed.
2.	Check for the need of any structural repair or plastering.
3.	Check for thorough cleaning of sewage and waste water lines.
4.	Check for Associated painting work.
5.	Check for cleaning of septic tanks and leach pits (if applicable).
6.	Check whether any electrical repair is required.
7.	Check if any sort of training and capacity building of the staff is required.



Infrastructure Set-Up and Good Practices

Water and Drainage Infrastructure

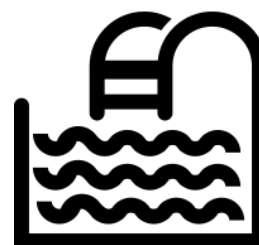
The requirements for fitments for drainage and sanitation, in case of Schools shall comply with requirements of **Indian Standards IS 1172:1993 (Reaffirmed 2007)**.



All premises shall be provided with supply of clean water (with adequate provision of potable water), and shall ensure it is nowhere connected with unsafe water subject to the hazards of backflow or back siphonage. All structures for use on premises abutting on a sewer or with a private sewage disposal system shall have adequate sanitary facilities.

Water Features:

Water features, such as swimming pools, if any, within the school premises should have adequate filtration and other required cleaning and water supply infrastructure. Overhead water tanks must be regularly cleaned and any complaints about the quality of water must be immediately addressed.



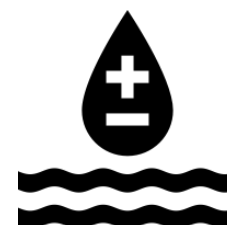
Drainage:

Adequate arrangements shall be made for satisfactory drainage of all sewage and waste water. Efforts should be made to install environment-friendly mechanisms like, rain-water harvesting, to prevent rain water from flowing off and being lost. All the drains should be covered.

Water Requirements: 45 liters/day (min.) (Day Schools)

Water Quality:

Drinking water should be at a safe distance of at least 10 meters from the leach/soak pits attached to school toilets or nearby toilets or from the community sewage water drain. Wherever there are existing facilities, these must be reviewed from the perspective of child and user friendliness and afterwards repaired/augmented, rather than creating new one. It is important to make sure that water used for drinking, cooking, personal hygiene, cleaning and laundry is safe for the purpose intended.





Water Quality Indicators:

- a. **Microbiological quality of drinking water:** Escherichia coli or thermo tolerant coliform bacteria are not detectable in any 100-ml sample.
- b. **Treatment of drinking water:** Drinking water from unprotected sources should be treated to ensure microbiological safety.
- c. **Chemical and radiological quality of drinking water:** Water should meet WHO Guidelines for drinking-water quality or national standards and acceptance levels concerning chemical and radiological parameters.
- d. **Acceptability of drinking water:** There are no tastes, odors or colors to be added that would discourage consumption of the water.
- e. **Water for other purposes:** Water that is not of drinking water quality should be utilized only for cleaning, laundry and sanitation.

Sanitary Infrastructure

The following table details out the sanitary infrastructure requirements for students:

Fitments	For Boys	For Girls
Water Closets [#]	1 for every 40 boys or part thereof	1 for every 25 girls or part thereof
Ablution Taps	1 in each water closet	1 in each water closet
	1 water tap with draining arrangements to be provided for every 50 persons or part thereof in the vicinity of water closet and urinals	
Urinals	1 per 20 boys or part thereof	N.A
Wash Basins	1 per 60, Minimum 2	1 per 40, Minimum 2
Drinking Water fountains	1 for every 50 boys or part thereof	1 for every 50 girls or part thereof
Cleaner's sink	Minimum of 1 per floor, preferably in or adjacent to sanitary rooms	
[#] Some of the water-closets may be of European style, if desired		

All schools must have adequate provision of toilets. The following standards shall apply:

- Every toilet block must have at least 1 sanitary water closet for male and 1 for female, along with wash basins, mirrors, ablution taps (1 in each water closet) and required consumables.
- There should be adequate number of toilets for all age groups (child-friendly).
- All toilets should have adequate water supply, should be well-lit, clean and regularly maintained (with adequately restocked consumables as well).
- There should be adequate number of disabled friendly toilets.
- There should also be adequate number of toilets having child friendly provisions for younger children, primary level students.



- f) The toilets should be connected to the city sewerage system, or should have requisite fecal sludge management provisions (in case connected to septic tank/s).
- g) Facilities should stimulate children's learning and development and be age appropriate. Younger children do not possess the same ability to learn complex concepts as older children.
- h) Guidelines for the design of facilities based on age:

Early primary school (5–7 years)

- Facilities should be clean, use light colors and have sufficient natural light and ventilation. Hygiene promotion materials to be used to decorate in order to strengthen the link between education and practice.
- Facilities should be designed so that a teacher or older student can stand next to the child to teach proper toilet use or hand washing. However, most children can complete simple actions or tasks on with minor assistance.

Middle and late primary school (8–11 years)

- Schools should provide a clear and practical set-up of facilities with an understandable relationship between hygiene theory and practice. Facilities must offer integrated solutions for drinking water provision, hand washing, anal cleansing and waste disposal. They should offer privacy, including for children of the same sex.

Late primary and secondary school (12–18 years)

- Schools must ensure sufficient privacy for boys and girls, including inside facilities. Menstrual hygiene component must be taken care of in facilities to be used by girls.
- i) Design adaptations which must be taken in account:
 - Younger children have less physical strength in comparison to adults. It is important to have the facilities designed in a way that adults can supervise and help when children use the toilets, hand-washing facilities or water points.



- In larger schools, separate toilet facilities should be built for younger children and older children; for girls and boys, particularly adolescents; and for female and male teachers.
 - In small schools, where different age groups use the same facilities, special provisions to be made for smaller children, such as a step in front of a pump or toilet seat, or an additional seat cover with a smaller hole.
 - Facilities must also provide ways for adolescent girls to dispose of sanitary pads without interruption from young children or boys.
- j) Essential components for girls and boys (separate) toilets:
- Squatting area, with adequate availability of water for washing within toilet block.
 - Orientation and opening for natural light and ventilation.
 - Door with child-friendly latch.
 - Floor with adequate slope and maintainable durable finish.
 - At least one toilet for Children with Special Needs (CWSN) with necessary provisions.
 - At least one incinerator in girl's toilet block and niche to keep sanitary napkins.
 - Hooks within WC area for hanging clothes.
 - Graphics/messages and visuals depicting key hygiene messages.
 - Use of water conserving techniques.
- k) Hand wash facility for younger children:
- Separate hand washing facilities for boys and girls within respective toilet blocks.
 - Water points at child-accessible height.
 - Place to keep soap at child-accessible height.
 - Use of water conserving techniques.

Solid Waste Management Infrastructure

Waste Identification:

Wet Waste	Cooked and uncooked food, plant leaves, compostable materials, coffee powder, tea powder, meat and poultry waste etc.
Sanitary Waste	Menstrual cloth (used), disposable diapers, sanitary napkins, bandages, etc.
Dry Waste (paper)	All types of paper, paper plates, tickets, telephone bills, wrappers, leaflets, flyers, etc.
Dry Waste (plastic/ glass)	All types of plastic, plastic bags, coke bottles, water bottles, garbage packs, milk packets, pouches, bangles, crockeries,
Dry Waste (hazardous)	Used syringes, insecticides and containers, discarded medicines, battery cells, household chemicals, etc.
E-Waste	Mobile, CDs, electronic equipment, CFL, Tube lights,
Dry Waste (others)	Metal items, tetra packs, aluminum foils, aluminum cans, thermocol, bottles, plates, utensils, packaging material etc.
Garden Waste	Plant leaves, dry and wet cut branches
Inert Waste	All types of construction materials, cement, mud, sweeping dust etc.

However, students are to be encouraged to utilize waste products in their activity classes and extra-curricular projects.

Waste containers:

These need to be planned according to its usages and can be in following categories:

- a) Community Waste Containers - size 1000-1500 litres
- b) Individual Waste Containers - size 50-100 litres
- c) Kerb side recycling bins - size 30-50 litres
- d) Paper bins- size 10-15 litres



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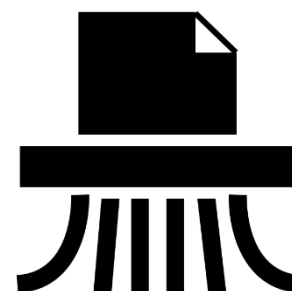
For easy identification colour coding is also must as indicated below. Schools can choose the colour as per their choice of interest.

Color segregated dustbins should be placed at a maximum distance of every 250 meters. These dustbins should be emptied every day (or more frequently in case of heavy use) and should be cleaned periodically.



Shredder:

Used for volume reduction of specific wastes that is capable of being slit by rotating knife blades. Typical wastes that can be shredded are cans, plastic bottles, steel barrels, tires, etc. In addition, confidential papers, including examination question papers may also be shredded but not for the purpose of volume reduction.



Shredding of steel barrels, tires and other large objects is normally carried out at purpose-built facilities, which fall outside the scope of this code of practice.

A shredder requires an electrical power source and should be sited to provide convenient and safe feeding of the waste, should be placed away from classroom area. The shredded waste to be collected in suitably sized containers situated under the shredder, which can be removed manually.

Food waste disposer (For school cafeteria/canteens):

Food waste disposers are easily installed and eliminate the need to store biodegradable kitchen waste on the premises; they can deal with 15% to 20% (by weight) of the total average output of household waste. They are a complimentary tool to methods of waste storage and collection. The units are designed to grind biodegradable kitchen waste in a safe, clean and efficient manner to tiny particles by the food disposer's shredding blades. When a small amount of water is run into the disposer, the remaining particles of material are easily flushed down the drain into the sewerage system or septic tank.



Food waste disposers enable segregation of waste types at source, without which recycling of different types of waste is not possible. The potential for hygienic



collection and recycling of various dry recyclables such as paper, glass and metals is increased with the reduction of contamination of food waste.

Segregation, Collection and Storage:





There are three stages of segregation, collection and storage of waste to be done within school

- Primary Level i.e. at classroom and corridor level
- Secondary Level i.e. at wing level (Senior wing, Junior Wing)
- Tertiary Level i.e. at school level

Waste should be segregated under the below categories:

- Wet Waste
- Dry Waste
- Hazardous/ Infectious Waste from School Labs and Sick Room
- E-Waste from Computer Labs
- Inert

Collection Receptacle used covered and of different sizes as per the above indicated three levels and should be color codified as under:

a) Wet Waste	Green	
b) Dry Waste	White	
c) Hazardous/ Infectious Waste	Red	
d) E-Waste	Black	
e) Inert	Brown	

Processing & Disposal:

Organic waste, which includes – food waste, meat waste, garden/ agriculture waste is considered as best raw material for rich organic compost. Compost can be rich in nutrients and can be used in gardens, landscaping, horticulture and agriculture. Compost is generally recommended as an additive to soil, or other matrices such as coir and peat, as a tilt improver, supplying humus and nutrients.

The main composting methods that can be implemented in schools are as below:

- Pit composting
- In vessel composting
- Organic Waste Composter

Pit Composting: Holes or trenches are dug to bury the waste, where organic materials gradually break down over long period. This method is effective for institutions with big lawns/playgrounds. The trench is also a good place to bury weeds and dead/semi dead plants. If buried deep enough, the weed seeds will not regerminate and keep the playground away from unwanted growth of plants. This method is zero cost but requires labor for digging.

In Vessel Composting has three stages before the compost is screened for use. The wet waste is delivered to an enclosed reception area. Any contamination such as plastic bags or metal cans is removed before it is shredded to a uniform size. The composting process is kick started by naturally occurring micro-organisms already in the waste. They break down the material, releasing the nutrients and in doing so they increase the temperature to 60-70⁰ C, which is needed to kill the pathogens and weed seeds.



The second stage normally lasts 21days. The material is transferred to second barrier, where the composting process continues. The O₂ level, moisture and temperature are carefully monitored and controlled during both composting stages, till the material is fully sanitized. Once the sanitization process is complete the compost is left to mature in an open wind-row or an enclosed area for approx.10-14 weeks to ensure stabilization. Screening usually takes place pre or post maturation, to produce a range of product grades suitable for various end uses such as soil conditioning. The Capex ranges from Rs.4-5 Lakhs for a capacity up to 2-3 tons with operational cost ranging between Rs.10,000-15,000/-per cycle.

Organic Waste Converter (OWC) unit in schools can be installed in the basement or on the ground floor. It needs a room of 10'-12' and some open space outside for the waste collection and segregation if required. The wet waste from the black color bin and the garden waste collected by the cleaning members of the communities should be fed into the Organic Waste Converter (OWC) unit.



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Compost stock along with garden waste as well as kitchen waste is fed into the compost mixing machine. After the components are well mixed, the mixture is kept in crates for fermentation. A little water is added to the mixture after every 3 hours. The process of fermentation takes place naturally in about 15 days. After 15 days, the compost is ready to be used in gardens. The capital cost is approx. Rs.5-7 Lakhs with processing capacity up to 300-1 ton. The operational cost is approx. Rs.10,000-12,000/-per month.

Good Practices

- Providing clear signs in the bin rooms and consistent wording, symbols and colors on all bins



- Providing clean bins and bin rooms that are free of dumped and undisposed waste since dirty and untidy waste facilities will demotivate visitors and staff to use the facilities
- Closed-circuit television (CCTV) monitoring of waste rooms and bin storage areas
- Educating the students, teaching faculty and staff on importance of adequate waste management and sanitation facilities



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- Repairing signs, labels, bins and equipment and promptly replacing damaged equipment using the same designs
- Drinking water coolers, filters should be periodically cleaned and the waste collected from them should be disposed off appropriately.
- Providing/availing a collection service for waste and recycling
- Training of all maintenance staff in the use of the waste system and any equipment
- Orientation of students, teaching faculty and staff on the importance of maintaining cleanliness and good water, sanitation and hygiene practices



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The school management to have full control over:

- What is being disposed of
- Separation of waste and recyclables
- Correct use of waste and recycling bins
- Use of the waste storage facilities
- Use of bins and other equipment.

Implementing these strategies may seem like a lot of effort initially, but they become easier to manage as the entire school including students, teaching faculty and staff get used to working with the system. However, infrastructure development alone cannot bring about the change hoped for. It has to be complimented by creating awareness and interest, motivating people to want to change their behaviour. Activities and events helping create this awareness should be made part of children's curriculum at school.



Some other things to be kept in mind on the issue of school waste management:

- a) Frequency of waste collection
- b) Identifying waste storage requirement/points
- c) Color identification of garbage bins
- d) Ensuring student, teaching faculty and staff's health and safety
- e) Legal Obligation
- f) Preparing checklists
- g) Providing signage boards/posters on bins and important area of waste generation and handling
- h) Compliance to the SOP for maintaining cleanliness standards in the school.



Creating Awareness in an organized and comprehensive manner:

A gender sensitive as well as child-friendly approach to Water, Sanitation and Health (WASH) awareness in schools aims to design and renovate facilities and infrastructure as part of the learning environment. Schools, through child participation and life skills-based hygiene education should work towards developing adequate skills, attitudes and knowledge. Toilet construction and safe water provision in schools should be backed up by awareness regarding good hygiene behavior.

It can be done through means of participatory approach disseminating knowledge via teachers in schools as part of their regular curriculum, students' involvement in hygiene clubs. Hygiene messages may be imparted through reading materials, activity based methodologies or during assembly sessions.

It is important for teachers to understand the importance of attitude change towards WASH practices. Children must be made aware about the consequences of this awareness, in terms of better overall health and hygienic living conditions in school, at home and their communities

Group hand washing with soap sessions should be conducted before the mid-day meals are served, and are supervised by teachers, who emphasize good hand washing techniques. The hand washing sessions are used as an opportunity for delivering hygiene messages, especially the message that hands should be washed at two critical times: before eating and after using the toilet.

Children are known to be effective role models and influencers. They may question existing practices in their households and choose to demonstrate good hygiene. What they learn at school is likely to be passed on to their peers and siblings, and to their own children if they become parents, thereby creating a multiplier effect.

Some creative approaches can be adopted to make it more interesting and adoptable like the way it is done via Sanitation and Hygiene Promotion through Schools project. It depicts a practical teaching and learning model about WASH, where each day of the week is associated with one learning. To elaborate:

- Monday : safe handling of drinking water
- Tuesday: safe disposal of wastewater
- Wednesday: safe disposal of human excreta
- Thursday: disposal of solid waste
- Friday: household sanitation and food hygiene
- Saturday: personal hygiene

Manpower Requirement

An estimation of manpower requirement should be made on an annual basis by the relevant authority. This should take into account the following:



- Area of the entire school:
- Area of the open, common spaces (playground, basketball court):
- No. of Classrooms:
- Number of Toilets:
- Canteen Area:
- Lab equipments, activity rooms’ infrastructure needing special cleaning:
- Area of Swimming Pool:

Number of cleaning staff for specific works (Illustrative) – to be determined as per need.

Area	No. of cleaning staff to be deployed
Entrance Area	Appropriate number as may be needed.
Reception Area	
Playground	
Basketball/Volleyball court	
Main Assembly ground	
Activity Rooms and Equipment	
Science Practical labs	
Swimming pool area	
Shower rooms, locker rooms	
Canteen Area	
Parking area	
Toilets	Typically 1 staff per toilet block
Corridor	Typically 1 staff per floor for 1-2 corridors
Classrooms	If corridor level staff available, then nil, else appropriate number as may be needed

Adequate number of supervisors should be employed. Supervisors responsible for Monitoring and Supervision of Standardized and Timely Cleaning as per SOP should be identified and names displayed prominently. Adequate number of backup staff may also be provisioned for.

Cleaning Practices

All corridors, open spaces, parks, other common spaces like activity rooms, science labs of the school (both external and internal) should be cleaned at any given time. The following cleaning routine should be adhered to:

Sweeping and Mopping of floor

- a) Sweeping of corridors with disinfectant at least once a day.
- b) Frequent brooming of the corridor through the course of the day
- c) Vacuum cleaning of carpets at least daily using appropriate vacuum cleaning equipment.

Garbage Bins

- a) Remove garbage from dustbins and clean them if required.
- b) Provide separate dustbins for biodegradable and non-biodegradable materials.
- c) Replace cleared dustbins to original spot.
- d) If any trash is found anywhere in the complex, pick up immediately.

Doors, Windows and Walls

- a) Spray windows and glass surfaces with water or appropriate cleaning solution.
- b) Removal of all cobwebs and stains.
- c) Extensive cleaning of outer-surface of windows to be carried out by contracted agency at least once a month.
- d) If any fingerprints, smudges or stains found on the corridor wall then the same to be cleaned immediately.

Vents and Fixtures

- a) Dusting of light fittings, wall decorations, other fixtures using feather brush and duster.
- b) Air conditioning vents and sprinklers should also be dusted and checked for proper functioning.



Toilets:

- a) Fixtures including toilets and sinks should be free of streaks, soil, stains and soap scum.
- b) Should have good quality basic fittings like ablution taps and wash basins, etc.
- c) Mirrors and windows should be free of dust and streaks.
- d) Dispensers should be free of dust, soiling and residue and replaced/replenished when empty.
- e) Waste should be disposed of appropriately on a daily basis.
- f) Provisioning of soap, toilet paper, hand towel/dryer, sanitary pads dispenser, dustbins, and other necessary items.
- g) Toilet bowls, urinals and adjoining areas should be cleaned with disinfectant on a daily basis, and the use of acid-based disinfectants should be avoided.
- h) Toilet floors should be kept dry to the extent possible/feasible.
- i) There should be well functioning drainage system.

Common spaces:

- a) Sweeping of corridors, pavements, other external areas at least twice a day.
- b) Cleaning internal common spaces like lift, stairs area, indoor parking area, etc. regularly.
- c) Composting leaves, biodegradable waste (if feasible)

Playground:

- a) Sweeping of park/garden area regularly.
- b) Removing grass and hedge trimmings same day.
- c) Cleaning park benches and other outdoor equipment every day.
- d) Sweeping basketball court/volleyball court area.
- e) Ensure that no water trenches stay in the playground.

Lab and Other Activity Rooms' Equipment

- a) Lab equipment should be regularly cleaned and well maintained.
- b) A list of all chemicals and salts present must be regularly updated and safe disposal of chemicals to be ensured.
- c) Sports room equipment should be checked at regular intervals to see if there is need of repair or replacement with new equipment.
- d) Other activity rooms' equipment like music instruments should be checked at regular intervals to see if there is need of repair or replacement with new equipment.



- e) School infrastructure like swimming pools requiring specialized cleaning services should be catered to adequately.

School Cafeteria/Canteen:

- a) School canteen should be regularly cleaned.
- b) Dustbins should be placed at easily accessible spots to prevent littering.
- c) There should be hand washing facility in the canteen (Utensil washing sinks in case of attached kitchen).
- d) Segregation and composting of food waste (if feasible)

An Intensive cleaning of the school premises to be carried out at least once in two months which should also involve participation all teaching faculty and staff for disposal of redundant/unused hardware, furniture which can be added to inventory and re-allocated as per demand.

Weeding and recording of files should be resorted to at least once in 6 months. The old student records, examination papers, etc. in the record room should be reviewed once a year and destroyed as per guidelines. This would ensure that constant space is created for keeping more recorded files.

If necessary extra manpower for this purpose should be resorted to.

Do's and Don'ts

DO	DON'T
Collect waste, rubbish and debris within the school and dispose as per set frequency.	DO NOT let waste and trash accumulate within the premises.
Dispose all waste as per guidelines.	DO NOT dispose waste outside or near parking lots, playground, drainage, swimming pool, ditches or any other location where they can damage the environment.
Keep all equipment clean; do not allow a build-up of wastes.	DO NOT let equipment get damaged or rusted; replace if unsuitable for further use.
Oversee contractors to ensure that correct procedures are followed and SOP guidelines are complied with.	DO NOT let contractors conduct maintenance in conflict with proper procedures and guidelines; monitor closely.
Impose Penalty on defaulters for littering/spitting/open urinating within the school premises or near the boundary walls	DO NOT allow littering, spitting, open urination or any other practices that affect the cleanliness and aesthetics of the premises.
Conduct surprise inspections of the schools to ensure a clean, hygienic and healthy environment for members and staff.	DO NOT allow accumulation of unnecessary wastes anywhere.
Involve students and staff in such a manner that they voluntarily contribute towards cleanliness.	DO NOT overcharge students in the name providing cleaner and hygienic surroundings.

In case cleaning services are to be outsourced, sample Scope of Work and bid evaluation parameters for reference in at Annexure 1.

Cleaning Equipment

The School Management / Contracting Agency are required to procure appropriate and necessary cleaning and processing equipment as per norms laid down below:

Dustbins

Area	No. of dustbins required
External Area	1 set of color-segregated bins every 150 meters
Toilets	1 per toilet
Parking spaces	As per need
Canteen Area	As per need but should have bio degradable and non-biodegradable components segregation.
Entrance/Reception Area	As per need
Classrooms	1 per classroom
Corridors	As per need
Activity Rooms/Auditoriums	As per need
Science Labs	2 per lab
Library	As per need

Brooms, Dusters, Staff Uniforms

No. of cleaning staff	No. of sets required
As per need	1 per cleaning staff personnel

Cartage Equipment

Equipment	No. of units required
Baskets/collection equipment for gathering garbage	1 per worker
Hand carts	As per need
Trucks/Mini-trucks	As per need

Vacuum Cleaner

Wings/Building	No. of sets required
	2 per building/wing (Senior Wing and Junior Wing) (min.)

Storage Units

Wings/Building	No. of sets required
	2 per building/wing (Senior Wing and Junior Wing) (min.)

Waste Management

A strategy needs to be in place to ensure proper management of waste generated and reduction of waste through recycling and reusing.

Types of waste generated

- a) Bio-degradable (dry) waste {green waste, food waste, paper waste, biodegradable plastics}
- b) Hazardous waste,
- c) Construction and demolition waste,
- d) Bulk garden and horticulture waste including recyclable tree trimmings,
- e) All other non-biodegradable (dry) waste {recyclable and non-recyclable}

Management of Waste

1. Bio-degradable Solid Waste if not composted by the generator, shall be stored by generators of such waste within their premises and its delivery shall be ensured by every such generator to the Municipal Vehicle or to the bio-degradable waste collection vehicle provided for specified commercial generators of bulk bio-degradable waste. Local composting of waste shall be promoted to minimize transportation of waste. The Municipal body shall collect the bio degradable waste from inside the school building keeping with their duties of door to door collection.



2. Hazardous Waste, especially waste from chemistry lab and sick room shall be scientifically disposed as per Municipal Solid Waste Management norms. Good management practice should ensure that hazardous wastes are stored, collected, transported and disposed of separately, preferably after suitable treatment to render them innocuous.



3. Construction and Demolition Waste shall be stored only within the premises of buildings, or in containers where such facility of renting out containers is available, till finally removed from the premises. No person shall dispose of construction waste or debris on the streets, public spaces, footpaths or pavements. If contractors have the obligation to collect the C&D waste, it should be done immediately after all work is finished. Failure to do so will attract penalty (for example CPWD does not pick up the waste on time and leaves the unused cement bags etc. lying for months.



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As a result the C&D waste gets spread around. While, in normal course, all the waste is picked up together, but it should also be done in piecemeal manner)

4. Bulk garden and horticultural waste shall be kept un-mixed and composted at source. The Director (Horticulture) or the concerned officer shall notify Instructions/ guidelines with regard to pruning of trees and storage and delivery of tree trimmings including collection schedules.



5. All other Non-biodegradable (“Dry”) waste – both recyclable and non-recyclable – shall be stored and delivered by every generator of waste to the dry waste collection vehicle.

6. Burning of waste: Disposal by burning of any type of solid waste is prohibited.

7. The School Administration/Contracted Agency must ensure that officials do not throw any waste on the streets, footpaths, open spaces, drains or water bodies and instead store the waste at source of waste generation in two bins/bags, one for food waste/bio-degradable waste and another for recyclable waste such as papers, plastic, metal, glass, rags etc.(as under):-



- Types of Wastes to be put in the Bin Meant for Food Wastes & Bio-degradable Wastes:
 - a. Food wastes of all kinds, cooked and uncooked, including eggshells.
 - b. Flower and fruit wastes including juice peels and house-plant wastes.
 - c. Classroom sweepings.

- Types of recyclable and other non-bio-degradable wastes to be kept separately:
 - a. Paper and plastic, all kinds
 - b. Cardboard and cartons
 - c. Containers of all kinds excluding those containing hazardous material
 - d. Packaging of all kinds
 - e. Glass, all kinds
 - f. Metals, all kinds

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- g. Rags, rubber, wood
- h. Foils, wrappings, pouches, sachets and tetrapak (rinsed)
- i. Cassettes, computer diskettes, printer cartridges and electronic parts
- j. Discarded clothing, furniture and equipment

8. Wastes such as used batteries, containers for chemicals and pesticides, discarded medicines and other toxic or hazardous waste if and when produced, should be kept separately from the above two streams of waste.



Annexure 1: SOW and Evaluation parameters for Outsourcing

Sample Scope of Work

<<School is located <<Address>>. It has <<details of buildings with floors, rooms, corridors, plot size etc. >>.

The scope of work would encompass cleaning the specified area so that the area is always clean and presentable. This area in <<School>> includes the following:

- 1) Classrooms, Corridors, Activity Rooms, Science Labs: <<No.s>> (Occupied Areas).
- 2) Lobby and Staircases: <<No.s>> & <<No.s>>.
- 3) Toilets: Boys Toilets <<No.s>> and Girls Toilets <<No.s>>. Junior Wing <<No.s>>, Senior Wing <<No.s>>
- 4) Surroundings: Playground, Pathways within premises and pathways around the perimeter of premises.
- 5) Roofs, Terrace, Canteen, Reception, Swimming Pool, Pump House and Porches etc.
- 6) Any other area of <<School>> not specifically mentioned above.

Cleaning Services

The aim and objective is to provide a clean, hygienic and presentable look to the entire school area. Pre-designated manager/supervisors of the successful bidder will supervise the awarded work. General Administration of <<School>> will monitor the cleanliness of the entire work, staff deployed by the successful bidder. The successful bidder has to ensure that the staff deployed is well-dressed in neat and clean uniform and carrying photo identity cards displayed properly.

Daily & Weekly Services

Cleaning services should be done daily from Monday to Saturday (Sundays, in case of activities). The working timings will be 8:30 am to 5:00pm daily & from 9.00 a.m. to 2.00 p.m. on Saturdays. The cleaning in occupied area should be

done, as and when, the halls/ rooms/ cabins are opened and in the presence of the authority concerned or and in the presence of his/her authorized representative twice in a day in addition on call basis by the management/staff concerned during office hours on all working days only. The in-depth cleaning of the entire area will be done by the successful bidder once in a week. The details of daily and weekly cleaning services are given as under:-

Schedule of Cleaning Services

S.no.	Area & Activity	Frequency
1.	School Area: All classrooms, playground, assembly and reception area	Daily
2.	Dustbin Cleaning	Daily
3.	Cleaning, Sweeping & Mopping of floors with disinfectant cleaner of all the floors including staircases and all the rooms/halls/corridors	Daily/call based
4.	Cleaning, Sweeping & Mopping of common areas	Twice in a day/call basis
5.	Cleaning of activity rooms, swimming pool etc.	Weekly
6.	Removing of stains	Weekly
7.	Cleaning of electrical fittings	Weekly
8.	Cleaning of doors, windows, window glass and grills, window panes, furniture, fixtures, venetian blinds, window edges	Twice in a week on working days
9.	Stains, Spills, footmarks on floor	Immediately/Call basis
10.	Reception area	Daily
11.	Mopping of toilets	Thrice in a day
12.	Check working of exhaust fans	Daily
13.	Stair case cleaning, sweeping & mopping	Daily
14.	Change/check of toilets papers/ napkins	Hourly
15.	Removal of waste papers and any other garbage and blockage and choking from the entire area covered under the tender.	Daily
16.	Cleaning of baskets, wastepaper baskets,	Daily

	cobwebs and disposing off all collected refuse at designated site.	
17.	Acid-cleaning and scrubbing of toilets, wash basins, sanitary fittings, and glasses & mirrors and toilets floors.	Daily
18.	Cleaning and disinfecting all vitreous fixtures including toilet bowls, urinals, sinks, toilet seats, containers etc. Brush thoroughly to include below water level and under rims including areas at hinges and cistern handles. Restock toiletries, which include Liquid hand soap, Toilet paper, air freshener, and Sanitary Cubes and Naphthalene balls in toilets after daily check-ups in the morning, afternoons and on call basis during daytime.	Daily
19.	Check and remove hairs, dust, dirt or any such object from anywhere in area covered under the tender.	Daily
20.	Cleaning, sweeping, dusting, mopping, scrubbing of canteen, reception, security rooms, committee room, Staff room, medical room, meeting rooms should be checked at regular intervals	Daily
21.	The staff of the successful bidder will arrange the conference rooms and also remove garbage, wastages etc. immediately after the event is over.	Daily/Call basis
22.	The wastage will be removed twice in a day from the office.	Twice in a day
23.	One Cleaning personnel should always be present in front of every toilet.	Daily
24.	Thorough cleaning, sweeping, washing, mopping with disinfectant cleaners of all floors, staircases and toilets, ceilings and high walls, cleaning of fans, cleaning of roofs, terrace, etc.	Weekly
25.	Polishing and grinding with rubber thread of	Weekly

	floor areas	
26.	Cleaning of all chrome fittings, glass frames, soap holders etc. to a shiny finish	Weekly
26.	Successful bidder will provide duty register to DGCA	Weekly
27.	All other work which are not listed here	-

Sanitization (Weekly):

- Classroom paper bins would be cleaned and sanitized.
- All washrooms dustbins would be thoroughly cleaned and sanitized.
- All telephone instruments would be sanitized using disinfectants.
- Waste bins from pantry/canteen areas would also be thoroughly cleaned and sanitized with disinfectants.
- Waste bins from Science labs and Medical room would also be thoroughly cleaned and sanitized with disinfectants.
- Thorough washing of all walls and doors of toilet with appropriate detergent and disinfectant.

Polishing (Weekly):

- All the door/window handles/knobs, other brass fittings and items/statues, planners etc. are required to be polished and kept in shining condition.

Other Tasks:

- Sweeping, mopping, machine scrubbing of all specified floors.
- Removing all garbage and replace cleaned bins. Garbage will be taken to the designated site from where the contractor will arrange for its disposal.
- Wipe/clean of all glass doors and windows regularly.
- Maintain high standards of cleanliness and hygiene at all assigned areas throughout the premises.

Other Works:

- The Bidders supervisory staff should be available at site every day during office working hours. In case of emergency complaints, the Bidder is to ensure rectification of defects immediately.
- The Bidder will immediately attend the complaint and complete the same on its receipt on the same day.
- The Bidder will have to maintain all types of records for consumption and receipt of material as desired by <<School>> and instructions issued from time to time in this regard should be complied with by the Bidder.

Evaluation Parameters

Bids should be evaluated on the basis of total tender value for 1 supervisor and required number of cleaning personnel as may be estimated.

S.no.	Particulars	Description	Cleaning Personnel (Rates per person per month)	Supervisor (Rates per person per month)
a	b	c	d	e
1	Basic pay + VDA	Minimum wages must be followed as per rules		
2	Employees Provident Fund	12% of Basic plus VDA		
3	Employees State Insurance	4.75% of Basic plus VDA		
4	Bonus	Ceiling of Rs.7,000 per year		
5	Total cost per employee	Sum of Sr. No.1 to Sr. No.4		
6	No. of Employee	As per tender document		
7	Total Cost	S.no. 5 x S.no.6		
8	Total Cost of <<No>> employee	S.no. 7 (d) & S.no. 7(e)		
9	Cleaning material cost	-		
10	Total Cost	Sum of S.no. 8 & S.no. 9		
11	Service Charge in %age (on Sr.No.10 in %age)			
12	Sum Total	Sum of S.no. 10 & S.no. 11		
13	Service Tax @<<>>%	On S.no. 12		
14	Total Cost of Service per month	Sum of S.no. 12 & S.no. 13		
X)	Tender Value (One Year):-	S.no. 14 x 12months		



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