

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

No. 05/TGIV/10/SAN/32/Pay & Use Policy

New Delhi, dated : 05-06-2012

The General Managers,  
All Zonal Railways

Policy Circular No. **34** -Commercial Directorate

**Sub: Revised Policy for normal Pay & Use toilets - Provision of an improved Essential Amenity to the passengers.**

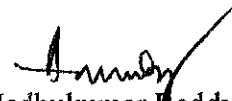
Instructions have been issued vide Board's letter of even number dated 07.06.2006 (Policy Circular No.46 – Commercial Directorate) laying down guidelines for introduction of Deluxe and Normal Pay & Use toilets. With a view to providing Pay & Use toilets as an essential service to the passengers, the policy circular has been reviewed. Fresh guidelines to be followed regarding normal Pay & Use toilets are enclosed.

These guidelines are to be followed in case of all new contracts to be awarded subsequent to issue of this policy circular. However, the guidelines regarding deluxe Pay & Use toilets as issued vide Board's policy circular no. 46 of 7.6.06 remains unchanged.

This issues with the concurrence of the Finance, Electrical and Land & Amenities Directorates of the Ministry of Railways.

It is desired that action may be taken accordingly under intimation to all concerned.

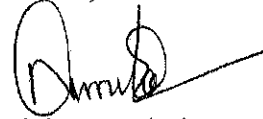
Kindly acknowledge receipt of the letter.



(A. Madhukumar Reddy)  
Executive Director Passenger Marketing  
Railway Board

Encl: Policy guidelines  
No. 05/TGIV/10/SAN/32/Pay & Use Policy

New Delhi, dated 05-06-2012



For Financial Commissioner  
Railway Board

No. 05/TGIV/10/SAN/32/Pay & Use Policy

New Delhi, dated 05-06-2012

Copy to:  
Chief Commercial Managers, All Zonal Railways  
FA & CAOs, All Zonal Railways

## **NORMAL PAY & USE TOILETS:**

Construction of normal Pay & Use toilets on BOT basis as envisaged in the Commercial Policy Circular No.46 of 2006 dated 07.06.2006 has been reviewed. Based on feedback from stakeholders as well as interaction with users, it has been desired that renovation and maintenance of the existing toilets may be done through public-private partnership and entrusted to outside agencies on Renovate, Operate & Maintain and Transfer (ROMT) basis. However, where the parties are not coming forward on ROMT basis and the condition of the existing toilets is satisfactory, the Railways may entrust them to outside agencies for Operation and Maintenance only with the approval of DRM/ADRM.

### **2. BASIC AMENITIES TO BE ENSURED DURING RENOVATION:**

- Urinals.
- Separate toilets for ladies and gents duly making one of the toilets disabled friendly.
- At least one European style toilet.
- Adequate number of washbasins with provision of soap solution for washing hands.
- A small bathing unit (Optional). However, no bathing unit on island platform should be permitted.
- Good quality ceramic flooring and Dado tiles should be used, preferably of larger size to have fewer joints.
- All electrical wiring should be concealed with flush type switch panel Board. Adequate light fittings should be provided and maintained to keep the illumination level as per prescribed limit. Adequate number of exhaust fans of suitable capacity should be provided to ensure proper air circulation and for removing foul smell.
- Proper cleaning arrangements should be ensured.
- PVC water storage tanks of adequate capacity should be provided.
- Litterbins should be provided.
- The toilet unit is to be operated as a no-smoking zone and proper indication board in this regard should be displayed.
- All water pipes, drainage and waste pipes should be concealed.
- The layout plan for renovated unit should be got approved from Railways. The plan should also show disposal of sewage & sullage drains and electrical wiring & fittings.

### **3. OPERATION & MAINTENANCE OF NORMAL PAY & USE TOILETS:**

- Adequate no. of safaiwalas to be posted.
- The staff provided should be literate and courteous towards the users.
- Employee schedule to be provided.
- Standard cleaning materials and equipments should be used.
- Ensure proper cleanliness.
- Ensure safety and security of passengers/users.
- Routine maintenance including prompt repairs of potholes, cracks, concrete joints, electric fittings, lighting, sanitary fittings and signages.
- Prevention of any encroachment in/adjoining the toilet block.
- It will be the responsibility of the Service Provider to ensure proper disposal of drainage upto the outfall and any choking of drainage should be attended to promptly.
- Proper litter/garbage disposal beyond railway limits or at the location as approved by Railways should be done by Service Provider.
- Cleanliness/Hygiene of surroundings of toilets (3 to 5 metre around) should be ensured by the Service Provider
- Cleaning the septic tanks, including the safe disposal of their contents and maintenance of the sewerage system will be the responsibility of the Service Provider.
- White washing and painting to be undertaken as and when required/instructed.
- Mechanised scrubbing and polishing of the floor surface of the toilet to be done periodically.
- Use of anti-odour material like naphthalene balls, odonil, freshner etc

### **4. PERIOD OF CONCESSION:**

The period of Concession for Normal 'Pay and Use' toilets under ROMT scheme will be 10 (ten) years. After completion of concession period, Railway may extend the concession period on mutually agreed terms and license fee subject to the satisfactory performance of the Service Provider. If the period is not extended by Railways then the assets will be transferred to the Railways who will be free to lease it further to other individuals/organizations. However, where the agreement is for Operation and Maintenance only, the period will be for 5 years.

The Service Provider should indemnify the Railways for the damages caused due to non-compliance to any statutory law, bye-law or service conditions.

**5. LUMP SUM LICENSE FEES:**

The Service Provider shall pay an annual license fees to the Railways as quoted in the financial bid. Reserve price, however, will be fixed by the Railways depending upon various parameters like category of station, location, clientele etc. after conducting a survey. Reserve price so fixed may be indicated in the tender document for the financial bid. The payment of license fees will be on annual basis and to be paid in advance in first quarter of every year of the contract.

**6. TAX LIABILITY:**

The Service Provider shall be responsible for all the taxes to be paid to the civic agencies for the services rendered by him. There will be no tax liability upon the Railways whatsoever on any account.

**7. TERMINATION OF CONTRACT:**

The Railways can terminate the contract in case of continued non-compliance of Service conditions by the Service-Provider with one month's notice.

**8. PUNITIVE CLAUSE:**

Railways can impose fine on the Service Provider if the desired level of cleanliness is not maintained and for lack of proper upkeep, facilities, etc. Fine upto Rs 500/- at a time for unsatisfactory cleanliness and upto Rs 1000/- at a time for lack of proper upkeep, facilities may be imposed. However, the fine should not be more than Rs 2000 at a time. Such clause should be clearly brought out in the Agreement.

**9. COMPLAINTS AND SUGGESTIONS:**

The Service Provider shall provide a complaint free service. They should also maintain a complaint and suggestion register at the toilets which shall be made available to the users/passengers. Notice to this effect should be put up at entry points to the toilets.

**10. PROJECT COMPLETION:**

The renovation as per ROMT of Normal 'Pay and Use' toilets under this scheme should be completed within 4 months of signing the agreement. No extension shall be given under normal conditions. However, if the Railways are satisfied that delay, if any, is caused under unforeseen/unavoidable circumstances, extension may be granted.

11. The specific process for selection of service provider, details regarding illumination level at normal 'pay & use' toilets, electricity & water charges to be paid by service provider and realization of usage charges by the service provider at various category of stations are as under:

**12. FOR A-I AND A CATEGORY OF STATIONS**

**A. PROCESS FOR SELECTION OF AGENCY:**

**I. Expression of Interest (EOI):**

(a) Expression of Interest (EOI) will be called by Railway through leading national newspapers from the interested parties/organizations.

(b) Shortlisting of the parties/organization will be done by a committee consisting of JA Grade Officers of Commercial, Engineering and Finance departments, based on the following criteria:

(i) The net worth of the bidder shall not be less than Rs. 50 lakhs in case of A1& A category of stations.

(ii) The bidder should have minimum 3 years experience of Operation and Maintenance of similar facilities. Experience of constructing such toilets will be desirable qualification.

(iii) Overall capacity and working standard of the firm by way of previous experience and their pre-bid presentation

(iv) The technical qualifications of the supervisors and staff employed by the bidder.

(c) Based on the finalisation of layout and design, a single packet tender should be called containing the 'Financial Bid' from the shortlisted parties.

**II. RESPONSIBILITY OF THE BIDDERS BEFORE SUBMISSION OF OFFERS:**

(a) The bidders shall be responsible for all the costs associated with the preparation of the proposal and their participation in the selection process. Railways

will not be responsible or in any way liable for such costs, regardless of the conduct or outcome of the selection process.

(b) The bidders shall ensure that the bid is complete in all respects and conforms to all the requirements.

(c) The bidders should be familiar with the clearances required from various authorities for commencement of the work. The bidder shall be deemed to have carried out preliminary checks with relevant authorities.

(d) It would be deemed that by submitting the bid, the bidders have made a complete and careful examination of the documents and obtained all relevant information about the project. Railways shall not be liable for any mistake or error on the part of the bidders in this respect.

### III. EVALUATION OF OFFERS:

a) Opening of financial bid.

(i) Railways will intimate the date and venue of opening of the offers to bidders. They should be requested to be present at the time of opening of the financial bid.

(ii) Conditional bids will be liable to be rejected.

iii) The above Committee will evaluate the offers and their recommendations shall be accepted by DRM/ADRM.

### IV. SELECTION AND NOTIFICATION:

The successful bidder will be intimated through a 'Notice of Award' and he must sign the 'letter of acceptance' within 10 days of the issue of the 'Notice of Award'. The agreement must be signed within 30 days of 'Notice of Award'. In case, the bidder does not sign the agreement within 30 days of issuance of 'Notice of Award', the railway reserves the right to cancel the offer and proceed ahead in a manner deemed fit.

Accordingly, details of Concession agreement may be drawn.

### B. ILLUMINATION LEVEL:

Illumination level would be as under: -

Approved lux levels		Luminaries
For Model Stations	For other than Model Stations	
100	75	T5/CFL/LEDs

### C. ELECTRICITY AND WATER CHARGES:

Separate Electric and water meters of approved make will be installed by service provider. However, electric and water connection shall be provided by Railways free of cost from the nearest available electric and water point.

The electricity/water charges to be realized will be as under: -

Water	Electricity
Actual consumption of water to be charged. <u>No service charge.</u>	Actual consumption of electricity to be charged. <u>No service charge.</u>

### D. REALIZATION OF USAGE CHARGES BY THE SERVICE PROVIDER:

The Service Provider can charge the users/passengers @ upto Rs 2/- for using latrine and Rs 5/- for using bathroom only or both bathroom and latrine. However, no charge shall be levied for urinals.

The rates can be reviewed once in three years on mutually agreed terms. The rate list should be displayed at noticeable locations/entry points to the toilets. Clear sign-boards showing that the urinals are free should be displayed. The Service Provider should issue a receipt to the users/passengers for the services provided.

## 13. FOR 'B' AND 'C' CATEGORY OF STATIONS

### A. PROCESS FOR SELECTION OF AGENCY:

#### I. Expression of Interest (EOI):

(a) Expression of Interest (EOI) will be called by Railway through leading national newspapers from the interested parties/organizations.

(b) Shortlisting of the parties/organization will be done by a committee consisting of Senior Scale Officers of Commercial, Engineering and Finance departments, based on the following criteria:

(i) The net worth of the bidder shall not be less than 30 lakhs for B & C category of stations.

(ii) The bidder should have minimum 3 years experience of Operation and Maintenance of similar facilities. Experience of constructing such toilets will be desirable qualification.

(iii) Overall capacity and working standard of the firm by way of previous experience and their pre-bid presentation

(iv) The technical qualifications of the supervisors and staff employed by the bidder.

(c) Based on the finalisation of layout and design, a single packet tender should be called containing the 'Financial Bid' from the shortlisted parties.

## **II. RESPONSIBILITY OF THE BIDDERS BEFORE SUBMISSION OF OFFERS:**

(a) The bidders shall be responsible for all the costs associated with the preparation of the proposal and their participation in the selection process. Railways will not be responsible or in any way liable for such costs, regardless of the conduct or outcome of the selection process.

(b) The bidders shall ensure that the bid is complete in all respects and conforms to all the requirements.

(c) The bidders should be familiar with the clearances required from various authorities for commencement of the work. The bidder shall be deemed to have carried out preliminary checks with relevant authorities.

(d) It would be deemed that by submitting the bid, the bidders have made a complete and careful examination of the documents and obtained all relevant information about the project. Railways shall not be liable for any mistake or error on the part of the bidders in this respect.

## **III. EVALUATION OF OFFERS:**

a) Opening of financial bid.

(i) Railways will intimate the date and venue of opening of the offers to bidders. They should be requested to be present at the time of opening of the financial bid.

(ii) Conditional bids will be liable to be rejected.

iii) The above Committee will evaluate the offers and their recommendations shall be accepted by DRM/ADRM.

## **IV. SELECTION AND NOTIFICATION:**

The successful bidder will be intimated through a 'Notice of Award' and he must sign the 'letter of acceptance' within 10 days of the issue of the 'Notice of Award'.



The agreement must be signed within 30 days of 'Notice of Award'. In case the bidder does not sign the agreement within 30 days of issuance of 'Notice of Award', the railway reserves the right to cancel the offer and proceed ahead in a manner deemed fit.

Accordingly, details of Concession agreement may be drawn.

**B. ILLUMINATION LEVEL:**

Illumination level would be as under: -

Approved lux levels		Luminaries
For Model Stations	For other than Model Stations	
75	50	T5/CFL/LEDs

**C. ELECTRICITY AND WATER CHARGES:**

Separate Electric and water meters of approved make will be installed by service provider. However, electric and water connection shall be provided by Railways free of cost from the nearest available electric and water point.

The electricity/water charges to be realized will be as under: -

Category of Station	Water	Electricity
'B'	Upto 15000 litres/month free (@500 litres/day) and thereafter payment as per actual consumption. No service charge.	Free for the first 200 units on monthly basis and beyond 200 units actual consumption of electricity to be charged. No service charge.
'C'	Free	Free for the first 200 units on monthly basis and beyond 200 units actual consumption of electricity to be charged. No service charge.

**D. REALIZATION OF USAGE CHARGES BY THE SERVICE PROVIDER:**

The Service Provider can charge the users/passengers @ upto Rs 2/- for using latrine and Rs 5/- for using bathroom only or both bathroom and latrine. However, no charge shall be levied for urinals.

At 'C' category (suburban) stations, zonal railways may consider with the approval of General Managers to levy a charge of Re 1/- for urinals where maintenance of normal

'Pay and Use' toilets is found to be unviable. The rates can be reviewed once in three years on mutually agreed terms.

The rate list should be displayed at noticeable locations/entry points to the toilets. Clear sign-boards showing that the urinals are free should be displayed. The Service Provider should issue a receipt to the users/passengers for the services provided.

#### **14. FOR 'D' AND 'E' CATEGORY OF STATIONS**

##### **A. PROCESS FOR SELECTION OF AGENCY:**

##### **I. Expression of Interest (EOI):**

(a) Expression of Interest (EOI) will be called by Railway through leading national newspapers from the interested parties/organizations.

(b) Shortlisting of the parties/organization will be done by a committee consisting of Asstt. Grade Officers of Commercial, Engineering and Finance departments, based on the following criteria:

(i) The net worth of the bidder shall not be less than 10 lakhs for D and E category of stations. However, at D and E category of stations the net worth of bidder may be suitably amended with the approval of DRM/ADRM.

(ii) The bidder should have minimum 3 years experience of Operation and Maintenance of similar facilities. Experience of constructing such toilets will be desirable qualification.

(iii) Overall capacity and working standard of the firm by way of previous experience and their pre-bid presentation

(iv) The technical qualifications of the supervisors and staff employed by the bidder.

(c) Based on the finalisation of layout and design, a single packet tender should be called containing the 'Financial Bid' from the shortlisted parties.

##### **II. RESPONSIBILITY OF THE BIDDERS BEFORE SUBMISSION OF OFFERS:**

(a) The bidders shall be responsible for all the costs associated with the preparation of the proposal and their participation in the selection process. Railways will not be responsible or in any way liable for such costs, regardless of the conduct or outcome of the selection process.

(b) The bidders shall ensure that the bid is complete in all respects and conforms to all the requirements.

(c) The bidders should be familiar with the clearances required from various authorities for commencement of the work. The bidder shall be deemed to have carried out preliminary checks with relevant authorities.

(d) It would be deemed that by submitting the bid, the bidders have made a complete and careful examination of the documents and obtained all relevant information about the project. Railways shall not be liable for any mistake or error on the part of the bidders in this respect.

### III. EVALUATION OF OFFERS:

a) Opening of financial bid.

(i) Railways will intimate the date and venue of opening of the offers to bidders. They should be requested to be present at the time of opening of the financial bid.

(ii) Conditional bids will be liable to be rejected.

(iii) The above Committee will evaluate the offers and their recommendations shall be accepted by DRM/ADRM.

### IV. SELECTION AND NOTIFICATION:

The successful bidder will be intimated through a 'Notice of Award' and he must sign the 'letter of acceptance' within 10 days of the issue of the 'Notice of Award'. The agreement must be signed within 30 days of 'Notice of Award'. In case, the bidder does not sign the agreement within 30 days of issuance of 'Notice of Award', the railway reserves the right to cancel the offer and proceed ahead in a manner deemed fit.

Accordingly, details of Concession agreement may be drawn.

### B. ILLUMINATION LEVEL:

Illumination level would be as under: -

Approved lux levels		Luminaries
For Model Stations	For other than Model Stations	
50	50	T5/CFL/LEDs

### **C. ELECTRICITY AND WATER CHARGES:**

Separate Electric and water meters of approved make will be installed by service provider. However, electric and water connection shall be provided by Railways free of cost from the nearest available electric and water point.

The electricity/water charges to be realized will be as under: -

Water	Electricity
Free	Free

### **D. REALIZATION OF USAGE CHARGES BY THE SERVICE PROVIDER:**

The Service Provider can charge the users/passengers @ upto Rs 2/- for using latrine and Rs 5/- for using bathroom only or both bathroom and latrine. However, no charge shall be levied for urinals.

The rates can be reviewed once in three years on mutually agreed terms. The rate list should be displayed at noticeable locations/entry points to the toilets. Clear sign-boards showing that the urinals are free should be displayed. The Service Provider should issue a receipt to the users/passengers for the services provided.

### **PAY AND USE TOILETS AT SMALLER STATIONS:**

At all 'D' and 'E' category of stations Railways shall construct the Toilet Units and the contract to operate them on 'Pay & Use' basis may be awarded to a suitable Service Provider, selected through normal tendering process by a Committee of Assistant Scale Officers of Commercial and Finance Departments. Provision of bathing facilities can be optional in such toilet blocks. Depending upon the patronage of the station, the Service Provider should quote a lump sum amount to be paid to Railways or the amount Railway should pay to him as the case may be. However, the maximum amount payable by Railways shall not exceed Rs 2500/- per month. This amount may be increased by 5% every year in consultation with FA&CAO.

The Service Provider can charge the users/passengers @ upto Rs 2/- for using the latrine and Rs 5/- for using bathroom only or both latrine and bathroom (if provided). However, no charges shall be levied for urinals and from handicapped persons for using latrines also. The rates can be reviewed once in three years on mutually agreed terms. The rate list should be displayed at noticeable locations/entry points to the toilets. Clear sign-

board showing that urinals are free should be displayed. In order to ensure complaint-free service, a receipt may be issued to the users/passengers for the services provided.

**SUPERVISION AND PROPER MONITORING OF PAY & USE TOILETS**

In order to ensure proper maintenance of the Pay & Use toilets, a proper mechanism for supervision and monitoring which should interalia lay down inspection schedules of various level should be devised and incorporated in the Agreement. The suggested Schedule for cleaning, monitoring and inspection is placed at Annexure 1. Zonal Railways may incorporate additional features/activities taking into account the local conditions.

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**Suggested schedule of cleaning, monitoring and inspection of 'pay and use toilets'****Minimum schedule of cleaning activities for A-1, A, B & C category stations :**

S.No.	Activities planned	Frequency of cleaning
1.	HP washing	Minimum thrice in a day
2.	Des Spray	Minimum Once in a day
3.	Wet cleaning on glass walls, mirrors etc.	Minimum once in a day
4.	Stain removing on granite walls	Minimum once in a week

Other cleaning activities required for keeping the pay and use toilets neat and clean on regular basis and the frequency of the activities may be decided by the concerned zonal railway. The above activities should be incorporated in the agreement to be signed with the service provider.

Execution of the above activities shall be recorded in a register to be maintained by the service provider and shall be verified by the official nominated (Health Inspector/Commercial Inspector)

**Schedule of monitoring and inspections**

Inspection schedule shall be as under:

At A-1, A, B and C category stations:

Inspection by Health Inspector/Commercial Inspector	-	Once a week
Inspection by Station Manager	-	Once a month
Inspection by Asst. scale officer(Comml or medical)-		Once in six months
Inspection by Sr. Scale officer(Comml or medical)	-	Once a year

At D and E category stations the schedules will be decided by the concerned zonal railways.

- The nominated official will also see the complaint and suggestion register provided by the service provider and ensure that the entries made therein are taken care of.
- In case of any deficiencies and non-compliance of the conditions of the contract, the nominated official shall bring to the notice of the higher authorities and get the appropriate action initiated against the service provider as per the conditions of the contract.

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