

Schedule 7

Scope of Services

The Scope of Services of the Service Provider is listed in the table below:

Sl.No	Activity		Process	Frequency
A	Primary Collection			
1	Households (including Slums) and Commercial Establishments not categorised under Bulk Generator	Service Provider shall begin door to door collection from Households with all Resources deployed in the Package, no later than 6:30 AM unless otherwise specified in the Agreement. After completion of collection of MSW from Households, the Service Provider shall begin door to door collection from Commercial Establishments (other than Bulk Generators). However, this shall preferably begin at 11.00 AM and shall not commence later than 1:00 PM unless otherwise specified in the Agreement. MSW collected from the slum areas shall be transferred to Auto-tipper(s) which shall further transfer the same for Secondary Transportation to the Designated Location(s). Contractor shall not refuse any stream of waste from the HH as part of its obligation.		
i	Dry Waste (including e-waste, hazardous waste)	Door to door collection of dry waste shall be carried on every alternate day using the Vehicle Type prescribed in Schedule 3A. <i>The waste must be transported to the Designated DWCC.</i>	<p>The Service Provider shall accept dry waste handed over in a disposable bag/ a returnable bin to be emptied into the Vehicle.</p> <p>Collection of special waste streams shall be carried out from households such as mattresses, broken chairs, etc.</p>	Every Alternate Day



Sl.No	Activity	Process	Frequency
ii	Wet Waste	<p>Door to door collection of wet waste shall be carried out on a daily basis using the Vehicle Type prescribed in Schedule 3A.</p> <p>Any mixed waste received, shall be transferred for Secondary Transportation to the Designated Location for Mixed Waste.</p> <p>Kitchen waste/organic waste will be collected in separate receptacles.</p> <p>Non segregated waste/mixed waste post 2 month from Agreement Date is a punishable offence. This will be followed strictly.</p> <p>The Service Provider shall accept wet waste handed over in a returnable bin to be emptied into the Vehicle.</p> <p>If wet waste is received in bags, the Service Provider shall empty the bag and return it to the HH</p> <p>Ordinarily mixed waste will not be collected.</p> <p>Alternatively, this may be collected against payment of penalty during the transition period (1 month from receipt of Letter of Commencement) of the Agreement only.</p> <p>Non-compliance by generators by providing non-segregated waste is a punishable offence.</p> <p>In the event of receipt of mixed waste, the Service Provider shall collect and transport the same in a separate bin. Specification of the bins for collection of mixed waste is set out in Schedule 3C.</p> <p>Incase of noncompliance in providing segregated waste by the generators, Service Provider shall be allowed to collect necessary proof (photograph with time stamp with GPS location) and submit the same to BBMP.</p> <p>BBMP shall levy the fine on the generator which must be subsequently collected by the Service Provider from the respective HH which has failed to comply with and handover the same to BBMP. BBMP shall further share with the Service Provider, 50% of the total amount collected through fine.</p>	Daily
iii	Sanitary Waste	<p>Door to door collection of Sanitary Waste shall be carried out along with Wet Waste. However, Sanitary Waste shall be collected and transported in separate bags.</p> <p>To be handed over at Designated Location</p> <p>The Service Provider shall accept sanitary waste handed over in a separate bag.</p> <p>The bag must be marked with a cross on it.</p> <p>The bag must be marked with a cross on it. The collection vehicle shall have a separate bag/bin</p>	Daily



Sl.No	Activity		Process	Frequency
			to temporarily store sanitary waste, till the same is transferred to the lorry point receptacle.	
2	Street Sweeping and Clearing			
i	Roads, footpaths, flyovers and sub-ways	Service Provider is responsible for sweeping all the roads, footpaths, flyovers and sub-ways within the Package. Wherever medians are present, all litter (including leaf litter) shall be cleared. Steps at sub-ways shall also be swept.	<p>Sweeping activities with all Resources deployed in the Package, shall commence no later than 6.30 AM and shall be completed by 1:00 PM.</p> <p>Manpower responsible for sweeping shall gather and place in bags, as specified in Schedule 7, the silt/waste from street sweeping at intervals of 50 m. These bags shall be collected by Vehicles deployed by the Service Provider specifically for transporting street sweeping waste to the Secondary Collection Point.</p>	<p>Major: Daily</p> <p>Intermediate: Daily</p> <p>Minor: Daily/ Alternate/ Once or Twice a Week, as per specified in Schedule 7</p>
ii	Street Sweeping- Second Shift	<p>The Service Provider shall undertake second shift of sweeping on the following roads:</p> <p>a.</p> <p>b.</p> <p>c.</p> <p>d.</p> <p>e.</p>	<p>Sweeping activities with all Resources deployed in the Package, shall commence no later than 9:00 PM and shall be completed by 1:00 AM.</p> <p>Manpower responsible for sweeping shall gather and place in bags, as specified in Schedule 7, the silt/waste from street sweeping at intervals of 50 m. These bags shall be collected by Vehicles deployed by the Service Provider specifically for transporting street sweeping waste to the Secondary Collection Point.</p>	Daily
iii	Playgrounds, burial grounds and parks, Public toilets and urinals	Service Provider is responsible for clearing litter in the BBMP maintained/owned playgrounds, burial grounds and parks, removal of wall posters within the Package.	The waste shall be segregated and disposed as per the process specified for dry, wet, sanitary waste, green waste and street sweeping waste as set out in Sl. No. 1 and 2 above.	<p>Burial grounds- Every Alternate Day</p> <p>Parks and playgrounds – Daily</p> <p>Removal of wall posters – Daily</p>
iv	Vacant Sites	Service Provider is responsible for clearing any Municipal Solid Waste including weeds found on vacant sites within the Package.	The waste shall be segregated and disposed as per the process specified for dry, wet, sanitary waste and street sweeping waste as set out in Sl.	As and when identified and on request



Sl.No	Activity		Process	Frequency
			<p>No. 1 and 2 above.</p> <p>In case, a request is placed by the concerned BBMP Representative to clear a specific Vacant Site, the said Vacant Site shall be cleared by the Service Provider within 8 Working Hours of such request.</p> <p>The Service Provider shall maintain a record of such requests received from the BBMP Representative and shall be required to get a counter signature of the BBMP Representative on completion of the request received. For the purpose of recording completion of request, the Service Provider shall prepare a Request Completion Report providing the following details:</p> <p>1. Name and location of Vacant Site 2. Date and time of request logging 3. Date and time of closure of the request 4. Activities carried out 5. Photographs of the Vacant Site- before and after clearing the MSW. The photographs should have date, time and GPS location stamp.</p>	
v	Dead animals	<p>Service Provider is responsible for clearing any dead animals found within the Package.</p> <p>The dead animal needs to be cleared from the street within 4 hours from the time identified on the streets and need to be transported to the Designated Location</p>	<p>In case, a request is placed by the concerned BBMP Representative to clear dead animal (s), the Service Provider shall clear the dead animal within 4 Working Hours of such intimation.</p> <p>The Service Provider shall maintain a record of such requests received from the BBMP Representative and shall be required to get a counter signature of the BBMP Representative on completion of the request received. For the purpose of recording completion of request, the Service Provider shall prepare a Request Completion Report providing the details as specified in Sl. No. 2 (iv).</p>	On request and/ or whenever spotted by the Service Provider



Sl.No	Activity		Process	Frequency
vi	Streets with High Floating Population	Service Provider is responsible for removal of waste from bins locations/ streets with high floating population as and when bins are provided.		Daily
vii	Grievance Redressal	<p>On receipt of the complaint, BBMP shall pass on the details to Service Provider. Service Provider shall maintain a log of all such complaints received from the BBMP Help Line/Customer Care and report the redressal of the same to the BBMP Representative.</p> <p>For the purpose of avoidance of doubt, for grievance redressal, Assistant Engineer/Health Inspector of the ward shall be BBMP Representative.</p>	<p>The Service Provider shall maintain a record of such complaints received from the BBMP Representative and shall be required to get a counter signature of the BBMP Representative on completion of the complain redressal. For the purpose of recording completion of request, the Service Provider shall prepare a Complaint Redressal Report providing the following details:</p> <ol style="list-style-type: none"> 1. Name and location of the complaint generated 2. Date and time of request logging 3. Date and time of closure of the request 4. Activities carried out 5. Photographs of the cleared site- before and after clearing the MSW. The photographs should have date, time and GPS location stamp. 	Daily
3	Bulk Generators			
i	Dry Waste (including e-waste, hazardous waste)	<p>Service Provider shall, for a period of 12 (twelve) months from the CoSD, be responsible for collection of each waste stream from those Bulk Generators within the Package, that desire to avail such services. On the expiry of this period, the Service Provider shall not be obliged to collect waste from the Bulk Generators as part of its Scope under this Agreement.</p> <p>Bulk Generators shall keep the waste for collection by the Service Provider in segregated form and in separate bins.</p>	<p>Service Provider shall begin collection from Bulk Generators only after 3:00 PM. The Service Provider may use the Vehicles used for collection of MSW from Households and Commercial Establishments.</p> <p>Service Provider shall deploy the Vehicle Type prescribed in Schedule 3A for transfer of MSW collected from the Bulk Generators to the Designated Location in segregated form.</p>	Daily
ii	Wet Waste			Daily
iii	Sanitary Waste			Daily



Sl.No	Activity		Process	Frequency
iv	Extension of Waste Collection & Transportation Period	30 days prior to expiry of 12 (twelve) months from CoSD, BBMP may direct the Service Provider to continue the collection and transportation of waste from Bulk Generators and also indicate the period of extension.		
4	Animal Waste			
i	Collection and Transportation of Animal Waste	<p>Service Provider shall be responsible for collection of Animal Waste from all the slaughter houses and meat shops in the Package for a period of 12 (twelve) months from CoSD. On the expiry of this period, the Service Provider is not required to collect Animal Waste from all the slaughter houses and meat shops in the Package as part of its Scope under this Agreement. Service Provider shall use the Vehicle Type has indicated in Schedule 3A.</p> <p>30 days prior to expiry of 12 (twelve) months from CoSD, BBMP may direct the Service Provider to continue the collection and transportation of waste from Bulk Generators and also indicate the period of extension.</p>	<p>Service Provider shall carry out collection of Animal Waste from slaughter houses between 10:00 Am to 12:00 Noon and collection of Animal Waste from meat shops after 5:00 PM.</p> <p>Service Provider shall deploy a separate vehicle for transfer of Animal Waste collected from the slaughter houses and meat shops to the Designated Location.</p>	Daily
B	Secondary Transportation			
1	Wet Waste from Households and Commercial Establishments	Service Provider is responsible to transfer all the Wet Waste collected from the Package to the Designated Location for Wet Waste Disposal using a Compactor Truck only. Where the Service Provider has setup a Wet Waste Processing Facility ("Decentralised Processing Facility"/"DPF") within the Package, the Wet Waste equal to the capacity of the DPF shall be transported to the DPF. The balance quantity of Wet Waste collected shall be transported to the Designated Location for Wet Waste Disposal.	Service Provider shall transfer the Wet Waste directly from the Auto-tipper to the Compactor Truck without spillage during such transfer. Such transfer shall be undertaken only at Designated Locations which have been duly approved by BBMP.	Daily
2	Rejects from DWCCs and Street sweeping waste	Service Provider is responsible to transfer all the Rejects from the DWCC and the street sweeping waste to the specified Designated Location using the Vehicle Type prescribed in Schedule 3A.	<p>Service Provider shall transfer the street sweeping waste directly from the Auto-tipper to the Compactor Truck without spillage during such transfer.</p> <p>Such transfer shall be undertaken only at Designated Locations which have been duly approved by BBMP.</p>	Daily



Sl.No	Activity		Process	Frequency
			Rejects collected from the DWCC shall be weighed prior to transfer to the Compactor Truck. The Service Provider shall maintain records of such weighment and submit the same to BBMP along with its invoice for each month.	
	Note: Service Provider shall have to accommodate the resources towards more than one shift or one trip in order to clear the MSW generated in the ward.			
3	MSW from Bulk Generators	Service Provider is responsible to transfer all the MSW collected from the Bulk Generators in the Package to the specified Designated Location using a Compactor Truck only.	<p>The Service Provider shall, within 15 days of signing of the Agreement, submit to BBMP the registration numbers of the vehicles deployed for transfer of MSW to the Designation Location. Service Provider shall transfer the MSW directly from the Auto-tipper to the Compactor Truck without spillage during such transfer. Such transfer shall be undertaken only at Designated Locations which have been duly approved by BBMP.</p> <p>The operator of the said Designation Location shall record the weight of the MSW supplied by the Service Provider and submit the information to BBMP. The Processing Fee for the MSW supplied shall be adjusted against the Service Charge due to the Service Provider.</p>	Daily
C	Disposal			
1	Dry Waste	<p>Service Provider shall deliver the Dry Waste at the Designated Location indicated by BBMP, which in most cases shall be the DWCC.</p> <p>DWCCs are being run by BBMP-appointed operators who are individuals/ NGOs etc. BBMP may, as per its discretion, handover the DWCC to the Service Provider for operation and maintenance at any time during the period of the Agreement. The DWCC handed over to the Service Provider shall be operated and maintained by it at no extra cost to BBMP and in accordance with Operation Procedure set out in Annex-I of this Schedule 7. BBMP shall not be obligated to provide any extra funding towards management and operations of the DWCC, as the same is expected to be operated on a self-sustainable basis by the Service Provider. In case the DWCC requires augmentation/ up gradation/ renovation, the Service Provider may submit a proposal in this regard, with appropriate details to BBMP. Based on the availability of funds, BBMP shall intimate in writing to the</p>	<p>Service Provider shall maintain a record of the dry waste quantity received on a daily basis and submit the same to the BBMP Representative at the end of each month.</p> <p>The Service Provider shall ensure that at any point in time, no more than 75% of the floor space inside the DWCC is utilised for storing the waste. In the area utilised for storing, the Service Provider shall ensure that no more than 75% of the height of the building is utilised for stacking up the waste.</p> <p>Service Provider may further sell/trade the waste received and retain the revenue received from the</p>	Daily



Sl.No	Activity	Process	Frequency
		<p>Service Provider its decision on the proposal.</p> <p>The DWCC shall be kept clean at all times and no dry waste shall be piled up outside the DWCC building. The Service Provider shall take necessary steps to minimize any inconvenience to the public.</p> <p>Service Provider shall provide an equipment for weighment of the dry waste as specified in Schedule 3C. Service Provider shall ensure that the weighing equipment kept functional at all times. The calibration of the equipment shall be carried out as recommended by the manufacturer and in any case shall be undertaken every 3 months.</p> <p>BBMP may at its sole discretion, either on its own or through an authorised vendor, install additional equipment for improving operational efficiency and/or monitoring. The Service Provider shall ensure that such equipment is not damaged or tampered in any manner.</p> <p>The Service Provider shall be responsible for making payments towards electricity, water consumption at the DWCC.</p> <p>The Service Provider shall transport the Rejects at DWCC to the specified Designated Location.</p>	<p>same. All records of disposal of dry waste (including invoices of sale) shall be maintained by the Service Provider and submitted to BBMP at the end of each month.</p> <p>Service Provider shall transport the Rejects from DWCC to the Designated Location.</p>
2	Wet Waste	<p>Service Provider shall endeavour to set up a DPF within the Package within 12 months of the CoSD, or any such extended period as approved by BBMP, and operate and maintain the same for the term of this Agreement.</p> <p>The DPF shall be kept clean at all times and no waste shall be piled up outside the premises. The Service Provider shall take necessary steps to minimize any inconvenience to the public.</p> <p>Service Provider shall provide an equipment for weighment of the waste as specified in Schedule 3C. Service Provider shall ensure that the weighing equipment kept functional at all times. The calibration of the equipment shall be carried out as recommended by the manufacturer and in any case shall be undertaken every 3 months.</p> <p>BBMP may at its sole discretion, either on its own or through an authorised vendor, install additional equipment for improving operational efficiency and/or monitoring. The Service Provider shall</p>	<p>Service Provider shall, within a period of 12 months from the CoSD, or any such extended period as approved by BBMP, submit to BBMP its proposal for setting up a DPF. This proposal shall detail out the following:</p> <ol style="list-style-type: none"> 1. Site details for setting up DPF 2. Technology to be implemented and capacity 3. Plant Operations Plan 4. Costing details 5. Financial Plan and projection for the Agreement period <p>Service Provider shall maintain a record of the Wet Waste quantity received at the DPF on a daily basis and the quantity of the end-products and by-products generated in each cycle of operations of the DPF. These details shall be handed over to the BBMP at the end of each</p>



Sl.No	Activity		Process	Frequency
		<p>ensure that such equipment is not damaged or tampered in any manner.</p> <p>The Service Provider shall be responsible for making payments towards electricity, water consumption at the DPF.</p>	<p>month with the necessary proof, including sale invoices etc.</p> <p>Where the DPF capacity is less than the quantity of the Wet Waste generated and collected in the Package, the Service Provider shall transport the balance Wet Waste to the Designated Location for Wet Waste Disposal.</p>	Daily
3	Sanitary Waste	Service Provider shall transfer the Sanitary Waste at the Designated Location for Sanitary Waste Disposal.	Service Provider shall maintain a record of the Sanitary Waste quantity transferred at the Designated Location on a daily basis and the same shall be counter signed by the operator of the Designated Location. These details shall be handed over to the BBMP at the end of each month.	Daily
4	Green waste (dry leaves and tree cuttings)	Service Provider shall install a shredder at the Identified Location for Shredder. All the Green Waste collected in the Package shall be processed through the shredder and disposed at the Designated Location for Green Waste Disposal.	<p>Service Provider shall maintain a record of the Green Waste quantity processed and disposed at the Designated Location on a daily basis. These details shall be handed over to the BBMP at the end of each month.</p> <p>Green waste from BESCOM tree cutting activity shall be transported to the designated location as per Schedule 2.</p> <p>Service Provider shall if required set up a shredder/chopper within the package area for disposal of green wastes. The proposal for setting up the same shall be submitted to BBMP for its approval, indicating the location, area, operating plan, etc.</p>	Daily
5	Street Sweeping Waste and Inerts from all sources	Service Provider shall dispose the Street Sweeping Waste and Inerts at the Designated Location for C&D Waste Disposal.		Daily
6	Dead animals and Animal Waste	Service Provider shall dispose the Dead Animals at the Designated Location for Animal Waste Disposal.		Animal Waste - Daily
7	Bulk Generators	Service Provider shall dispose the MSW collected from Bulk Generators at the Designated Location for Bulk Waste Disposal.		Daily
8	Transportation of Waste	Service Provider shall be responsible for transporting all waste in a segregated, hygienic manner and without any spillage or leakage		



Sl.No	Activity	Process	Frequency
		during transportation.	
D	Awareness Creation		
1	Segregation	<p>Service Provider is responsible for:</p> <p>i. Creation of awareness across all waste generators within the Package on segregation of waste, waste streams and frequency of collection of each waste stream.</p> <p>ii. Collection of segregated waste only</p> <p>Service Provider shall have a period of 1 month from the COSD to ensure that all waste generators within the Package adopt 100% segregation of waste. During the period of 1 month from COSD, the Service Provider shall transport and dispose the waste received in segregated form to the respective disposal locations. On expiry of the 1 month from COSD, any household/commercial establishment/institute that does not handover segregated waste, the Service Provider shall report each such instance to the BBMP Representative. The Service Provider shall not collect the waste at such instances.</p>	
2	Collection of Waste	Service Provider shall be responsible to inform all the waste generators in the Package about the frequency, timing and route plan of waste collection for Dry Waste, Wet Waste and Sanitary Waste.	
3	Greivance Redressal	Service Provider shall inform all the waste generators in the Package of the Helpline Numbers available with BBMP to lodge their complaints.	
E	Vehicles and Equipment		
1	Primary Collection and Secondary Transportation	<p>Service Provider shall employ vehicles, as per Schedule 3A. All vehicles shall carry a board "On BBMP Duty" clearly visible. Each vehicle shall also have the complaint number clearly visible to the public.</p> <p>All vehicles shall be fitted with a GPS system, as per specifications provided in Schedule 3C, and the same shall be connected to a computer system at the Zonal Office.</p>	
2	Vehicle maintenance	Service Provider shall be responsible for maintenance of all vehicles operated by it (owned by the Service Provider and handed over by BBMP).	As directed by the manufacturer
3	Cleaning and disinfection	Service Provider shall undertake regular cleaning and disinfection at	Once a week



Sl.No	Activity		Process	Frequency
		a location identified by it and at its own cost.		
4	Parking	Service Provider shall identify a location for parking of its vehicles within the Package. The cost of the same shall be borne by the Service Provider.		
5	Equipment/ Tools/ Consumables	The Service Provider shall make available all equipment as per Schedule 3C.	Periodic maintenance / replacement shall be as per Schedule 10 and or manufacturer's directions, as the case may be.	
F	Personnel			
1	Salaries and Benefits	Service Provider shall ensure than all personnel are paid as per industry standards, including PF and ESI. The salaries shall be transferred directly to Bank a/c's of respective PKs on a monthly basis		
2	Attendance	Service Provider shall maintain a daily attendance register, including biometrics, and handover the attendance details at the end of each month to the BBMP Representative. For the avoidance of doubt, biometric machines shall be provided by BBMP to the Service Provider.	The Service Provider shall submit to BBMP within 15 days of signing of the Agreement, the list of manpower employed by it along with details of their identification cards issued by the Government (Aadhar Card, Ration card). Every day, the manpower employed shall punch in their attendance at the start/in between and end of the shift, through the biometrics equipment at the start and end of the shift. Also aadhar number will be used to log in along with bio-metric on a daily basis These records shall be submitted to BBMP at the end of each month.	Daily
3	Facilities	Service Provider shall at its own cost provide facilities for the personnel to change clothes/uniform and washrooms etc. Service Provider shall provide all the personnel with requisite uniforms and safety gears		

