



Galiyat Development Authority, Abbottabad.  
Government of Khyber Pakhtunkhwa,  
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## **STANDARD OPERATING PROCEDURE FOR HOUSEKEEPING FIRM FOR TOILETS**

### **Cleaning Routines**

- The Housekeeping Firm will be responsible for the cleaning of toilets, allied facilities (such as outside area, steps, ramp, toilet doors, windows, drain/vent pipes, septic tanks etc.) with needed/ agreed frequency as per log/SOP displayed conspicuously at every site. The septic tanks will be cleaned reaching maximum 75% capacity, by using sewage cleaning machine
- The firm will dispose of all solid waste, including sewage, in pre-designated disposal site(s) approved by District Administration/Authority. The disposal requirements will conform to local/Provincial EPA laws and regulations.
- The Housekeeping Firm is required to clean all chrome plated items (e.g. water taps, Muslim shower, tissue holder & commode wall push button) with cleaning agent.
- Water taps and Muslim showers should be checked every day for smooth water flow & in case of any hindrance the water tap inside grill should be cleaned to erase any rubbish.
- Housekeeping Firm is responsible to clean all the toiletries inside the toilets effectively & remove any water & stains after every use. A special care should be taken while cleaning of commodes & seats to avoid any chance of infection.
- Housekeeping Firm to ensure that liquid handwash/ soaps dispensers are filled.
- Housekeeping Firm to ensure provision of paper towels and toilets rolls in each wash room.
- In wake of Covid-19 it should be ensured that proper cleaning routines be followed.
- The Supervisor will be responsible to make timely requests to firm management for procurement of all sanitation items and ensure adequate stock is available any time.
- The Housekeeping Firm will be responsible for procurement of all hygiene related items especially liquid soaps, brooms, wipers, wipes, dusting/cleaning cloths, sponge etc.
- The Housekeeping firm will be responsible for keeping adequate stock of sanitary items for at least 1 month.



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- The firm will be responsible for timely reporting of any shortfalls pertaining to water supply or any other issue to concerned Distt: Admn/ Authority.
- The firm will be responsible to keep the toilets in neat & tidy condition all the time.
- The firm will be responsible to highlight & rectify any urgent maintenance required for toilets under intimation concerned Distt: Admn/ Authority.

### **Other Functions**

- The Firm, under no circumstances will close these toilet facilities to the tourists.
  - The house keeping firm will ensure availability of 2 sanitary staff at each washrooms at all times (working in proper shifts).
  - The Housekeeping Firm will be responsible to maintain exclusive car parking (where possible). The housekeeping firm will keep a full log of cleaning activities (time, frequency, responsibility, checked by etc. and items consumed).
  - The housekeeping firm is liable to place a complaint registration form in case of any grievance/ complaint.
  - The Distt: Admn/ Authorities will be responsible to frequently make visits to these washrooms & Toilets to ensure cleaning standards and SOP's implementation with due diligence.
  - The housekeeping firm will keep a full log of cleaning activities (time, frequency, responsibility, checked by etc. and items consumed)
  - The firm will be authorize to collect Rs.50/- per person as toilet usage Charges.
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