



OFFICE ORDER NO. 27 /2026

Subject: Standard Operating Procedure (SOP) for Daily Door-to-Door Collection, Handling, Transportation and Handover of Segregated Waste within SEEPZ-SEZ - reg.

In order to establish a uniform and accountable mechanism for segregation, daily door-to-door collection, handling, internal transportation and onward handover of waste generated within SEEPZ-SEZ, the following Standard Operating Procedure (SOP) is hereby prescribed for implementation by the authorised Facility Management/Housekeeping Agency, and all other concerned.

1. Purpose

1.1 This SOP prescribes the procedure for segregation at source, daily door-to-door collection, handling, internal transportation and onward handover of waste generated by Unit Holders/occupants within SEEPZ-SEZ.

1.2 The objective is to ensure that waste generated within the Zone is segregated at source, collected from every Unit on a daily basis, transported without intermixing of waste streams and handed over through the designated collection/disposal mechanism, while maintaining cleanliness and hygiene throughout SEEPZ-SEZ.

2. Scope

2.1 This SOP shall apply to all Unit Holders/occupants and establishments operating within SEEPZ-SEZ; employees, workers, contractors, canteen/pantry personnel and other persons generating waste within such premises; Authorised housekeeping agency, including its supervisors and housekeeping personnel; and the Caretakers/other SEEPZ officials concerned with monitoring cleanliness and waste management.

2.2 The Authorised housekeeping agency shall be responsible for daily door-to-door collection of the prescribed segregated waste from every Unit/establishment covered under the housekeeping arrangement and for its segregated transportation up to the designated collection/handover point.

3. Waste Segregation - Colour Coding and Bag Guide

3.1 All Unit Holders/occupants shall segregate waste at the point of generation before handing it over to the housekeeping personnel. The following colour-coded system shall

be followed:

Colour	Waste Category	Accepted Items	Bag
GREEN	Wet/Biodegradable Waste	Food scraps, leftover food, fruit/vegetable peels, tea/coffee waste, flowers and other biodegradable pantry/organic waste	Green
BLUE	Dry/Recyclable Waste	Paper, cardboard, cartons, clean plastic packaging, clean glass/bottles, metal/tins and other recyclable dry waste	Blue
RED	Sanitary Waste	Sanitary napkins, diapers and similar sanitary waste	Red - securely sealed
BLACK	Domestic Reject/Non-Recyclable Waste	Contaminated/non-recyclable domestic-type waste not falling under the above categories	Black - securely tied

3.2 E-waste, batteries, CFL/tube lights, biomedical waste, sharps/needles, construction and demolition waste, industrial/process waste, hazardous waste, chemicals, oils, solvents and other regulated waste shall not be placed in any of the above four regular waste streams.

3.3 Such waste shall be kept separately and dealt with by the concerned Unit in accordance with the applicable statutory provisions/authorised disposal mechanism.

4. Bin Placement and Collection Arrangement

4.1 Within the Unit: Each Unit Holder/occupant shall make suitable arrangements within its premises for segregation of the waste streams ordinarily generated by it and shall use

the prescribed colour-coded bags. The number and capacity of internal bins may be determined by the Unit depending upon the nature and quantity of waste generated, provided that segregation in accordance with Section 3 is maintained.

4.2 Common Floor Areas: Common floor bins/refuse points, wherever provided, shall serve only as a supplementary/emergency arrangement and shall not substitute the daily door-to-door collection required under this SOP.

4.3 Central Collection Point: Suitable colour-coded/identified containers shall be maintained at the designated central collection point for temporary consolidation of segregated waste collected from Units. The authorised housekeeping agency shall ensure that the waste streams remain segregated at the central collection point and are not subsequently mixed.

5. Garbage Bag Guidelines

5.1 Waste shall be handed over in the prescribed colour-coded bag corresponding to the respective waste category.

5.2 Bags shall be of adequate strength and quality so as to prevent tearing, leakage or spillage during collection and transportation.

5.3 Bags shall not be overfilled and shall be securely tied/sealed before handover.

5.4 Wet-waste bags shall be leak-proof.

5.5 Sanitary waste shall be properly wrapped and handed over in a securely sealed Red bag.

5.6 No industrial, hazardous, biomedical, e-waste or other regulated waste shall be concealed or mixed in the regular colour-coded bags.

5.7 Where colour-coded bags are to be supplied by the authorised housekeeping agency shall ensure that the waste streams remain segregated at the central collection point and are not subsequently mixed. under the contractual arrangement, the Agency shall ensure their adequate and uninterrupted availability.

6. Daily Door-to-Door Collection Schedule

6.1 All four categories of regular waste shall be collected from the Units every day. No stream shall be shifted to alternate-day, twice-weekly, weekly or on-demand collection merely on account of lower quantities generated.

Waste Type	Collection Frequency	Mode
Wet/Biodegradable	Daily	Door-to-door

- Green		
Dry/Recyclable Blue	Daily	Door-to-door
Sanitary - Red	Daily	Door-to-door
Domestic Reject/Non-Recyclable - Black	Daily	Door-to-door

6.2 Door-to-door collection shall be undertaken during the notified collection window(s). The final building/sector-wise collection schedule shall be approved by the Estate Section and communicated to all Unit Holders.

6.3 The authorised housekeeping agency shall ensure that the waste streams remain segregated at the central collection point and are not subsequently mixed. shall ensure that every Unit/establishment covered under the housekeeping arrangement is visited during the prescribed daily collection round. Collection from common floor bins/refuse rooms shall not be considered as completion of door-to-door collection from individual Units.

6.4 The housekeeping personnel shall collect all properly segregated waste offered under the Green, Blue, Red and Black streams. Collection shall not be refused merely because the quantity of a particular category is small.

6.5 Where any Unit is inadvertently missed during the scheduled collection round, the Housekeeping Supervisor shall ensure that the Unit is attended within the same working shift upon receipt of information/complaint.

7. Procedure to be Followed by Unit Holders/Occupants

7.1 Segregate waste at source in accordance with Section 3 and keep the segregated bags ready during the notified daily collection period.

7.2 Ensure that bags are securely tied/sealed and are not leaking.

7.3 Hand over segregated waste directly to the authorised housekeeping personnel during the collection round.

7.4 Ensure that regulated/special waste is not mixed with the regular four waste streams.

7.5 Ensure compliance by employees, workers, pantry/canteen staff and internal housekeeping personnel.

7.6 Immediately report missed collection to the designated Housekeeping Helpdesk/Caretaker.

7.7 No waste shall be left outside the Unit door or deposited in corridors, staircases, lift

lobbies, roads, footpaths, landscaped areas, drains or other common/open areas.

8. Procedure and Responsibilities of the Housekeeping Agency

8.1 Daily Collection: The authorised housekeeping agency shall ensure that the waste streams remain segregated at the central collection point and are not subsequently mixed. shall undertake daily door-to-door collection from every Unit/establishment in accordance with the approved collection schedule.

8.2 Manpower: The Agency shall deploy adequate housekeeping personnel and supervisory manpower to complete the entire prescribed collection route within the notified timings. Absenteeism, leave, shortage of manpower or non-availability of equipment shall not constitute grounds for omission of any prescribed collection route. Necessary reliever/substitute arrangements shall be made by the Agency.

8.3 Segregated Collection: Separate colour-coded/identified trolleys, containers or appropriately compartmentalised arrangements shall be used for collection and transportation. Waste segregated by Unit Holders shall not be mixed by housekeeping personnel at any stage.

8.4 Handling: Housekeeping personnel shall use the prescribed PPE while handling waste. Bags shall not ordinarily be opened or manually re-segregated by housekeeping personnel. Any damaged/leaking bag or spillage occurring during collection shall be immediately secured/cleaned by the collection team.

8.5 Internal Transportation: Waste collected from the Units shall be transported directly to the designated central collection point in a manner that preserves segregation. Collected bags shall not be temporarily dumped in corridors, staircases, lift lobbies, roads or other common areas.

8.6 Central Collection Point: The Agency shall keep the central collection point clean and hygienic, free from overflowing waste, loose/scattered garbage, stagnant leachate and avoidable foul odour, and shall ensure appropriate cleaning/disinfection and pest-control.

8.7 Onward Handover: The Agency shall hand over the collected waste only through the SEEPZ-authorised collection/disposal mechanism. Wet/Biodegradable and Sanitary waste collected during the day shall not remain accumulated overnight and shall be handed over/cleared on the same day.

8.8 Common Areas: The daily door-to-door collection responsibility shall be in addition to the Agency's contractual responsibility for cleanliness of common areas. Waste noticed in any common area shall be removed during the same shift and shall not be allowed to accumulate.

9. Daily Collection Record and Supervision

9.1 The Housekeeping Agency shall maintain a Building/Unit-wise Daily Collection Record for every approved collection route.

Date	Sector/ Building	Unit No./ Name	Time	Green	Blue	Red	Black	Close/ No Waste	Remarks

9.2 Each Unit appearing in the approved collection route shall have a corresponding daily entry.

9.3 Where a Unit is closed or no waste is generated/offered, the same shall be specifically recorded.

9.4 No Unit shall be left blank/unaccounted for in the Daily Collection Record.

9.5 The concerned Housekeeping Supervisor shall verify completion of the route at the end of each collection cycle.

9.6 Any Unit missed during the route shall be attended within the same shift.

9.7 The Housekeeping Supervisor shall certify the daily record after ensuring that all Units have been accounted for.

10. Waste Handover and Quantity Record

10.1 Category-wise quantity/weight of waste shall be recorded wherever weighment facilities are available.

10.2 The Agency shall maintain a Waste Handover Record indicating the date, category-wise quantity/weight, time of handover, receiving agency/vehicle details and remarks.

10.3 The quantity/weight record shall be maintained separately from the Unit-wise Daily Collection Record.

10.4 Both records shall be produced to the Estate Section whenever required for verification.

11. Missed Collection and Complaint Redressal

11.1 A designated Housekeeping Helpdesk/Supervisor contact shall be made available to Unit Holders.

11.2 Complaints regarding missed collection, accumulation of waste, spillage, overflowing bins or mixing of segregated waste shall be recorded.

11.3 A missed-collection complaint shall be attended within the same working shift.

11.4 The complaint record shall indicate the date/time, Unit/location, nature of complaint, action taken and time of closure.

11.5 Repeated complaints from the same route/building shall be brought to the notice of the Estate Section.

12. Monitoring by SEEPZ

12.1 The concerned Caretaker/authorised SEEPZ official may undertake random verification of the Daily Collection Record and actual collection from Units.

12.2 The Estate Section may verify whether Units shown as visited were actually attended; whether all four regular waste streams are being collected daily; whether segregation is maintained after collection; cleanliness of common areas and central collection points; records of quantity/handover; and complaints and their disposal.

12.3 Any discrepancy noticed between the Agency's record and the actual field position shall be recorded and communicated to the Agency for explanation/rectification.

13. Non-Compliance

13.1 Unit Holders/Occupants: Repeated failure to segregate regular waste, dumping/littering in common areas or mixing regulated waste with the regular collection stream shall be reported to the Estate Section for appropriate action.

13.2 Housekeeping Agency: Failure of the Housekeeping Agency to visit every Unit on the prescribed daily route; collect all four regular waste streams daily; maintain segregation after collection; deploy adequate manpower/equipment; attend a missed collection within the same shift; maintain cleanliness of common/collection areas; ensure timely onward handover; maintain prescribed records; or comply with any other requirement of this SOP shall constitute deficiency/non-performance under the housekeeping arrangement and shall be dealt with in accordance with the applicable terms and conditions of the contract/work order.

14. Contact and Escalation

Housekeeping Helpdesk: _____

Zone/Sector Supervisor: _____

Concerned Caretaker: _____

Estate Section: _____

The above details shall be finalised and circulated before commencement of the revised collection system.

15. General

15.1 The Housekeeping Agency shall brief/train all personnel deployed for waste collection regarding the requirements of this SOP before commencement of the revised arrangement.

15.2 The collection schedule, route allocation and operational deployment may be reviewed/modified by the Estate Section based on actual field requirements.

15.3 The provisions of this SOP shall be read together with the applicable terms and conditions of the housekeeping contract/work order and instructions issued by SEEPZ-SEZ Authority from time to time.

15.4 In case of any inconsistency between the internal procedure adopted by the Housekeeping Agency and this SOP, the provisions/directions issued by SEEPZ-SEZ Authority shall prevail.

15.5 This SOP shall come into force with effect from 01.10.2026.

This issues with the approval of the Competent Authority, SEEPZ-SEZ.



(Dr. Sandip Bhosale)
Estate Officer /
Deputy Development Commissioner
SEEPZ-SEZ Authority

File No. E-OPT-12/30/2022-EO/09730

Date: 30.09.2026

To:

1. All Unit Holders / Occupants - SEEPZ-SEZ Premises
2. M/s. Perks Links & Services Pvt. Ltd.
3. All Section, SEEPZ-SEZ
4. All Caretakers
5. ERP Team
6. DCO/JDCO/DDCO
7. SEEPZ-SEZ Website