

INDICATOR A-5: EXTENT OF DECENTRALISED PROCESSING OF ORGANIC WASTE

Rationale for the indicator: Every building/ premise generates organic waste comprising of wet waste from kitchens, pantries and canteens. In addition, green waste is generated from trees, plants, gardens, landscaped areas within a building/ premise. Such organic waste can be processed locally within the premises or within neighbourhoods to reduce the burden on local authorities. Local composting or other techniques shall be adopted to generate usable recycled and by-products for local consumption or for sale. Local area refers to a campus or a group of buildings/ premises.

Performance Indicator		
Indicator	Unit	Definition
Extent of decentralised processing of organic waste	Percentage	This indicator provides the extent of organic waste processed locally – within the premises where it is generated or collectively by a few buildings/ premises within the neighbourhood.
Data requirement		
Data required for calculating the indicator	Unit	Remarks
a. Quantity of organic waste processed locally within the premises or neighbourhood	Kg per month	This will include the quantity of organic waste put in the processing plant, pit or other mechanisms of local processing.
b. Quantity of organic waste collected	Kg per month	This will include the quantity of organic waste collected from within the premises. Quantity of waste collected is recorded on a daily basis.
Extent of decentralised processing of organic waste	Percentage	$= (a/b) \times 100$
Frequency of measurement	Monthly	

Reliability of Measurement

Reliability Scale	Description of Method
A	Waste generation estimates are based on standards of per capita waste generation by use of the building/ premise. Quantity of waste processed is based on weight measured at the input of decentralised waste processing unit.
B	-
C	No records are maintained. Waste generated and processed is estimated based on the volume of storage bins/ containers at the building/ premises.

INDICATOR A-6: EFFICIENCY OF REDRESSAL OF COMPLAINTS RELATED TO SANITATION

Each department should create a grievance redressal mechanism where complaints related to sanitation will be addressed by the competent authority within the department/ premise/ facility. This system may be integrated with any existing complaints redressal system of the department/ premise/ facility. All departments should maintain records of complaints received related to sanitation and their redressal within stipulated time. Every building/ premise should be governed by a charter (either at building/ premise level or at department level) which should state the stipulated time for resolving different types of complaints.

Performance Indicator		
Indicator	Unit	Definition
a. Total number of sanitation related complaints received during the month	Number	Total number of sanitation related complaints from occupants and visitors received during the month. A system of receiving and recording complaints should be in place and accessible to all occupants and visitors. Multiple methods of lodging complaints should be available such as complaint form, register, email, phone, online complaints and other methods as deemed suitable by the department at the state level.
b. Total number of sanitation related complaints redressed within the stipulated time	Number	Total number of sanitation complaints redressed within the stipulated time as defined in the charter of the department/ premise/ facility.
Efficiency of redressal of complaints related to sanitation	Percentage	$= (b/a) \cdot 100$
Frequency of measurement	Monthly	

Reliability of Measurement.

Reliability Scale	Description of Method
A	All categories of complaints are registered using multiple mechanisms such as written complaint, email, online and telephone helpline. Sanitation related complaints can be easily identified and its redressal tracked on a daily basis. Complainant is informed regarding the status of redressal and is then endorsed by the complainant. A charter is available specifying stipulated time for redressal and designated person in-charge. Complaints database is collated and analysed on a monthly and yearly basis.
B	Mechanism of registering generic complaints is available such as written complaint, online and telephone helpline. Bifurcation of sanitation/ facilities management complaints is not available. Complainant is not informed regarding the status of redressal and no system of endorsement by the complainant is practiced.
C	Complaints data is not maintained.

5828

INDICATOR A-7: CLEANING OF SEPTIC TANK/ PIT

This indicator is to be reported only by buildings/ premises without functional underground drainage system. Many buildings have on-site sanitation systems such as septic tanks/ pits to treat waste water from its toilets, kitchens and washing areas. In the sanitation chain, safe treatment and disposal is a critical step towards improving public health and environment. Central Public Health and Environmental Engineering Organisation (CPHEEO) defines the cleaning frequency of such on-site systems. According to CPHEEO, sludge should be removed from septic tanks atleast once in 3 years.

Performance Indicator		
Indicator	Unit	Definition
Has the septic tank/ pit been cleaned in the last 3 years?	Yes/ No/ Not applicable	According to CPHEEO, septic tanks/ pits should be cleaned atleast once in 3 years. A regular cleaning schedule should be practiced to ensure effective functioning of the on-site sanitation system.
Frequency of measurement	Yearly	

Reliability of Measurement

Reliability Scale	Description of Method
A	Official records of cleaning activities are maintained with the last date of cleaning. A cleaning regime is available with the building/ facilities manager and is strictly adhered to. Standard operating procedures for cleaning are documented and practiced. Cleaning regime and SOP are compliant with applicable norms and standards such as Advisory Note on Septage Management in Urban India Issued by the Ministry of Urban Development.
B	-
C	Official records are not maintained. The local staff recalls the last instance of septic tanks/ pits cleaning.

5829

INDICATOR A-8: CLEANING OF OVERHEAD WATER TANK/ SUMP

Water tank cleaning at regular interval is important for the health of people. Water from water tanks is used for bathing, washing and even for cooking. Since drinking and cooking water is stored in these tanks/ sumps, it is important to ensure its periodic cleaning.

Performance Indicator		
Indicator	Unit	Definition
Has the overhead tank/ sump been cleaned on a quarterly basis in the last one year?	Yes/ No/ Not applicable	Cleanliness of on-site water storage such as sumps and overhead tanks is important for the health of the building's occupants. Monthly cleaning of these should be done and records should be kept for the same.
Frequency of measurement	Monthly	

Reliability of Measurement

Reliability Scale	Description of Method
A	Official records of cleaning activities are maintained with the last date of cleaning. A cleaning regime is available with the building/ facilities manager and is strictly adhered to. Standard operating procedures for cleaning are documented and practiced. Cleaning regime and SOP are compliant with applicable norms and standards such as CPHEEO. Photographic evidence of cleaning should be available
B	-
C	Official records are not maintained. The local staff recalls the last instance of overhead tanks/ sumps cleaning.

INDICATOR A-9: CLEANLINESS OF DRINKING WATER STATIONS

Rationale for Indicator: Cleanliness of drinking water stations such as water-coolers, water dispensers, pots, etc. is important for the health of the building's occupants. Regular cleaning of drinking water stations and its immediate surroundings should be done every week and records should be maintained for the same.

Performance Indicator		
Indicator	Unit	Definition
Number of drinking water stations cleaned in the last one month?	Number	This indicator measures the storage at drinking water stations including water-coolers, water dispensers, pots, water purification systems are cleaned monthly. The immediate vicinity of such drinking water stations should be cleaned daily and should be free of garbage, stagnant water and muck.
Frequency of measurement	Monthly	

Reliability of Measurement

Reliability Scale	Description of Method
A	Official records of cleaning activities are maintained with the last date of cleaning. A cleaning regime is available with the building/ facilities manager and is strictly adhered to. Standard operating procedures for cleaning are documented and practiced. Cleaning regime and SOP are compliant with applicable norms and standards such as CPHEEO or water filter manufacturer's specifications. Photographic evidence of cleaning should be available.
B	
C	Official records are not maintained. The local staff recalls the last instance of drinking water station cleaning.

5831

B. Process indicators

These indicators pertain to systems and procedures that exist and are practiced by the departments to ensure sustained sanitation.

Process Indicators	
Indicator B-1	Cleanliness and hygiene related IEC activities
Indicator B-2	Recycling and/ or disposal of e-waste
Indicator B-3	Recycling and/ or disposal of furniture and other large items

INDICATOR B-1: CLEANLINESS AND HYGIENE RELATED IEC CAMPAIGN

Rationale for the Indicator: All departments should conduct information, education and communication (IEC) campaign on cleanliness and hygiene for occupants and visitors to its buildings/ premises. A good communication strategy should include at the minimum:

- use of toilets
- hand washing with soap after defecation and before having food
- importance of cleanliness, solid waste management

The IEC strategy should define clearly the audience receiving the information, the content of the information, methods to be used to convey the information and approaches to promote action for change. IEC can be achieved through advocacy, interpersonal communication and community mobilisation with multi-media support including mass media, digital media and social media. Clear actionable messages should be designed to reach out to the target audience.

This indicator provides information about regular activities for promoting cleanliness and hygiene related IEC amongst the building's occupants and visitors.

Performance Indicator		
Indicator	Unit	Definition
Has IEC campaign on cleanliness and hygiene been conducted in the building in the last 1 year?	Yes/ No	This indicator ensures that IEC activities to increase awareness about sanitation are undertaken for permanent occupants as well as visitors
Frequency of measurement	Yearly	

Reliability of Measurement

Reliability Scale	Description of Method
A	Detailed records of IEC activities being conducted have been maintained. Evidence of IEC activities being conducted is available in the form of photographs and communication messages developed under the plan.
B	
C	Occasional IEC activities are conducted to spread awareness regarding sanitation amongst occupants and visitors. No records are available as evidence of the activity conducted.

5832

INDICATOR B-2: RECYCLING AND DISPOSAL OF E-WASTE

Rationale for the Indicator: Every building/ premise uses electrical, electronics and computer fittings and equipment for their functioning¹. At the end of their lifecycle such items become e-waste. It is important to ensure that e-waste is collected, stored and recycled (or disposed) to appropriate e-waste collection agencies authorised by Central or Gujarat Pollution Control Board. Data regarding quantity of e-waste generated and recycled/ disposed and frequency of its recycling/ disposal should be maintained by the facility management.

Performance Indicator		
Indicator	Unit	Definition
Is there a system of recycling and disposal of e-waste through authorised e-waste recyclers?	Yes/ No	This indicator captures whether the building/ premise recycles and disposes e-waste to recyclers authorised by Central and/ or State Pollution Control Board
Frequency of measurement	Yearly	

Reliability of Measurement

Reliability Scale	Description of Method
A	Record of recycling/ disposal of e-waste to authorised recycler(s) in the last 1 year is available.
B	-
C	No records are maintained. E-waste has been recycled/ disposed to recyclers.

¹E-waste Rules 2011 define e-waste as waste electrical and electronic equipment, whole or in part included in and could include large household appliances, small household appliances, toys, leisure and sports equipment, electrical and electronic tools, medical devices, monitoring and control instruments, automatic dispensers, IT and telecommunication equipment and consumer electronics.

5823

INDICATOR B-3: RECYCLING AND DISPOSAL OF FURNITURE

Rationale for the indicator: Every building/ premise uses furniture for their functioning. At the end of their lifecycle such items become waste. It is important to ensure that such items are recycled. Data regarding quantity of such waste generated and recycled and frequency of its recycling should be maintained by the facility management.

Performance Indicator		
Indicator	Unit	Definition
Is there a system of recycling and disposal of furniture waste?	Yes/ No	This indicator captures whether the building/ premise has a system of recycling and disposal of furniture waste
Frequency of measurement	Yearly	

Reliability of Measurement

Reliability Scale	Description of Method
A	Record of recycling/ disposal of furniture waste to recycler(s) in the last 1 year is available.
B	-
C	No records are maintained. Furniture waste has been recycled/ disposed to recyclers.

5834

C. Outcome indicators

Outcome Indicators

- | | |
|---------------|----------------------------------------------------------------------------|
| Indicator C-1 | Cleanliness of toilets |
| Indicator C-2 | Cleanliness of rooms, halls and other inhabited areas |
| Indicator C-3 | Cleanliness of kitchens, pantries and canteens |
| Indicator C-4 | Cleanliness of lobbies, staircases, lifts, terraces and other common areas |
| Indicator C-5 | Cleanliness of open/ landscaped areas, stilts, basements and parking areas |

INDICATOR C-1: CLEANLINESS OF TOILETS

5835

Rationale of the Indicator: availability of clean and functional toilets is vital to ensure that toilets are used and that there is no incidence of urination or defecation in the open. Provision of adequate toilet alone is not sufficient to achieve open defecation free cities. Maintaining clean and usable toilets is of utmost importance to provide sanitation for all. There are severe social implications of unmaintained toilets such as absenteeism, especially amongst girls in schools where toilets are unclean. In cities residents of slums and slum like areas resort to defecating in the open due to dismal condition of community-toilets. This indicator denotes the percentage of facilities that are cleaned regularly. The minimum parameters for cleanliness and frequency for cleaning have been defined.

Cleaning should include sanitary fixtures such as toilet seats/ pans, urinals and wash basins. It should also include common areas within toilets. The frequency or the regularity of the cleaning is at a minimum once a day; but each department should define the frequency of cleaning. For example, frequency of cleaning a toilet in school running in two shifts will differ from a toilet at a city bus station.

PERFORMANCE INDICATOR		
Indicator	Unit	Definition
Cleanliness of toilet	%	This indicator denotes the percentage of toilet seats which are cleaned regularly as per the cleaning benchmarks. Each department of the state would define the regime indicating frequency of cleaning for various types of facilities.
Data requirement		
Data required for calculating the Indicator	Unit	Remarks
a. Number of toilet seats rated as either 'Clean' or 'Very Clean'.	Number	A toilet seat will be considered clean if they have been rated as either 'Clean' or 'Very Clean'
b. Total number of toilet seats in all premises under assessment	Number	Total number of toilet seats identified as per the asset inventory
Cleanliness of toilet	%	= (a/b) x 100
Frequency of measurement	Daily	

Cleanliness standard:

At a minimum, the toilets will be termed "clean" if they meet the following standards:

- i. No foul odour within the toilet and surroundings
- ii. No stains on the toilet seats/wash basins or sanitary
- iii. No visible human fecal matter in the toilet
- iv. No garbage/litter strewn in and around the toilet
- v. No stagnant water in and around the toilet

Reliability of Measurement

Reliability Scale	Description of Method
A	Visual records (photographs) of toilets similar to the ones above are maintained on a weekly basis.
B	
C	No visual records (photographs) are maintained as evidence to show cleanliness levels.

INDICATOR C-2: EXTENT OF CLEANLINESS OF OFFICES/ ROOMS/HALLS AND OTHER INHABITED AREAS

Rationale for Indicator: Overall cleanliness of premises of a government or semi-government organisation is important for occupants as well as visitors. While clean toilets at such premises have been defined in Indicator C-1, this indicator defines cleanliness of rooms/halls and other inhabited areas.

Performance indicator		
Indicator	Unit	Definition
Cleanliness of offices/ rooms/ halls and other inhabited areas		Very dirty Somewhat dirty Fair Clean Very clean
Frequency of measurement	Daily	

Cleanliness standard for clean lobbies, staircases, lifts, terraces and other common areas

- i. Floor/ carpet should not have dirt, litter, spots and stains.
- ii. Walls (and switch boards), doors and windows should be free of finger stains, pan/ gutka/ spitting stains and dirt.
- iii. There should be no dust or litter on/under the furniture
- iv. There should be no cobwebs on walls, ceilings fixtures (such as paintings, clocks) or behind/ under the furniture.
- v. Soft furniture (cushioned and with fabric covers), drapes and upholstery should not have dust in it.
- vi. Common areas, lifts, staircases should be free of insects, pests, bird droppings and odour.

Reliability of Measurement

Reliability Scale	Description of Method
A	Visual records (photographs) of offices/ rooms/ halls and other inhabited areas are maintained on a weekly basis.
B	
C	No visual records (photographs) are maintained as evidence to show cleanliness levels.

INDICATOR C-4: EXTENT OF CLEANLINESS OF KITCHENS, PANTRIES, CANTEENS AND OTHER DINING AREAS

Rationale for Indicator: Cleanliness of areas where food is handled or consumed bears a direct relation the health of its occupants. It is important that every building keeps such areas clean. This indicator measures the level of cleanliness maintained in kitchens, pantries, canteens and other dining areas in the building/ premises.

Performance Indicator		
Indicator	Unit	Definition
Cleanliness of kitchens, pantries, canteens and other dining areas		Very dirty
		Somewhat dirty
		Fair
		Clean
		Very clean
Frequency of measurement	Daily	

Cleanliness standard for clean kitchens, pantries, canteens and other dining areas

- i. Carpet/ floor should not have dirt, litter, spots and stains.
- ii. Walls (and switch-boards), doors and windows should be free of finger stains, pan/ gutka/ spitting stains and dirt.
- iii. There should be no dust and litter on/under the furniture.
- iv. There should be no cobwebs on walls, ceilings fixtures (such as paintings, clocks) or behind/ under the furniture.
- v. Soft furniture (cushioned and with fabric covers), drapes and upholstery should not have dust in it.
- vi. Common areas, lifts, staircases should be free of insects, pests, bird droppings and odour.
- vii. There should be no grease/ oil/ grime on surfaces such as counter tops, table tops, windows/ ventilators/ exhaust vents.

Reliability of Measurement

Reliability Scale	Description of Method
A	Visual records (photographs) of kitchens, pantries, canteens and other dining areas of the building/ premises are maintained on a weekly basis.
B	-
C	No visual records (photographs) are maintained as evidence to show cleanliness levels.

INDICATOR C-3: EXTENT OF CLEANLINESS OF LOBBIES, STAIRCASES, LIFTS, TERRACES AND OTHER COMMON AREAS

Rationale for indicator: Common areas of the building/ premises are used by most of the occupants and visitors. These areas cater to a wide range of people and should be cleaned regularly. This Indicator measures the level of cleanliness maintained in lobbies, staircases, lifts, terraces and other common areas of the building/ premises.

Performance Indicator		
Indicator	Unit	Definition
Cleanliness of lobbies, staircases, lifts, terraces and other common areas		Very dirty
		Somewhat dirty
		Fair
		Clean
		Very clean
Frequency of measurement	Daily	

Cleanliness standard for clean lobbies, staircases, lifts, terraces and other common areas

- i. Floor/ carpet should not have dirt, litter, spots and stains.
- ii. Walls (and switch boards on them), doors and windows should be free of finger stains, pan/ gutka/ spitting stains and dirt.
- iii. There should be no dust and litter on/under the furniture.
- iv. There should be no cobwebs on walls, ceilings fixtures (such as paintings, clocks) or behind/ under the furniture.
- v. Soft furniture (cushioned and with fabric covers), drapes and upholstery should not have dust in it.
- vi. Common areas, lifts, staircases should be free of insects, pests, bird droppings and odour.

Reliability of Measurement

Reliability Scale	Description of Method
A	Visual records (photographs) of lobbies, staircases, lifts, terraces and other common areas of the building/ premises are maintained on a weekly basis.
B	
C	No visual records (photographs) are maintained as evidence to show cleanliness levels.

Annexure - I

5829

Norms for toilet provisions for various buildings

1. Sanitary Convenience for Office Buildings

As per the Bureau of Indian Standards the minimum sanitary conveniences that should be provided in any office building is as follows:

Table 1 : Sanitary Convenience for Office Buildings

Office Buildings			
S/No	Facilities	For Male Personnel	For Female Personnel
i)	Water-closets*	1 for every 25 persons or part thereof	1 for every 15 persons or part thereof
ii)	Abolition tank	1 water tap with draining arrangements shall be provided for every 50 persons or part thereof in the vicinity of water-closet and urinals	
iii)	Urinals	1 for 7 to 20 persons 2 for 21 to 45 persons 3 for 46 to 70 persons 4 for 71 to 100 persons From 101 to 200 persons add at the rate of 3 per cent. For over 200 persons, add at the rate of 2.5%.	
iv)	Wash basins	1 for every 25 persons or part thereof	
v)	Drinking water fountains	1 for every 100 persons with a minimum of one on each floor	
vi)	Cleaner's sink	1 per floor. Min, preferably in or adjacent to sanitary rooms	

NOTE: Some of the water closets may be European style if desired.

Source: IS Code 1172:1993 (Reaffirmed 2007)

2. Sanitary Convenience for Transit nodes

The minimum sanitary convenience to be provided at any Bus station:

Table 2 : Sanitary convenience for Bus stations

Bus Station			
Nature of Station	WC for Males	WC for Females	Urinals for Males Only
Bus station	3 for first 1 000 persons and 1 for every additional 1 000 persons or part thereof	4 for first 1 000 persons and 1 for every additional 1 000 persons	4 for every 1 000 persons and 1 for every additional 1 000 persons
Bus terminals	4 for first 1 000 persons and 1 for every subsequent 1 000 persons or part thereof	5 for first 1 000 persons and 1 for every subsequent 2 000 persons or part thereof	6 for first 1 000 persons and 1 for every subsequent 1 000 persons or part thereof

Source : IS Code 1172:1993 (Reaffirmed 2007)

3. Sanitary Conveniences for School Buildings

There are specific norms and codes prescribed for the sanitary requirements in Schools.

- IS 8827:1978 (Reaffirmed 2006) Indian Standard Codes for Basic requirements in School Buildings
- IS 1172:1993 (Reaffirmed 2007) Water Supply, Drainage and Sanitation requirements for Buildings.
- IS 1172:1993 (Reaffirmed 2007)

As per the Code, requirements for sanitation in Schools are as follows:

INDICATOR C-5: EXTENT OF CLEANLINESS OF OPEN/ LANDSCAPED AREAS, STILTS, BASEMENTS AND PARKING AREAS

Rationale for Indicator: Open/ landscaped areas of the building/ premises are used by most of the occupants and visitors and create the first impression on a visitor. This indicator measures the level of cleanliness maintained in open/ landscaped areas, stilts, basements and parking areas of the building/ premises.

Performance Indicator		
Indicator	Unit	Definition
Cleanliness of open/ landscaped areas, stilts, basements and parking areas		Very dirty Somewhat dirty Fair Clean Very clean
Frequency of measurement	Daily	

Cleanliness standard for clean open/ landscaped areas, stilts, basements and parking areas

- i. There should be no litter and pan/ gutka/ spitting stains.
- ii. No dead leaves or bird droppings or animal dung should be visible.
- iii. There should be no stagnant water on the floor

Reliability of Measurement

Reliability Scale	Description of Method
A	Visual records (photographs) of open/ landscaped areas, stilts, basements and parking areas of the building/ premises are maintained on a weekly basis.
B	-
C	No visual records (photographs) are maintained as evidence to show cleanliness levels.

5841

4. Sanitary Convenience for Hostel Buildings
 Table 4 : Sanitary Convenience for Hostel buildings

Sr	Fittings	For Residents and Residential Staff		For Non-Residential Staff		Rooms Wherein Outsiders are Received	
		Males	Females	Males	Females	Males	Females
i	Water-closet*	1 for every 8 persons or part thereof	1 for every 6 persons or part thereof	1 for 1 to 15 persons 2 for 16 to 35 persons 3 for 36 to 65 persons 4 for 66 to 100 persons	1 for 1 to 12 persons 2 for 13 to 25 persons 3 for 26 to 40 persons 4 for 41 to 57 persons 5 for 58 to 77 persons 6 for 78 to 100 persons	1 per 100 persons up to 400 persons; and for over 400 persons, add, at the rate of 1 for 250 persons or part thereof	2 per 100 persons up to 200 persons, and for over 200 persons, add at the rate of 1 for 100 persons or part thereof
ii	Abi. Bps taps	1 in each water-closet	1 in each water-closet	1 in each water-closet	1 in each water-closet	1 in each water-closet	1 in each water-closet
1 water tap with draining arrangements shall be provided for every 50 persons or part thereof in the vicinity of water-closets							
iii	Urinals	1 for 25 persons or part thereof		Nil up to 5 persons 1 for 7 to 20 persons 2 for 21 to 45 persons 3 for 46 to 70 persons 4 for 71 to 100 persons		1 per 50 persons or part thereof	
iv	Wash basin	1 for 8 persons or part thereof	1 for 6 persons or part thereof	1 for 1 to 15 persons 2 for 16 to 35 persons 3 for 36 to 65 persons 4 for 66 to 100 persons	1 for 1 to 12 persons 2 for 13 to 25 persons 3 for 26 to 40 persons 4 for 41 to 57 persons 5 for 58 to 77 persons 6 for 78 to 100 persons	1 per each water-closet and urinal provided	1 per each water-closet provided
v	Baths	1 for 8 persons or part thereof	1 for 6 persons or part thereof				
vi	Cleaner's sinks	1 per floor, Min					

NOTE: Some of the water-closets may be of European style, if desired.

5842

Table 3 : Sanitary convenience for Schools and Educational Institutions
Schools and Educational Institutions

Sl. No.	Fitments	Nursery Schools	Educational Institutions (Non-Residential)		Educational Institutions (Residential)	
			For Boys	For Girls	For Boys	For Girls
i)	Water-closets	1 per 15 pupils or part thereof	1 per 40 pupils or part thereof	1 per 25 pupils or part thereof	1 for every 8 pupils or part thereof	1 for every 6 pupils or part thereof
ii)	Ablution taps	1 in each water closet	1 in each water closet	1 in each water closet	1 in each water closet	1 in each water closet
1 water tap with draining arrangements shall be provided for every 50 pupils or part thereof in the vicinity of water-closets and urinals						
iii)	Urinals	—	1 per 20 pupils or part thereof	—	1 for every 25 pupils or part thereof	—
iv)	Wash basins	1 per 15 pupils or part thereof	1 per 60 M ²	1 per 40 M ²	1 for every 8 pupils or part thereof	1 for every 6 pupils or part thereof
v)	Baths	1 bath-sink per 40 pupils or part thereof	—	—	1 for every 8 pupils or part thereof	1 for every 6 pupils or part thereof
vi)	Drinking water fountains or taps	1 for every 50 pupils or part thereof	1 for every 50 pupils or part thereof	1 for every 50 pupils or part thereof	1 for every 50 pupils or part thereof	1 for every 50 pupils or part thereof
vii)	Cleaner's sinks	1 per floor, Min	—	—	—	—

NOTE

*For teaching staff, the schedules of fitments to be provided shall be the same as in the case of office buildings.
 †Some of the water-closets may be of European style, if desired.

Source: IS 8827:1978 (Reaffirmed 2006)

The Indian Standard Code giving details for basic requirements for schools provides details for all the aspects of the school building. With the focus on the Sanitation of the schools the code provides requirements for:
 Illumination levels for toilets in the School buildings: (Source: Table 5: Illumination levels on various working areas in School buildings)

- Toilets 150 Lux

Indoor areas for toilets in Schools: (Source: Table 7: Indoor areas for various activities in School buildings)

- Toilets 0.2 m² Per Student

iii) Urinals	Nil up to 6 persons 1 for 7 to 20 persons 2 for 21 to 45 persons 3 for 46 to 70 persons 4 for 71 to 100 persons From 101 to 200 persons, add at the rate of 3 percent; and for over, 200 persons, add at the rate of 2.5 percent				
iv) Wash basins	1 for every 25 persons or part thereof	1 for every 25 persons or part thereof	1 for every 8 persons or part thereof	1 for every 8 persons or part thereof	1 for every 8 persons or part thereof
v) Baths (with shower)	—	—	1 for 4 persons or part thereof	1 for 4 persons or part thereof	1 for 4 to 6 persons or part thereof
vi) Drinking water	1 per 100 persons or part thereof with a minimum of 1 on each floor				
vii) Cleaner's sink	1 per floor, Min				

NOTE: Some of the urinals & basins may be of European style, if desired.
Source: IS 1172:1993 (Reaffirmed 2007)

Along with the building norms by the Bureau of Indian Standards the consideration in the rural areas as per the Indian Public Health Standards (IPHS) is listed below.

- The Indian Public Health Standards (IPHS) classifies the rural health care centres as:
- District Hospitals: 101- 500 bedded
 - Sub district / Sub division Hospitals: 30- 100 bedded
 - Public Health Centres:
 - Type A PHC: PHC with delivery load of less than 20 deliveries in a month.
 - Type B PHC: PHC with delivery load of 20 or more deliveries in a month.
 - Community Health Centres: 30 bedded hospital
 - Sub centres: It is the lowest rung of a referral pyramid of health facilities. This is the most peripheral and first point of contact between the primary health care system and the community.

Table 7: Indian Public Health Standard norms for district hospitals

Sr. No.	Fitments	Norms for Fitments				
		Hospitals for indoor patient wards for Males and Females	Hospitals with Outdoor Patients		Administrative Building	
			Male	Female	Male	Female
1	Water Closet	1 for every 8 beds	1 for every 100 persons	2 for every 100 persons	1 for every 25 persons	1 for every 15 persons
2	Wash Basins	2 for up to 24 persons, add one for every additional 24 beds	1 for every 100 persons	1 for every 100 persons	1 for every 25 persons	1 for every 25 persons
3	Baths with shower	1 bath with shower for every 6 beds	—	—	One on each floor	One on each floor
4	Bed pan washing Sink	1 for every 6 beds ward	—	—	—	—
5	Cleaner's Sink	1 for each ward	1 for each floor (min)	1 for each floor (min)	1 for each floor (min)	1 for each floor (min)

5844

5. Sanitary Convenience for Hospital Buildings

The National Building code follows norms set by the Bureau of Indian standards for the general Sanitation Convenience in the Hospital buildings. However the Indian Public Health Standards defines guidelines specifically for rural areas in India.

Following are the Norms as per the Bureau of Indian Standards:

Table 5: Sanitary Convenience for Hospital Buildings

Hospitals, Indoor and Outdoor Patient Wards

Sr.	Fittings	Requirements	
		Indoor Patient Wards (For Males and Females)	
i)	Water-closets	1 for every 8 beds or part thereof	
ii)	Ablution taps	1 in each water-closet plus one water tap with draining arrangements in the vicinity of water-closets and urinals for every 50 beds or part thereof	
iii)	Wash basins	2 (up to 30 beds) and 1 for every additional 30 beds or part thereof	
iv)	Baths	1 bath shower for every 8 beds or part thereof	
v)	Bed room washing sinks	1 for each ward	
vi)	Cleaner's sinks	1 for each ward	
vii)	Kitchen sinks and dish washers (where kitchen is provided)	1 for each ward	
Outdoor Patient Wards and Visitors			
		<i>For Males</i>	<i>For Females</i>
viii)	Water closets	1 for every 100 persons or part thereof	2 for every 100 persons or part thereof
ix)	Ablution taps	1 in each water-closet 1 water tap with draining arrangements shall be provided for every 50 persons or part thereof in the vicinity of water-closets and urinals	1 in each water-closet
x)	Urinals	1 for every 50 persons or part thereof	
xi)	Wash basins	1 for every 100 persons or part thereof	1 for every 100 persons or part thereof
xii)	Drinking water fountain	1 per 500 persons or part thereof	

NOTES

1. Some of the water-closets may be of European style if desired.

2. Additional and special fittings for specific needs for specific needs of hospitals may be provided.

Source: IS 1172:1993 (Reaffirmed 2007)

The Norms set by the Bureau of Indian Standards also gives a detailed sanitation convenience for the staff quarters and nurse homes and even the Administrative buildings:

Table 6: Sanitary convenience for hospital staff and administrative buildings

Hospitals (Administrative Buildings, Medical Staff Quarters and Nurses' Homes)

Sr.	Fittings	For Administrative Buildings		For Medical Staff Quarters (Hostel type)		For Nurses' Homes (Hostel Type)
		For Male personnel	For Female Personnel	For Male staff	For Female Staff	
i)	Water-closets	1 for every 25 persons or part thereof	1 for every 15 persons or part thereof	1 per 4 person	1 per 4 persons	1 for 4 persons or part thereof
ii)	Ablution taps	1 in each water-closet	1 in each water-closet	1 in each water-closet	1 in each water-closet	1 in each water-closet
1 water tap with draining arrangement shall be provided for every 50 persons or part thereof in the vicinity of water-closets and urinals						

5845

8. Sanitary Convenience for Hotels

Table 10: Sanitary convenience for Hotels

Hotels						
Sr.	Facilities	For Residential Public and Staff	For Public Rooms		For Non-Residential Staff	
			For Males	For Females	For Males	For Females
i)	Water-closets	1 per person occupying a room with attached lavatory	1 per 100 persons up to 400 persons and for over 400, add at the rate of 1 per 250 persons or part thereof	2 per 100 persons up to 200 persons and for over 200 add at the rate of 1 per 250 persons or part thereof	1 for 1 to 15 persons 2 for 16 to 35 persons 3 for 36 to 45 persons 4 for 46 to 57 persons 5 for 58 to 100 persons	1 for 1 to 12 persons 2 for 13 to 25 persons 3 for 26 to 40 persons 4 for 41 to 57 persons 5 for 58 to 77 persons 6 for 78 to 100 persons
ii)	Ablution taps	1 in each water-closet	1 in each water-closet	1 in each water-closet	1 in each water-closet	1 in each water-closet
<p>Water supply with drainage arrangements shall be provided for every 50 persons or part thereof in the vicinity of water-closets and urinals</p>						
iii)	Urinals	—	1 per 50 persons or part thereof	—	Nil up to 6 persons 1 for 7 to 20 persons 2 for 21 to 45 persons 3 for 46 to 70 persons 4 for 71 to 100 persons	—
iv)	Wash basins	1 per 10 persons omitting the wash basins installed in the room suite	1 per water-closet and urinal provided	1 per water-closet and urinal provided	1 per 1 to 15 persons 2 for 16 to 35 persons 3 for 36 to 65 persons 4 for 66 to 100 persons	1 for 1 to 12 persons 2 for 13 to 25 persons 3 for 26 to 40 persons 4 for 41 to 57 persons 5 for 58 to 77 persons 6 for 78 to 100 persons

5846

6	Kitchen sinks and dish washers	1 per ward	
7	Urinals	1 per 20 persons	1 per 50 persons
			1 per 20 persons, additional 1 per additional 20 persons from 40 to 200 persons, additional 2% and over 200 additional 2.5%

Source: Guidelines for District hospitals, IPHS, 2014

6. Sanitary Convenience for Market
Table 8: Sanitary convenience for Markets

Fruit and Vegetable Markets		
Sr	Facilities	Requirements
i	Urinals	Not less than 2 for every 50 persons
ii	Water-closets*	2 Min. and an additional one for every 50 persons
iii	Ablution taps	2, Min, and an additional tap for every 50 persons.
iv	Bathing places	Suitable numbers with talking platforms

NOTES

- 1. Separate and adequate provision of water-closets shall be made for females.
- 2. Adequate washing places for fruit and vegetables shall be provided.
- *Some of the water-closets may be of European style, if desired.

Source: IS 1172: 1993 (Reaffirmed 2007)

7. Sanitary Convenience for Public Places (Gardens/ Play Grounds)

The Urban Regional Development Plan Formulation and Implementation guidelines and the CPHEEO manual for sewage and sewage treatment systems mention the guidelines for the public toilets or Community toilets. The provision for public toilets includes parks, open plaza, open air theatre, swimming areas, car parks and fu stations, roads and other open areas.

Table 9: Sanitary convenience for public places

Public toilets	
Toilet block	Provision at every one km
Number of WC	Equal ratio for males : females
Modes	Pay and use or free. In case of pay and use toilets the user is allowed access for a period 15 min on payment of entry fee
Signage	Signboard on main roads mentioning distance to reach nearest public convenience
Maintenance and Cleaning	Public toilets should be open 24 hours. There should be regular cleaning of the public toilets. There should be both male and female attendants for maintenance of the facility

Source: URDPFI Guidelines draft .2014

5847

10. Sanitary Convenience for Concert Halls/ Cinemas and Theatre Buildings
Table 12: Sanitary convenience for Cinemas and Theatres

Cinemas*, Concert Halls and Theatres					
Sr.	Requirements	For Male Public	For Female Public	For Male Staff	For Female Staff
i)	Water-closets	1 per 100 persons up to 400 persons; and for over 400 persons, add at the rate of 1 per 250 persons or part thereof	3 per 100 persons up to 200 persons; and for over 200 persons add at the rate of 2 per 100 persons or part thereof	1 for 1 to 15 persons 2 for 16 to 35 persons	1 for 1 to 12 persons 2 for 13 to 25 persons
ii)	Ablution taps	1 in each water-closet	1 in each water-closet	1 in each water-closet	1 in each water-closet
1 water tap with draining arrangements shall be provided for every 50 persons or part thereof in the vicinity of water-closets and urinals					
iii)	Urinals	1 for 25 persons or part thereof	—	Nil up to 6 persons 1 for 7 to 20 persons 2 for 21 to 45 persons	—
iv)	Wash basins	1 for every 200 persons or part thereof	1 for every 200 persons or part thereof	1 for 1 to 15 persons 2 for 16 to 35 persons	1 for 1 to 12 persons 2 for 13 to 25 persons
v)	Drinking Water Fountains	1 per 100 persons or part thereof	—	—	—

NOTES

- 1 Some of the water-closets may be of European style, if desired.
- 2 It may be assumed that two-thirds of the numbers are males and one-third females.
- 3 Provisions for water tap may be made in place of drinking water fountains, the scale of which may be 1 per 100 persons or part thereof.

Source: IS Code 1172:1993 (Reaffirmed 2007), *See also IS: 4878-1986.

11. Guidelines for Toilets for Physically Disabled and Elderly people

The government of India recognises the importance of making provision for the elderly and the physically challenged people, giving them an equal opportunity and access to everyday life in the city. Persons with Disability (equal opportunities, protection of rights and full participation) Act, 1996 was created for integration of persons with disability into social mainstream.

There are specific guidelines outlined by the Central Public Works Department for non-ambulant (chair bound), semi-ambulant (lower limb impairments), visual, and hearing disabled persons. Such guidelines will help integrate disabled and elderly persons fully into the society. Such Guidelines are applicable to residential buildings other than domestic buildings, commercial buildings, industrial buildings, health care institutions, educational establishments, community and religious centres agricultural and transport facilities.

v)	Baths	1 per 10 persons omitting occupants of the room with bath en suite
vi)	Slop sinks	1 per 30 bedrooms; minimum 1 per floor
vii)	Kitchen sinks and dish washers	1 in each kitchen
NOTES		
1 Some of the water-closets may be of European style, if desired.		
2 It may be assumed that two thirds of the numbers are males and one third females.		

9. Sanitary Convenience for Factories

Table 11: Sanitary Convenience for Factory buildings
Factories

Sr.	Requirements	For Male Personnel	For Female Personnel
i)	Water-closet*	1 for 1 to 15 persons 2 for 16 to 35 persons 3 for 36 to 65 persons 4 for 66 to 100 persons From 101 to 200 persons add at the rate of 3 percent For over 200 persons add at the rate of 2.5 percent	1 for 1 to 12 persons 2 for 13 to 25 persons 3 for 26 to 40 persons 4 for 41 to 57 persons 5 for 58 to 77 persons 6 for 78 to 100 persons From 101 to 200 persons add at the rate of 5 percent For over 200 persons, add at the rate of 4 percent
ii)	Abolition taps	1 in each water-closet	1 in each water-closet
iii)	Urinals	1 for 1 to 10 persons 2 for 11 to 20 persons 3 for 21 to 35 persons 4 for 36 to 70 persons From 101 to 200 persons add at the rate of 3 percent For over 200 persons, add at the rate of 2.5 percent	
iv)	Washing taps with draining arrangements	1 for every 25 persons or part thereof	
v)	Drinking water fountains	1 for every 100 persons or part thereof with a minimum of one on each floor	
vi)	Baths (preferably showers)	As required for particular trades or occupations	
NOTES			
1 For many trades of dirty or dangerous character, more extensive provisions are required by law.			
2 Urinals where provided shall be fitted with water-closets (one for 10 persons or part thereof) and washbasins (one for 5 persons or part thereof) and drinking water taps with draining arrangements (one for every 50 persons or part thereof).			
*Some of the water-closets may be of European style, if desired.			

Source: IS Code 1172:1993 (Reaffirmed 2007)

5849

- a) Every latrine shall be under cover and so partitioned off as to secure privacy, and shall have a proper door and fastenings
- b) (i) where both male and female building workers are employed, there shall be displayed outside each block of latrines or urinals a notice containing therein —For Men Only or —For Women Only as the case may be, written in the language understood by the majority of such workers, (ii) such notice shall also bear the figure of a man or of a woman, as the case may be
- c) Every latrine or urinal shall be conveniently situated and accessible to building workers at all times
- d) Every latrine or urinal shall be adequately lighted and shall be maintained in a clean and sanitary condition at all times
- e) Every latrine or urinal other than those connected with a flush sewage system shall comply with the requirements of the public health authorities
- f) Water shall be provided by means of a tap or otherwise so as to be conveniently accessible in or near every latrine or urinal
- g) The walls, ceilings and partitions of every latrine or urinal shall be whitewashed or colour-washed once in every period of four months.

References

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5850

**Table 13: Sanitary Convenience for the Elderly and Physically Disabled
Typical Toilet Specifications for Physically Challenged and Elderly**

Size	Minimum size shall be 1500 x 1750 mm
Clear Opening	Minimum clear opening for the door shall be 900mm. Doors should always be outward-opening
Assistance/Protection	Vertical and horizontal handrails (chrome plated steel pipes) with 50mm clearance from wall should be provided in toilet. Toilet door shall have a non-slip surface. Doors should be easily operable.
Water Closet	The WC seat shall be 500mm from the floor
Signage	Clearly visible signage should be displayed. Direction and name of Accessible facility should be indicated.

Source: Guidelines and space standards for barrier free built environment for disabled and elderly people, CPWD, 1995

12. Sanitary Convenience for Labourers and workers on Construction Site

The Government "Building and Other Construction workers Act 1996" gives focus on the working conditions of the labourers and their basic requirements. The term "building and construction Work", includes, construction, alteration, repairs, maintenance or demolition, of or, in relation to, buildings, streets, roads, railways, tramways, airfields, irrigation, drainage, embankment and navigation works, flood control works (including storm water drainage works), generation, transmission and distribution of power, water works (including channels for distribution of water), oil and gas installations, electric lines, wireless, radio, television, telephone, telegraph and overseas communications, dams, canals, reservoirs, watercourses, tunnels, bridges, viaducts, aqueducts, pipelines, towers, cooling towers, transmission towers and such other work.

General requirements

It shall be the duty of the employer to maintain the latrines, urinals, washing facilities and canteen in a clean and hygienic condition. The canteen shall be located in a place away from the latrines and urinals and polluted atmosphere and at the same time be easily accessible to the building workers.

It shall be the duty of a building worker to keep the latrines, urinals, washing points, canteen and other facilities provided by the employer for securing his welfare in a clean and hygienic condition.

Building of the canteen referred to in sub-rule (1) shall be situated at the distance not less than fifteen point - two metres from any latrine or urinal or any source of dust, smoke or obnoxious fumes.

Latrines and urinals:-

In every place where building or other construction work is carried on, the employer shall provide sufficient latrine and urinal accommodation of such types as may be prescribed and they shall be so conveniently situated as may be accessible to the building workers at all times while they are in such place: Provided that it shall not be necessary to provide separate urinals in any place where less than fifty persons are employed or where the latrines are connected to a water-borne sewage system.

Latrine and urinal accommodation:-

Latrines or urinals, as the case may be, required to be provided under section 33 of the Act shall be of the types as specified below, namely:

5851

- v) No stagnate or flowing water in and around the toilet

The Public toilets should have the following minimum facilities :

- i) Adequate disposal mechanism for toilet blocks either through drainage connection or adequate soak pits
- ii) Water supply system
- iii) Fixtures for adequate light and ventilation
- iv) Operational locking systems in doors and windows
- v) Mirror, disinfected liquid soap, paper napkins and dustbin placed close to the wash basin for disposing paper napkins
- vi) Toilet blocks for females should have appropriate bins for disposal of sanitary napkins
- vii) Incinerator in toilet blocks for females, wherever required

(B) Public buildings should meet the following parameters for solid waste management :

- (i) Carpet/ floor should not have dirt, litter, spots and stains.
- (ii) Walls (and switch boards on them), doors and windows should be free of finger stains, pan/ gutkha/ spitting stains and dirt.
- (iii) There should be no dust, litter or hair under the furniture like tables, chairs, sofas and other furniture.
- (iv) There should be no cobwebs on walls, ceilings fixtures (such as paintings, clocks) or behind/ under the furniture.
- (v) Soft furniture (cushioned and with fabric covers), drapes and upholstery should not have dust in it. Upon hitting it with hand, no dust clouds should emerge.
- (vi) Rooms should be free of insects, pests, bird droppings and odour.
- (vii) Common areas, lifts, staircases should be free of insects, pests, bird droppings and odour.
- (viii) There should not be any debris, condemned equipment, vehicles in unorganized manner within the campus.

The above parameters should form part of the annual Maintenance contract of public buildings, wherever applicable.

For strengthening the institutional mechanism the following additional steps should be taken by the public offices.

- (i) Assess the adequacy of toilet blocks :

Adequacy of toilet blocks should be ascertained by taking into account (a) the permanent occupants such as employees, residents as well as estimated number of average visitors per day and (b) number of functional toilet seats, which will provide number of users per toilet seats in terms of (a/b).

Annexure - II

5852

Parameters of Cleanliness for public buildings.

Government of Gujarat
Urban Development and Urban Housing Department
Mission Directorate, Mahatma Gandhi Swachhata Mission
Sachivalaya Gandhinagar
Circular No: NML/102013/3521(Pt-1)/DH
Dated: 19/11/2014

CIRCULAR:

Government of Gujarat has launched Mahatma Gandhi Swachhata Mission in February, 2014 with a vision to attain open defecation free, zero waste, dust free and green environment in Gujarat State in next five years. Government of India has also launched Swachh Bharat Abhiyan on 2nd October, 2014 with a similar vision to be translated into practice by 2nd October, 2019 to dedicate clean India at 125th birth anniversary of Mahatma Gandhi.

In order to achieve the above objectives a roadmap has been prepared for next five years for Gujarat State in consultation with all the concerned Departments which is an annexure herewith. Accordingly the action plan has been divided into three parts, namely short term up to 31st December, 2014, medium term up to 31st December, 2016 and long term up to 2nd October, 2019. Short term planning envisages cleanliness in public offices and ensuring community participation through community awareness drive, therefore, all the public offices are requested to ensure that the following parameters of cleanliness are met by 31st December, 2014.

(A) Cleanliness of toilets :

There should be an institutional mechanism to keep toilets in public offices clean as per following parameters:

- i) No foul odour within the toilet and surroundings
- ii) No stains on the toilet seats / wash basins or sanitary area
- iii) No visible human fecal matter in the toilet
- iv) No garbage / litter strewn in and around the toilet

5853

- (ii) Engaging social media and the volunteers registered by Mahatma Gandhi Swachchhata Mission.

Messages related to personal hygiene, use of toilets, cleanliness, segregation and solid waste management may be prominently displayed in an effective manner through the media engaged by various departments for providing benefits to the target group such as School Bags, Study materials (Note Books), Electricity Bills, Gas Bills, other types of Demand Notes as well as on the assets created such as School Rooms, Hospitals, Bus Stand etc.

All are hereby advised to follow the above instructions.

By order and in the name of the Governor of Gujarat.

(A. K. Sharma)
Under Secretary

Urban Development and Urban Housing Department

To,
Chief Principal Secretary to Hon'ble Chief Minister,
All Personal Secretaries to Hon'ble Ministers / Hon'ble Ministers of State
/ Hon'ble Parliament Secretaries,
All A.C.S./ P.S./ Secretaries of the Secretariat Departments,
All HODs,
All Board Corporations,
All Collectors,
All DDOs,
All Municipal Commissioners,
Director of Municipalities, Gujarat State Gandhinagar,
Managing Director, GUDC, Gandhinagar,
Additional Chief Executive Officer, GUDM, Gandhinagar,
Chief Executive Officer, GMFB, Gandhinagar,
All Chief Officers (Through DGM),
Select file.

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In case number of functional toilets seats are not adequate, the concerned department should do the needful to get the adequate number of toilet seats constructed.

- (ii) In case of solid waste management the public offices should assess the following :
 - a. Number of dustbins, location of dustbins and distance between these dustbins in the public offices vis - a - vis generation of solid waste in the public offices.
 - b. Facility for segregation of solid waste where ever required (especially where the building generate both biodegradable and recyclable waste).
 - c. The disposal mechanism of solid waste either within the building in decentralized manner or through concerned Local Self Government.

The public offices should assess and suitably adopt the following strategy for long term solid waste management, wherever possible:

- (i) Reduce generation of solid and other waste

The public offices may device strategy /mechanism to reduce generation of wastes by optimizing functional resources over a period of time

- (ii) Re-use solid and other waste (e waste)
- (iii) Wherever possible the equipment, vehicles, electric devices etc. not required by a public office may be assessed for the possibility of their reuse by any other office/service delivery center and dispose them off accordingly.
- (iv) Recycling of wastes: Public offices should assess and explore the possibility of recycling remaining e waste, paper, plastic, metal, building debris etc.
- (v) Process and final disposal :

The public offices may coordinate with the concerned local Self Government for processing and final disposal of the remaining waste.

A web enabled management information system as well as mechanism for real time monitoring has been put in place to ensure that the above parameters are institutionalized in public offices. The concerned departments, HODs, Boards and Corporations and District offices are requested to access the following link for this purpose (www.mgsm-gujarat.in) and enter the details sought therein. In addition, the public offices are requested to set up the functional and timely grievance redressal system in their offices in this regard.

For the second part of short term action plan namely community awareness and community participation, all the concerned departments are requested to strengthen the IAC campaign already undertaken by them in the following manner:

- (i) Mass contact through the field offices and sensitization of target group of each department.

City Sanitation Plan

5855

✓ Objectives

- The main objective of the City Sanitation Plan is to prepare plan for towns to "Achieve Totally Safe Environmental Sanitation" with a special focus on Hygienic and Affordable Sanitation Facilities for the Urban Citizen. The healthy and livable Cities shall ensure sustainable good public health standards and environmental up-gradation.
- The objective of CSP is to cover entire town (including new/upcoming areas, slums etc.) with 100% sustainable urban sanitation by preparing 'City Sanitation Plan (CSP)' of each of ULB. Broadly but not limited to the CSP preparation shall be in line with "National Sanitation Policy" and "Mahatma Gandhi Swachta Mission".

✓ Broad Scope of Work

- Depending upon the socio cultural and geographical realities, the sanitation need of every town may differ from each other. As per the local needs, requirements and understanding consultations with relevant stakeholders, such as elected representatives, eminent citizens, women groups and others shall be required. In order to prepare the actionable CSP necessary survey may be required so that the plan is based on actual facts. Following are the broad contours of the activities to be performed by the selected bidder:
 - a) Undertake a detailed survey of the town and identify areas that are particularly prone to open defecation; informal dumping of municipal waste; open drainage of sewage and other interventions causing environmental health hazards.
 - b) Suggest a practical methodology to make the city open defecation free, suggest appropriate methodology for collection, transportation, treatment & disposal of waste water taking in to consideration various aspects such as geography, topography, climate, availability of land in the town etc., suggest appropriate methodology for collection, transportation, treatment & disposal of municipal solid waste.
 - c) Survey existing service providers, available facilities (including activities of the informal sector) and markets and recommend a series of actions which can be implemented to mainstream re-cycling of waste material.
 - d) Prepare a detailed & workable Action Plan to make the city clean as per the provisions of National Urban Sanitation Policy (the "NUSP") issued

by the Ministry of Urban Development, Govt. of India and Mahatma Gandhi Swachhta Mission (the "MGSM").

- e) Undertake and present the outcomes of consultations with the public and other key stakeholders (include but not be restricted to different line agencies, NGOs, CBOs, Self Help Groups, women and child welfare organizations, etc.).
- f) Survey in detail the specific conditions in the slums in terms of open defecation specifically for women, availability of toilets, facilities for solid waste management, drainage and sewage; suggest specific ways of improving the sanitation situation in the slums and integrating facilities and services with a city wide network; include a slum specific operation and maintenance plan in the Action Plan.
- g) Identify in consultation with ULBs, alternative sites for treatment and disposal of sewage and municipal solid waste considering guidelines issued under MSW (Management & Handling) Rules, 2000.
- h) Assess the impact of current and proposed actions on vulnerable groups like waste collectors and rag pickers; include a rehabilitation plan for those likely to be effected.
- i) Prepare the operational framework with "no-fail" view for sustainable operation.
- j) Estimate capital expenditure and Operating expenditure for attaining total sanitation goal as per the NUSM and MGSM.
- k) Determine the "cost-of-sanitation" to be paid by the Urban Local Bodies' (ULB) citizen under (i) Full private model (ii) Full Public Model (iii) under Public Private Partnership model.
- l) Prepare Financing structure keeping in view the "target-cost-of-service" i.e. target cost to be determined through the public consultation.
- m) Suggest institutional structure for the sustainable service delivery at ULB level.
- n) Suggest Information, Education and Communication (IEC) programme module and framework for attaining total people participation for success of MGSM.

Guidelines for
'Open Defecation Free
Gujarat'

ANNEXURE-G

Guidelines for 'Open Defecation Free Towns'
under the Mahatma Gandhi Swachhata Mission

5857

Government of Gujarat
Urban Development and Urban Housing Department
Mission Directorate, Mahatma Gandhi Swachhata Mission
Sachivalaya Gandhinagar

Government Resolution No: MGM/102014/5214/DH

Dated: 20/01/2015

Preamble:

The Government of Gujarat has announced the Mahatma Gandhi Swachhata Mission with a view of achieving "Open defecation free cities and villages". Government of India has launched the Swachh Bharat Mission (SBM) with a similar vision. The objective is to realise the dream of Mahatma Gandhi that all cities, towns and villages should become clean, have fully functional sewerage system leading to improved health. The people living in cities, towns and villages should get clean living environment.

Similarly, the Swachh Bharat Mission was launched at the national level on Oct 02, 2014 by the Government of India. The Swachh Bharat Mission (SBM), a joint mission of the Ministry of Urban Development (MoUD) and the Ministry of Drinking Water and Sanitation (MDWSS), emanates from the vision of the Government articulated in the President's address to the Joint Session of the Parliament on 9th June 2014

"We must not tolerate the indignity of homes without toilets and public spaces littered with garbage. For ensuring hygiene, waste management and sanitation across the nation a "Swachh Bharat Mission" will be launched. This will be our tribute to Mahatma Gandhi on his 150th birth anniversary to be celebrated in the year 2019."

The Sub-Mission - Swachh Bharat Mission (SBM) for urban areas is to be implemented by the MoUD. It aims to achieve the objective of providing sanitation and household toilet facilities for all 4041 statutory towns in the country.

Leveraging such a national level thrust towards making Indian cities and villages free of open defecation, the Government of Gujarat (GoG) aims at making cities and villages from the state free of open defecation (OD). The strategies for achieving OD free settlements include but are not limited to:

1. Ensuring adequacy of toilets -individual and public toilets and Effective operations and maintenance of public toilets
2. Ensure regulatory frameworks and public health bye-laws
3. To effect behaviour change regarding health and hygiene and generate awareness and build capacity of respective departments.
4. Creation of an enabling environment to encourage participation of private sector

Resolution:

After careful consideration, the Government of Gujarat has resolved to issue the following guidelines for 'Open Defecation Free Towns' under the Mahatma Gandhi Swachhata Mission.

The following sections detail out each strategy and present the existing schemes and regulations and financial support available through state and central support.

1. Ensuring adequacy of toilets for households, public spaces and government buildings

This section details the norms for Urban Local Bodies (ULB) to provide sanitation facilities for households, public areas and labour.

The components include:

- Provision of individual and shared toilets for households
- Provision of public toilets in public spaces
- Provision of temporary toilets at construction sites for construction labour and for special events such as exhibitions /fairs/special events etc. and for migrants and homeless in urban areas.

Individual toilet means a toilet which is available within the premises of a household. Operation and maintenance of individual toilet rests with the beneficiary.

Shared community toilets means a toilet seat used by 3-4 households which are known to each other. Operation and maintenance of shared toilets rests with the beneficiaries (3-4 households).

These also mean a shared common facilities and on-site waste water treatment provided by and for a group of residents or an entire settlement. Community toilet blocks are used primarily in low-income and/or informal settlements/slums where space and/ or land are constraints in providing a household toilet. These are for more or less fixed user group. Operation and maintenance of shared community toilet block ideally should rest with the beneficiary users under over all supervision of the concerned ULBs.

Public Toilet means toilets meant for floating population/ general public in places such as markets/ transit nodes/ tourist places/ office complexes and other public areas with a high number of footfalls. Operation and maintenance of public toilets rests with the ULB or its appointed contractor.

Temporary Toilet means a toilet which is simple portable enclosures and is typically used for construction sites or large gatherings because of their durability and convenience. Operation and maintenance of temporary toilets rests with the construction company (in case of construction sites) or the ULB/ its appointed contractor.

All toilets constructed under MGSM must have two main structures- the toilet super structure (including the pan and water closet) and the sub-structure (either on-site treatment system or a connection to existing underground sewerage system).

1.1. Strategies for individual toilets for households

The Government of Gujarat recognises the importance of individual toilets at the household level and improved access to functional toilets in all public areas as well as government departments and premises. The Government also recognises the importance of safe disposal of waste water through sewered or on-site waste water treatment systems (OSS) such as septic tanks-soak pits or twin pit system.

As far as possible, the urban local bodies will strive to provide individual toilets to households that currently do not have access. Only in special cases where there are constraints of space availability, shared toilets will be provided. Shared toilets would be provided in lieu of community toilet blocks.

This section covers construction of new individual toilets and conversion of insanitary toilets including pit latrines to sanitary latrines.

1.1.1. Eligibility for incentive

All urban households residing in slums, slum-like areas, authorised/ un-authorised colonies and urban villages (*gamtals*) and who either do not have an individual toilet or have an insanitary toilet are eligible to receive incentive under MGSM irrespective of their land tenure status.

All eligible households will be provided with an individual toilet or in exceptional cases, a shared community toilet with either underground sewer connection or an OSS.

- i. Beneficiaries who have a functional sewerage system within 30 metres from the settlement are eligible for construction of only the toilet super-structure. Such beneficiaries are also eligible for connection to the existing sewerage system.
- ii. Beneficiaries who do not have a functional sewerage system within 30 meters from the settlement are eligible for construction of the toilet super-structure and an on-site treatment system (such as twin-pits, septic tanks-soak pits, bio-digesters, bio-tanks) for collection, treatment and disposal of waste water.

1.1.2. Operation and maintenance of individual toilets

Beneficiaries are responsible for maintenance of their respective individual toilets and OSS, if applicable. ULBs are responsible for operation and maintenance of sewerage system.

- i. All individual toilets provided under MGSM must ensure running water supply or adequate water storage.
- ii. All OSS units should be maintained and cleaned as per the regime and procedures defined in the Advisory Note on Septage Management in Indian Cities prepared by the Ministry of Urban Development, GoI (Ministry of Urban Development, 2014a). In addition to the advisory, the guidelines on design and construction of septic tanks issued by the Bureau of Indian Standards¹ and the CPHEEO² and Guidelines for Swachh Bharat Mission should be followed for operation and maintenance of OSS. 'Standard operating procedure (SOP) for septage management, 2014' (ISBN 978-81-900120-8-2) published under the Performance Assessment System (PAS) – the Service Level Benchmarking Initiative by Government of Gujarat may be referred as model SOP.

Septage must be removed from septic tanks at least once every 2 or 3 years and transported off-site for treatment prior to disposal. Municipal utility or private contractors are required for mechanically desludging septic tanks and to ensure safe disposal of septage at a treatment plant. ULBs should also explore reuse of treated sludge and treated effluent.

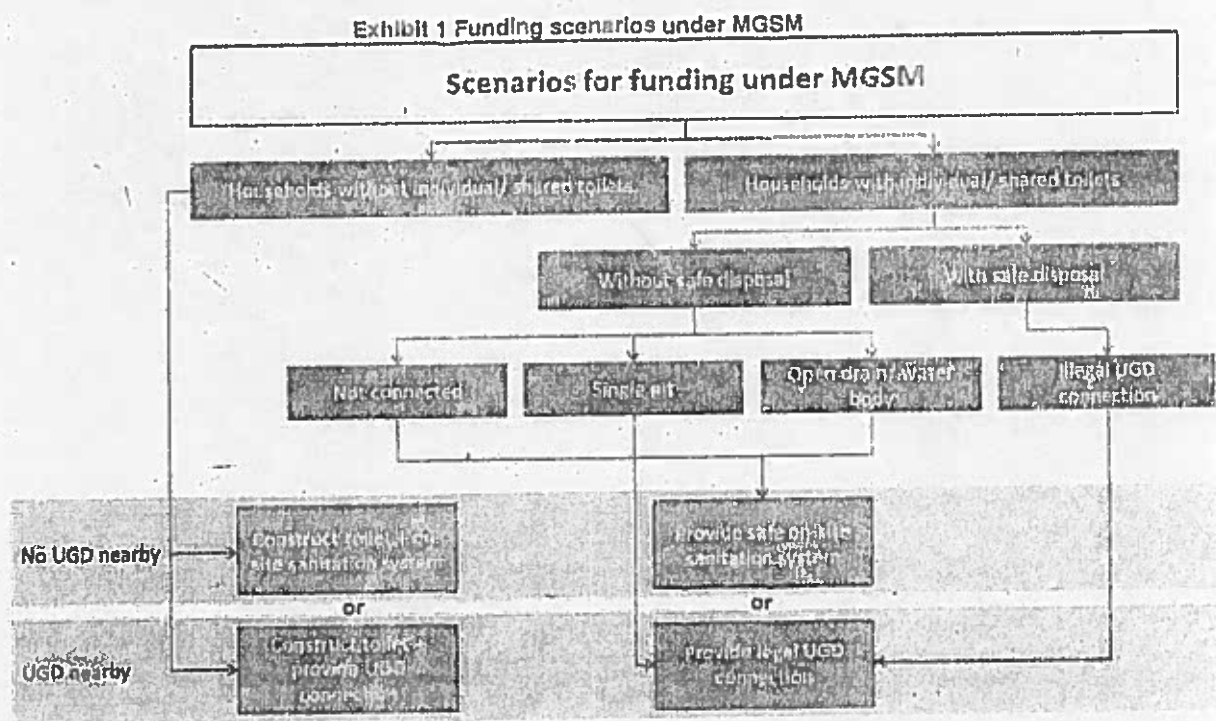
¹(Bureau of Indian Standards, 1986)

²(Central Public Health and Environmental Engineering Organisation and Japan International Cooperation Agency, 2013)

- iii. Each ULB will adapt a model SOP for septage management prepared by the MGSM, GoG. The SOP will provide a set of written instructions on septic tank construction, cleaning and maintenance and disposal of sludge in a concise format. The SOP will contain a set of recording formats to help ULBs to document the number of septic tanks and frequency of cleaning for regular monitoring. A typical SOP would include detailed guidelines regarding the following:
 - Design and construction guidelines for soak pits and septic tanks
 - Septic tank cleaning procedure
 - Safe transportation of septage
 - Septage treatment and disposal
 - Appropriate use of treated septage
- iv. All ULBs should prepare a septage management plan as per the Advisory on Septage Management by MoUD

1.1.3. Funding for individual toilets

Funding for individual toilets under the MGSM is applicable to the following situations of sanitation provisions.



- To achieve the objective of 'zero open defecation', MGSM will provide assistance for
- a. Construction of toilets
 - b. Construction of on-site sanitation or providing connection to existing underground drainage (UGD)
 - c. Both 'a' and 'b'.

In many cities of Gujarat, UGD projects are in various stages of planning, approval and implementation. Until such projects become fully operational including operational treatment facilities, OSS will be funded.

Under all scenarios, financial incentive from Government of India (GoI) will be INR 4,000/- per household toilet as per the Guidelines for Swachh Bharat Mission (SBM)³. Contribution from GoG has been provided below for each scenario. Contribution from both GoI and GoG will be provided to the beneficiary only if the toilet is constructed with safe waste water disposal system. Any amount in addition to the contribution from GoI and GoG is to be borne by the beneficiary.

Exhibit 2 Funding scenarios and contribution of GoI and GoG

Scenarios	Existing Individual Toilet (Yes/ No)	Waste water disposal mechanism	Maximum contribution or actual cost, whichever is less (INR)	
			GoI	GoG
Scenario 1	No	No UGD nearby	4,000	8,000
Scenario 2	No	UGD nearby	4,000	8,000
Scenario 3	Yes	No UGD nearby	4,000	2,000
Scenario 4	Yes	UGD nearby	4,000	2,000

Note: In Scenarios 4, road cutting cost will be borne by the respective ULB.

1.1.4. Operationalizing construction of individual toilets

ULBs should carry out required IEC activities to create awareness on the scheme to create demand amongst citizens.

Beneficiaries will apply to their respective ULBs to receive incentive under MGSM. ULBs should verify their eligibility within 7 working days and inform the beneficiary.

The identification of beneficiaries could be on an application basis or be based on a survey. ULBs should carry out a house-to-house survey to identify beneficiaries or wherever available, use existing data from surveys conducted under other programs such as RAY/ Mission Mangalam etc. Surveys conducted before 2011 should be updated. ULBs may involve CBOs/ CSOs/ NGOs or other agencies engaged by the State Government.

Based on the surveys and baseline data, ULBs should approve

- a. either construction of a new individual toilet or upgradation of insanitary to sanitary toilet
- b. connection to an existing sewerage system or construction of an on-site treatment unit. In case of on-site treatment unit, recommend technically appropriate options 'Various onsite technology options'.

Eligible beneficiaries may choose to construct individual or shared toilets through any of the following mechanisms:

1. Constructed by the beneficiary directly
2. Constructed by ULB directly or through a ULB appointed private contractor/ NGO
3. Constructed by GoG appointed private contractor/ NGO

³(Ministry of Urban Development, 2014b)

5862

In all three mechanisms, the incentive from GoI and GoG will be released at the following stages:

Exhibit 3 Funding stages for individual toilets

Stage	Criteria	Incentive to be released		
		Govt. of India	Govt. of Gujarat	Total
Stage 1	1 st instalment on approval of application by the ULB	2,000	3,000	5,000
Stage 2	2 nd instalment on verification of physical progress of construction by ULB (to ensure completion of waste water disposal mechanism)	2,000	3,000	5,000
Stage 3	Final verification by ULB for construction and use of toilet with self-attested geo-tagged photographs of the toilet with applicant		2,000	2,000
			Total	12,000

All figures in INR.

Final verification must ensure construction and functionality of sub-structure i.e. OSS or UGD connection. It should also ensure an enclosure that ensures minimum level of privacy, water supply / storage and sanitary ware.

1.1.5. Pooled infrastructure and community mobilisation

In case of *gamtals* and slums/ slum-like areas with no UGD nearby, and where it is possible or otherwise preferred by the beneficiaries, pooled on-site waste water treatment systems can be constructed. Each household is eligible to receive the incentive as described in 1.1.4. In such cases, ULBs may guide and facilitate joint application by the group of beneficiaries. ULBs directly, or through community mobilisers should identify areas where such pooled OSS may be constructed and encourage such pooled OSS as a preferred mode and on priority basis.

1.1.6 Assistance for Rural APL beneficiaries

Mukhya Mantri Shri Swachhta Nidhi has been created for depositing and utilizing donations for providing and strengthening sanitation facilities in Gujarat State wide GR NML/102013/3521/PT-1/DH Dated: 1-10-2014. APL households in rural areas that do not have a toilet will be eligible to get assistance of INR 4,000 from the Nidhi and budgetary support of INR 4,000 through Panchayat, Rural Development and Rural Housing Department. Beneficiary household will bear remaining INR 4,000/-. There is already an ongoing scheme for BPL beneficiaries of the rural area.

1.2. Strategies for community level shared toilets for households

As far as possible, the ULBs will strive to provide individual toilets to households that currently do not have access. Only in special cases where there are constraints of space availability, community level shared toilets will be provided. Community level shared toilets means a toilet