



# GUIDELINES FOR URBAN LOCAL BODIES



19 CITIES ODF



52 CITIES ODF



100 CITIES ODF



URBAN MAHARASHTRA ODF



# SUSTAINING CITIES TO BE OPEN DEFECATION FREE (ODF)



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# A SYSTEMATIC APPROACH BY GOVERNMENT OF MAHARASHTRA

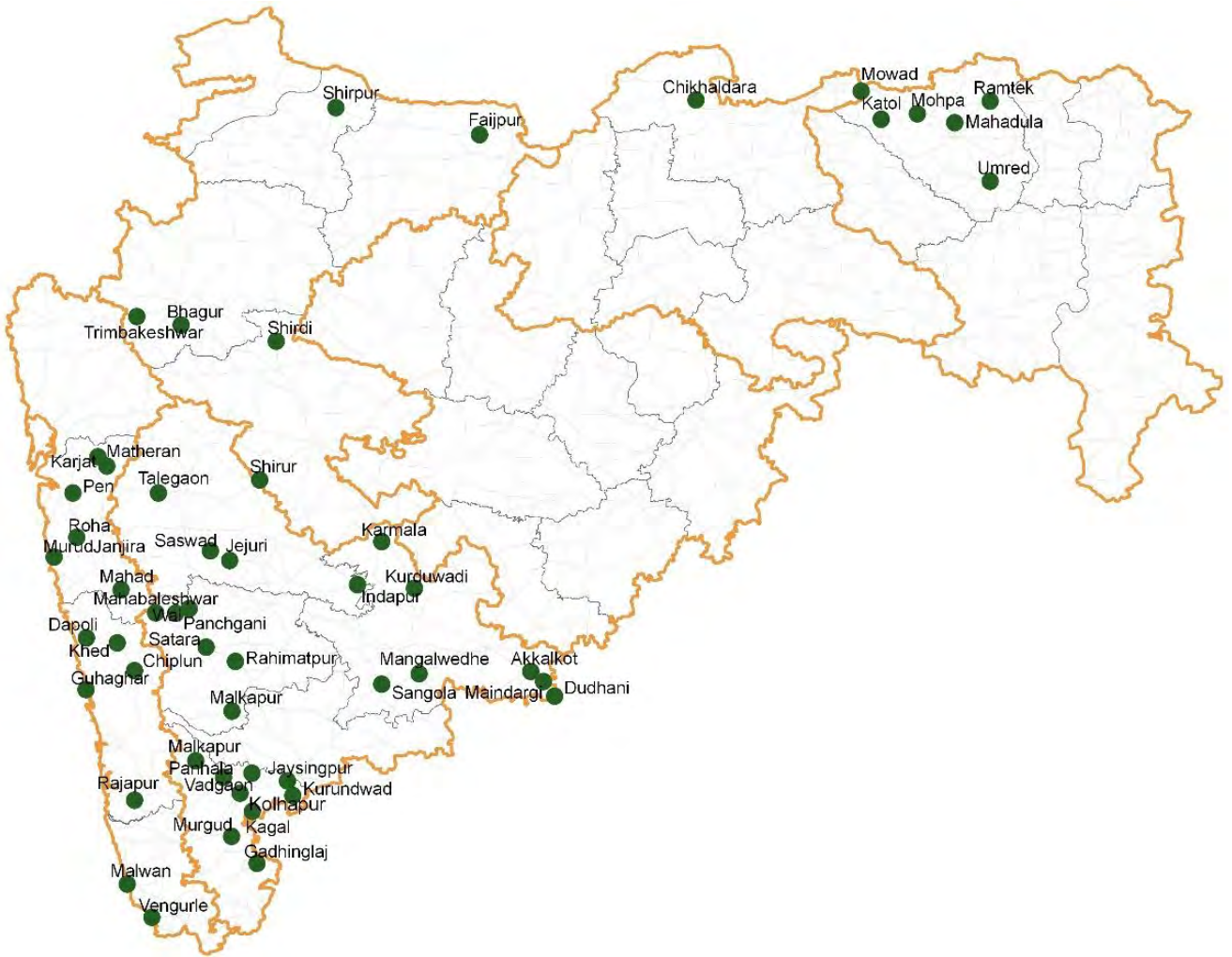
**Under the Swachh Maharashtra Mission (Urban), the Government of Maharashtra envisages 'ODF communities' moving towards 'ODF+ and ODF++ communities' by addressing the entire service chain of sanitation and not focussing only on the number of toilets constructed in the cities. The Government of Maharashtra has adopted a systematic approach by viewing the city as a unit and encouraging city managers to move towards improved sanitation by prioritising access, promoting the use of own toilets and implementing plans for safe management of faecal waste.**

**The objectives of the mission are:**

- Elimination of open defecation
- Eradication of manual scavenging
- Modern and scientific municipal solid waste management
- To effect behavioural change regarding healthy sanitation practices
- Generate awareness about sanitation and its linkage with public health
- Capacity augmentation for ULBs
- To create an enabling environment for private sector participation in Capex (capital expenditure) and Opex (operation and maintenance)

# ABOUT THE GUIDELINES

The Swachh Maharashtra Mission was launched by the State government with the aim of creating 'Sustainable ODF communities'. In a short span of time the mission has resulted in 52 ODF cities. The next crucial step is to maintain the ODF status of these cities. The sustainability of the ODF cities has to be based on a planned and systematic approach – the *Guidelines for Sustaining Cities as Open Defecation Free (ODF)* has been prepared for this purpose. These guidelines will not only channelise the efforts of urban local bodies but will also help cities in achieving ODF+/ODF++ status.





## FOREWORD

On October 2, 2014, the 'Swachh Bharat Mission' was launched with one of its stated objectives being the achievement of Open Defecation Free Status in all the 4,014 urban local bodies (ULBs) in India, by October 2019. This is probably the best tribute the country can pay to the father of our nation, Mahatma Gandhi.

Maharashtra has been one of the leading states in India in achieving the targets set for the state to achieve ODF status. Although constructing individual and community toilets is one of the ways towards open defecation free cities, the State government has adopted a demand-based approach. This addresses the issue of sustainability of open defecation status of the cities.

Sustainability of open defecation free cities has been at the core of the efforts undertaken by the State. In alignment with such efforts aimed at sustaining ODF status, the Urban Development Department and Team Swachh Maharashtra have developed these guidelines for sustaining cities as Open Defecation Free (ODF). These guidelines will act as a ready reckoner for all urban local bodies and citizens that are working towards sustaining their city's ODF status.

I extend my best wishes to all urban local governments for moving towards 'Swachh Maharashtra', and thus making the 'Swachh Bharat' dream and vision of Honorable Prime Minister, Shri. Narendra Modi, come true and get implemented in letter and spirit!

**Mr. Devendra Fadnavis**

Chief Minister,  
Government of Maharashtra

Date: October 13, 2016



## MESSAGE

Swachh Maharashtra Mission, which has been implemented with full dedication under the dynamic leadership of Chief Minister Mr. Devendra Fadnavis, Maharashtra, is progressing towards 'Swachh Bharat' in the true sense. 'Swachhtechhi Saptapdi' – Seven Steps to Cleanliness – was introduced by the Government of Maharashtra as a roadmap to Swachh Maharashtra. Local governments are further facilitated and encouraged by the State through building their capacities and engaging in a dialogue with them at various workshops and discussions. Today, results of State-level efforts are evident at the local level. In fact, some cities have become role models for other cities and States.

The mission has witnessed phenomenal success owing to the local leadership which has played a crucial role in shouldering the responsibility to achieve the targets and have responded phenomenally to Swachh Maharashtra Mission. Nineteen Open Defecation Free Cities had laid the foundation of 'ODF Maharashtra' on October 2, 2015, followed by 33 more cities which attained ODF Status in the second phase of the mission. This has generated tremendous energy at the city level. This is evident through a range of innovative activities and convergence of various mission mode projects done at a local level for making their cities ODF.

The *ODF Sustainability Guideline* is the result of team work and synergy of contribution from 'Team Swachh Maharashtra' and all urban local bodies in Maharashtra. I wish to place on record my deep appreciation of this team effort and hope that implementers and stakeholders in the State and in India will find this report useful in understanding the process of making cities ODF.

**Dr. Ranjit Patil**

Minister of State,  
Government of Maharashtra

Date: October 13, 2016



## PREFACE

Swachh Maharashtra Mission is moving towards its target to end open defecation in all its cities by October 2019, which marks the 150<sup>th</sup> birth anniversary of Mahatma Gandhi. In our efforts to make cities ODF, the focus has been on 'creating sustainable ODF communities' rather than merely constructing toilets for households resorting to open defecation. In regards to this, the State government decided to draft guidelines that will help urban local body (ULB) officials as well as citizens to understand what ODF sustainability is and what steps need to be taken to retain the ODF status of their cities.

These guidelines are the result of team work and synergy of contribution from 'Team Swachh Maharashtra' and all ULBs in Maharashtra, ably assisted by CEPT University, Ahmedabad, and RCUES, All India Institute of Local Self-government, Mumbai. I wish to place on record my deep appreciation of this team effort and hope that implementers and stakeholders in the state and in India will find this book useful in understanding the process of making cities ODF.

I am sure that these guidelines for sustaining cities as Open Defecation Free (ODF) will prove to be beneficial to other cities in the country which are moving towards sustaining their ODF status and would also help in guiding the cities towards achieving ODF+ and ODF++ status.

**Mrs. Manisha Patankar-Mhaiskar**

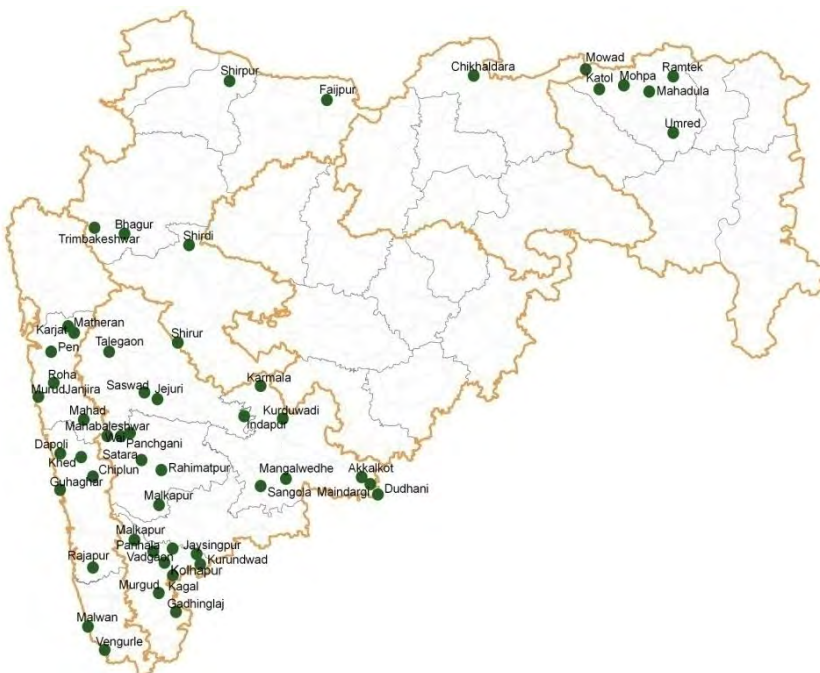
Secretary, Urban Development Department  
Government of Maharashtra

Date: October 13, 2016

The unprecedented growth in Indian cities, coupled with high economic growth, has resulted in a severe challenge in providing adequate and quality infrastructure to the ever-growing population. One of the major challenges arising out of increased migration and natural growth of cities is the issue of access to safe sanitation facilities, especially in areas housing economically weaker sections of society, where OD spots are more likely to be found. Maharashtra faces similar challenges in provision of adequate sanitation facilities like most other cities in India.

The Swachh Bharat Mission – Urban aims to address this challenge with an objective to attain open defecation free status for all the 4,041 ULBs in the country. The mission aims to provide adequate and improved access to toilet facilities by construction of individual toilets, community and public toilets. These efforts are strengthened with behaviour change initiatives through active participation from citizens, NGOs, schools and corporates in order to ensure sustainability of open defecation free status.

Swachh Maharashtra Mission was launched by the State government with an aim to create ‘sustainable ODF communities’. In a short span of time the mission has resulted in 50 ODF cities. The next crucial step is to maintain the ODF status of these 50 ODF cities. The sustainability of the ODF cities has been based on a planned and systematic approach for which *Guidelines for Sustaining Cities as Open Defecation Free (ODF)* has been prepared. These guidelines will not only channelise the efforts by the urban local bodies but will also help cities in achieving ODF+/ODF++ status.





## LAUNCH OF THE MISSION May 15, 2015

REGIONAL WORKSHOPS



DIVISIONAL WORKSHOPS



## STEP 2

January 31, 2016



## MAHA-CLEANATHON

September 3, 2016





Nashik



Nagpur



### STEP 1

October 2, 2015



## STEP 1: 19 CITIES ODF



OCTOBER 2, 2015

## STEP 2: 52 CITIES ODF



JANUARY 31, 2016

## STEP 3: 100 CITIES ODF



OCTOBER 13, 2016

## URBAN MAHARASHTRA ODF



OCTOBER 2, 2017



### STEP 3

October 13, 2016

# ODF SUSTAINABILITY AND ITS IMPORTANCE

Open Defecation Free (ODF) cities or communities have been considered the most efficient model for scaling up sustainable sanitation.<sup>1</sup> 'To make sustainable ODF cities' has been the key objective of Swachh Maharashtra Mission (Urban). It is more important and challenging to sustain cities as ODF than even making them ODF.

After achieving the initial target of providing safe access to sanitation facilities through construction of individual and community toilets, thereby restricting people towards open defecation, the second and rather more challenging task is to motivate people to use them and prevent them from reverting to OD.

The importance given to ODF sustainability by the State government is reflected in the validation process once the city is declared ODF. Constant and regular validations are conducted by State government officials to verify whether the city has been successful in sustaining the ODF status. These validations are also linked to the release of incentive funds which are given to the ULBs after they achieve the ODF status. Hence it is important that the city is always well prepared for such validations. Ensuring ODF sustainability would also help the city to progress towards ODF+ and ODF++ status.

## WHAT ARE ODF CITIES?

As per definitions from the recent Ministry of Urban Development (MoUD) Protocol for declaring cities to be ODF, a city can be declared ODF if: ***At any point of the day, not a single person is found defecating in the open.***

Necessary infrastructure and regulatory conditions to be achieved before declaring a city/ward as ODF:

- All households that have space to a construct toilet, have constructed one.
- All occupants of those households that do not have space to construct toilet have access to a community toilet within a distance of 500 metres.
- All commercial areas have public toilets within a distance of 1 kilometre.
- City has a mechanism in place through which fines are imposed on people found defecating in the open.

	ODF Cities (Rs.)	Swachh Cities (Rs.)	Linked to Sustainability
A Class	2 cr.	2 cr.	30% released on first validation, if positive
B Class	1.5 cr.	1.5 cr.	70% released on 2 <sup>nd</sup> validation
C Class	1 cr.	1 cr.	after 6 months, if positive

**Table 1:** Incentive Scheme for Utilization of Funds for Sustainability and Progress towards ODF+ and ODF++ Status

<sup>1</sup> Nilanjana Mukherjee with Amin Robiarto, Saputra, Effentrif, and Djoko Wartono: Achieving and Sustaining Open Defecation Free Communities: Learning from East Java [online] Available at [http://www.communityledtotalsanitation.org/sites/communityledtotalsanitation.org/files/Factors\\_ODF\\_EastJava.pdf](http://www.communityledtotalsanitation.org/sites/communityledtotalsanitation.org/files/Factors_ODF_EastJava.pdf) Accessed on September 20, 2016.

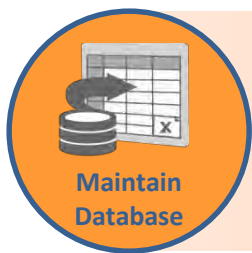
## OBJECTIVES

The objective of these guidelines is to channelise and improvise the efforts that have been taken by the urban local bodies and other stakeholders in sustaining the ODF status. The guidelines also aim to facilitate more and targeted initiatives through a systematic approach which would ensure ODF sustainability.

## STRUCTURE OF THE GUIDELINES

The guidelines have been divided into three main heads namely: (a) Behaviour Change and Community Mobilisation; (b) Sustaining Access to Toilets for households, in schools and public spaces; and (c) Governance and Finance. Each of these 3 heads has relevant subheads under which action points are given which could act as a ready reckoner for the ULB officials to follow. The action points are suggestive and can be altered based on the city's need and local conditions. ODF sustainability is largely dependent on three prerequisites which are largely responsible to attain as well as maintain ODF sustainability, which are:

- Maintaining Proper Database
- Active Involvement of Citizens
- Follow Ups and Knowledge Sharing



- Inventory of stakeholders (NGOs, CBOs, SHGs, Schools & Active Citizens)
- Pathak Register
- OD spots Maintenance & Development Data Register
- Spatial Inventory of OD spots
- Database for awareness generation activities



- Plan engagement of citizens: Awareness generation programmes, pathak, OD spot redevelopment, etc
- Felicitate citizens at events, competitions
- Invite suggestions and feedback for various initiatives



- Conduct regular follow ups for initiatives for ODF sustainability
- Create Facebook account, WhatsApp number, Toll Free number
- Regular knowledge sharing with other offices at local, district and state level
- Close monitoring and guidance from divisional commissioner, collectors and other officials

Action Points

&

Possible Interventions

## A BEHAVIOUR CHANGE AND COMMUNITY MOBILISATION

### 1

#### Permanent Impact through Demand-based Approach

Evidence shows that only construction of toilets does not suffice for preventing open defecation. It is essential to eliminate such practices from their roots. For ensuring sustainability, demand-based approach is necessary, instead of a top-down approach. Efforts should be made to bring the permanent change in behaviour of a person which leads to demand for toilet and therefore use of toilets. Such a change can be brought through systematic efforts for generation of awareness at grassroot level.

### 2

#### Involving NGOs/CBOs/Ward Committees/Self Help Groups (SHGs)/Volunteers

Such groups should be approached for their support at various stages of implementation of scheme, e.g. generation of awareness, demand generation for own toilets, facilitation of construction of toilets with a guidance on appropriate costs and designs of toilets and septic tanks, making available additional financial resources for construction of toilets, etc. Such groups can adopt a set of households in the city to facilitate the entire process from awareness generation to construction of good quality toilets. Such groups, especially SHGs in the city, may also be involved in monitoring the likely OD spots in the city and providing feedback to ULB on regular basis.

### 3

#### Regular Monitoring of Open Spaces/Undertaking Activities to Discourage Open Defecation

**Early morning & evening visits** to monitor the likely OD spots need to be continued initially on daily basis and periodically as required. Encouragement, monitoring and reporting mechanism for GMP should be developed to ensure consistency.

**Cleaning & development of open spaces:** All open spaces and areas around community toilets and water bodies need to be maintained clean. Such spaces should be developed to create gardens, playgrounds or other recreational spaces. Sufficient streetlights should be fixed/made functional to discourage open defecation at such places.

**Making it a citizens' movement:** It is essential that the citizens are active in keeping their city ODF and clean. Limited capacities of the ULB may not suffice to ensure regular monitoring of each and every part of the city.

**Seeking participation & leadership of elected representatives** who know enough about the strengths and challenges of their respective wards.

**Innovative activities** initiated by the ULBs, to eliminate OD, should be continued in future as per their applicability and need with support from police, NGOs, CBOs, citizens etc.

# PRINCIPLES

## School Sanitation and Education

4

It is essential to ensure provision of sufficient and usable toilets in schools and other educational institutions. Children need to be taught to use toilets and adopt healthy habits. This will help ensure sustainability of toilets in the future. 'Sanitation and Health' should be emphasised in the school curriculums.

### B SUSTAINING ACCESS TO TOILETS FOR HHs, IN SCHOOLS & PUBLIC PLACES

## Encouraging Construction of Own Toilets

5

ULBs have to spend considerably high amount on construction and maintenance of community toilets and have to depute staff for monitoring the same. Issues with maintenance of community toilets as well as pressure on use of community toilets at peak hours often results in open defecation. Thus, mere provision of community toilet cannot be an ideal solution to end open defecation. Chances of using toilets for defecation increase if the own toilet (individual or group toilet) exists. Use of own toilet also ensures improved health. Hence, it is essential to facilitate construction of own toilets as far as possible, than opting for community toilets. In case if space is a constraint, option of 'group toilets' (toilets constructed, used and maintained by 2 to 4 households who know each other well) or 'group septic tanks' should be explored which are also considered as 'improved sanitation' practices.

## Sanitation Credit/Toilet Loans to Support Construction of Toilets at Household Level

6

In order to provide financial support to target households in addition to the Government subsidy, options like toilet loan at household level should be explored and adopted. Such loans can be explored by generating awareness and demand for loans at household level and approaching the local financial institutions for introducing 'toilet loans' to enable construction of good quality toilets by households. Mobilising ULBs' Self Help Groups to borrow such loans should be explored based on the assessment of presence of such groups in the city and financial institutions willing to consider lending to such groups.

## 7

**Ensuring Good Quality Construction of Toilets**

For keeping the toilets in use in the future, it is necessary that the toilets are built as per norms using appropriate and sustainable material. This increases users' willingness to use the toilets and avoids cases of open defecation by the households who have access to toilets. To ensure this:

- Awareness regarding appropriate designs of toilets and septic tanks at the household level and also amongst the local contractors and masons who construct the toilets should be created.
- Training should be given to such contractors at city level.
- Appropriate designs of toilets and septic tanks should be shared with the households along with 'approval to construction of toilets' itself.
- Quality of construction should be monitored by the ULBs and release of subsidy can be linked to the confirmation of the same.
- Presentation on appropriate designs for toilets and septic tanks in urban areas is available on [www.pas.org.in](http://www.pas.org.in).

## 8

**Provision of Public Toilets at Appropriate Places**

To avoid chances of open defecation by the floating population in the city, it is essential to provide usable toilets at all the public places in the city as per the norms. It should start from ensuring toilets in the government offices and at places where pedestrian flow is more. Also, ULBs should ensure that the workers on construction sites, etc, are provided with an access to toilets by the respective owners/builders, etc.

## 9

**Regular Maintenance of Community and Public Toilets**

In order to restrict the households from defecating in the open, it is essential to facilitate access to toilets for them. In cases where construction of own toilets is not possible at all, community toilets (one seat per six households) must be provided and maintained well on a regular basis. If, considering ULBs' limited capacities, maintenance of community and public toilets is outsourced, the contract with private agency must be linked to performance of the service provider and monitored on a regular basis by the ULB staff. Such a contract should also cover repairing of community toilets linked to redressal of related complaints.

# PRINCIPLES

## Safe Management of Septage and Wastewater

# 10

In cities where underground sewerage network does not exist/partially exists, toilets are largely connected to onsite systems like septic tanks. In such cities, current practice of emptying septic tanks is on demand basis and septage is disposed of into open lands or water bodies. Effluent from septic tanks and grey-water is mostly disposed of into roadside drains which dump the wastewater without any treatment into water bodies. In such cases, even though there is sufficient provision of toilets in the city, the purpose of eliminating open defecation is not served as wastewater and septage are being continuously disposed of into the environment without any treatment, which has hazardous effects on health. Hence it is essential to prepare and implement plans for safe management of septage and wastewater to sustain the city to be open defecation free. (*Guidelines for Septage Management in Maharashtra*, published by the Government of Maharashtra on February 3, 2016, may be referred.)

## C GOVERNANCE AND FINANCING

## Complaint Redressal Systems Should be Strengthened

# 11

A separate system for accepting and redressing complaints regarding identification of open defecation, unclean open spaces and poor maintenance of community toilets should be formed. This system should be developed as a part of respective module of e-governance system adopted by the ULBs and such complaints should be redressed on priority. Status of complaint redressal should be monitored by the Chief Officer of the councils/respective authorities in the corporations on a daily basis.

## Setting Up 'Shahar Swachhata Kosh'

# 12

A dedicated sanitation fund should be set up at a city level to tap the funds through Corporate Social Responsibility (CSR) and from the local donors willing to contribute for sanitation improvement in the city. Such funds could be used to provide additional subsidy to the households for construction of own toilets/subsidy to the household which are not covered under the mission and also for overall implementation of scheme at city level. Funds for such a *Kosh* can be mobilised by approaching local industrialists/donors and other financial resources. This *Kosh* should be monitored by a committee of stakeholders through an appropriate transparent mechanism.







# A

## Behaviour Change and Community Mobilisation

Bringing about a change in the mindset of the people towards safe sanitation practices is one of the major aspects to maintain ODF status of a city. Behaviour change can be brought about by various activities, mainly through awareness generation and active involvement of citizens. Involvement of community can be for taken for various activities such as monitoring of OD spots, awareness generation activities, school sanitation, etc. Such activities need to be supplemented with strict measures to restrict open defecation with regular monitoring, levying of fines, redevelopment of open spaces, etc.

## 1

## PERMANENT IMPACT THROUGH DEMAND-BASED APPROACH

## Conducting Awareness Generation Campaigns

In order to ensure sustainability, a demand-based approach is essential. To generate this demand for toilets, targeted efforts need to be taken to ensure that HHs without toilets realise the need to construct toilets and use them.

## UPDATING IEC MATERIAL

### Database and Monitoring

Put up **new banners** depicting that city is ODF and sustaining it is citizens' responsibility

Change content of existing banners

Maintain database of awareness activities targeted towards ODF sustainability



**'Welcome to ODF CITY OF \_\_'** banner could be put up at the entry gate of the city

**'Thank you citizens for making our city ODF. Now let's keep it ODF in future'** could be put up across the city, mainly in crowded areas

## CREATE A BUZZ

### Knowledge Sharing

**Celebrate that city is ODF:** Include ODF celebrations as part of other events/festivals/gatherings conducted by council

Awareness generation events/festivals/functions to be shared on various media platforms



Celebrate **'ODF Anniversary'** of the city **'Felicitate safai karamcharis'** at festivals/functions/awareness events conducted by the ULB

**Distributions of flowers/saplings to school children** who helped in awareness generation on Children's Day  
**'Encourage 'Toilets' as Raksha bandhan gift'** from brothers to sisters

## COMMUNITY INVOLVEMENT FOR AWARENESS GENERATION

### Involve Citizens

**Prepare Inventory** of NGOs, SHGs and CBOs

Approach NGOs, SHGs and CBOs if interested in getting involved in ODF sustainability implementation efforts

**Plan out a programme schedule** for awareness generation in consultation with the interested stakeholders (citizens, NGOs, SHGs and CBOs) and active citizens of the city



**'Awareness Drive conducted by \_\_Nagar Parishad in partnership with \_\_':** Such events could be conducted in partnership with active NGOs, CBOs, FBOs, etc

BANNERS UPDATED BY ULBs AFTER BEING DECLARED ODF

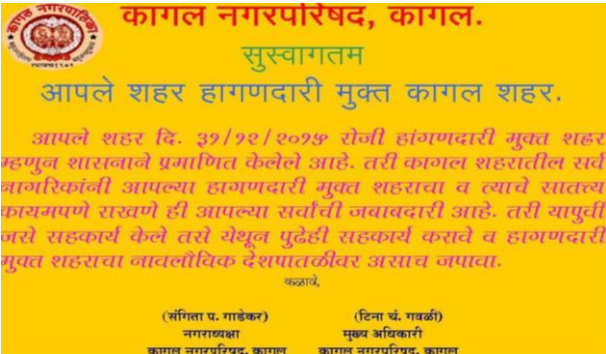


**Mowad:** Updated banners post validation by Central government appealing to citizens to maintain the status.

**Gadhinglaj:** Banners depicting that city is ODF and thanking citizens for the same have been displayed.

**Karmala:** Banners placed at entry gates depicting 'city is ODF' and action shall be taken against person defecating in open.

**Vita:** Updated banners depicting city's ODF status. Information on levy of fine & its amount is also displayed.



**Kagal:** Banners updated, mention that sustaining the ODF status is the responsibility of the citizens.



**Mowad:** Banners updated post validation, appealing to citizens to maintain ODF status.

EFFORTS MADE TO CREATE A BUZZ AMONG CITIZENS

**Kurudwadi:** Posters of SMM stuck on 'ghantagaadi' (waste collection vehicle) to create buzz.

**Karmala:** Announcements for SMM made during election campaigns to create buzz.

**Umred, Mahabaleshwar, Panchagani:** Facebook account created by ULBs to raise awareness, create buzz, receive feedback & suggestions from citizens



**Umred:** Facebook page of Umred ULB. Activities conducted by ULB have been posted on the page.



**Karjat:** Street plays have been organised by ULB, schools and NGOs to raise awareness.

## 2

INVOLVING NGOS/CBOS/WARD COMMITTEES/  
SELF HELP GROUPS (SHGS)/VOLUNTEERS

Active involvement of cities is essential to sustain ODF status of the city, for which efforts have to be taken to get various stakeholders to participate in the implementation of the scheme. ULB could strategically plan involvement for awareness and demand generation, facilitation of toilet construction and sanitation finance, etc.

## MAKE IT A CITIZENS' MOVEMENT

Database and  
Monitoring

Initiate involvement of stakeholders by identifying them and then deciding their level and role in involvement through regular meetings.



Prepare list of NGOs, CBOs, volunteers who have shown interest.

Knowledge  
Sharing

Generate interest amongst stakeholders; SHGs formed under NULM could be involved.



Put up banners requesting people to contribute to sustaining ODF status.

GOOD  
PRACTICES

## APPOINTMENT OF BRAND AMBASSADORS



**Mahabaleshwar:** NGOs (Shashant Eco Solutions, Pune), local news channel, celebrities (Adesh Bandekar), and local advertising agency at awareness generation campaigns in Mahabaleshwar.

**Mangalvedhe:** Mr. Kharbade appointed as 'local brand ambassador'. He volunteered to help ULB officials in conducting the GMP. Due to his involvement, GMP were more efficient and were conducted on a regular basis. He has been appointed as a 'Swachhta Doot' and was also felicitated for the same.



## INVOLVING COMMUNITY THROUGH AWARENESS GENERATION ACTIVITIES & FOR GOOD MORNING PATHAKS

**Guhagar:** SHGs were involved in various activities of the ULB such as awareness generation; a database was created to access the sanitation practices of citizens for which the SHG members were trained and survey forms were distributed to them. SHG members were also instrumental in the implementation of programmes related to better health of citizens.



**Karjat:** Felicitation programme of senior citizens for their contribution in sustaining ODF status of the city.



**Mowad and Chikaldhara:** SHGs have been involved for awareness generation and GMPs.

**Karjat:** A group of senior citizens has been involved in various awareness generation activities and has been part of the GMP. Their efforts have played a major role in sustaining the ODF status of the city. The members were felicitated for their contributions.

**Deolali:** The GMP conducted has an active participation of citizens. There are two batches with 5 people in each batch consisting of 2 staff members and 3 citizens. These groups regularly monitor the OD spots twice in a day.



Participation by Varkari community for awareness generation in **Mangalwedhe**.

## 3

## REGULAR MONITORING OF OPEN SPACES/UNDERTAKING ACTIVITIES TO DISCOURAGE OPEN DEFECTION

### Discourage Open Defecation

Discouraging OD practise is also an important aspect to sustain ODF status of the city, for which the ULB needs to make efforts for monitoring and redeveloping the OD spots. Involvement of stakeholders, mainly for monitoring of OD spots, is necessary. Support from police also could be taken for monitoring and restricting open defecation.

## CLEANING AND DEVELOPMENT OF OPEN SPACES

### Database and Monitoring

Based on spatial inventory of OD spots (mentioned in previous section), plan for interventions that can be taken up for each of the OD spot.

**'Spatial inventory of OD spots'** can be prepared to take planned interventions.

### Involve Citizens

Explore involvement of stakeholders for interventions and allocate responsibilities,

**Explore financial resources** for redevelopment of OD spots from ULB local funds, incentive subsidy received under SBM, CSR options, etc.

Where there is **no scope for redevelopment**, e.g., open areas under Forest Dept, Railways Dept, vacant private plots, abandoned community toilets, *nallahs* and river edges to have stringent monitoring.

**'Inauguration of redeveloped OD spots';**  
**'Benches, Green Gyms at redeveloped OD spot sponsored by companies'** under CSR;  
**'Conducting puja cleaned river side/ghats'** (previously OD spot) by elected representatives, active citizens, etc;  
**'School children and teachers given responsibility to monitor OD at playground'** (redeveloped OD spot);  
**'OD Spot cleaning'**: Under Tree Plantation Scheme acc GR on Tree Plantation

## TREE PLANTATION ON OD SPOTS

**Sangamner, Vadgaon, Kagal:** Tree plantation has been undertaken in ULBs.



DEVELOPMENT OF PREVIOUS OD SPOTS



**Chiplun:** OD spot converted to dhobi ghat and playgrounds .



**Sangamner:** 4 OD spots converted into a garden with compound wall.

**Vadgaon:** OD spot cleaned and converted into a cricket ground. The ULB has submitted proposals for development of all OD spots in the city to the District Collector’s office.



**Kagal:** Construction site of a community hall which is being developed on an OD spot.



**Kagal:** 'Bhoomi Pujan' of construction site of community hall.



**Malkapur:** OD spot paved and community toilet constructed



**GOOD PRACTICES**

**MAINTAINING OD SPOTS THROUGH CLEANING, FENCING AND PAVING**



**Karjat:** Letter of Request sent to Railways to clean and monitor tracks for open defecation.

**Karjat:** Fencing on side of Ulhas river to prevent open defecation.

**Karjat:** Nearly 200-300 m stretch of the Ulhas riverside has been fenced with iron mesh to prevent people from defecating in the open. Railway tracks are maintained clean with the help of RPF. Letters requesting Railways with the help of RPF (Railway Police Force) to maintain and monitor tracks to prevent open defecation have been sent. Most of the ULBs have made efforts in cleaning and maintaining OD spots through regular monitoring.

**CHARGE FINES FOR OPEN DEFECACTION<sup>2</sup>**

**Knowledge Sharing**

Formulate a **graded fine collection chart** having fine variation according to offenders, landowners of vacant plots where OD is observed and for persons already owning an individual toilet. This chart to be displayed at appropriate location. Could be included in banners, shared on social media.



**'Fine Chart'** could be prepared which could have gradation of fines for different types of offenders.

**Database and Monitoring**

**Maintain inventory of fines** collected and person responsible to collect them. Document cases where fines are collected in form of photographs, name of offender and fine collected. Showcase these cases to citizens through banners, announcement at awareness generation events, etc. **Use money collected** from fines for awareness generation and OD spot redevelopment efforts.



**'Gift for safai karamchari collecting highest fine in a month'** could be explored to motivate ULB staff to collecting fines.

<sup>2</sup> As per definition of ODF cities of Urban Development (MoUD) Protocol (Declaring your City/Town ODF: A ready reckoner), it has been recommended that: City has a mechanism in place through which fines are imposed on people found defecating in the open.

**FINE COLLECTION AND FIR LODGING TO RESTRICT OD**

**Vita:** ULB has passed a resolution to collect fine the amount of which varies for repeated offenders. First time offender was charged Rs. 500, second time offender was charged Rs. 600, third time offender was charged Rs. 700, and FIR was to be lodged against a fourth time offender. Finally, the ULB collected an amount of Rs. 81,000 through fine collection. The members of GMP carry a receipt booklet to levy fines on offenders.



**Vita:** Banner depicting amount of fine that would be collected from offenders.



**Gadhinglaj:** Updated banner depicting that the city is now ODF; and not to defecate in open, else fine shall be levied.

**Malkapur:** Repeated offenders were penalised by cutting off their water connections. Water connections were cut for 6 HHs, and a fine of Rs. 1,000 was collected. The ULB raised an amount of Rs. 25,000 through fine collection.

**Malkapur, Sangole, Umred, Gadhinglaj, Mouda, Mowad:** These ULBs have levied a fine of Rs. 500.

**Mouda:** Fake cameras installed at OD spots.



**Vita:** Repeat offenders taken to police station during GMP to lodge FIRs against them.

## CONDUCT REGULAR GOOD MORNING AND EVENING PATHAKS

### Database and Monitoring

Regular visits to OD Spots: Frequent and regular visits based on type, no. and susceptibility.  
Maintain a log of reasons for OD & its assessment to plan interventions.  
Maintain database of activities by stakeholders.

**'OD Spot Database'** could be maintained which will have log of information as to number of OD spots, frequency of cleaning, OD cases observed, reason for OD, action taken and person responsible for cleaning the particular spot.

### Involve Citizens

**Involve NGOs, CBOs and SHGs for Pathaks**  
Prepare inventory, allocate OD spots to stakeholders.  
Ward-wise allocation of OD spots to Ward Councilors and nagarsevaks.  
Identification and felicitation of Swachhata Doots for self sustained Pathaks.

**'Pathak Register'**: For Ward-wise responsible stakeholders.

**'Ladies Evening Pathak Squad'** of SHG members for OD spots used by women.  
**'ODF Ward Competition'** between wards.  
**Community Level Self Sustained Pathaks'** could be organized by Swachhata Doots.

### Knowledge Sharing

**Incentives and encouragement to conduct Pathaks through encouraging volunteerism**

Incentives in the form of gifts, certificates, photos in local newspaper.  
Efforts by Council members and other stakeholders to be shared on media platforms like local newspapers, WhatsApp group, Facebook page, etc.

**'Best Safai Karamchari of the Month'**: Photo put up on notice board of the council office.

**'Show a person defecating in the open and earn Rs \_\_'**: Such monetary incentives can be used from funds collected through OD fines.

**'Reward for Best Citizen'**: To person who reports most no. of OD cases or is instrumental in awareness generation or who has constructed toilet in adversity, etc.

## GOOD PRACTICES



GMP in **Mangalwedhe**.



GMP in **Gadhinglaj** where one person was found defecating in open who was charged Rs 200 fine and was dropped home by the GMP staff.



GMP conducted in **Sangamner**.

# 4

## SCHOOL SANITATION AND EDUCATION Ensure Adequate Coverage and Use of Toilets in School

Provision of adequate sanitation infrastructure in school would directly have a positive impact on the sustainability of ODF status of the city. Adequate and functional toilets in school would inculcate habit of using toilets.

### ENSURE ADQUATE COVERAGE OF TOILETS IN SCHOOLS

Database and Monitoring

**Increase coverage of toilets in schools**  
Maintain data on number of schools and sanitation facilities available, based on which prepare list of schools that have the least access to toilets according to applicable norms.

**'School Squad'** for monitoring OD spots near their school to encourage school children to influence behaviour of repeat offenders.

Involve Citizens

Plan interventions for provision of toilets for those schools.

Involve stakeholders who are interested in facilitating construction of toilets in schools.

Approach private companies who are interested in constructing toilets in schools as part of CSR activities.

**'Help construct a toilet in school'**: Such a project could be put up for potential donor agencies as part of CSR initiatives.

### ENCOURAGING USE OF TOILETS IN SCHOOL AND AT HOME

Involve Citizens

Develop strategy for maintenance of toilets. Raise awareness generation in schools for improved hygiene.

Involve SHGs and NGOs to raise awareness in schools.

Conduct plays, competitions, rallies for school children, sessions on importance of sanitation, etc.

**'Toilets not functional in your school then report to your teacher'**: ULB could put up such notices in school to ensure that toilets are maintained and a habit of using them is formed amongst children.

**'School Squad'** to be involved for awareness generation activities.



**GOOD PRACTICES**

**Malkapur**: School children involved in awareness generation activities.



स्वच्छ भारत अभियान

\*न.प. पाथरी\*

लाला दादु झिंगरे

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# B

## Sustaining Access to Toilets for HHs in Schools & Public Places

In order to sustain ODF status of a city it is imperative that all citizens have access to toilets, either individual or shared. With regard to health benefits, it is necessary that all citizens have access to individual toilets, but where there is no possibility of constructing individual toilets, community toilets have to be provided. Adequate availability of functional public toilets at weekly markets, public spaces and for special focus areas and groups would also be required. Proper maintenance of community and public toilets would be a task that the ULB needs to focus on, for which involvement of private contractors can be explored.

## 5

## ENCOURAGING CONSTRUCTION OF OWN TOILETS

Ensure and Encourage Construction of Own Toilets

Provision of individual toilets need to given priority since it ensures improved health compared to community toilets. ULB should focus its efforts on addressing issues that HHs face to construct and use individual toilets such as lack of funds, lack of space or issues related to behaviour. For this, an efficient toilet application process needs to be followed and timely release of subsidy has to be ensured by the ULB.

## EFFICIENT PROCESSING OF APPLICATIONS

## Involve Citizens

Maintain proper records of received, verified, approved & rejected applications.

Improve technical capacity of the ULB team.

Computer operators responsible for application processing on the portal need to be fully conversant with application processing and its uploading.

Staff responsible for taking photos to be trained to take proper photographs with geo tagging.



***'Computer Operators on contract basis'*** could be employed to speed up uploading of forms on the portal.

***'Cross verification of applications'*** before uploading on portal.

## APPLICATIONS PROCESSED USING INCENTIVE FUNDS

## GOOD PRACTICES

**Vadgaon:** The ULB has used incentive funds that were received after the city was declared ODF. The ULB has planned to provide a subsidy of Rs 17,000 per household using the incentive funds. Approx 300 applications would be processed through this initiative.

## PROCESSING MORE TOILET APPLICATIONS THAN THE CENSUS TARGETS

**Panhala:** The council has processed more applications than the prescribed census targets. Beneficiaries have availed the subsidy and have completed construction of toilets. ULB has initiated efforts towards ODF+.

## INTERVENTIONS TO SHIFT HHs DEPENDENT ON CTs TO OWN TOILETS

### Database and Monitoring

Prepare database of HHs without toilets through HH surveys, GIS Mapping, CSP. Identity 'target areas' with high density of HHs dependent on CTs. Access reasons for not having own toilets and provide suitable options. Conduct awareness generation programmes for 'targeted areas' explaining merits of individual toilets versus CTs.

'Toilet Fair' for households dependent on CTs could be organized.

Architecture students, sanitary inspectors, *safai karamcharis*, technology providers, local vendors and other ULB officials to suggest interventions to HHs having space constraints.

### GOOD PRACTICES



**Wai:** Involvement of architecture students for case-specific designs to suggest design options to households facing space constraints.



**Mowad:** Banners depicting ways to encourage people to use toilet constructed.



*Toilet and Lender Fair organised in Wai.*



## EXPLORE OPTION OF GROUP TOILETS

### Knowledge Sharing

Make an inventory of households which do not prefer to use CT as well as have constraints to construct own toilet.

Facilitate construction of group toilets if feasible. Group septic tanks could also be explored.



**'Group toilets'** could be explored for large joint families not having own toilets.

### GOOD PRACTICES



**Wai:** Provision of shared toilets is also made available to households who did not agree to use community toilets. One toilet seat per 2 households is provided. The toilet key is shared by both households.

**Vadgaon:** Three group toilets have been constructed and those are used by 6 HHs through mutual understanding. Subsidy was given to one of the household and it is maintained by the 6 HHs mutually.

**Mahad:** In cases where users did not accept use of community toilets, shared toilets have been provided at three locations by the council. One toilet seat per 2 households is provided in these shared toilets and access is controlled by those 2 households and their maintenance is also taken care by the users.



**Vita:** Group toilet in Vita.

## 6

## SANITATION CREDIT/TOILET LOANS TO SUPPORT CONSTRUCTION OF TOILETS AT HOUSEHOLD LEVEL

### Facilitate Sanitation Credit to Support Construction of Toilets

A partial incentive subsidy is given for toilet construction which covers approximately 25% of the toilet construction cost. ULB could facilitate to bridge the gap of the remaining 75% through options like toilet loan at household level.

## EXPLORE OPTIONS FOR SANITATION CREDIT FOR TOILET CONSTRUCTION

### Database and Monitoring

Prepare inventory of local financial institutions, credit societies and assess their interest in providing sanitation credit. Conduct a brief assessment of HHs with lack of access to funds to construct toilets and have taken loans for the same. Facilitate an implementation plan based on institutions ready to provide sanitation credit. Prepare a database for active SHG groups interested in taking loans.



Prepare **'Database for active SHGs and local financial institutions'** interested in providing sanitation credit.

## FACILITATE TOILET LOANS TO SUPPORT CONSTRUCTION OF TOILETS

### Involve Citizens

Conduct facilitation meetings/events, such as Toilet and Lenders Fairs, between borrowers and lenders. Involve NGOs and SHG groups (as per database prepared in previous step) to generate demand for loans through focus group discussions, at monthly SHG meetings, at events, etc.



**'Toilet and Lenders Fair'** could be organised for generating awareness for various sanitation technologies and to disseminate information regarding toilet loans.

### Knowledge Sharing

Conduct constant follow ups to monitor the facilitation between borrowers and lenders. Access increase in number of application and progress in toilet completion.



**'Donate a Toilet'**: ULB could facilitate construction of individual toilets to potential donors such as private companies (under CSR), high net worth Individual and NRIs through crowd funding.

## 7

## ENSURING GOOD QUALITY CONSTRUCTION OF TOILETS

### Encourage Good Quality Toilets

To ensure sustainable use of toilets, it is important that the quality of toilets constructed is in accordance with norms. Apart from quality, design, mainly of septic tanks, is essential to ensure proper functioning of toilets in the future. Appropriate designs of toilets and septic tanks should be shared with households along with ‘approval to construction of toilets’ itself.<sup>3</sup>

## AWARENESS GENERATION PROGRAMMES TARGETED TOWARDS IMPORTANCE OF QUALITY OF CONSTRUCTION

### Database & Monitoring

Conduct events to show importance of good quality toilets.



**‘Felicitate beneficiaries’** who have constructed good quality toilets at awareness generation events.

### Involve Citizens

Involve citizens, contractors, building material suppliers, NGOs, SHGs for awareness generation events.



**‘Showcase good quality toilets in updated banners’** for ODF sustainability.

## TRAINING AND WORKSHOPS FOR CONTRACTORS AND MASONS

### Database & Monitoring

Prepare inventory of local contractors and masons who are engaged in toilet construction under SBM.



**‘Certificates for contractors and masons’** attending the training workshops.

**‘Dos and don’ts flyer for septic design’** to be given along with work order.

### Knowledge Sharing

Follow up meetings with contractors to access the outcome of the training workshops.  
Monitoring of quality of construction to be conducted regularly by ULB staff during verifications that are conducted as part of toilet application process under SBM.



**‘Circulate dos and don’ts flyer’** on toilet and septic tank design along with work order, on WhatsApp group and Facebook page.

**‘Mason and Contractors Training Facility’** could be set up.

## CONSTRUCTION QUALITY VERIFICATION

Verification of construction quality at important stages of construction. Include quality of construction as a prerequisite in the approval form. On ground verification staff to access quality of construction before release of first level of subsidy.

**‘Third Party Validation’** could be conducted in the city, etc, to ensure quality of toilet construction.

**‘Special verification for toilets constructed below the average cost of construction of toilets in the city’**

<sup>3</sup> Presentation on appropriate designs for toilets and septic tanks in urban areas is available on [www.pas.org.in](http://www.pas.org.in).



**Gadchiroli:** Banner depicting ULB subsidy, along with directives to use deep slope toilet pan which consumes less water, provide water storage tank and wash basin in toilets and wash hands after toilet use.

स्वच्छ महाराष्ट्र अभियान (नगरी) अंतर्गत बांधण्यात येणाऱ्या शौचालयांच्या व फ्लश अनुसंधानक बांधकामाच्या दर्जाबाबत

महाराष्ट्र शासन  
नगर विकास विभाग  
शासन परिपत्रक क्रमांक - स्वसाअ-2015/प.क्र.248/नवि-34  
हस्ताना राजगुरुक चौक मजदान कला मार्ग  
४ था मजला, नगरालय, मुंबई-400 032  
दिनांक : नोव्हेंबर, 2015

पहा :

- 1) केंद्र शासनच्या शहरी विकास मंत्रालयाने डिसेंबर, 2014 मध्ये स्वच्छ महाराष्ट्र अभियान (नगरी) साठी प्रसिध्द केलेल्या मार्गदर्शक सूचना.
- 2) शासन निर्णय, नगर विकास विभाग, क्रमांक स्वसाअ-2015/प.क्र.23/नवि-34, दिनांक 18 मे, 2015
- 3) राज्य अभियान संचालक, स्वच्छ महाराष्ट्र अभियान यांचे परिपत्रक क्रमांक राअंस्/कार्यन्वयन सूचना/42/15-16, दिनांक 28 जुलै, 2015
- 4) शासन परिपत्रक नगर विकास विभाग, क्रमांक : स्वसाअ-2015/प.क्र.248/नवि-34, दिनांक 20 नोव्हेंबर, 2015

परिपत्रक :

राज्यामध्ये स्वच्छ महाराष्ट्र अभियानाची अंमलबजावणी मिशन मोड पध्दतीने सुरू आहे. या अभियानांतर्गत संबंधित लाभार्थीमाफेत करण्यात येणारे शौचालयाचे बांधकाम व त्यासाठी ते बांधत असलेले साहित्य योग्यता दर्जाचे, टिकावू व शासनाच्या मार्गदर्शक सूचनांनुसार असणे आवश्यक असल्याबाबतच्या सविस्तर मार्गदर्शक सूचना संदर्भात क्र.4 येथील दिनांक 20 नोव्हेंबर, 2015 च्या परिपत्रकातच निर्गमित करण्यात आलेल्या आहेत. यामध्ये प्रामुख्याने शौचालयाच्या जोड्यापर्यंतच्या बांधकामामध्ये (उदा. टॉन पीट अथवा सेप्टिक टँक यासाठी) बाजारत उपलब्ध असलेल्या



Contractor training workshop conducted in Wai.

GR on pre-cast toilet construction.

Septic Tank and DON'Ts	
✓ Dos	✗ DON'Ts
<ul style="list-style-type: none"> <li>Construct at least a two chambered septic tank</li> <li>Partition wall should be constructed at a distance of 2/3 the length from the inlet.</li> <li>The 2 chambers should be interconnected above the sludge storage level by means of a pipe or square opening of diameter or side length not less than 75 mm</li> </ul>	<ul style="list-style-type: none"> <li>Do not construct a one chambered septic tank</li> <li>Do not construct a partition wall at an inappropriate distance</li> <li>Do not provide the interconnection at a level where the sludge or scum is formed</li> </ul>
<ul style="list-style-type: none"> <li>The size of the tank should be as per Nagarpalika norms</li> </ul>	<ul style="list-style-type: none"> <li>Do not construct an oversized septic tank</li> </ul>
<ul style="list-style-type: none"> <li>Always construct septic tank away from structure</li> <li>If space not available, construct toilet over septic tank such that all chambers are accessible</li> <li>Provide openable access covers to all chambers for inspection and desludging</li> </ul>	<ul style="list-style-type: none"> <li>Do not construct toilet above septic tank</li> <li>Do not completely seal the septic tank from top</li> </ul>
<ul style="list-style-type: none"> <li>Septic tanks should be constructed in materials such as brick, stone, concrete (cast in-situ) or be of pre-cast materials</li> </ul>	<ul style="list-style-type: none"> <li>Do not use a dug trench as septic tank</li> <li>Tank should not leak</li> </ul>
<ul style="list-style-type: none"> <li>The base or floor should be cement concrete and sloped upwards to the outlet</li> <li>The floor and sides should be plastered with cement mortar to render the surfaces smooth</li> </ul>	<ul style="list-style-type: none"> <li>Do not keep the base level or slope downwards to the outlet</li> <li>The inside surfaces of the septic tank should not be rough</li> </ul>
<ul style="list-style-type: none"> <li>The inlet and outlet should be located at different levels</li> <li>The inlet and outlets should be below scum level and above sludge level</li> <li>Baffles or T junctions should be provided at inlet and outlet</li> </ul>	<ul style="list-style-type: none"> <li>The inlet and outlet should not be located at such levels where the sludge or scum collects</li> <li>Inlet and outlet should not be at same level to prevent backflow or exit of solids</li> </ul>
<ul style="list-style-type: none"> <li>Septic tank should be provided with ventilation pipes, the top being covered with mosquito proof wire mesh</li> <li>The height of the pipe should extend at least 2 m above the top of the highest building within a radius of 20 m</li> </ul>	<ul style="list-style-type: none"> <li>Do not leave ventilation pipe unprotected from mosquitoes</li> <li>Do not keep the ventilation pipe too short</li> </ul>

## 8

## PROVISION OF PUBLIC TOILETS AT APPROPRIATE PLACES

## Provision of Toilets in Public Spaces

Provision of adequate toilets in public places ensures that OD is restricted in the city. Apart from public places, other special focus areas such as construction sites, weekly markets, rental shanties, weekly markets, etc, have adequate provision of toilets. Such toilets need to be designed keeping needs of women, children and the differently-abled in mind.

ENSURE ADEQUATE COVERAGE OF FUNCTIONAL PUBLIC TOILETS<sup>4</sup>

## Database &amp; Monitoring

Access adequacy of public toilets based on Model building byelaws, Maharashtra State.<sup>5</sup>  
Access adequacy of public toilets mainly in tourist places, bus and railway stations, gardens, office complexes and markets.

## INCREASE USAGE OF PUBLIC TOILETS THROUGH DESIGN INTERVENTIONS AND RETROFITTING

## Involve Citizens

Improve design of public toilets to ensure their sustainability in the future.  
Involve citizens, contractors and technology providers to improvise to design such that they are user friendly, vandal-proof and require low maintenance.  
Provide proper signage, lights and water supply for public toilets, with usage fee, if any.



***'Public toilet only 100 mts away from this spot'*** such signage for public toilets at in markets, tourist places, bus and train stations to increase usage.

ENSURE AVAILABILITY OF FUNCTIONAL TOILETS FOR SPECIAL FOCUS GROUPS AND AREAS<sup>6</sup>

Ensure toilet availability in temporary shanties, industrial labourers and homeless. Mandate for construction labourers to have access to temporary toilets at sites.  
Ensure availability of functional & adequate toilets within a radius of 500 m radius walking distance of the weekly market.  
Special care to be taken to ensure safety of women, children and differently-abled people using public toilets.

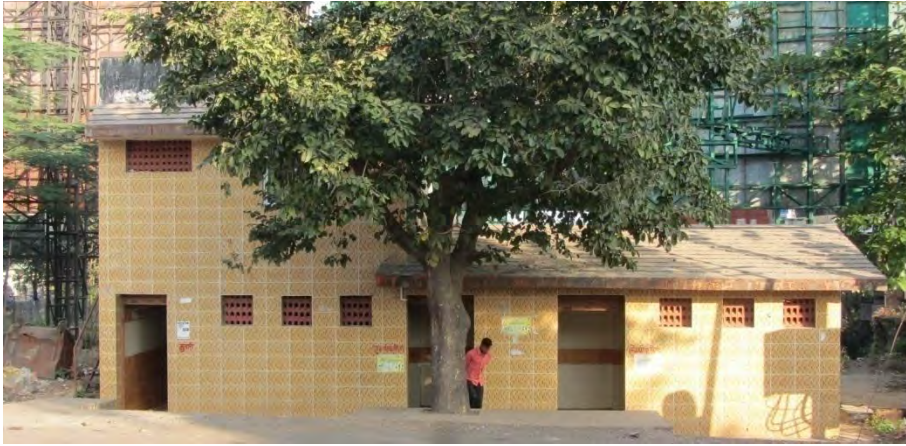
***'Ensure availability of toilets for your labourers or pay fine'*** banners could be put up at construction sites and in industrial areas.

<sup>4</sup> Refer Guidelines for SBM-Urban. Available at [http://swachhbharaturban.gov.in/writereaddata/SBM\\_Guideline.pdf](http://swachhbharaturban.gov.in/writereaddata/SBM_Guideline.pdf).

<sup>5</sup> Refer Standardized Development Control And Promotion Regulations For Municipal Councils And Nagar Panchayats In Maharashtra. Available at [https://www.maharashtra.gov.in/site/upload/WhatsNew/ABCDRCR\\_03122013\\_1.pdf](https://www.maharashtra.gov.in/site/upload/WhatsNew/ABCDRCR_03122013_1.pdf).

<sup>6</sup> Refer Section number 2.5.5 of the Swachh Bharat Mission Guidelines for suggested norms for toilet provision for special focus groups. Available at [http://swachhbharaturban.gov.in/writereaddata/SBM\\_Guideline.pdf](http://swachhbharaturban.gov.in/writereaddata/SBM_Guideline.pdf). Accessed on September 21, 2016

**GOOD PRACTICES**



**Lonavala:** Well maintained public toilet in Lonavala.



**Thane:** Well maintained public toilet in Thane.



**Children-friendly community toilet.**



**PROVISION OF TOILETS IN SPECIAL FOCUS AREAS AND GROUPS**

**Vita:** Special provisions were made in two slums in Vita to make individual toilets usable to the slum dwellers. Both the slums consisted of kutchha houses made of mud, the ULB provided water connections and also laid drainage pipes. Pre-cast toilets were installed in the slums for most of the applicants. Both the slums are now ODF free.



**Vita:** Two ODF slums in Vita though infrastructure provision by the ULB.



**Vita:** Awareness generation in ODF slums to use the constructed toilets.

## 9

## REGULAR MAINTENANCE OF CTs & PTs

### Ensuring Regular Maintenance

At places where construction of individual toilets is not possible, for such HHs access to adequate and functional community toilets need to be provided to restrict them from defecating in open. ULB could explore ways to maintain community toilets such as outsourcing maintenance to private operators.

### PREPARE EXISTING INVENTORY

#### Database & Monitoring

Prepare spatial inventory of type, number of seats, usage and existing maintenance systems at the toilets.  
Assess adequacy of the toilets (public and community toilets) and plan for new toilets if required.  
Plan for construction of new toilets.



Maintain register of number and spatial spread of community and public toilets, along with approximate number of people using them.

### PREPARE IMPLEMENTATION PLAN FOR O&M OF CTs AND PTs

#### Database & Monitoring

Maintain database for operation and maintenance of toilets.  
If shortage of ULB staff is observed, appointment of private contractors should be explored. The contract should focus on linking payment with performance.  
ULB staff should conduct regular monitoring for the toilets under the private contractors.



**'Maintain Toilet Register'** – which could include data on number of seats in the city, staff assigned for maintenance of those seats.

### EFFICIENT MONITORING OF COMMUNITY AND PUBLIC TOILETS

#### Involve Citizens

Involve citizens, NGOs and other stakeholders to monitor public and community toilets.



**'Toilet Monitoring Squad for Markets'** could be formed wherein active shopkeepers using the public toilets near the markets could be the members.

#### Knowledge Sharing

Grievances could be posted by citizens for feedback, complaints and cleaning requested on ULB's WhatsApp number, Facebook page and Toll-free numbers.



Create Facebook/Twitter page and share WhatsApp number.

#### Database & Monitoring

ULBs could maintain a complaint register to log the grievances.



**'Raise complaints if toilet is not maintained'**: Banners on CTs and PTs so that toilets are monitored as well as maintained.

## EFFICIENT MAINTENANCE AND MONITORING THROUGH PERFORMANCE BASED CONTRACT FOR CTs

**Karjat:** The payment to the contractor is based on their performance. The community members are expected to monitor and examine the work done by contractor. Once the cleaning is done, the cleaner has to procure at least 10 signatures from the community members. Mukadam periodically examines the CT.

**Vadgaon:** Tenders have been floated for involving private contractors for maintenance of community toilets.

## ENSURING ADEQUACY AND FUNCTIONALITY OF CTs

**Sangamner:** New community toilets have been constructed by the ULB and these have been maintained to ensure usability of the community toilets.



*Sangamner: Newly constructed community toilets.*



## 10

## SAFE MANAGEMENT OF SEPTAGE AND WASTEWATER

Apart from toilet construction, safe management of septage and wastewater has to be implemented in a planned manner, for which a septage management plan could be prepared and implemented efficiently. A mobilisation plan for financial resource management has also to be prepared.

## PREPARE PLAN FOR SEPTAGE MANAGEMENT<sup>7</sup>

### Database & Monitoring

Conduct existing situation assessment across sanitation service chain.

Assess the prevailing enabling and regulatory environment as well as capacity of local stakeholders to manage the city-wide septage management services.

Assess technology options for toilets, septic tank emptying services and septage treatment.

Explore private sector participation for septage management activities.

Conduct awareness generation for citizens and capacity building activities for ULB staff and septage transporters/private vendors.

Maintain proper records, reporting (MIS) and feedback systems.



***'Dial Toll Free number to place request to clean your septic tank'*** banner could be put during awareness generation workshops.

***'Certifications for ULB officials and private vendors'*** attending the training and shown implementing the learnings on the field.

## PREPARE MOBILISATION PLAN FOR FINANCIAL RESOURCE MANAGEMENT

### Database & Monitoring

Explore sources of revenues for septage management

Mobilise financial resources to implement septage management plan

Utilise 14<sup>th</sup> finance commission funds.

Utilise funds given for IEC activities under SBM for awareness generation and capacity building activities for septage management



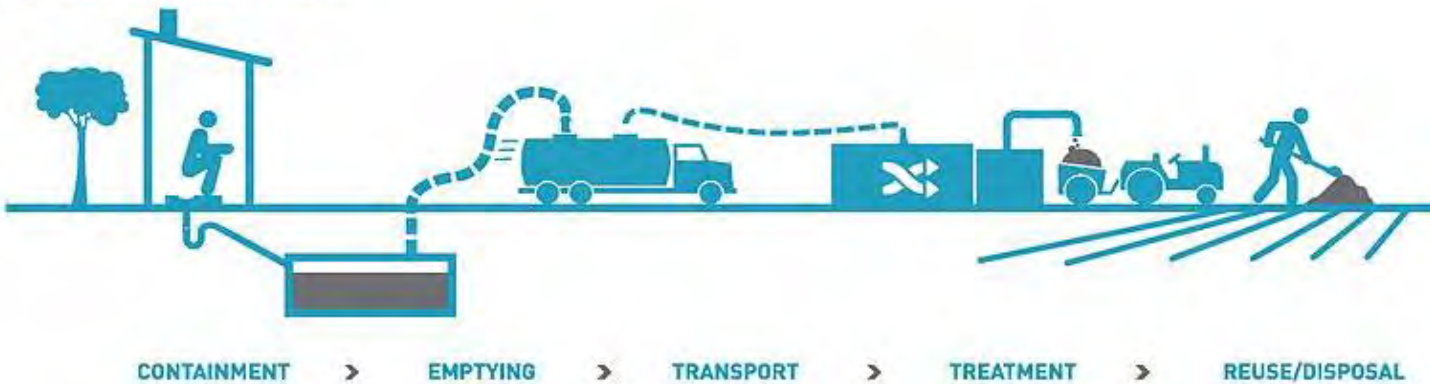
***'Sanitation tax/charge'*** could be levied on properties to sustain septage management activities.

<sup>7</sup> Refer Guidelines for Septage Management in Maharashtra for detailed information. Available at: [https://swachh.maharashtra.gov.in/Site/Upload/GR/Septage\\_Management\\_Guidelines\\_UDD\\_020216.pdf](https://swachh.maharashtra.gov.in/Site/Upload/GR/Septage_Management_Guidelines_UDD_020216.pdf).



Swachh Maharashtra Mission (Urban)  
Urban Development Department, Government of Maharashtra

Sanitation Value Chain







# C

## Governance & Financing

A proper complaint redressal system proves to be beneficial to sustain ODF status since complaints and feedbacks received would help in regular maintenance, follow-ups and monitoring by the ULB.

## 11

## COMPLAINT REDRESSAL SYSTEMS SHOULD BE STRENGTHENED

A complaint redressal system is required to ensure the proper functioning of community toilets, OD spots' monitoring, etc. Complaints received should be addressed on priority and should be monitored by a designated official of the ULB.

## PLAN AND IMPLEMENT A COMPLAINT REDRESSAL SYSTEM

## Database &amp; Monitoring

Maintain database for complaint redressal as well as efforts taken to resolve them.

Explore different options through which citizens can raise complaints, etc, on which citizens can post their complaints.

**'Grievance Redressal Portal'** could be created to lodge, track and provide feedback for complaints.

**'Complaint Counter'** at ULB office could be set up which would keep a log of the complaints received offline and online. And would designate ULB staff to resolve the complaints.

## Knowledge Sharing

Encourage use of mobile apps for reporting complaints, e.g., Swachhata – MoUD.

Constant and regular monitoring of complaints' redressal to be carried out by department heads.

**'Complaint Number or Receipt'** to be given to complainer for efficient resolution of the complaint.

**'Toll-free numbers, WhatsApp number of ULB, Facebook/Twitter page, Mobile app'** could be used to receive complaints online.

## GOOD

## PRACTICES

## AWARENESS GENERATION FOR COMPLAINT REDRESSAL



Awareness generation campaigns for reporting complaints through mobile app under Swachh Bharat Mission by Ministry of Urban Development, Government of India.

# 12

## SETTING UP 'SHAHAR SWACHHATA KOSH'

In order to properly utilise and maintain funds received through CSR and donations from other local stakeholders, a 'Swachhata Kosh' should be set up by the ULB. Funds for such a 'Kosh' can be mobilised by approaching local industrialists/donors and other financial resources.

### SET UP 'SHAHAR SWACHHATA KOSH' ACCOUNT AND COMMITTEE

#### Database & Monitoring

- Open a Swachhata Kosh bank account.
- Prepare an inventory of possible donors for the Shahar Swachhata Kosh.
- Prepare report of probable activities/projects for which the fund will be utilised and presented to potential donors.

'Swachhata Kosh bank account' could be set up.

'Swachhata Kosh Committee' could be formed.

'Quarterly report for Swachhata Kosh' to be distributed to all donors and available for public to view.

#### Involve Citizens

- Encourage use of Mobile Apps for reporting complaints, e.g., Swachhata – MoUD<sup>8</sup>
- Constant and regular monitoring of complaints' redressal to be carried out by department heads.

'Felicitate donors and members of Swachhata Kosh Committee' who have been instrumental in implementing the projects at events and other awareness generation programmes.

### GOOD PRACTICES



Waste shredder machine donated by Garware Wall Ropes, as part of CSR activities, facilitated by Wai Municipal Council.



Plastic bailing machine purchased utilising funds from Swachhata Kosh in Wai Municipal Council.

<sup>8</sup> Available at: <https://play.google.com/store/apps/details?id=com.ichangemycity.swachhbharat&hl=en>,

भारत सरकारचा पुढाकार  
स्वच्छ महाराष्ट्र करू साकार



संकल्प स्वच्छतेचा

- 1 सहभागाचा ठाम निर्धार
- 2 व्यापक लोकसहभाग मिळवणार
- 3 १०० टक्के शौचालयाचाच वापर करण्यासाठी प्रवृत्त करणार
- 4 कचऱ्याचे संकलन, वर्गीकरण, वाहतूक करणार
- 5 कचऱ्यावर शास्त्रोक्त प्रक्रिया करणार
- 6 सांडपाण्यावर प्रक्रिया करणार
- 7 स्वच्छ व हरित महाराष्ट्र साकारणार

सप्तपदी : स्वच्छ व हरित महाराष्ट्रासाठी ...

*These Guidelines for ODF Sustainability for Cities in Maharashtra have been prepared in consultation with Urban Local Government and **Urban Development Department, Government of Maharashtra**, with support from **CEPT University, Ahmedabad**, and **All India Institute of Local Self Governments (AIIISG), Mumbai**, under the **Performance Assessment System (PAS) Project**.*

