

No.15/3/2018-SBM-II-Part (1)  
Government of India  
Ministry of Housing and Urban Affairs

Nirman Bhawan, New Delhi  
Dated 1<sup>st</sup> November, 2018

To

All State Mission Directors (SBM-U)

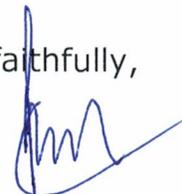
**Subject: Protocol for ODF+ and ODF++ certification of ULBs/Cities  
reg.**

Sir/Madam,

In continuation of this Ministry's earlier correspondence of even number dated 11.10.2018, the revised CT/PT cleanliness scoring matrix is enclosed herewith for information.

Yours faithfully,

Encl: As above



(R.S. Jayal)  
Deputy Secretary to the Govt. of India  
Tel: 23061187

## Revised CT-PT cleanliness scoring matrix

### MATRIX

Indicator	Unusable	Usable but dirty	Clean	Very Clean	Excellent	Additional / Aspirational
<b>Mandatory</b>	<60%	>60%	>70%	>80%	>90%	>95%
<b>Essential</b>			>60%	>70%	>80%	>90%
<b>Desirable</b>				>60%	>70%	>80%
<b>Additional / Aspirational</b>						>90%

### Toilet Cleanliness Protocol for Public and Community Toilets based on range of services available and level of cleanliness

SI No	Indicators (Range of Services)	Maximum Marks	Option 1	Marks	Option 2	Marks	Option 3	Marks	Option 4	Marks	Score received (A)	Weight (B)	Final score (A*B)
<b>MANDATORY SERVICE INDICATORS (MAXIMUM SCORE – 100)</b>													
M1	All toilet seats and urinals clean and usable at all times	20	>75% seats are clean	20	50-75% seats are clean	15	25-50% seats are clean	10	<25% seats are clean	0		20%	
M2	Wash basin(s) clean and usable at all times	5	100% clean	5	Partially clean	3	Not clean	1	Not available	0		6%	
M3	Availability of water	20	Water is available in all cubicles	20	Water is available in <50% cubicles	15	Water is available in/around the premises	10	Water is not available	0		20%	
M4	Adequate ventilation facility (vents, slanted glass slats and/or exhaust fan)	15	Exhaust Fan available	15	Slanted Glass available	10	Natural Ventilation	5	Ventilation not available	0		15%	
M5	Premises are well lit at all times, both within and	15	Yes (Functional light points available both	15	Yes(Functional lights available inside the premises)	10	Yes (Functional light points	5	No (No light points available)	0		15%	

**Toilet Cleanliness Protocol for Public and Community Toilets based on range of services available and level of cleanliness**

SI No	Indicators (Range of Services)	Maximum Marks	Option 1	Marks	Option 2	Marks	Option 3	Marks	Option 4	Marks	Score received (A)	Weight (B)	Final score (A*B)
	<b>outside</b> , with each seat having its own light point, and all light points functional		outside the premises and within the toilet cubicles				outside the premises )						
M6	Functional <b>bolting arrangements</b> on all doors of all toilet seats (ladies toilets will be assessed separately)	10	>75% doors have functional bolting arrangements	10	50-75% doors have functional bolting arrangements	8	25-50% doors have functional bolting arrangements	5	<25% doors have functional bolting arrangements	0		9%	
M7	Untreated faecal sludge/ septage and sewage from the toilet is not discharged and/or dumped in drains, open areas or water bodies	15	Yes	15					No	0		15%	
<b>ESSENTIAL SERVICE INDICATORS (MAXIMUM SCORE – 100)</b>													
E1	Toilet floor is <b>dry and clean</b> at all times	20	Very Clean	20	Clean	15	Partially clean	10	Not clean	0		22%	
E2	<b>Mirrors</b> , if available, are clean and polished	5	Very Clean	5	Clean	3	Partially clean	1	Not clean	0		12%	
E3	<b>Available and regularly cleaned (covered) litter bins</b> , with bins	12	>75% cubicles have litter bin and are regularly cleaned	12	50-75% cubicles have litter bin and are regularly cleaned	10	25-50% cubicles have litter bin and are regularly cleaned	5	<25% cubicles have litter bin and are	0		12%	

**Toilet Cleanliness Protocol for Public and Community Toilets based on range of services available and level of cleanliness**

SI No	Indicators (Range of Services)	Maximum Marks	Option 1	Marks	Option 2	Marks	Option 3	Marks	Option 4	Marks	Score received (A)	Weight (B)	Final score (A*B)
	available with each toilet seat (to be checked only in female seats)								regularly cleaned				
E4	Available soap / operational soap dispenser	9	Soap Dispenser available and functional with liquid soap / soap bar available	9	No dispenser, but hand-washing Soap Available	6	Detergent soap bar available, not suitable hand-washing soap	3	Soap not available	0		8%	
E5	Usable taps and fittings, with no leakage OR water tank in or outside the structure with water available in it at all times during opening hours	10	>75% cubicles have usable taps with no leakage	10	50-75% cubicles have usable taps with no leakage	8	25-50% cubicles have usable taps with no leakage	6	<25% cubicles have usable taps with no leakage	0		6%	
E6	Gender-segregated, separate entrances for males and females, if both facilities available in single block	12	Yes (separate entrances for males and females)	12					No	0		12%	
E7	Entrance/ accessibility (like ramp, stairs) to toilet block is barrier free,	12	Yes	12					No	0		8%	

**Toilet Cleanliness Protocol for Public and Community Toilets based on range of services available and level of cleanliness**

SI No	Indicators (Range of Services)	Maximum Marks	Option 1	Marks	Option 2	Marks	Option 3	Marks	Option 4	Marks	Score received (A)	Weight (B)	Final score (A*B)
	including those for specially abled persons												
E8	Premises are visible to passersby, with clear signage, and the area within 3 m from each direction of the structure is not encroached by unauthorized construction and vendors	11	Signage Available within every 100 m in each (min 5 signage)	11	Signage Available within every 300 m (min 3 signage)		Signage Available within every 500 m (min 1 signage)		No Signage Available	0		8%	
E9	Staff is provided with necessary supplies of consumables, cleaning equipment, protective gear and inventory, and there is no stock out for longer than 24 hours	9	Yes all 3 available	9	Yes 2 available	7	Yes 1 available	5	Not available	0		12%	
<b>DESIRABLE SERVICE INDICATORS (MAXIMUM SCORE – 100)</b>													
D1	<b>Roster</b> being maintained for regular cleaning and maintenance and a <b>caretaker</b> is on duty at all	25	Yes (Roster and Caretaker both available)	25	Yes - (Caretaker available but roster is not maintained)	15	Yes- (only roster/register available)	10	No (None available)	0		20%	

**Toilet Cleanliness Protocol for Public and Community Toilets based on range of services available and level of cleanliness**

SI No	Indicators (Range of Services)	Maximum Marks	Option 1	Marks	Option 2	Marks	Option 3	Marks	Option 4	Marks	Score received (A)	Weight (B)	Final score (A*B)
	times during open hours												
D2	Public/Community Toilet is visible on Google Maps toilet locator as 'SBM Toilet'	25	Yes	25					No	0		20%	
D3	Name and contact details of the following are displayed prominently - Toilet identification number, name of ULB under whose jurisdiction toilet is covered, ward number and maintenance authority prominently displayed for each toilet block Supervisor, Supervisor's agency and area Sanitary Inspector(Contact number will be checked whether it is working or not)	20	Yes	20					No	0		20%	
D4	Complaint registration and	20	Yes	20					No	0		20%	

**Toilet Cleanliness Protocol for Public and Community Toilets based on range of services available and level of cleanliness**

SI No	Indicators (Range of Services)	Maximum Marks	Option 1	Marks	Option 2	Marks	Option 3	Marks	Option 4	Marks	Score received (A)	Weight (B)	Final score (A*B)
	redressal mechanism (Swachhata App/local app/ other ICT-based media such as whatsapp, Swachhata helpline 1969) is in place and is functional, with all complaints, maintenance issues or incidents resolved within 24 hours of registration												
D5	Air freshener (Odonil) applied	10	Yes	10					No	0		20%	
<b>ADDITIONAL / ASPIRATIONAL SERVICE INDICATORS (MAXIMUM SCORE – 100)</b>													
A1	Walls and floors are stain / graffiti free	15	Yes	15					No	0		15%	
A2	Low height toilets/Indian toilets for children	15	Yes	15					No	0		15%	
A3	Plants / shrubs in the vicinity of toilet complex are well maintained	10	Yes	10					No	0		15%	
A4	Space earmarked for advertisement	10	Yes	10					No	0		10%	

**Toilet Cleanliness Protocol for Public and Community Toilets based on range of services available and level of cleanliness**

SI No	Indicators (Range of Services)	Maximum Marks	Option 1	Marks	Option 2	Marks	Option 3	Marks	Option 4	Marks	Score received (A)	Weight (B)	Final score (A*B)
	for revenue generation(Even if advertisement is not available marks will be awarded)												
A5	Hand dryer / paper napkin available	10	Yes	10					No	0		10%	
A6	Ladies' toilets have vending machine for sanitary napkins	10	Sanitary napkin vending machine is available and functional	10	Sanitary napkin vending machine is available but not functional	5			Not available	0		10%	
A7	Incinerator facility available for disposal of used sanitary napkins for toilet having > 10 seats and also to the toilets adjacent to women college and hostels	10	Incinerator is available and functional	10	Incinerator is available but not functional	5			Not available	0		10%	
A8	Functional floodlights / halogen vapour lamps outside the toilet premises during the night, without any dark, shadowy areas	5	Yes	5					Not available	0		5%	

**Toilet Cleanliness Protocol for Public and Community Toilets based on range of services available and level of cleanliness**

SI No	Indicators (Range of Services)	Maximum Marks	Option 1	Marks	Option 2	Marks	Option 3	Marks	Option 4	Marks	Score received (A)	Weight (B)	Final score (A*B)
	in the vicinity of the toilet												
A9	SMS /any other ICT based feedback system (with number displayed on which SMS has to be sent)	10	Available	10					Not available	0		5%	
A10	Structural audit of toilet block done	5	Yes	5					No	0		5%	

**IMPORTANT NOTE:** Should any of the mandatory service indicators fall in the 'poor' category, the toilet will be categorized as "UNUSABLE" irrespective of its scores received in the other indicators.