



Ministry of Housing
and Urban Affairs
Government of India



Declaring your City/Town **SBM ODF+** and **SBM ODF++**

Toolkit for Urban Local Bodies

FOREWORD



HARDEEP S PURI

Minister of State- I/C,
Ministry of Housing
and Urban Affairs

The Swachh Bharat Mission (SBM), launched on 2nd October 2014, has one of its stated objectives as the achievement of Open Defecation Free (ODF) status in all the 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.

In a bid to step up the pace of ODF achievement, our Ministry is now monitoring outcomes (number of ODF wards and cities) in a focused manner, rather than outputs (numbers of toilets built). The ODF protocol is being rigorously followed for declaring and certifying ODF status of cities. With 18 states / UTs and 3,223 cities declared ODF, it is time to step up the rigour of the process by putting in place additional parameters to ensure the sustainability and long term impact of the ODF status. I am happy to see that this toolkit on **SBM ODF+** and **SBM ODF++** protocols includes sustainability aspects including improved access to individual toilets, community and public toilet maintenance, functionality and liquid waste / fecal sludge and septage management (FSSM).

It is my firm belief that this will go a long way in strengthening the overall ODF mandate of the Swachh Bharat Mission and ensure that the long term impact of ODF is truly achieved.

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BACKGROUND, OBJECTIVES & SCOPE

Background

India's urban population has sharply increased from 19.9% in 1971 to 31.2% in 2011. This unprecedented growth, along with high economic growth, has resulted in a severe challenge for Urban India, in terms of addressing the incremental infrastructural needs of a fast-growing urban population. One of the major challenges arising out of increased migration of the populace from rural areas to cities and towns in search of an improved quality of life has been the issue of access to sanitary facilities, and the



attendant menace of open defecation, especially in areas housing economically weaker sections of society, where open defecation (OD) spots are more likely to be found.

The Swachh Bharat Mission – Urban aims to fulfil the objective of 100% Open Defecation Free status in all Urban Local Bodies (ULBs) in the country by 2 October 2019. This will entail providing access to toilet facilities (i.e. construction of sanitary latrines – individual household toilets, community and public toilets). In parallel, it will also entail operation and maintenance of these facilities to maintain their functionality, including effective faecal sludge and septage management (FSSM) to ensure both safe containment, emptying, collection, transportation, treatment, and/or safe disposal. Simultaneously, behavior change initiatives will need to be continued through intensive participation of key stakeholders – self-help groups, students and youth, corporate organizations, to ensure that these sanitary facilities are used regularly and correctly.

Objectives

The purpose of this toolkit is to provide a readiness check and guideline for cities and towns that have already achieved Open Defecation Free (ODF) status as per the ODF protocol prescribed by the Ministry of Housing and Urban Affairs (MoHUA) and are working towards ensuring sustainability of the ODF status to ensure proper maintenance of toilet facilities, hereby referred to as SBM ODF+, and safe collection, conveyance, treatment and disposal of all faecal sludge and sewage, hereby referred to as SBM ODF++, in order to achieve safe sustainable sanitation for all. Similar to the ODF Protocol, this toolkit provides the detailed SBM ODF+ protocol and SBM ODF++ protocol laid down by MoHUA, along with declaration formats to be obtained from various stakeholders, that wards / work circles (in case under jurisdiction of development authority) and cities are required to submit, as part of the SBM ODF+ and SBM ODF++ declaration and certification process. It also describes the procedure for certification of SBM ODF+ and SBM ODF++ claims by ULBs/ Development Authorities / Cantonment Boards, by a third party.

Scope

This toolkit can serve as a readiness checklist for all ULBs / Development Authorities / Cantonment Boards to prepare themselves and their concerned stakeholders in achieving either SBM ODF+ and/or SBM ODF++ status and officially declare the same, followed by certification, as per the protocol outlined.

ODF: DEFINITIONS AND NECESSARY CONDITIONS

As a refresher, the salient features of the ODF protocol laid down by MoHUA have been described ahead.

Definition of Open Defecation Free city / ward

A city / ward can be notified/declared as ODF city/ ODF ward 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 Open Defecation Free:

- 1) All households that have space to construct toilet, have constructed one.
- 2) All occupants of those households that do not have space to construct toilet have access to a community toilet within a distance of 500 meters.
- 3) All commercial areas have public toilets within a distance of 1 kilometer.
- 4) Details of all Individual household toilets (IHHL) constructed from 2011 onwards will have to mandatorily be uploaded on the SBM-Urban portal
- 5) Pictures of all functional community and public toilets in the city, irrespective of the date of construction, will have to mandatorily be uploaded on the SBM-Urban portal.

Declarations to be submitted as part of ODF protocol:

- 1) City/town ODF Declaration from Mayor/ Chairperson
- 2) Ward ODF Declaration from Ward Councillors, with following sub-declarations:
 - a. Every school in a ward provides self-declaration that all students enrolled in it have access to, and are routinely using toilets at home and at school.
 - b. Every self-help group active in a ward gives a declaration that all residents of that ward have access to, and are routinely using, toilets at home.

Moving beyond ODF – SBM ODF+ and SBM ODF++

The SBM ODF+ and SBM ODF++ protocols build upon the ODF protocol while keeping true to its provisions, so as to provide a platform for cities and towns to improve sanitation sustainability. The protocols are incremental in nature, and reflect on-ground realities present in India.

SBM ODF+: DEFINITIONS AND NECESSARY CONDITIONS

Definition of SBM ODF+ city / ward / work circle

A city / ward / work circle¹ can be notified/declared as SBM ODF+ city/ SBM ODF+ ward/SBM ODF+ work circle if, at any point of the day, not a single person is found defecating and/or urinating in the open, AND all community and public toilets are functional and well maintained.

Note: Cities that have been certified ODF atleast once on the basis of the ODF Protocol laid down by MOHUA shall be eligible to declare themselves as SBM ODF+ and apply for certification of SBM ODF+ status, as per the conditions laid down in this protocol document.

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

- 1) All applicable conditions for ODF as detailed above, with the following additional conditions:
 - a. Individual toilets should be functional and well-maintained, with water availability.
 - b. All public areas² have functional public toilets within a span of 1 kilometer.
- 2) While deciding the number of toilet seats/ urinals and blocks, the city's entire floating population must have been considered.
- 3) The city has sufficient mobile toilets/toilet facilities for use during occasions with large gatherings in a single area i.e. situations with high demand for toilets, where existing facilities may not be sufficient, regardless of how infrequent these occasions are.³

.....
1 Work circle applicable only if concerned area is under jurisdiction of development authority

2 Public areas are areas with open access to public, especially those with high footfall (number of people at a given time) daily/ periodically, including but not limited to parks and gardens, transport hubs (railway stations, airports, bus stations, etc.), religious areas, tourist sites, historic sites, etc. and not including commercial areas (such as market areas, bazaars)

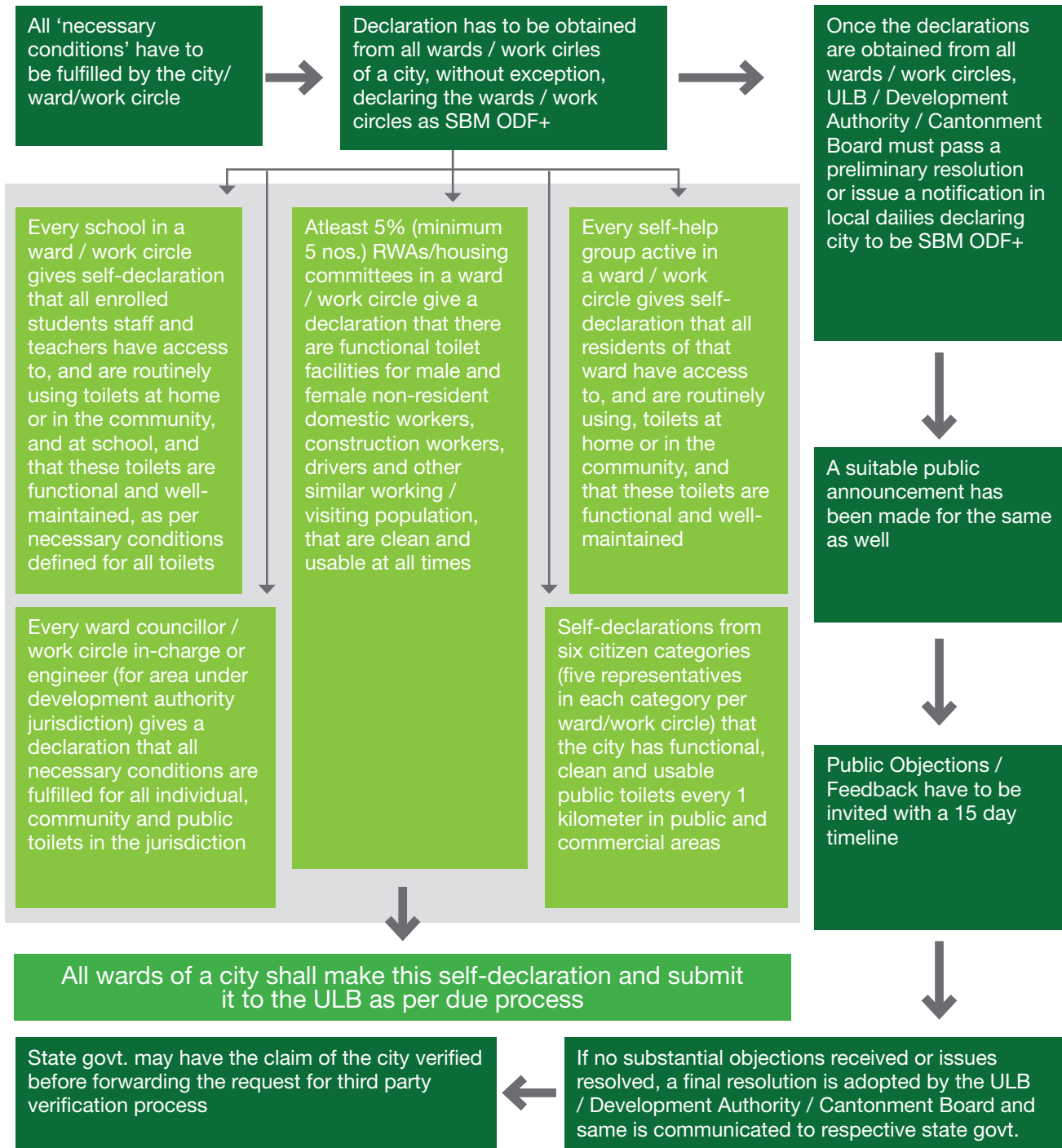
3 ULB / Cantonment Board / Development Authority shall conduct assessment to ascertain number of toilets required

- 4) All residential societies with resident welfare associations (RWAs)/housing or mohalla committees⁴ have toilet facilities within the premises for the use of male and female non-resident domestic workers, construction workers, maintenance staff, drivers, etc. that are clean and usable at all times.
- 5) City has carried out structural audit of all community / public toilets and carried out necessary repairs and renovations on the basis of the findings.
- 6) All functional public and community toilets should be appropriately provisioned and well-maintained, with all conditions given in Annexure 1(A) adhered to. Each toilet shall be scored as per the framework provided in Annexure 4 and must score atleast 90% overall to qualify as fulfilling these conditions.
- 7) Atleast 1 or 10%, whichever is higher, of functional public and community toilets should adhere to the additional conditions given in Annexure 1 (B). Each toilet shall be scored as per the framework provided in Annexure 5 and must score atleast 90% overall to qualify as fulfilling these conditions.
- 8) ULB / Development Authority / Cantonment Board has notified sanitation service level benchmarks, at the least adhering to all conditions defined for SBM ODF+ in this protocol document, in municipal bye-laws (or equivalent, in absence of municipal administration) and published the same in atleast two dailies with wide reach.
- 9) The city has issued and notified fines against open defecators, and defined penalty / fine against concessionaires/maintenance authorities in-charge of community / public toilets in service contract (with respect to poor maintenance of such toilets).

.....
4 Where RWA or housing committee does not exist, ULB shall suo moto form a committee for the purpose, in consultation with concerned area residents

SBM ODF+ DECLARATION PROTOCOL

The following protocol is to be adopted for declaring a city / ward / work circle as SBM ODF+:



The protocol is elaborated below:

- 1) All the ‘necessary conditions’ on infrastructure and regulations have to be fulfilled by the city / ward / work circle¹

Following the fulfilment of (1) above, a declaration has to be obtained from all wards / Work Circles of the city/town, without exception, declaring respective wards / work circles as ODF Plus. All wards / work circles of a city/town shall make this self-declaration and submit to city municipal administration / development authority as per due process.

- 2) The following sub-declarations are to be obtained by the municipal administration / development authority / cantonment board / wards / work circles, as applicable, in order to facilitate the above self-declaration:
 - i. Every school (including schools built after ODF certification) in a ward / work circle provides self-declaration that all enrolled students², staff and teachers have access to, and are routinely using toilets at home or in the community, and at school, and that these toilets are functional and well-maintained, as per necessary conditions defined for all toilets in Annexures 1(A) and 1(B).
 - ii. Every self-help group (including SHGs formed after ODF certification) active in a ward / work circle gives a declaration that all residents of that ward / work circle have access to, and are routinely using, toilets at home or in the community, and that these toilets are functional and well-maintained.
 - iii. Atleast 5% (minimum 5 nos.) RWAs/housing committees in a ward / work circle give a declaration that there are functional toilet facilities within the premises for the use of male and female non-resident workers/ staff³ and other working population visiting the society/colony routinely or for extended hours/days at a time, and that these toilets are clean and usable at all times.

.....
 1 Work circle applicable only in case concerned area is under jurisdiction of development authority
 2 All enrolled students that reside in urban areas of the jurisdiction of city/town administration
 3 Including domestic workers, construction workers, maintenance staff, security staff, drivers

- iv. Self-declarations from six citizen categories⁴ (five representatives in each category per ward / work circle) that the city/town has functional, clean and usable public toilets available at every 1 kilometer in public and commercial areas in the ward.
 - v. Every ward councilor / work circle in-charge or engineer⁵ gives a declaration that all necessary conditions are fulfilled for all individual, community and public toilets in the jurisdiction.
- 3) On fulfillment of the above, the city municipal administration / development authority must pass a preliminary resolution or issue a notification in local dailies of wide reach, declaring the city to be SBM ODF+.
 - a) Following such resolution/notification, a suitable public announcement must be made for the same as well, in atleast two newspapers of wide circulation and readership, inviting public feedback / objection with a fifteen day timeline.
 - 4) If no substantial objections are received at the end of this time, a final resolution is adopted by the city municipal administration / development authority and the same is communicated to respective state government.
 - 5) On receipt of the said communication, the state government may have the claim of the city verified through an appropriate third party verification process (in a time bound process) before formally according the city the status of being SBM ODF+.
 - 6) MoHUA will then carry out the “Swachh Certification for SBM ODF+” process (detailed later in this document). Issued certificate shall be valid for six months and the certification process will need to be carried out every six months. In case of failure in certification, a one-month cooling off period (from date of certification failure) shall be applicable before the respective city may again request for SBM ODF+ certification.

.....
 4 Citizen categories – Shop Owners, Street Vendors, Bus Drivers, Auto/rickshaw Drivers, Primary Health Centre In-Charge, Anganwadi Workers
 5 Only in case of area under jurisdiction of development authority

SBM ODF+ DECLARATION FORMATS

1. Format for declaration to be submitted by City / town

I,....., Mayor / Chairperson / CEO of (Name of ULB / development authority / cantonment board) do hereby declare that:

- a) ULB / Development Authority / Cantonment Board has notified sanitation service level benchmarks, at the least adhering to all conditions defined for SBM ODF+, in municipal bye-laws (or equivalent, in absence of municipal administration) and published the same in atleast two dailies with wide reach.
- b) The city/town has sufficient mobile toilets/toilet facilities for use during occasions with large gatherings in a single area i.e. situations with high demand for toilets, where existing facilities may not be sufficient.
- c) City has carried out structural audit of all community / public toilets and carried out necessary repairs and renovations on the basis of the findings.
- d) The city has issued and notified fines against open defecators, and defined penalty / fine against concessionaires/maintenance authorities in-charge of community / public toilets in service contract (with respect to poor maintenance of such toilets)
- e) All Ward Councillors / Work Circle In-Charges/Engineers in the city / town have submitted their self-declarations regarding SBM ODF+ status
- f) Preliminary resolution has been passed declaring the city / town as SBM ODF+
- g) Above resolution has been publicly announced, in atleast two newspapers of wide circulation and readership, inviting public feedback / objection within 15 days of announcement
- h) Since no objections have been received within the stipulated time period / since objections and feedback received from the public have been addressed, a final resolution has been adopted by this office regarding SBM ODF+ status
- i) This final resolution has been communicated to the state government for further verification (if decided to be carried out).



Accordingly, (Name of city / town) is hereby declared SBM ODF+.

MoHUA is now requested to carry out the “Swachh SBM ODF+ Certification” process for (Name of city / town).

.....
(Signature, and Name of Mayor / Chairperson / CEO)

Date:

Seal:

2. Format for declaration to be submitted by every Ward Councillor/ Work Circle In-Charge or Engineer



I, Ward Councillor/Work-Circle In-charge/Engineer of
(ward / circle details), under (Name of ULB / development authority / cantonment board) do hereby declare that:

- a) All households that have space to construct toilet, have constructed one. Individual toilets are functional and well-maintained, with water availability.
- b) All occupants of those households that do not have space to construct a toilet have access to a functional community toilet within a distance of 500 meters.
- c) All public areas and commercial areas have functional public toilets within a distance of 1 kilometer.
- d) While deciding the number of toilet seats and blocks, the city's entire floating population has been considered.
- e) All residential societies with resident welfare associations (RWAs)/housing or mohalla committees have toilet facilities within the society/colony premises for use by both male and female non-resident workers/staff i.e. any working population visiting the society/colony routinely or for extended hours/days at a time, and that these toilets are clean and usable at all times.
- f) All functional public and community toilets are appropriately provisioned and well-maintained, and meet the following conditions, with each toilet scoring atleast 90% as per the scoring framework:
 - Availability of water
 - All toilet seats and urinals clean and usable at all times
 - Wash basin(s) clean and usable at all times
 - Roster being maintained for regular cleaning and maintenance and a caretaker is on duty at all times during opening hours
 - Toilet floor is swept and mopped at all times
 - Mirrors, if available, are clean and polished
 - Functional bolting arrangements on all doors
 - Available and operational soap/soap dispenser
 - Available and regularly cleaned litter bins, with bins available with each toilet seat
 - Premises are well lit at all times, with each seat having its own light point, and all light points functional
 - Adequate ventilation facility (vents, slanted glass slats and/or exhaust fan)
 - 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
 - Gender-segregated, distinct entrances for males and females, if both facilities available in single block
 - Entrance/ accessibility (like ramp, stairs) to toilet block is barrier free, including those for specially abled persons
 - Premises are visible to passersby, with clear signage, and the area within 3m from each direction of the structure is not encroached by unauthorized construction and vendors
 - Untreated faecal sludge/septage and sewage from the toilet is not discharged and/or dumped in drains, open areas or water bodies
 - Staff is provided with necessary supplies of consumables, protective gear, cleaning equipment and inventory and there is no stock out for longer than 24 hours
 - Name and contact details of each of the following are displayed prominently - Supervisor, Supervisor's agency, and area Sanitary Inspector

- Complaint registration and redressal mechanism is in place and is functional, with all complaints, maintenance issues or incidents resolved within 24 hours of registration
 - Public/Community Toilet is visible on Google Maps toilet locator as ‘SBM Toilet’
- g) Atleast 1 or 10%, whichever is higher, of functional public and community toilets adhere to the following additional conditions, with each toilet scoring atleast 90% as per the scoring framework.
- Walls and floors are clean and stain/graffiti free
 - Hand dryer/ paper napkin is available
 - Low height toilets and basins are available for use by children
 - Bathing facility is available
 - Women’s toilets have sanitary napking vending machine and adequate disposal mechanism for sanitary napkins
 - Air freshener is available and applied
 - Space has been earmarked for revenue generation
 - Plants / shrubs in the vicinity of toilet complex are well maintained
 - Rainwater harvesting facility is available
 - Water-saving or reuse technology has been incorporated
 - Toilet is self-sustainable (as defined in protocol document)

I further declare that I have formally submitted this declaration to the (Name of ULB / development authority / cantonment board) for further necessary action.

.....
 (Signature, and Name of Ward Councillor / Work Circle In-Charge/Engineer)

Date:

Seal:

3. Format for declaration to be submitted by schools

I do hereby declare that:

-school (name of school), in ward no / work circle....., under (Name of ULB / development authority / cantonment board), has number of students, and numbers of staff (including teachers).
- The school has sufficient number of functional toilets for all students and staff. None of the students or staff go out for defecation or urination while in school.
- The toilets are well-maintained, with all necessary conditions defined for toilets (as per Annexures 1(A) and 1(B) of SBM ODF+ Protocol) being fulfilled.
- Every student in the school, along with their family members, uses a toilet at home / uses a community toilet situated in the neighborhood, for defecation and/or urination.
- The self-declaration from each of the students and staff are attached herewith (refer Annexures 2 and 3)

.....
(Signature and Name of Principal / Headmaster / Headmistress of School)

Date:

4. Format for self-declaration to be submitted by Self-Help Groups

This is to declare that every member of the Self-Help Group (Name of Self-help group) in Ward number / Work circle..... of (Name of ULB / development authority / cantonment board) comprising members (number of members), whose names are attached as annexure, along with their family members, uses a toilet at home / uses a community toilet situated in the neighborhood, for defecation and urination, and that these toilets are functional and well-maintained, with water availability, and also that ward number / work circle has functional and well-maintained public and community toilets, with not a single person defecating or urinating in the open.



.....
(Signature OR thumb impression, and Name, of President of the Self-Help Group)

Date:

(Attach list of names of SHG members)

5. Format for declaration by Resident Welfare Association/Housing Committee

This is to declare that the (Name of RWA/Housing or mohalla committee) of (Name of residential society/colony/area) in ward number / work circle of (Name ULB / development authority / cantonment board) has toilet facilities within the society/colony premises for use by both male and female non-resident workers/staff (including domestic workers, construction workers, maintenance staff, security staff, employed drivers) i.e. any working population visiting the society/colony routinely or for extended hours/days at a time, and that these toilets are clean and usable at all times.

.....
(Signature and Name of RWA / Housing or Mohalla committee)

Date:

6. Format for self-declaration by citizen representatives

I,..... (Name), authorized representative on behalf of (Name of citizen category) in (Name of ULB / development authority / cantonment board) do hereby declare that functional, clean and usable public toilets are available at every 1 kilometer in public and commercial areas of ward number / work circle

.....
(Signature and Name of authorized representative of citizen category)

Address:

Phone Number:

Date:

SWACHH CERTIFICATION FOR SBM ODF+

Once a city has communicated to the respective state government the final resolution declaring the city to be SBM ODF+, and the state government has communicated the same to MoHUA (or in case of development authority or cantonment board, city has directly communicated to MoHUA), a third party verification process (“Swachh Certification for SBM ODF+”) is to be adopted, for the final SBM ODF+ certification.

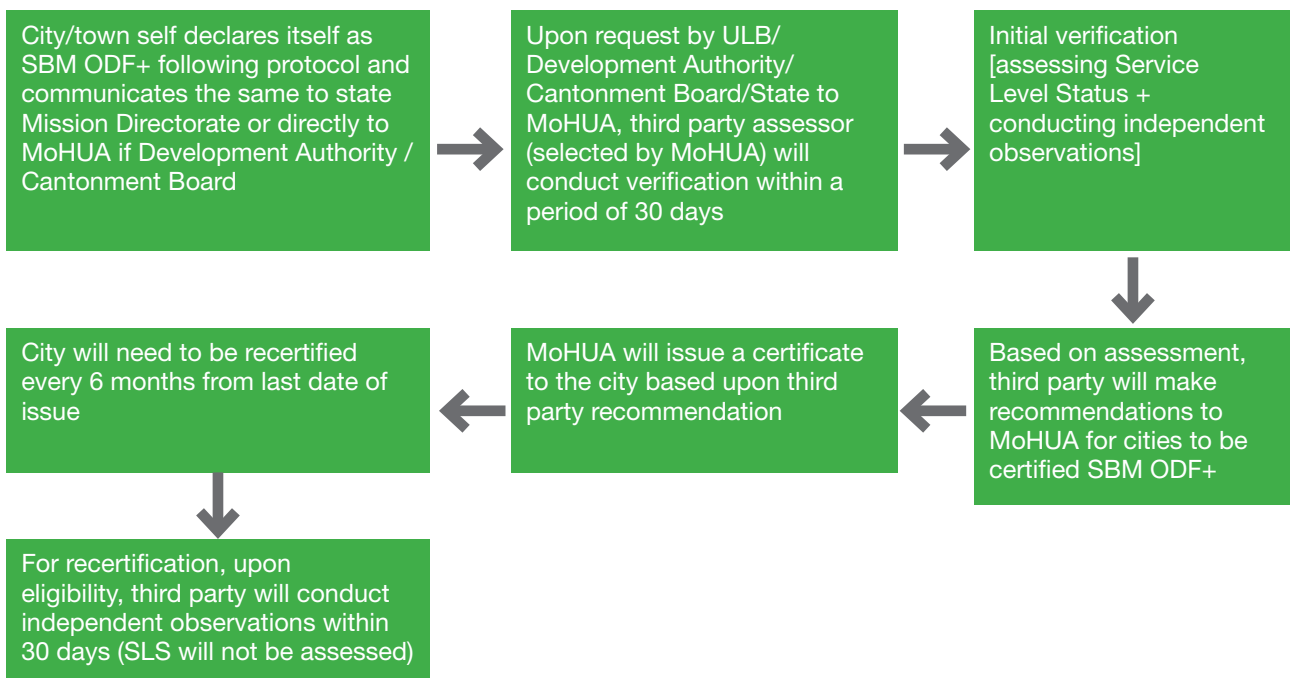
In case of failure in certification, a one-month cooling off period (from date of certification failure) shall be applicable before the respective city may again request for SBM ODF+ certification.

Subsequently, recertification of SBM ODF+ will happen at fixed intervals (every six months), so as to ensure that there is no slippage of the SBM ODF+ status.

Protocol to be followed for Swachh Certification for SBM ODF+

The following protocol will need to be followed for receiving the Swachh Certification:

- a. City self-declares itself as “SBM ODF+” for the first time and communicates the same to state SBM Mission Directorate, which in turn communicates to MoHUA, or directly to MoHUA if under Development Authority / Cantonment Board.
- b. Upon request by City/State to MoHUA, a third party (selected by MoHUA) will mobilize assessors to conduct the verification within a period of 30 days.
- c. For the initial verification, the third party will assess both Service Level Status as well as conduct Independent Observation.
- d. Based upon the result of the assessment, the third party will make recommendations to





MoHUA for cities to be certified SBM ODF+.

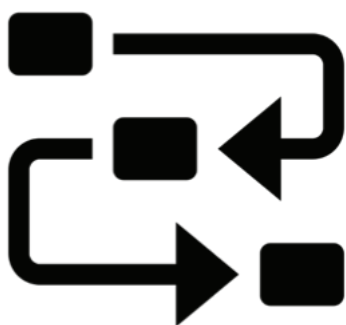
e. MoHUA will subsequently issue a certificate to the city for the same based upon the recommendation of the third party.

- f. The certificate, when issued, will need to be recertified every 6 months.
- g. For recertification, upon receiving request, the third party will conduct independent observation within the city within a period of 30 days.
- h. It is to be noted that Service Level Status will not be re-checked during the re-assessment.

Methodology for Swachh Certification for SBM ODF+

The verification process will be conducted in two parts:

- i. Service Level Status
 - ii. Independent Observations
- a. Service Level Status :**
- i. Preliminary data will be collected in advance by a process of self-assessment from ULBs / Development Authorities / Cantonment Boards as per the defined protocol.
 - ii. Third party assessors will visit ULBs / Development Authorities / Cantonment Boards to review the documentation and collect the data systematically ensuring that the process is independent and unbiased.



b. Independent Observations :

- i. ULB / Development Authority / Cantonment Board must mandatorily provide complete city profile data to MoHUA after SBM ODF+ declaration, to facilitate observations.
- ii. The collection of data will be based on physical observation by the third party assessors.
- iii. The questionnaire to facilitate data collection will be created by the third party in conjunction with Ministry of Housing and Urban Affairs.
- iv. The survey assessors will use IT enabled devices to record their observations and findings along with photographs.
- v. The third party will systematically collect photos as evidence for field observations ensuring that the location, date and time are tagged on all the pictures.
- vi. For the assessment, cities will be classified based on population as below. Based upon the size of the city, it will be divided into zones.
 - vii. For cities with greater than 10 lakh population, the city will be divided into 4 zones - North, South, East and West.
 - viii. For cities with population between 1 – 10 lakh, the city will be divided into 4 zones – North, South, East and West.
 - ix. For cities with population less than 1 lakh, the city will be divided into 2 zones – North and South.
- x. During community / public toilet assessment, necessary conditions for each toilet will be scored as per the framework provided in Annexure 4, and additional conditions for each toilet will be scored as per the framework provided in Annexure 5. A community / public toilet must score atleast 90% on both frameworks to qualify as fulfilling the conditions under SBM ODF+.
- xi. All locations shall be within ULB limits and will be finalized at the discretion of the third party. The selected locations shall not be communicated to ULB / Development Authority / Cantonment Board.
- xii. The following table lists the locations which have to be mandatorily inspected by the third party for independent observation, without exception.

Location Type	No. of locations per zone (>10 lakh+)	No. of locations per city (10 lakh+)	No. of locations per zone (1-10 lakh)	No. of locations per city (1 -10 lakh)	No. of locations per zone (<1 lakh)	No. of locations per city (<1 lakh)
Slum	2	8	1	4	1	2
School	1	4	1	4	1	2
Roads and Streets (falling under OD spots)	1	4	1	4	1	2
Public Area (Parks/Temples/Tourist spots)	1	4	1	4	1	2
Commercial Area (Markets/bazaars, mandis)	2	8	1	4	1	2
Residential Area	2	8	1	4	1	2
Transport hubs (Railway Stations/Bus Stands/others)	2 per city	2	2 per city	2	1 per city	1
Water bodies (pond, lake, stream, river banks, beach/coast)	2 per city	2	2 per city	2	1 per city	1
Total	-	40	-	28	-	14

Protocol to be mandatorily followed by the Third Party to carry out SBM ODF+ inspection

- i. The third party shall communicate assessors' arrival in the city to ULB Development Authority / Cantonment Board staff only one day prior to the same.
- ii. The assessor(s) shall meet the Municipal Commissioner / Nodal Officer / Chairperson / CEO or any designated officer by the same and only after that they shall commence the inspection.
- iii. Assessor(s) shall conduct inspection for open defecation and toilets in the early morning hours (4am to 6am) and late evening hours (8pm to 10pm), viz. peak hours for open defecation and toilet usage.
- iv. The designated assessor shall visit the inspection sites (only) and prepare/ submit her/his report.
- v. The assessor(s) shall have to be accompanied by ULB / Development Authority / Cantonment Board staff on the inspection.
- vi. If the assessor(s) fails to geo tag the location correctly (i.e., latitude and longitude versus the name of the said location) and in the report if there is a mis match then the said location shall be considered null and void and in case of complaint by ULB / Development Authority / Cantonment Board on such and related matters a penalty of Rs. 500/- per case may be imposed on the third party.

SBM ODF++: DEFINITIONS AND NECESSARY CONDITIONS

Definition of SBM ODF++ city / ward

A city / ward / work circle¹ can be notified/ declared as SBM ODF++ city/ SBM ODF++ ward/ SBM ODF++ work circle if, at any point of the day, not a single person is found defecating and/ or urinating in the open, all community and public toilets are functional and well maintained, AND faecal sludge/septage and sewage is safely managed and treated, with no discharging and/ or dumping of untreated faecal sludge/septage and sewage in drains, water bodies or open areas.

Note: Cities that have been certified SBM ODF+ at least once on the basis of the SBM ODF+ Protocol laid down by MoHUA shall thereafter be eligible to declare themselves as SBM ODF++ and apply for certification of SBM ODF++ status, as per the conditions laid down in this protocol document.

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

- 1) All necessary conditions for SBM ODF+ (as per the SBM ODF+ protocol laid down by MoHUA) have been achieved, except that at least 25% of functional public and community toilets must adhere to the additional conditions given in Annexure 1 (B).
- 2) All toilets (individual, community and public) are either connected to:
 - a. sewer networks; or
 - b. safe containment systems (such as septic tanks, twin pits or other on-site sanitation

systems prescribed by CPHEEO or under SBM-Urban Mission Guidelines), with regular emptying, treatment and/ or safe disposal of septage from these toilets managed as per conditions given in Annexure 7.

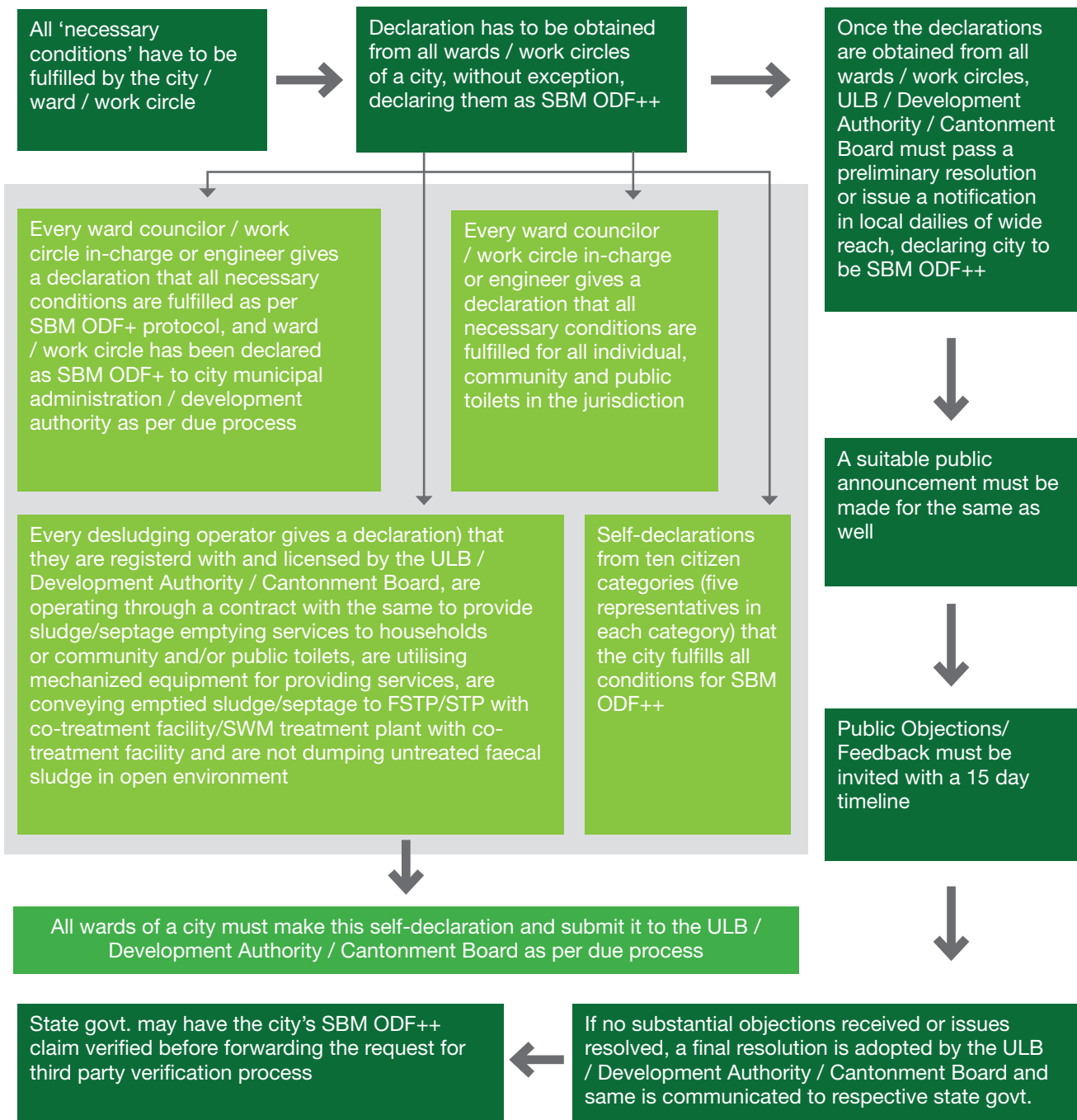
- 3) All septic tank cleaning service providers are registered with and licensed by ULB / Development Authority / Cantonment Board, operate through contract with the respective administration or authority in allotted areas and are utilising well-maintained mechanized equipment².
- 4) The city has issued and notified fines against persons / desludging operators dumping untreated faecal sludge in drains and / or open areas.
- 5) ULB / Development Authority / Cantonment Board has notified sanitation service level benchmarks, at the least adhering to all conditions defined for SBM ODF++, in municipal bye-laws (or equivalent) and published the same in at least two dailies with wide reach.

¹ Work circle applicable only if concerned area is under jurisdiction of development authority

² As per recommendation of National Policy on FSSM

SBM ODF++ DECLARATION PROTOCOL

The following protocol is to be adopted for declaring a city / ward / work circle as SBM ODF++:



The protocol is elaborated below:

- 1) All the 'necessary conditions' on infrastructure and regulations have to be fulfilled by the city / ward / work circle¹

Following the fulfilment of (1) above, a declaration has to be obtained from all wards / work circles of the city/town, without exception, declaring respective wards / work circles as SBM ODF++. All wards / work circles of a city/town must make this self-declaration and submit to city municipal administration / development authority / cantonment board as per due process.

- 2) The following sub-declarations are to be obtained by the municipal administration / development authority / cantonment board / wards / work circles, as applicable, in order to facilitate the above self-declaration:
 - i. Every ward councillor / work circle in-charge or engineer² gives a declaration that all necessary conditions are fulfilled as per SBM ODF+ protocol, and ward / work circle has been declared as SBM ODF+ to city municipal administration / development authority / cantonment board as per due process.
 - ii. Every ward councillor / work circle in-charge or engineer gives a declaration that all necessary conditions, as per Annexure 7, are fulfilled for management of faecal matter from all individual, community and public toilets in the jurisdiction.
 - iii. Self-declarations from ten citizen categories³ (five representatives in each category) that the city fulfills all conditions for SBM ODF++.
 - iv. Every desludging operator gives a declaration (as per format in Annexure 8) that they are registered with and licensed by the ULB / development authority / cantonment board,

.....
1 Work circle applicable only in case concerned area is under jurisdiction of development authority

2 Only in case of area under jurisdiction of development authority

3 Citizen categories – Resident Welfare Associations, School Principal, Non-Governmental Organisations, Private Sector Organisations, Senior Central Government/Public Sector Bank Officials, Hospital Authorities, Primary Health Centre In-Charge, Transport Authorities, Market Association, Hotel Owners/Managers, Shop Owners, Mall Owners/Managers, Petrol Pump Owners/Managers, Angwanwadi Workers

operating through a contract with respective administration/authority to provide sludge/septage emptying services to households or community and/or public toilets, are utilising mechanized equipment for providing services, are conveying emptied sludge/septage to FSTP/STP with co-treatment facility/SWM treatment plant with co-treatment facility and are not dumping untreated faecal sludge in open environment.

- 3) On fulfillment of the above, the city municipal administration / development authority must pass a preliminary resolution or issue a notification in local dailies of wide reach, declaring the city to be SBM ODF++.
- 4) Following such resolution/notification, a suitable public announcement must be made for the same as well, in atleast two newspapers of wide circulation and readership, inviting public feedback / objection with a fifteen day timeline.
- 5) If no substantial objections are received at the end of this time, a final resolution is adopted by the city municipal administration / development authority and the same is communicated to respective state government.
- 6) On receipt of the said communication, the state government may have the claim of the city verified through an appropriate third party verification process (in a time bound process) before formally according the city the status of being SBM ODF++.
- 7) MoHUA will then carry out the "Swachh Certification for SBM ODF++" process (detailed later in this document. Issued certificate shall be valid for six months and the certification process will need to be carried out every six months. In case of failure in certification, a one-month cooling off period (from date of certification failure) shall be applicable before the respective city may again request for SBM ODF++ certification.

SBM ODF++ DECLARATION FORMATS

1. Format for declaration to be submitted by City / town

I, Mayor / Chairperson / CEO of (Name of ULB / development authority / cantonment board) do hereby declare that:

1) Following sub-conditions have been met:

- a. Sewer networks are maintained and operated as per norms¹, with all overflow/leakage issues resolved within 6 hours (point to be removed if city does not have sewer network)
- b. All transmitted sewage is treated at a sewage treatment plant, as per norms² (point to be removed if city does not have sewer network)
- c. Sewage/septage treatment facilities are operated and maintained as per norms³
- d. Treated dried sludge is disposed of at designated site or diverted for appropriate recovery/reuse (recovery/reuse as per norms⁴)
- e. All septic tank cleaning service providers are registered and licensed by ULB / Development Authority / Cantonment Board, operate through contract with the respective administration/authority in allotted areas and utilize well-maintained mechanized equipment (as per recommendation of National Policy on FSSM)
- f. No discharging and/or dumping of untreated faecal waste in the open environment—water bodies, drains, open land, etc.
- g. ULB / Development Authority / Cantonment Board has notified sanitation service level benchmarks, at the least adhering to all conditions defined for SBM ODF++, in municipal bye-laws (or equivalent, in absence of municipal administration) and published the same in atleast two dailies with wide reach.
- 2) All desludging operators in the city / town have submitted their self-declarations regarding registration, licensing and operations (as per Annexure 8 of SBM ODF++ protocol)
- 3) The city has issued and notified fines against persons / desludging operators dumping untreated fecal sludge in drains and / or open areas
- 4) All Ward Councillors / Work Circle In-Charge or Engineers (as applicable) in the city / town have submitted their self-declarations regarding SBM ODF++ status
- 5) Preliminary resolution has been passed declaring the city / town as SBM ODF++
- 6) Above resolution has been publicly announced, in atleast two newspapers of wide circulation and readership, inviting public feedback / objection within 15 days of announcement
- 7) Since no objections have been received within the stipulated time period / since objections and feedback received from the public have been addressed, a final resolution has been adopted by this office regarding SBM ODF++ status
- 8) This final resolution has been communicated to the state government for further verification (if decided to be carried out).

1 CPHEEO Manual on Sewerage and Sewage Treatment Systems, 2013 and CPCB norms or as amended by state PCB (CPCB norms for sewers - <http://cpcb.nic.in/industry-effluent-standards/>)

2 ibid (CPCB norms for STPs - http://cpcb.nic.in/uploads/Industry-Specific-Standards/Effluent/105-sewage_treatment_plants.pdf)

3 ibid (CPCB norms for STPs - http://cpcb.nic.in/uploads/Industry-Specific-Standards/Effluent/105-sewage_treatment_plants.pdf)

4 ibid

Accordingly, (Name of city/ town) is hereby declared SBM ODF++.

MoHUA is now requested to carry out the “Swachh Certification for SBM ODF++” process for (Name of city/town).

.....
(Signature, and Name of Mayor / Chairperson / CEO)

Date:
Seal:

2. Format for declaration to be submitted by every Ward Councillor/Work Circle In-Charge or Engineer

I, Ward Councillor / Work Circle in-charge/engineer of (ward / work circle details), under (Name of ULB / development authority / cantonment board) do hereby declare that:

- a) All necessary conditions for SBM ODF+ (as per the SBM ODF+ protocol laid down by MoHUA) have been achieved.
- b) All toilets (individual, community and public) are either connected to:
 - a. sewer networks; or
 - b. safe containment systems (such as septic tanks, twin pits or other on-site sanitation systems prescribed by CPHEEO or under SBM-Urban Mission Guidelines), with regular emptying, treatment and/or safe disposal of septage from these toilets managed as per all the following conditions:
 - i. No toilet of any kind is found to be discharging in open drains/land/water bodies
 - ii. Regular⁵ and safe⁶ emptying of faecal matter contained in onsite sanitation structures atleast twice annually, either by ULB / Development Authority / Cantonment Board or by licensed operators contracted by the respective administration/authority
 - iii. Safe conveyance and treatment of all faecal sludge, whether at a faecal sludge treatment plant (FSTP) or nearby sewage treatment plant (STP) via co-treatment of septage with conventional wastewater/sewage or SWM treatment plant
 - iv. No discharging and/or dumping of untreated faecal waste in the open environment—water bodies, drains, open land, etc.

I further declare that I have formally submitted this declaration to the (Name of ULB / development authority / cantonment board) for further necessary action.

.....
(Signature, and Name of Ward Councillor / Work Circle In-Charge/Engineer)

Date:
Seal:

.....

⁵ Regular emptying of containment systems and other such onsite sanitation systems is mandatorily done and is the responsibility of the ULB / Development Authority / Cantonment Board

⁶ Persons involved are provided with and using personal protective equipment (PPE) and emptying equipment utilized is being utilized

3. Format for self-declaration by citizen representatives

I,..... (Name), authorized representative on behalf of (Name of citizen category) in (Name of ULB / development authority / cantonment board) do hereby declare that:

- a) Functional, clean and usable public toilets are available at every 1 kilometer in public and commercial areas
- b) Faecal waste from on-site sanitation systems on our premises is collected and emptied by registered and licensed desludging operators OR by ULB / Development Authority / Cantonment Board utility atleast once in two years (applicable if premises have on-site sanitation system)
- c) Buildings on our premises are connected to the city’s sewer network (applicable if premises do not have on-site sanitation system)
- d) We do not employ manual scavengers for cleaning / emptying of toilet facilities and containment systems (if any on premises)
- e) Our toilet cleaning staff are provided with adequate cleaning equipment and protective gear

.....
(Signature and Name of authorized representative of citizen category)

Address:

Phone Number:

Date:

SWACHH CERTIFICATION FOR SBM ODF++

Once a city has communicated to the respective state government the final resolution declaring the city to be SBM ODF++, and the state government has communicated the same to MoHUA (or in case of development authority or cantonment board, city has directly communicated to MoHUA), a third party verification process (“Swachh Certification for SBM ODF++”) is to be adopted, for the final SBM ODF++ certification.

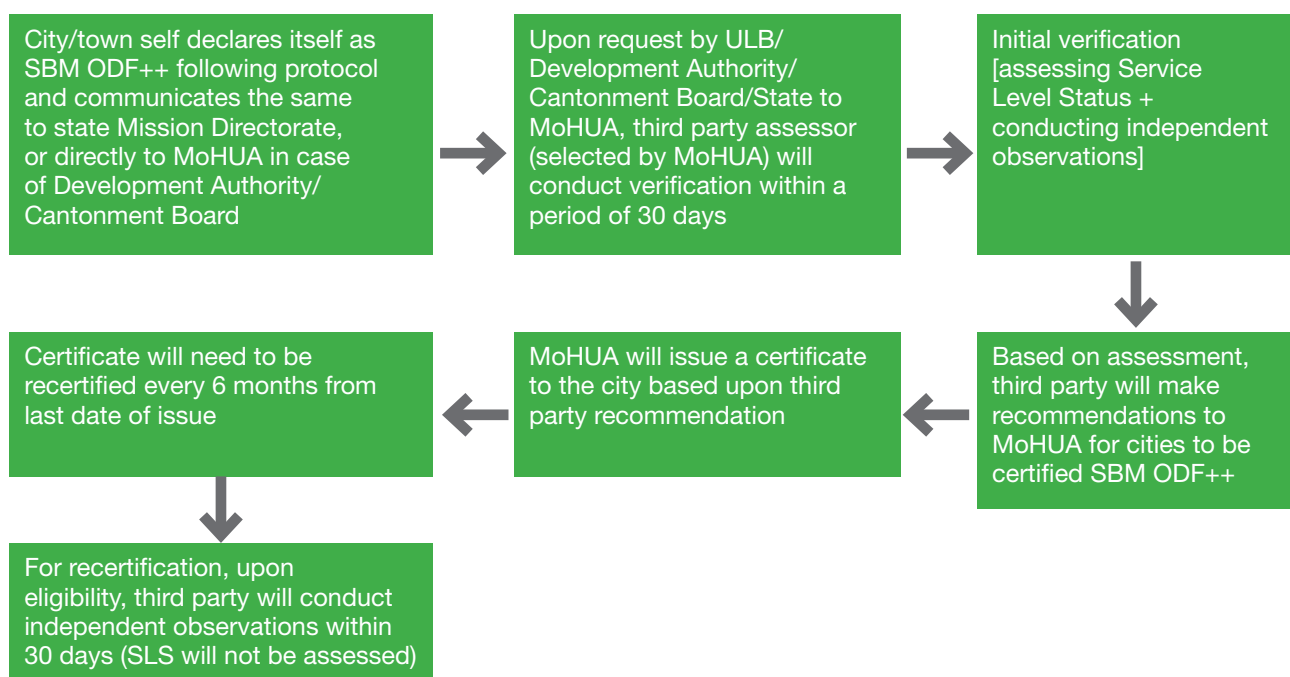
In case of failure in certification, a one-month cooling off period (from date of certification failure) shall be applicable before the respective city may again request for SBM ODF++ certification.

Subsequently, recertification of SBM ODF++ will happen at fixed intervals (every six months), so as to ensure that there is no slippage of the SBM ODF++ status.

Protocol to be followed for Swachh Certification for SBM ODF++

The following protocol will need to be followed for receiving the Swachh Certification:

- City self-declares itself as “SBM ODF++” for the first time and communicates the same to state SBM Mission Directorate, which in turn communicates to MoHUA, or directly to MoHUA if under Development Authority / Cantonment Board.
- Upon request by City/State to MoHUA, a third party (selected by MoHUA) will mobilize assessors to conduct the verification within a period of 30 days.
- For the initial verification, the third party will assess both Service Level Status as well as conduct Independent Observation.
- Based upon the result of the assessment, the



- third party will make recommendations to MoHUA for cities to be certified SBM ODF++.
- MoHUA will subsequently issue a certificate to the city for the same based upon the recommendation of the third party.
 - The certificate, when issued, will need to be recertified every 6 months.
 - For recertification, upon receiving request, the third party will conduct independent observation within the city within a period of 30 days.
 - It is to be noted that Service Level Status will not be re-checked during the re-assessment.

Methodology for Swachh Certification for SBM ODF++

The verification process will be conducted in two parts:

- Service Level Status
- Independent Observations

a. Service Level Status :

- Preliminary data will be collected in advance by a process of self-assessment from ULBs / Development Authorities / Cantonment Boards as per the defined protocol.
- Third party assessors will visit ULBs / Development Authorities / Cantonment Boards to review the documentation and collect the data systematically ensuring that the process is independent and unbiased.

b. Independent Observations :

- ULB / Development Authority / Cantonment Board must mandatorily provide complete city profile data to MoHUA after SBM ODF++ declaration, to facilitate observations.
- The collection of data will be based on physical observation by the third party assessors.
- The questionnaire to facilitate data collection will be created by the third party

Location Type	No. of locations per zone (>10 lakh+)	No. of locations per city (10 lakh+)	No. of locations per zone (1-10 lakh)	No. of locations per city (1-10 lakh)	No. of locations per zone (<1 lakh)	No. of locations per city (<1 lakh)
Slum	2	8	1	4	1	2
Roads and Streets (with open drains)	1	4	1	4	1	2
Public Area (Parks/Temples/Tourist spots)	1	4	1	4	1	2
Commercial Area (Markets/bazaars, mandis)	2	8	1	4	1	2
Residential Area	2	8	1	4	1	2
Transport hubs (Railway Stations/Bus Stands/others)	2 per city	2	2 per city	2	1 per city	1
Barren Area (field/unused land)	2	8	1	4	1	2
	Location of all open fields/unused land in the outskirts of the city to be provided by ULB					
Water bodies (pond, lake, stream, river banks, beach/coast)	3 per city	3	2 per city	2	1 per city	1
STPs /FSTPs ¹	All STPs and/or FSTPs in the city					
Total	-	45 minimum	-	28 minimum	-	14 minimum

¹ STPs: Sewage Treatment Plants; FSTPs: Faecal Sludge Treatment Plants

in conjunction with Ministry of Housing and Urban Affairs.

- iv. The survey assessors will use IT enabled devices to record their observations and findings along with photographs.
- v. The third party will systematically collect photos as evidence for field observations ensuring that the location, date and time are tagged on all the pictures.
- vi. For the assessment, cities will be classified based on population as below. Based upon the size of the city, it will be divided into zones.
- vii. For cities with greater than 10 lakh population, the city will be divided into 4 zones - North, South, East and West.
- viii. For cities with population between 1 – 10 lakh, the city will be divided into 4 zones – North, South, East and West.
- ix. For cities with population less than 1 lakh, the city will be divided into 2 zones – North and South.
- x. All locations shall be within ULB limits and will be finalized at the discretion of the third party. The selected locations shall not be communicated to ULB / Development Authority / Cantonment Board.
- xii. The following table lists the locations which have to be mandatorily inspected by the third party for independent observation, without exception.

Protocol to be mandatorily followed by the Third Party to carry out SBM ODF+ inspection

- i. The third party shall communicate assessors' arrival in the city to ULB Development Authority / Cantonment Board staff only one day prior to the same.
- ii. The assessor(s) shall meet the Municipal Commissioner / Nodal Officer / Chairperson / CEO or any designated officer by the same and only after that they shall commence the inspection.
- iii. Assessor(s) shall conduct inspection for open defecation and toilets in the early morning hours (4am to 6am) and late evening hours (8pm to 10pm), viz. peak hours for open defecation and toilet usage.
- iv. The designated assessor shall visit the inspection sites (only) and prepare/ submit her/his report.
- v. The assessor(s) shall have to be accompanied by ULB / Development Authority / Cantonment Board staff on the inspection.
- vi. If the assessor(s) fails to geo tag the location correctly (i.e., latitude and longitude versus the name of the said location) and in the report if there is a mis match then the said location shall be considered null and void and in case of complaint by ULB / Development Authority / Cantonment Board on such and related matters a penalty of Rs. 500/- per case may be imposed on the third party.

ANNEXURES

1(A). Necessary conditions for all functional community and public toilets

- a. Availability of water
- b. All toilet seats and urinals clean and usable at all times
- c. Wash basin(s) clean and usable at all times
- d. Roster being maintained for regular cleaning and maintenance and a caretaker is on duty at all times during opening hours
- e. Toilet floor is swept and mopped at all times
- f. Mirrors, if available, are clean and polished
- g. Functional bolting arrangements on all doors
- h. Available and operational soap/soap dispenser
- i. Available and regularly cleaned litter bins, with bins available with each toilet seat
- j. Premises are well lit at all times, with each seat having its own light point, and all light points functional
- k. Adequate ventilation facility (vents, slanted glass slats and/or exhaust fan)
- l. 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
- m. Gender-segregated, distinct entrances for males and females, if both facilities available in single block
- n. Entrance/ accessibility (like ramp, stairs) to toilet block is barrier free, including those for specially abled persons
- o. Premises are visible to passersby, with clear signage, and the area within 3m from each direction of the structure is not encroached by unauthorized construction and vendors
- p. Untreated faecal sludge/septage and sewage from the toilet is not discharged and/or dumped in drains, open areas or water bodies
- q. Staff is provided with necessary supplies of consumables, protective gear, cleaning equipment and inventory¹ and there is no stock out for longer than 24 hours
- r. Name and contact details of each of the following are displayed prominently - Supervisor, Supervisor's agency, and area Sanitary Inspector
- s. Complaint registration and redressal mechanism is in place and is functional, with all complaints, maintenance issues or incidents resolved within 24 hours of registration
- t. Public/Community Toilet is visible on Google Maps toilet locator as 'SBM Toilet'

1(B). Necessary conditions for atleast 1 or 10%, whichever is higher, of functional community and public toilets

- a. Walls and floors are clean and stain/graffiti free
- b. Hand dryer/ paper napkin is available
- c. Low height toilets and basins are available for use by children
- d. Bathing facility is available
- e. Women's toilets have sanitary napkin vending machine and adequate disposal mechanism for sanitary napkins
- f. Air freshener is available and applied
- g. Space has been earmarked for revenue generation
- h. Plants / shrubs in the vicinity of toilet complex are well maintained
- i. Rainwater harvesting facility is available
- j. Water-saving or reuse technology has been incorporated
- k. Toilet is self-sustainable²

1 Minimum supplies – Consumables: 1 soap, toilet cleaner/detergent, floor cleaner ; Protective gear for each cleaning staff: 1 pair gloves, 1 pair gum boots, 1 apron/dress ; Equipment: 1 broom, 2 mops/water wipers, 1 bucket, 1 water mug ; Other inventory: 2 light bulbs, 1 water mug, maintenance log, complaint book, 1 pen

2 100% operation and maintenance cost met from revenue generated within premises

2. Format for self-declaration by school students (to be attached with the school declaration)

I, (Name of student), do hereby declare that neither I nor any of my family members go out for defecation. I declare that my family members and I use a toilet at home / use a community toilet in the neighborhood, for defecation and urination, and that these toilets are functional and well-maintained, with water availability.



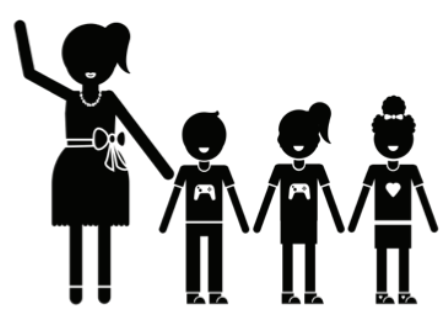
.....
(Signature and Name of student) /

(Signature and name of guardian for students of class nursery – class 4)

Date:

3. Format for self-declaration by school staff and teachers (to be attached with the school declaration)

I, (Name of staff or teacher), do hereby declare that neither I nor any of my family members go out for defecation. I declare that my family members and I use a toilet at home / use a community toilet in the neighborhood, for defecation and urination, and that these toilets are functional and well-maintained, with water availability.



.....
(Signature and Name of staff)

Date:

4. Scoring of necessary conditions for each inspected community/public toilet

A community / public toilet must score atleast 90% on this framework to qualify as fulfilling the necessary conditions under SBM ODF+

S.No.	Condition	Score
Cleanliness		33
1	All toilet seats and urinals clean and usable at all times	15
2	Wash basin(s) clean and usable at all times	6
3	Toilet floor is swept and mopped at all times	6
4	Mirrors, if available, are clean and polished	1
5	Available and regularly cleaned litter bins, with bins available with each toilet seat	3
6	Roster being maintained for regular cleaning and maintenance and a caretaker is on duty at all times during opening hours	2
Support infrastructure		30
7	Availability of water	10
8	Available and operational soap/soap dispenser	4
9	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	4
10	Adequate ventilation facility (vents, slanted glass slats and/or exhaust fan)	4
11	Premises are well lit at all times, with each seat having its own light point, and all light points functional	4
12	Functional bolting arrangements on all doors	4
Accessibility		17
13	Gender-segregated, distinct entrances for males and females, if both facilities available in single block	5
14	Entrance/ accessibility (like ramp, stairs) to toilet block is barrier free, including those for specially abled persons	5
15	Premises are visible to passersby, with clear signage, and the area within 3m from each direction of the structure is not encroached by unauthorized construction and vendors	5
16	Public/Community Toilet is visible on Google Maps toilet locator as 'SBM Toilet'	2
Operations and Maintenance		20
17	Untreated faecal sludge/septage and sewage from the toilet is not discharged and/or dumped in drains, open areas or water bodies	5
18	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	5
19	Name and contact details of the following are displayed prominently - Supervisor, Supervisor's agency and area Sanitary Inspector	5
20	Complaint registration and redressal mechanism is in place and is functional, with all complaints, maintenance issues or incidents resolved within 24 hours of registration	5
Total		100

5. Scoring of additional conditions for atleast 1 or 10% functional community and public toilet(s)

A community / public toilet must score atleast 90% on this framework to qualify as fulfilling the additional conditions under SBM ODF+

S.No.	Condition	Score
Cleanliness and aesthetics		20
1	Walls and floors are clean and stain/graffiti free	10
2	Air freshener is available and applied	5
3	Plants / shrubs in the vicinity of toilet complex are well maintained	5
Additional amenities/infrastructure		40
4	Hand dryer/ paper napkin is available	10
5	Bathing facility is available	10
6	Low height toilets and basins are available for use by children	10
7	Women's toilets have sanitary napkin vending machine and adequate disposal mechanism for sanitary napkins	10 (score to be pro-rated across other conditions in case of male only toilet)
Green technology		10
8	Rainwater harvesting facility is available	5
9	Water-saving or reuse technology has been incorporated	5
Financial viability		30
10	Space has been earmarked for revenue generation	15
11	Toilet is self-sustainable (100% operation and maintenance cost met from revenue generated within premises)	15
Total		100

6. Sample list of documents to be furnished by ULB / Development Authority / Cantonment Board for Third Party verification for SBM ODF+

The documents below shall be provided separately if the information is not provided in the city profile that is to be handed over to third party for certification.

- Complete city profile
- Proof of individual toilet coverage (based on household survey, property tax system or any other acceptable source)
- List of all community and public toilets, ward wise
- Target number of public toilets to be constructed in the city/town (considering floating population), calculated as 1 seat/urinal for every 250 users (floating population no less than 5% of total urban population)
- Details of maintenance in-charge for all community and public toilets
- Logbook/record of community and public toilet maintenance for all such toilets, with details of issues/incidents and resolution time
- Details of cleaning schedule for all community and public toilets for a period of last 3 months (if toilet has been constructed within last 3 months, proof of construction and cleaning schedule commencing from operational date to be provided)
- Details of water connections and copy of water bills for all community and public toilets
- Details of electricity connections (or other sustainable energy arrangements) and copy of electricity bills for all community and public toilets
- Details of feedback pertaining to all community and public toilets, obtained from the feedback mechanism provided
- Inventory record of protective gear and cleaning equipment provided to staff at toilets
- Details of user charges, if any, for all community and public toilets
- List of all public and commercial areas, ward-wise
- Notification of fine against defecating in the open
- Copy of service level status clause in contract agreement with concessionaire/maintenance authority
- Copy of receipt / ledger maintained by CT/PT maintenance staff, as provided by ULB / Development Authority / Cantonment Board desludging utility/contracted desludging operator for septic tank (or other OSS) emptying service
- Copy of penalty clause in contract agreement with concessionaire/maintenance authority for non-adherence to service level status
- Copy of sanitation service level benchmarks published by ULB / Development Authority / Cantonment Board
- Evidence of dissemination of service level benchmarks published by ULB / Development Authority / Cantonment Board, to atleast 10 citizen categories



7. Necessary conditions for management of faecal matter from all toilets (individual, community and public)

- a. No toilet of any kind is found to be discharging in open drains/land/water bodies
- b. Regular¹ and safe² emptying of faecal matter contained in onsite sanitation structures atleast once in two years, either by ULB / Development Authority / Cantonment Board or by licensed operators contracted by the respective administration/authority
- c. Safe conveyance and treatment of all faecal sludge, whether at a faecal sludge and septage treatment plant or nearby STP via co-treatment of septage with conventional wastewater/sewage or co-treatment with solid waste at SWM treatment plant, and is treated as per Central Pollution Control Board (CPCB) standards or as amended by the state PCB
- d. Sewer networks, where existing, are maintained as per norms³, with all overflow/leakage issues resolved within 6 hours of being brought to notice
- e. All transmitted sewage is treated at a sewage treatment plant, as per norms⁴ (not applicable if city does not have sewer network)
- f. Sewage/septage treatment facilities are operated and maintained as per norms⁵
- g. Where sewer networks do not exist, no discharging and/or dumping of untreated faecal waste in the open environment—water bodies, drains, open land, etc.
- h. Treated sludge is disposed of at designated site or diverted for appropriate recovery/reuse (recovery/reuse as per norms⁶).

1 Regular emptying of containment systems and other such onsite sanitation systems is mandatorily done and is the responsibility of the ULB / Development Authority / Cantonment Board

2 Persons involved are provided with and using personal protective equipment (PPE) and emptying equipment being utilized is maintained well

3 CPHEEO Manual on Sewerage and Sewage Treatment Systems, 2013 and CPCB norms or as amended by state PCB (CPCB norms for sewers - <http://cpcb.nic.in/industry-effluent-standards/>)

4 ibid (CPCB norms for STPs - http://cpcb.nic.in/uploads/Industry-Specific-Standards/Effluent/105-sewage_treatment_plants.pdf)

5 ibid (CPCB norms for STPs - http://cpcb.nic.in/uploads/Industry-Specific-Standards/Effluent/105-sewage_treatment_plants.pdf)

6 ibid

8. Format for self-declaration to be submitted by desludging operators

I, (Name), Director / equivalent of (Name and registered address of desludging entity) operating in..... (Name of ULB / development authority / cantonment board) do hereby declare that we:

- a) Are registered with and licensed by ULB/ Development Authority / Cantonment Board
- b) Are contracted by the ULB / Development Authority / Cantonment Board to provide sludge/septage emptying services to households or community and/or public toilets (copy of contract agreement and details of households and/or community/public toilets allotted by ULB/ Development Authority / Cantonment Board for providing services to, both in annexure)
- c) Utilise mechanised equipment to provide emptying services
- d) Use personal protective equipment (PPE) to provide mechanical emptying services
- e) Transport the emptied faecal sludge and septage to nearby faecal sludge treatment plant (FSTP) / sewage treatment plant (STP) with co-treatment facility / solid waste management (SWM) treatment plant with co-treatment facility (tick whichever applicable) (details of treatment facility in annexure) which is operated as per Central Pollution Control Board (CPCB) norms or as per amended norms by state PCB
- f) Do not dump untreated faecal sludge in the open environment—water bodies, drains, open land, etc.

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(Signature and Name of Director or equivalent of desludging operator)

Registered office address:
Phone number:
Date:

(Attach copy of contract agreement, details of households and/or community/public toilets allotted by ULB/ Development Authority / Cantonment Board for providing services to, and details of treatment facility where faecal sludge/septage is being conveyed to)

9. Sample list of documents to be furnished by ULB / Development Authority / Cantonment Board for Third Party verification for SBM ODF++

The documents below shall be provided separately if the information is not provided in the city profile that is to be handed over to third party for certification.

- Complete city profile
- SBM ODF+ declaration (submitted to municipal administration or as applicable), ward wise
- City/town SBM ODF+ certification as provided by third party
- List of all community and public toilets, ward wise
- Target number of public toilets to be constructed in the city/town (considering floating population), calculated as 1 seat/urinal for every 250 users (floating population no less than 5% of total urban population)
- Details of maintenance in-charge for all community and public toilets
- Details of cleaning schedule for all community and public toilets for a period of last 3 months (if toilet has been constructed within last 3 months, proof of construction and cleaning schedule commencing from operational date to be provided)
- Logbook/record of community and public toilet maintenance for all such toilets, with details of issues/ incidents and resolution time
- Details of water connections and copy of water bills for all community and public toilets
- Details of electricity connections (or other sustainable energy arrangements) and copy of electricity bills for all community and public toilets
- Details of feedback pertaining to all community and public toilets, obtained from the feedback mechanism provided
- Inventory record of protective gear and cleaning equipment provided to staff at toilets
- Details of user charges, if any, for all community and public toilets
- List of all public and commercial areas, ward-wise
- Notification of fine against defecating in the open
- Evidence of no instances of manual scavenging reported in city in past one year, in local dailies etc.
- Copy of service level status clause in contract agreement with concessionaire/maintenance authority
- Copy of penalty clause in contract agreement with concessionaire/maintenance authority for toilet blocks for non-adherence to service level status
- Copy of receipt / ledger maintained by CT/PT maintenance staff, as provided by ULB / Development Authority / Cantonment Board desludging utility/contracted desludging operator for septic tank (or other OSS) emptying service
- Notification of fine against persons / desludging operators for dumping fecal sludge in drains and / or open areas
- List of all household toilets, with type of sanitation structure defined (on-site containment such as septic tank, twin pit, etc., or connection to sewerage network), ward wise

- Schedule / log book of emptying services provided to households, by both ULB / Development Authority / Cantonment Board utility or by contracted operators
- Record of registration and license of all desludging operators
- Details of all on-site structures and/or drains/connections under charge of each licensed desludging operator
- Record of maintenance for desludging/emptying equipment, whether owned by ULB / Development Authority / Cantonment Board or licensed operator
- Record of maintenance for sludge transportation vehicles, whether owned by ULB / Development Authority / Cantonment Board or licensed operator
- User charges notification for the purpose of sludge emptying and collection
- Mapping of registered and un-registered septic tank cleaners/private operators
- Reports/logbook details from registered desludging vehicles
- Notification of designated, safe disposal site for treated faecal matter AND/OR recovery/reuse agreements
- Reports/logbook details from authorized disposing entity
- City sewerage network plan
- Schedule of cleaning and maintenance of city sewerage network, section-wise
- Details of working/functional sewage treatment plants (STPs)/faecal sludge treatment plants (FSTPs)/ co-treatment facilities in the city
- Details of sewage/faecal sludge treated per day versus capacity to treat per day (in MLD for STPs and in KLD for FSTPs)
- Location of all STPs / SWM co-treatment plants, and distance of the same from the city
- Location of all FSTPs
- Logbook/details of input parameters of STP, if existing, for last 6 months
- Logbook/details of output parameters of STP, if existing, for last 6 months
- Copy of recovery/reuse agreements for treated sludge
- Copy of service level benchmarks⁷ for water supply and sanitation published by ULB / Development Authority / Cantonment Board
- Sanitation complaint log maintained by ULB / Development Authority / Cantonment Board, for record of manual scavenging or lack of the same
- Logbook/record of sewer network maintenance, with details of incidents/issues and resolution time
- Evidence of dissemination of service level benchmarks published by ULB / Development Authority / Cantonment Board, to atleast 10 citizen categories

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 7 As per Handbook on Service level Benchmark declared by MoHUA and Revised Service Level Benchmarks for Sanitation proposed in National Policy on Faecal Sludge (FSSM)

10. Good Practices adopted by ULBs/States

Several cities in India have adopted good practices that go beyond eliminating open defecation, and focus on improving services and infrastructure across the sanitation value chain, or on improving maintenance parameters for public and community toilets.

Faecal Sludge Treatment Plant in Devanahalli, Karnataka

The Devanahalli Town Municipal Council (TMC), Consortium for DEWATS Dissemination (CDD) Society and Bremen Overseas Research and Development Association (BORDA) jointly set up a faecal sludge treatment facility for the town of Devanahalli in Karnataka, to cater to the majority dependence on pits or septic tanks for containment of waste from household toilets. Earlier, greywater from households was disposed into nearby storm water drains or was reused in kitchen gardens wherever feasible. The faecal sludge collected by TMC from septic tanks/pits was either transported to farmlands and applied to the soil, or disposed at an undesignated location. The facility was set up with the understanding that underground drainage system and sewage treatment plant would not be feasible for the town, due to poor water availability as well as lack of government funds. The FSTP, with a design capacity of 6000 liters/day, caters to the 30,000 plus population of Devanahalli. It is a gravity-based facility that requires no electricity for treatment.

For further details on the FSTP and its operations and maintenance, you may contact Devanahalli Town Council.

Scheduled Septic Tank Emptying Services with FSSTP in Wai and Sinnar, Maharashtra

Wai and Sinnar Municipal council are on their way to become SBM ODF+ through implementation of Faecal Sludge and Septage Management plans. The councils have formulated a scheduled septic tank emptying plan, wherein all the septic tanks/onsite systems in the city would be emptied by rotation once in 3 years and the collected septage will be treated at a dedicated faecal sludge and septage treatment plant (FSSTP). To provide this service, ULB has rolled out a performance-based contract, wherein a private sector will provide this service. Financing of these contracts will be through sanitation tax levied on all properties.

For further details on Wai and Sinnar SBM ODF+ approach, you may contact the Wai and Sinnar municipal councils.

Community and Public Toilet Guidelines, Swachh Andhra Corporatio, Andhra Pradesh

The Swachh Andhra Corporation of the Government of Andhra Pradesh released 'Guidelines for Public and Community Toilets Management by Cities for Andhra Pradesh' in 2016. The guidelines cover city level and citywide planning for public and community and public toilets and sustainable management, scale operations of toilet block/unit (including design considerations, facilities, infrastructure for construction/upgradation of toilets), operations and maintenance of toilet facilities, and a toolkit to support city and toilet management (including GIS-enabled MIS for toilet inventory, inventory best practices, O&M requirements and much more).

For further details on Andhra Pradesh's approach to ODF sustainability, you may contact the Swachh Andhra Corporation.

Jharkhand's Public Toilets mapped on Google Maps Toilet Locator

Jharkhand declared itself as Open Defecation Free on 2 October 2017, and all its 41 ULBs came to be certified as ODF by March 2018. In an effort to sustain the ODF status, the Government of Jharkhand collaborated with Google to get location and other details of all public toilets in all its ULBs uploaded on Google Maps Toilet Locator. These toilets are located in/at malls, petrol pumps, restaurants, railway stations, and bus stands. The information on the app includes details such as whether the toilet is Indian style or western style, and whether it is free for use or what are its opening hours. After using a mapped toilet, a user can also review the toilet or give a star ranking on the app, allowing other users to gain an idea of its cleanliness before using it. This will serve to create alertness in authorities regarding cleanliness and maintenance of the toilet facilities.

For further details on Jharkhand's approach to ODF sustainability, you may contact the Swachh Bharat Urban, Government of Jharkhand.



**Ministry of Housing
and Urban Affairs**
Government of India



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