



सत्यमेव जयते
Ministry of Urban Development



एक कदम स्वच्छता की ओर

SWACHH SURVEKSHAN 2017

स्वच्छ सर्वेक्षण २०१७

SURVEY BROCHURE



Swachh Bharat Mission

**CALL TOLL FREE NUMBER
TO BE A PART OF GOVERNANCE**

1800-267-2777



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Ministry of Urban Development



EXECUTIVE SUMMARY

As a prelude to encouraging cities to improve urban sanitation, Ministry of Urban Development (MoUD) had conducted a **'Swachh Survekshan-2016'** survey for the rating of 73 cities in January 2016. In a bid to scale up the coverage of the ranking exercise and encourage towns and cities to actively implement mission initiatives in a timely and innovative manner, MoUD now proposes to conduct its second survey to rank 500 cities (with a population of 1 lakh and above) under **Swachh Bharat Mission-Urban (SBM-U)**.

The objective of the survey is to encourage large scale citizen participation and create awareness amongst all sections of society about the importance of working together towards making towns and cities a better place to live in. Additionally, the survey also intends to foster a spirit of healthy competition among towns and cities to improve their service delivery to citizens, towards creating cleaner cities.

In order for cities to reap the maximum developmental benefits from the survey, concerted efforts are being taken to strengthen the capacities of the cities to understand the modalities and spirit of the survey. In addition to giving towns and cities more time to prepare for the survey, there will be intensive interactions with ULBs to familiarize them with the survey methodology, survey process and output indicators, and also clarifying their expectations from the survey.

Since citizen participation is a very crucial component of this survey, social media and other traditional media channels will be used strategically at both national, state and city levels in order to educate citizens about the objectives of the survey and survey methodology, as well as to reinforce the importance of their participation in the survey, in order to ensure significantly higher levels of participation from all citizens.

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SOURCES AND METHODOLOGY OF DATA COLLECTION



The data to be collected for ranking of the cities shall be segregated into 3 main areas:

Collection of data from and interactions with Municipal Body

Collection of data from Direct Observation

Collection of data from Citizen Feedback

Collection of data from municipal body and interactions with officials: MoUD shall ensure that the preliminary data needs to be collected in advance by a process of self-assessment from municipal and other related agencies with regard to solid waste management and toilets. Interaction with officials with regard to the situation assessment is also part of this protocol. Care needs to be taken by the survey agencies that they collect and systematically analyse the data following the protocol set out below, and the process is independent and unbiased.

Collection of data from Direct Observation: The collection of data from Direct Observation shall be based on physical observation of the survey agency. The questionnaire shall be used as the tool for data collection. The survey firm will use maps and simple handheld recording formats to record their observations and findings along with Photographs documentation will be undertaken. The survey agency will systematically collect photos as evidence for field observations. These must be properly documented with date/ time/ location parameters and presented to the MoUD as a part of their contractual submissions, along with data and reports for each of the cities. As a part of direct observation the survey agency shall be visiting the following places: in each zone in each city.

- Slum areas: informal settlements and urban villages across the different parts of the city. (Largest Slum settlement in each zone i.e. North, South, East and West)
- Neighbourhoods (non-slum locations) including
 - Planned colony under municipal jurisdiction (Largest planned colony in each zone i.e. North, South, East and West)
 - Unplanned colony (Largest unplanned colony in each zone i.e. North, South, East and West)
- Commercial/Main public locations:
 - Main market area (Largest market area in each zone i.e. North, South, East and West)
 - Religious Places (Largest religious place in each zone i.e. North, South, East and West)
 - Main Bus Station (Largest Bus station in the city)
 - Main Railway Station (Largest Railway station in the city)
- Bulk waste generators viz. hotels, banquet halls, weekly vegetable market areas (one of them) (Largest bulk generator in each zone i.e. North, South, East and West)

- Community Toilets (2 community toilets in each zone i.e. North, South, East and West)
- Public Toilets (2 public toilets in each zone i.e. North, South, East and West)

Collection of data from Citizen Feedback: Sample size to be 1000 citizens in the city or 0.1% of city population, whichever is less. Discussions with local citizens to be carried out to ascertain and confirm data on certain indicators. The questionnaire shall be used as the tool for data collection. The database of phone numbers (ward wise) shall be provided by the ULB. In absence of sufficient data from ULB, a third party vendor's database may be used for the town / city. Feedback from citizens can be obtained using tools such as social media, IVR based surveys, etc.

Points of consideration:

- Engagement of ULBs will start from 15th May, 2016 with a video conference with the Mission Director sharing the detailed methodology before rolling out the survey activities in select cities and towns.
- The survey will largely be based on inputs/information/data that can be verifiable through DPR/SBM portal or records maintained at the ULB level. If inputs/information/data shared are not verifiable, proxy indicators are to be developed to avoid any ambiguity in the process.
- More weightage will be given where inputs/information/data given can be verified and/or sophistication so that information captured cannot be challenged.
- More weightage is proposed to be given to the thematic cleanliness drives undertaken by ULBs, especially with regard to local media coverage of the drives, alongwith uploading by ULBs of these media coverage details on swachh bharat urban and mygov portals.
- Objective questions are to be asked/information captured, in order to address subjectivity.
- Data collected from all the three sources will be updated on a real time basis on a central server.
- Anything that is not within the purview of the Municipal Commissioner, will not be covered in any of the process indicators/parameters.
- The survey process will start simultaneously in all cities.

Data to be collected from the Municipal body

Photos should necessarily be collected as evidence for field observations.

Milestone	Proposed Date
■ Video conference with respective Municipal Commissioners/State Mission Directors to share the survey methodology	15th May 2016 onwards
■ Extensive awareness generation and citizen engagement	1st June onwards
■ Start of Survey (Collection of data from Citizen Feedback)	4th Jan 2017
■ Completion of Field visit, data collection and analysis	4th Feb 2017
■ Ranking of cities along with detailed indicator-wise and aggregated scores and detailed report with survey, analysis and findings	on SBM Portal 15th Feb 2017

Note: State Missions will get approximately eight months' time, starting 15th May 2016, as preparatory phase to support the data collection activities carried out by the survey agency.

PARAMETERS



The six broad areas for which detailed process and outcome indicators are designed are given below:

AREA OF EVALUATION	WEIGHTAGE
Strategy for Open Defecation Free town (ODF) and Integrated Solid Waste Management (SWM)	■ 5%
Information, Education and Behavior Change Communication (IEBC)	■ 5%
Door to door Collection, Sweeping, Collection & Transportation	■ 40%
Processing and Disposal	■ 20%
Public & Community Toilet Provision	■ 15%
Individual Toilet	■ 15%

Weightage of Citizens' feedback has been increased to 30% (from the earlier 25%), while weightage of ULB response has been reduced to 45% (from the earlier 50%). Weightage for independent observation has been retained at 25%.

QUESTIONNAIRE FOR MUNICIPAL CORPORATIONS (TOTAL MARKS 900)

1.1 MUNICIPAL SOLID WASTE – SWEEPING, COLLECTION & TRANSPORTATION (TOTAL MARKS 400)

SOLID WASTE - SWEEPING

A) MANPOWER/AUTOMATED SYSTEMS IN PLACE FOR SWEEPING IN CITY

■	Whether ICT based staff attendance system in place	
	Scheme of Ranking	Marks
	ICT based attendance system in place in the entire city and monitored at the head office level	23
	ICT based attendance system in place in the entire city but not monitored at the head office level	16
	ICT based attendance system in place in some part of the city and monitored at the head office level	11
	ICT based attendance system in place in some part of the city but not monitored at the head office level	5
	ICT based attendance system not in place	0
■	Whether Staff vacancy shortfall against a Swachh City Plan/DPR recommended positions (if >40% staff positions are vacant then zero marks)	
	<10%	18
	10%-20%	14
	21% to 30%	9
	31% -40%	5
	Above 40%	0

B) SWEEPING, CLEANING AND CLEARING DEBRIS FROM THE ROAD DONE IN CITY

■	Logistics put in place for daily waste collection by government sanitation workers/private contractors	
	Proportion of total solid waste generation that is regularly collected. (Total waste collection over generation)	
	100%	18
	80% - 99%	14
	60% - 79%	9
	40% - 59%	5
	Below 40%	0

DEBRIS ON CALL SYSTEM:

■	Whether a separate system to collect Construction & Demolition waste in place	
	Yes	6
	No	0
■	Whether waste treatment/disposal facility/ arrangement in place and functional	
	Yes	7
	No	0
■	Whether separate user charges are notified and collected	
	Yes	6
	No	0
■	Whether sweeping undertaken twice a day on commercial area roads –	
	100% of wards	23
	80% - 99% of wards	16
	60% - 79% of wards	11
	40% - 59% of wards	5
	Below 40% of wards	0

C) DOOR TO DOOR WASTE COLLECTION DONE AND TRANSPORTED FROM SHOPS AND OTHER ESTABLISHMENTS IN COMMERCIAL AREAS

■ Daily collection and transportation plan in place for shops and other establishments in commercial areas	
100% of commercial areas	10
80% - 99% of commercial areas	8
60% - 79% of commercial areas	5
40% - 59% of commercial areas	3
Below 40% of commercial areas	0
■ Shops and other establishments in commercial areas are covered by door to door solid waste collection system -	
100% of wards	18
80% - 99% of wards	14
60% - 79% of wards	9
40% - 59% of wards	5
Below 40%	0
■ Do you have direct collection system for bulk garbage generators in commercial areas (viz. hotels, banquet halls etc.)	
Yes	11
No	0
■ Availability of collection bins (functional and branded) at appropriate places in commercial areas	
6-8 collection bins placed per commercial area	17
3-5 collection bins placed per commercial area	11
1-2 collection bins placed per commercial area	5
City not bin-free, but no bin placed	0
■ Whether User charges in commercial areas are	
Notified and collected	23
Not notified but collected	16
Notified but not collected	8
Neither notified nor collected	0
■ Waste from commercial areas segregated at source and segregation maintained till disposal/treatment	
100% of wards	23
80% - 99% of wards	16
60% - 79% of wards	11
40% - 59% of wards	5
Below 40%	0

D) SWEEPING, CLEANING AND CLEARING DEBRIS FROM THE ROAD DONE IN RESIDENTIAL AREAS

■ Once a day sweeping and cleaning from residential areas done –	
100% of wards	18
80% - 99% of wards	14
60% - 79% of wards	9
40% - 59% of wards	5
Below 40%	0

E) DOOR TO DOOR WASTE COLLECTION DONE AND TRANSPORTED FROM RESIDENTIAL AREAS

■ Daily collection and transportation plan in place for residential areas	
Yes	11
No	0
■ Residential areas are covered by door to door solid waste collection system -	
100% of wards	23
80% - 99% of wards	16
60% - 79% of wards	11
40% - 59% of wards	5
Below 40%	0
■ How do you manage the waste from bulk garbage generators in residential areas	
Managed by bulk generators themselves	11
Directly collected by ULBs	6
No arrangement in place	0

■ Availability of collection bins (functional and branded) at appropriate places in residential areas	
City is bin-free for neighbourhood areas*	18
1 bin for 75 people	13
1 bin for 100 people	6
1 bin for 150 people	3
1 bin for >150 people	0
■ Whether User charges in residential areas are	
Notified and collected	23
Not notified but collected	16
Notified but not collected	8
Neither notified nor collected	0
■ Waste from residential areas segregated at source and segregation maintained till disposal/treatment	
Yes	10
No	0

SOLID WASTE - TRANSPORTATION

WASTE TRANSPORTED AWAY ON DAILY BASIS FOR SAFE DISPOSAL/SCIENTIFIC TREATMENT

■ Road map for waste transportation as per Swachh City Plan/DPR	
Swachh City Plan/DPR in place and being implemented	18
Swachh City Plan/DPR in place and not being implemented	9
Swachh City Plan/DPR not in place	0
■ All garbage trucks/vehicles are tracked by	
ICT based tools (RFID Reader/ GPS etc.)	18
Manual tracking	9
No tracking	0

1.2 MUNICIPAL SOLID WASTE - PROCESSING & DISPOSAL (TOTAL MARKS 200)

■ Is landfilling done in a scientific way	
Recommended land filling process followed (Remediation and scientific capping being practiced)	36
Unplanned dumping	0
■ Are technologies being used to segregate the waste collected before processing for treatment	
Yes	45
No	0
■ Waste treatment (Waste to Energy or Composting) – Percentage of waste / comingled / inerts waste going to landfill	
<20% going for landfill	45
Above 20% going for landfill	0
■ Processing Plant is	
Running for 8 hours/day and above	54
Running from 4-7 hours/day	41
Running <4 hours	0

1.3 PUBLIC & COMMUNITY TOILETS (TOTAL MARKS 150)

■ Whether a study for estimating the provision of public toilet and community toilet is undertaken?	
Yes	10
No	0
■ Public Toilet - What is the percentage gap between the actual number of toilets constructed against the City target as per SBM portal?	
No gap	23
1-25%	16
26-50%	11
51-75%	5
>75%	0

■ Community Toilet - What is the percentage gap between the actual number of toilets constructed against the City target as per SBM portal?	
No gap	11
1-25%	8
26-50%	5
51-75%	3
>75%	0
■ Public toilet - Is SBM portal updated with number of toilets constructed	
Yes	11
No	0
■ Community toilet - Is SBM portal updated with number of toilets constructed	
Yes	11
No	0
■ How is the maintenance of Public toilet undertaken?	
Maintenance by third party/private contractor	23
Maintenance by municipal employees	11
No maintenance	0
■ How is the maintenance of community toilet undertaken?	
Maintenance by Community	23
Maintenance by third party/private contractor	14
Maintenance by municipal employees	7
No maintenance	0
■ What percentage of Public toilets are connected to sewage system or safe onsite disposal?	
100%	6
75-99%	5
50-74%	3
25-49%	2
<25%	0
■ What percentage of Community toilets are connected to sewage system or safe onsite disposal?	
100%	6
75-99%	5
50-74%	3
25-49%	2
<25%	0
■ Is ULB tracking the usage of public toilet using ICT/technology tools	
Tracked by ICT/technology tools	6
Tracked by manual system	4
No tracking	0
■ Is ULB tracking the usage of community toilet using ICT/technology tools	
Tracked by ICT/technology tools	6
Tracked by manual system	4
No tracking	0
1.4 INDIVIDUAL TOILETS (TOTAL MARKS 150)	
■ Whether SBM portal updated with total number of Application received	
Yes	18
No	0
■ Whether SBM portal updated with total number of Application verified	
Yes	18
No	0

■ Whether SBM portal updated with total number of Application approved	
Yes	18
No	0
■ Whether SBM portal updated with photographs of constructed toilets	
Yes	18
No	0
■ What is the percentage gap of individual toilets sanctioned against applications	
No gap	32
1-25%	24
26-50%	16
51-75%	8
>75%	0
■ What is the percentage gap of individual toilets constructed against the state targets	
No gap	32
1-25%	24
26-50%	16
51-75%	8
>75%	0

1.5 STRATEGY FOR ODF AND SWM (TOTAL MARKS 50)

■ Percentage of Wards ODF (100%)	
>75% Wards are ODF	10
Between 51-75% wards are ODF	7
Between 25-50% wards are ODF	4
Below <25% wards are ODF	0
■ Is the Swachh City Plan/DPR	
Prepared, approved, updated on portal and being implemented	5
Prepared and approved	4
Prepared but not approved	2
Not prepared	0
■ Is there a strategy in place to curb open defecation/urination/littering`	
City has a strategy in place to curb OD in areas prone to OD	8
City has identified areas prone to OD but no strategy in place to curb OD in prone areas	4
City has not identified areas prone to OD	0
■ Does the city has a monitoring mechanism (Technology/ICT/Social media in place) to monitor open defecation/urination/littering	
Both technology and social media available	6
Either technology or Social media available	3
Neither technology nor Social Media available	0
■ Strategy for building Public and Community toilets	
Land identified and tenders/work awarded	5
Land identified but tender not awarded	3
Land not identified	0
■ Whether spot fine/administrative charges are notified for open defecation/urination/littering	
Spot fine notified and collected	5
Spot fine notified but not collected	3
Spot fine not notified	0
■ Citizen SMS service/Apps/social media available to lodge the complaint	
Yes	6
No	0

■ Call Centre in place to attend/address citizen complaints	
Yes	5
No	0

1.6 IEC/BEHAVIOR CHANGE COMMUNICATION (TOTAL MARKS 50)

■ Big hoarding (minimum 8'x8') in place for	
1 per 50,000 population	7
1 per 50,001-75,000 population	5
1 per 75,001 – 1,00,000 population	3
1 per > 1,00,000 population	0
■ Self Help Groups and other voluntary groups involved in IEC/BCC	
Self help groups involved and active	7
Self help groups involved	5
Self help groups not involved	0
■ Swachhta ambassadors	
Swachhta Ambassadors identified and active	7
Swachhta Ambassadors identified	5
Swachhta Ambassadors not identified	0
■ Local cable network/bulk sms/awareness campaigns/newspapers pamphlets spreading messages and social media interventions on Swachh Bharat Mission	
All three including Print Media, Digital Media and Awareness Campaigns	7
Either one the three ie. Print Media, Digital Media or Awareness Campaigns	5
Neither of the three ie. Print Media, Digital Media or Awareness Campaigns	0
■ Special Drive – Media coverage of thematic drives uploaded on MyGov and SBM portals:	
Percentile of cumulative score received by cities for media coverage of thematic drives	10

QUESTIONNAIRE FOR INDEPENDENT OBSERVER (TOTAL MARKS 500)

2.1 COMMERCIAL/MAIN MARKET AREA (TOTAL MARKS 200)

Scheme of Ranking	Marks
■ Waste collection bins available in commercial areas	
1 bin within 100 meters	11
1 bin within 200 meters	6
No bin within 200 meters	0
■ No visibility of solid waste in commercial areas	
100% area clean	11
75% area clean	8
50% area clean	4
<50% area clean	0
■ Big hoarding (minimum 8'x8' size) in place with Swachh Bharat Mission messages in commercial areas	
Yes	5
No	0

2.2 PUBLIC TOILET

■ Availability of Public toilet (with seat) for men	
Yes	7
No	0
■ Availability of Public toilet (with seat) for women	
Yes	7
No	0
■ Public toilet is gender friendly (Separate section for Man and Woman), child friendly and caters well to differently abled people	
Yes	7
No	0
■ Basic infrastructure functional in the Public toilet (taps, pour flush, door, wash basin etc)	
Yes	7
No	0
■ Public toilet is well lit (no dark areas) and ventilated	
Yes	7
No	0
■ How is the maintenance of Public toilet undertaken	
Maintenance by third party/private contractor	7
Maintenance by municipal employees	3
No maintenance	0
■ Public toilet in commercial areas is connected to the sewerage system or safe onsite sanitation facility - no open drainage	
Yes	7
No	0
■ Public toilet in commercial area is carrying big messages about behavior change	
Yes	7
No	0

2.3 COMMUNITY TOILET

■ Availability of Community toilet (with seat) for men in/near the slum area	
Yes	7
No	0
■ Availability of Community toilet (with seat) for woman in/near the slum area	
Yes	7
No	0

■ Community toilet is gender friendly (Separate section for Man and Woman), child friendly and caters well to differently abled people	
Yes	7
No	0
■ Basic infrastructure functional in the Community toilet (taps, pour flush, door, wash basin etc)	
Yes	7
No	0
■ How is the maintenance of Community toilet undertaken	
Maintained by the community/Community Based Organisation	6
Maintenance by third party/private contractor/municipal employees	3
No maintenance	0
■ Community toilet is well lit (no dark areas) and ventilated	
Yes	6
No	0
■ Community toilet in slumps is connected to the sewerage system or safe onsite sanitation facility - no open drainage (observation/random community interaction)	
Yes	6
No	0

2.4 RESIDENTIAL AREAS: SLUMS - URBAN VILLAGES/INFORMAL SETTLEMENTS

■ No visibility of solid waste in residential areas (slums)	
100% area clean	11
75% area clean	8
50% area clean	4
<50% area clean	0
■ Visibility: Waste transfer Stations	
Transfer stations are well maintained and painted	10
Transfer stations are well maintained but not painted	5
Transfer stations are neither maintained nor painted	0
■ Solid waste is dumped inside the waste transfer station only – no spillover	
Yes	11
No	0
■ Individual Household Toilet in slum area is connected to the sewerage system or safe onsite sanitation facility - no open drainage (observation/random community interaction)	
Yes	32
No	0
■ Do people of the slum area defecate/urinate in the open (observation/random community interaction)	
Yes	10
No	0
■ Local cable network/bulk sms/awareness campaigns/newspapers pamphlets spreading messages and social media interventions on Swachh Bharat Mission (observation/random community interaction)	
All three including Print Media, Digital Media and Awareness Campaigns	5
Either one the three ie. Print Media, Digital Media or Awareness Campaigns	3
Neither of the three ie. Print Media, Digital Media or Awareness Campaigns	2
All three including Print Media, Digital Media and Awareness Campaigns	0

2.5 RESIDENTIAL AREAS: PLANNED COLONY

■ No visibility of solid waste in residential areas	
100% area clean	10
75% area clean	6
50% area clean	3
<50% area clean	0

■	Visibility: Waste transfer Stations / Tippers	
	Transfer stations are well maintained and painted	11
	Transfer stations are well maintained but not painted	6
	Transfer stations are neither maintained nor painted	0
■	Sold waste is dumped inside the waste transfer station only – no spillover	
	Yes	11
	No	0
■	Individual Household Toilet in planned colony is connected to the sewerage system or safe onsite sanitation facility - no open drainage (observation/random community interaction)	
	Yes	31
	No	0
■	Do people of the planned colony do not defecate/urinate in the open (observation/random community interaction)	
	Yes	10
	No	0
■	Local cable network/bulk sms/awareness campaigns/newspapers pamphlets spreading messages and social media interventions on Swachh Bharat Mission (observation/random community interaction)	
	All three including Print Media, Digital Media and Awareness Campaigns	5
	Either one the three ie. Print Media, Digital Media or Awareness Campaigns	3
	Neither of the three ie. Print Media, Digital Media or Awareness Campaigns	2
	All three including Print Media, Digital Media and Awareness Campaigns	0

2.6 RESIDENTIAL AREAS: UN-PLANNED COLONY

■	No visibility of solid waste in un-planned colony	
	100% area clean	10
	75% area clean	6
	50% area clean	3
	<50% area clean	0
■	Visibility: Waste transfer Stations in un-planned colony / Tippers	
	Transfer stations are well maintained and painted	11
	Transfer stations are well maintained but not painted	6
	Transfer stations are neither maintained nor painted	0
■	Solid waste is dumped inside the waste transfer station only – no spillover	
	Yes	11
	No	0
■	Individual Household Toilet in un-planned colony is connected to the sewerage system or safe onsite sanitation facility - no open drainage (observation/random community interaction)	
	Yes	32
	No	0
■	Do people of the un-planned colony defecate/urinate in the open (observation/random community interaction)	
	Yes	10
	No	0
■	Local cable network/bulk sms/awareness campaigns/newspapers pamphlets spreading messages and social media interventions on Swachh Bharat Mission (observation/random community interaction)	
	All three including Print Media, Digital Media and Awareness Campaigns	5
	Either one the three ie. Print Media, Digital Media or Awareness Campaigns	3
	Neither of the three ie. Print Media, Digital Media or Awareness Campaigns	2
	All three including Print Media, Digital Media and Awareness Campaigns	0

2.7 BULK GENERATORS – HOTEL/BANQUET HALL/WEEKLY VEGETABLE MARKET/VEGETABLE MANDI

■ No visibility of solid waste in catchment area	
100% area clean	11
75% area clean	8
50% area clean	4
<50% area clean	0
■ Visibility: Waste transfer Stations	
Transfer stations are well maintained and painted	11
Transfer stations are well maintained but not painted	6
Transfer stations are neither maintained nor painted	0
■ Size of the transfer station is sufficient enough to manage daily waste (No Spillover)	
Yes	11
No	0

2.8 RELIGIOUS PLACES – TEMPLE/MOSQUE/CHURCH ETC.

■ No visibility of solid waste in the catchment area	
100% area clean	11
75% area clean	8
50% area clean	4
<50% area clean	0
■ Visibility: Waste transfer Stations	
Transfer stations are well maintained and painted	11
Transfer stations are well maintained but not painted	6
Transfer stations are neither maintained nor painted	0
■ Size of the transfer station is sufficient enough to manage daily waste (No Spillover)	
Yes	11
No	0

2.9 MAIN RAILWAY STATION

■ No visibility of solid waste in the catchment area	
100% area clean	11
75% area clean	8
50% area clean	4
<50% area clean	0
■ Visibility: Waste transfer Stations	
Transfer stations are well maintained and painted	11
Transfer stations are well maintained but not painted	6
Transfer stations are neither maintained nor painted	0
■ Size of the transfer station is sufficient enough to manage daily waste (No Spillover)	
Yes	11
No	0

2.10 MAIN BUS STATION – INTER-STATE BUS TERMINAL

■ No visibility of solid waste in the catchment area	
100% area clean	11
75% area clean	8
50% area clean	4
<50% area clean	0
■ Visibility: Waste transfer Stations / Bins	
Transfer stations are well maintained and painted	11
Transfer stations are well maintained but not painted	6
Transfer stations are neither maintained nor painted	0

■	Solid waste is dumped inside the waste transfer station only – no spillover	
	Yes	11
	No	0
■	Commercial vehicles carrying big messages about behavior change	
	Yes	5
	No	0

QUESTIONNAIRE FOR CITIZEN THROUGH CALL CENTRE (TOTAL MARKS 600)

Scheme of Ranking	Marks
■ Do you find your area clean:	
Always	114
Sometimes	77
Rarely	38
Never	0
■ Are you able to easily locate dust bins available in areas	
Always	114
Sometimes	77
Rarely	38
Never	0
■ Door to door waste collection done and transported by municipal corporation reps from your household	
Daily	114
Once in 2 days	86
Once in 3-4 days	58
Once in a week	29
Door to door collection not in practice	0
■ Access to toilet - Public/Community toilet available	
1 toilet within 500 meters	64
1 toilet within 1km	42
1 toilet within 2 km	20
No toilet within 2 km	0
■ Basic infrastructure in the Public/community Toilet available and functional (taps, flush, handwash, door, lighting etc)	
Always	62
Sometimes	42
Rarely	20
Never	0
■ Does your household have a toilet?	
Yes	132
No, but Municipality has approached for construction of Toilet	66
No	0



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