

## **Preface**

The Government of Gujarat launched the Mahatma Gandhi Swachhata Mission (MGSM) in February 2014 to achieve “Zero Waste and open defecation free state” in Gujarat by the year 2019. On October 02, 2014 – birth anniversary of Mahatma Gandhi, Government of India launched the Swachha Bharat Mission.

MGSM’s objective is to materialize the dream of Mahatma Gandhi that all cities, towns and villages should become clean, resulting into healthy life increasing liveability of our state.

These set of guidelines have been prepared by MGSM to promote the tenets of "Sanitation" and initiate a regular reliable monitoring system for all public offices across the state.

For any further information, please contact:

Mahatma Gandhi Swachhata Mission  
Urban Development and Urban housing Department  
Government of Gujarat  
Block No. 14, 7th floor, Sachivalaya  
Gandhinagar

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## Section 1: Background

In order to promote the tenets of “sanitation” across the state, the Government of Gujarat has initiated a regular monitoring system for all departments of the state. The Director MGSM has been entrusted by the Government of Gujarat to monitor sanitation in the state including government owned buildings, and initiatives in cities and villages. This set of guidelines details the monitoring framework for government owned and occupied buildings only.

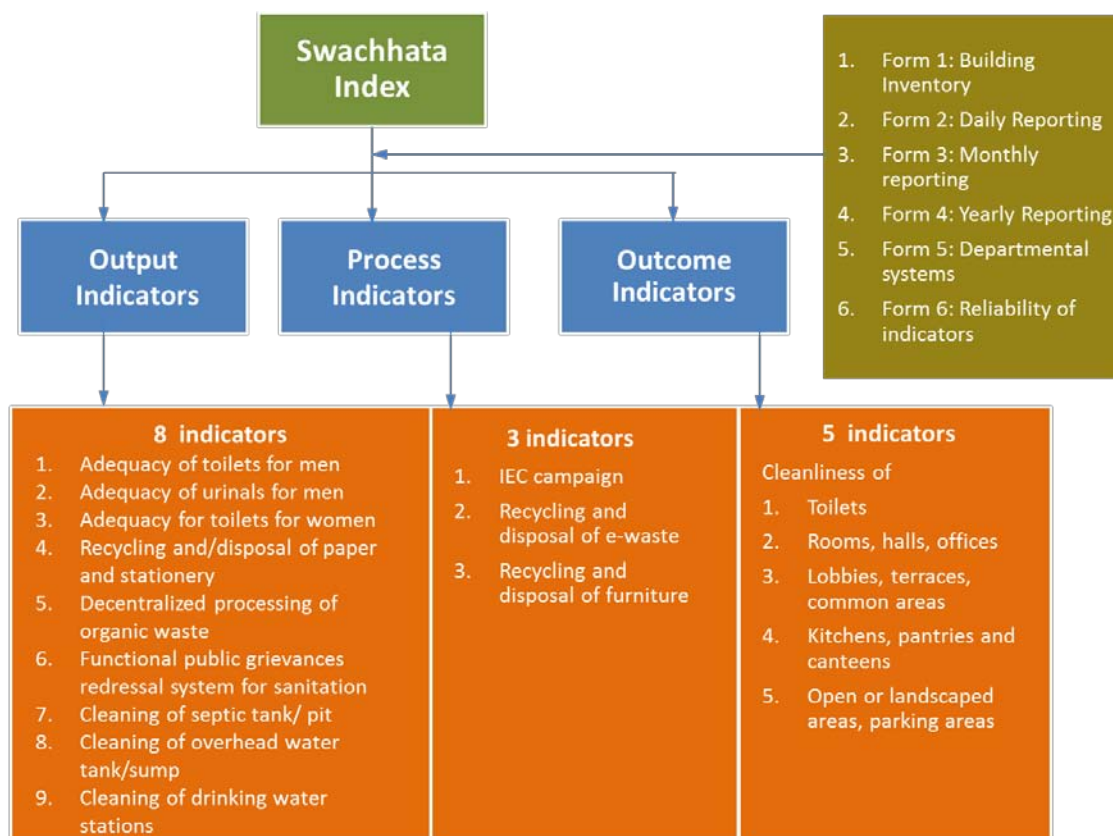
These monitoring guidelines are applicable to the following:

1. All buildings/ premises owned or occupied by the ‘eligible organisations’ – any organisation/ board/ corporation/ company of the Government of Gujarat.
2. All buildings/ premises commissioned by eligible organisations on public private partnership (PPP).
3. Only Administrative buildings of utilities, industries, special structures such as dams, water treatment plants, scientific landfill sites for solid waste, hydro/ thermal/ other forms of power plants, electric sub-stations, docks, etc.

These guidelines can also be applied to all buildings/ premises under the direct ownership or occupancy of the Government of India or other state governments/ union territories of India and located in Gujarat state.

A ‘**Swachhata Index**’ for every building/ premise will be used to monitor their cleanliness. The objective of the Swachhata Index is also to define a set of standards that can be used to measure the cleanliness of these areas. This index will assist in:

- Providing a quantitative measurement to gauge the cleanliness of the buildings/premises as it relates to the vision statement.
- Putting to use the data captured by the index to improve maintenance functions.
- Assessing whether various initiatives and service levels are effective in making these buildings cleaner.



### Categories and List of Indicators

MGSM has identified 17 indicators categorized as output, process and outcome indicators. The proposed set of indicators pertain to adequacy of toilets for all occupants and visitors to each building, extent of segregated waste disposal, extent of cleanliness of toilets, extent of cleanliness in other key parts of the building, systems established to achieve cleanliness and for sanitation related grievance redressal system.

1. **Output Indicators:** These pertain to the department having achieved certain results or outputs in different dimensions of sanitation ranging from behavioural aspects, provision, safe collection, treatment and disposal of solid and liquid waste without harm to the environment. There are nine output indicators.
2. **Process Indicators:** These indicators pertain to operational systems and procedures to ensure sustained sanitation. There are three process indicators.
3. **Outcome Indicators :** These indicators pertain to the building's extent of cleanliness in toilets, offices, other inhabited spaces, kitchens/pantries, open spaces and parking areas. There are five outcome indicators.

<b>Output indicators</b>	
Indicator A-1	Adequacy of toilets for men
Indicator A-2	Adequacy of urinals for men
Indicator A-3	Adequacy of toilets for women
Indicator A-4	Recycling and/ or disposal of paper and stationery items
Indicator A-5	Extent of decentralised processing of organic waste within the premises
Indicator A-6	Efficiency in redressal of sanitation related complaints
Indicator A-7	Cleaning of septic tank/ pits
Indicator A-8	Cleaning of overhead tank/ sump of the building

Indicator A-9	Cleaning of drinking water stations
<b>Process indicators</b>	
Indicator B-3	Cleanliness and hygiene related IEC activities
Indicator A-3	Recycling and/ or disposal of e-waste
Indicator A-4	Recycling and/ or disposal of furniture and other large items
<b>Outcome indicators</b>	
Indicator C-1	Cleanliness of toilets
Indicator C-2	Cleaning of rooms, halls and other inhabited areas
Indicator C-3	Cleaning of kitchens, pantries and canteens
Indicator C-4	Cleaning of lobbies, staircases, lifts, terraces and other common areas
Indicator C-5	Cleaning of open/ landscaped areas, stilts, basements and parking areas

### Weightage of indicators for computing the Swachhata Index

Weightage of output, process and outcome indicators for computation of the Swachhata Index is 30:20:50 respectively. Each category comprises of its set of respective indicators. Weightages of these indicators has been provided below.

<b>Output indicators(Overall weightage – 30%)</b>		
Indicator A-1	Adequacy of toilets for men*	5%
Indicator A-2	Adequacy of urinals for men*	5%
Indicator A-3	Adequacy of toilets for women*	15%
Indicator A-4	Recycling and/ or disposal of paper and stationery items	10%
Indicator A-5	Extent of decentralised processing of organic waste within the premises	10%
Indicator A-6	Efficiency in redressal of sanitation related complaints	25%
Indicator A-7	Cleaning of septic tank/ pits	10%
Indicator A-8	Cleaning of overhead tank/ sump of the building	10%
Indicator A-9	Cleaning of drinking water stations	10%

Note: \* Buildings/ premises without toilet provisions for disabled and children would be subject to 10% deduction each.

<b>Process indicators (Overall weightage – 20%)</b>		
Indicator B-1	Cleanliness and hygiene related IEC activities	50%
Indicator B-2	Recycling and/ or disposal of e-waste	25%
Indicator B-3	Recycling and/ or disposal of furniture and other large items	25%

<b>Outcome indicators(Overall weightage – 50%)</b>		
Indicator C-1	Cleanliness of toilets	40%
Indicator C-2	Cleaning of rooms, halls and other inhabited areas	15%
Indicator C-3	Cleaning of kitchens, pantries and canteens	15%
Indicator C-4	Cleaning of lobbies, staircases, lifts, terraces and other common areas	15%
Indicator C-5	Cleaning of open/ landscaped areas, stilts, basements and parking areas	15%

In case any indicator is not applicable, the weightage will be distributed within the category proportionately. For example, if a building has an underground drainage connection, weightage of 'Indicator A-7: Cleaning of septic tanks' will be distributed across other applicable within 'Output Indicators'.

In addition to the above, the Swachhata Index also assigns weightage to method of waste water disposal by a building/ premise. Buildings/ premises without improved solid and liquid waste mechanisms will be subject to a deduction of 0.25 marks each, from the overall score. Based on the indicator value and its respective weightage and these deductions, each building/premise receives a score out of 5.

The total score attained by each building/ premise out of 5 presents its Swachhata Index. Based on this score, each building/ premise will be categorised as per the table below.

S. No	Category	Description	Points
1	Red	Buildings/ premises on the brink of public health and environmental 'emergency' and needing immediate remedial action	< 2
2	Amber	Needing considerable improvements	2 to 3
3	Blue	Recovering and needs some improvements	3 to 4.5
4	Green	Healthy and clean building/ premises	> 4.5

For assessment of department-wise performance, each building score will be weighed by the number of occupants and visitors it serves.

### Limitations and challenges

Implementing Swachhata Index at the State level has a number of limitations. There could be a few definition and measurement issues which will continue to exist and they could be refined with ground level experience. Field-level experience in implementing this monitoring framework may throw up the need for additional parameters and a few additional indicators may be added for analysing performance.

Challenges anticipated in implementing this monitoring framework includes:

- Lack of system to capture key data elements identified in the monitoring framework
- The creation of the detailed inventory of all sanitation related assets is critical for the monitoring framework, which could be a one-off exercise. However, there is a need to set sustainable systems to generate data from the field level on a regular basis to sustain this monitoring

### Role of Each Department

Each of the 26 departments of Government of Gujarat will:

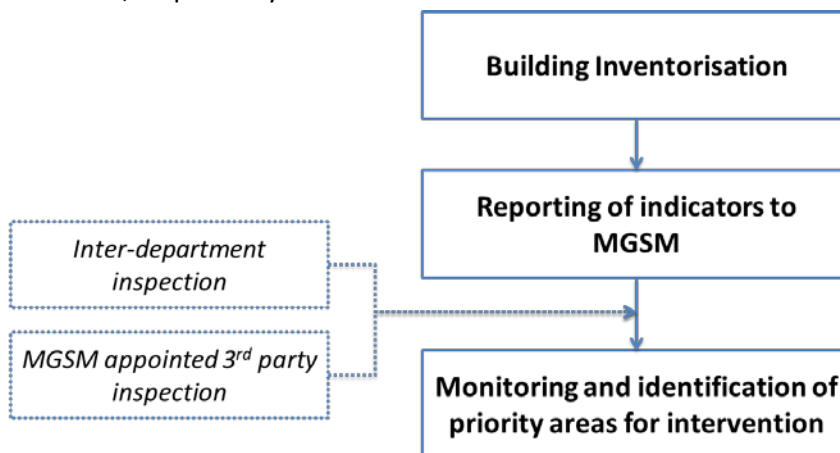
1. Appoint a 'Nodal Officer' for monitoring of MGSM related activities for their respective department. The Nodal Officer will submit reports to the Mission Director (or State MGSM Coordinator) containing the indicators defined in this note at the frequency mentioned for each indicator.
2. Appoint a 'Swachhata Nodal Officer' for every building/ premises who would report the data to MGSM as per the prescribed formats on MGSM website.
3. Fill the following forms on the MGSM portal <http://mis.mgsm-gujarat.in/>

<b>Form type</b>	<b>Timeframe</b>
a. Asset Inventory Form	End of March
b. Daily Form	Daily
c. Monthly Form	End of the calendar month
d. Yearly Form	End of March
e. Department's System Form	End of March

To cross verify the measurement of above indicators, inspections would be conducted by

- i) sanitation nodal officers of other departments
- ii) third party independent evaluators appointed by Director, MGSM

Inspections would be conducted monthly, quarterly and yearly for daily, monthly and yearly indicators, respectively.



## Section 2: Reporting formats

Form 1

### Mahatama Gandhi Swachhata Mission

#### Building inventory data list

Name of the Department \_\_\_\_\_

Name of the MGSM Nodal Officer \_\_\_\_\_

Corporation/ Board/ etc. \_\_\_\_\_

Name of the building/ premise \_\_\_\_\_

Contact number of Nodal Officer \_\_\_\_\_

Email ID \_\_\_\_\_

Name of the District			
Name of the Taluka			
Name of the Municipality/ Gram Panchayat (if applicable)			
Address of the building			
Is the building/ premise shared with other occupants?		(Yes/ No)	
Plot area		(sqm)	
Built-up area of the building		(sqm)	
Predominant Building use		Office/ Health/ Education/ Residential/ Markets/ Recreational/ Transport/ Utilities/ Hotels	
Regular Water supply source		Municipal or Panchayat/ Private Borewell/ Water Tanker/ Other	
Number of drinking water stations/ coolers		Number	
Number of water tanks and sumps		Number	
Number of functional toilet seats	Male	Number	
	Female	Number	
	Disabled-friendly	Number	
	Child-friendly	Applicable for buildings used by children like schools, health centres, recreational facilities, etc.	
Number of functional urinals for men		Number	
Number of permanent occupants	Male	Number	
	Female	Number	
	Disabled	Number	
	Children	Number	
Number of visitors on a daily/ periodic basis (estimate)	Male	Number	
	Female	Number	
	Disabled	Number	
	Children	Number	
Method of waste water disposal		UGD/ On-site/ Storm Water Drains/ Open spaces/ Water bodies	
If, on-site disposal method, then	Number of single pit systems on premise	Number	
	Number of twin pit systems on premise	Number	
	Number of Septic tank/ soak pit systems on premises	Number	
If septic tank/ soak pit, has it been cleaned in the last 3 years?		(Yes/ No/ NA)	
Method of solid waste disposal		Municipal or Panchayat collection/ on-site processing/ open dumping	

NA - Not applicable



## Mahatama Gandhi Swachhata Mission

Cleanliness self-evaluation form (to be filled by Sanitation Nodal Officer)  
Daily cleanliness reporting

Name of the building \_\_\_\_\_

Name of the Sanitation Nodal Officer \_\_\_\_\_

Phone number of the Sanitation Nodal Officer \_\_\_\_\_

Email address of the Sanitation Nodal Officer \_\_\_\_\_

Date \_\_\_\_\_

Time \_\_\_\_\_

Cleanliness of toilet															
a. Number of toilet seats which are	<table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 70%; background-color: #cccccc;">Select one of the following</th> <th style="width: 30%; background-color: #cccccc;">Number of toilet seats</th> </tr> </thead> <tbody> <tr> <td><input type="checkbox"/> Very dirty</td> <td style="background-color: #e6f2ff;"></td> </tr> <tr> <td><input type="checkbox"/> Somewhat dirty</td> <td style="background-color: #e6f2ff;"></td> </tr> <tr> <td><input type="checkbox"/> Fair</td> <td style="background-color: #e6f2ff;"></td> </tr> <tr> <td><input type="checkbox"/> Clean</td> <td style="background-color: #e6f2ff;"></td> </tr> <tr> <td><input type="checkbox"/> Very clean</td> <td style="background-color: #e6f2ff;"></td> </tr> <tr> <td><input type="checkbox"/> Not applicable</td> <td style="background-color: #e6f2ff;"></td> </tr> </tbody> </table>	Select one of the following	Number of toilet seats	<input type="checkbox"/> Very dirty		<input type="checkbox"/> Somewhat dirty		<input type="checkbox"/> Fair		<input type="checkbox"/> Clean		<input type="checkbox"/> Very clean		<input type="checkbox"/> Not applicable	
Select one of the following	Number of toilet seats														
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<input type="checkbox"/> Fair															
<input type="checkbox"/> Clean															
<input type="checkbox"/> Very clean															
<input type="checkbox"/> Not applicable															
b. Total number of toilet seats in all premises under assessment	<i>(to be taken from inventory form)</i>														
How would you rate cleanliness of offices/ rooms/ halls and other inhabited areas in your building/premise/facility?	<table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 70%; background-color: #cccccc;">Select one of the following</th> </tr> </thead> <tbody> <tr><td><input type="checkbox"/> Very dirty</td></tr> <tr><td><input type="checkbox"/> Somewhat dirty</td></tr> <tr><td><input type="checkbox"/> Fair</td></tr> <tr><td><input type="checkbox"/> Clean</td></tr> <tr><td><input type="checkbox"/> Very clean</td></tr> <tr><td><input type="checkbox"/> Not Applicable</td></tr> </tbody> </table>	Select one of the following	<input type="checkbox"/> Very dirty	<input type="checkbox"/> Somewhat dirty	<input type="checkbox"/> Fair	<input type="checkbox"/> Clean	<input type="checkbox"/> Very clean	<input type="checkbox"/> Not Applicable							
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How would you rate cleanliness of lobbies, staircases, lifts, terraces and other common areas in your building/premise/facility?	<table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 70%; background-color: #cccccc;">Select one of the following</th> </tr> </thead> <tbody> <tr><td><input type="checkbox"/> Very dirty</td></tr> <tr><td><input type="checkbox"/> Somewhat dirty</td></tr> <tr><td><input type="checkbox"/> Fair</td></tr> <tr><td><input type="checkbox"/> Clean</td></tr> <tr><td><input type="checkbox"/> Very clean</td></tr> <tr><td><input type="checkbox"/> Not Applicable</td></tr> </tbody> </table>	Select one of the following	<input type="checkbox"/> Very dirty	<input type="checkbox"/> Somewhat dirty	<input type="checkbox"/> Fair	<input type="checkbox"/> Clean	<input type="checkbox"/> Very clean	<input type="checkbox"/> Not Applicable							
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<input type="checkbox"/> Clean															
<input type="checkbox"/> Very clean															
<input type="checkbox"/> Not Applicable															
How would you rate cleanliness of kitchens, pantries, canteens and other dining areas in your building/premise/facility?	<table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 70%; background-color: #cccccc;">Select one of the following</th> </tr> </thead> <tbody> <tr><td><input type="checkbox"/> Very dirty</td></tr> <tr><td><input type="checkbox"/> Somewhat dirty</td></tr> <tr><td><input type="checkbox"/> Fair</td></tr> <tr><td><input type="checkbox"/> Clean</td></tr> <tr><td><input type="checkbox"/> Very clean</td></tr> <tr><td><input type="checkbox"/> Not Applicable</td></tr> </tbody> </table>	Select one of the following	<input type="checkbox"/> Very dirty	<input type="checkbox"/> Somewhat dirty	<input type="checkbox"/> Fair	<input type="checkbox"/> Clean	<input type="checkbox"/> Very clean	<input type="checkbox"/> Not Applicable							
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<input type="checkbox"/> Clean															
<input type="checkbox"/> Very clean															
<input type="checkbox"/> Not Applicable															
How would you rate cleanliness of open/ landscaped areas, stilts, basements and parking areas in your building/premise/facility?	<table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 70%; background-color: #cccccc;">Select one of the following</th> </tr> </thead> <tbody> <tr><td><input type="checkbox"/> Very dirty</td></tr> <tr><td><input type="checkbox"/> Somewhat dirty</td></tr> <tr><td><input type="checkbox"/> Fair</td></tr> <tr><td><input type="checkbox"/> Clean</td></tr> <tr><td><input type="checkbox"/> Very clean</td></tr> <tr><td><input type="checkbox"/> Not Applicable</td></tr> </tbody> </table>	Select one of the following	<input type="checkbox"/> Very dirty	<input type="checkbox"/> Somewhat dirty	<input type="checkbox"/> Fair	<input type="checkbox"/> Clean	<input type="checkbox"/> Very clean	<input type="checkbox"/> Not Applicable							
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<input type="checkbox"/> Not Applicable															

## Mahatama Gandhi Swachhata Mission

Cleanliness self-evaluation form (to be filled by Sanitation Nodal Officer)

*Monthly cleanliness reporting*

Name of the building

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Name of the Sanitation Nodal Officer

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Phone number of the Sanitation Nodal Officer

---

Email address of the Sanitation Nodal Officer

---

Date

---

Time

---

Quantity of waste paper, stationery and other dry recyclables generated/collected monthly	<b>Kg</b>	
Quantity of paper, stationery and other dry recyclables recycled monthly	<b>Kg</b>	
Quantity of organic waste collected monthly	<b>Kg</b>	
Quantity of organic waste processed monthly locally within the premises or neighbourhood	<b>Kg</b>	
Total number of sanitation related complaints received for your building/premise/facility during the last month	<b>Number</b>	
Total number of sanitation related complaints redressed within the stipulated time	<b>Number</b>	
Total number of drinking water stations cleaned every week in the last month	<b>Number</b>	
Has the overhead tank/ sump of the building been cleaned in the last one month?	<b>Yes/ No/ NA</b>	

*NA - Not applicable*

## Mahatama Gandhi Swachhata Mission

Cleanliness self-evaluation form (to be filled by Sanitation Nodal Officer)

*Half year cleanliness reporting*

Name of the building \_\_\_\_\_

Name of the Sanitation Nodal Officer \_\_\_\_\_

Phone number of the Sanitation Nodal Officer \_\_\_\_\_

Email address of the Sanitation Nodal Officer \_\_\_\_\_

Date \_\_\_\_\_

Time \_\_\_\_\_

Have you recycled e-waste to an authorised recycler in the last one year?	<b>Yes/ No/ NA</b>	
Have you recycled furniture waste to waste recycler in the last one year?	<b>Yes/ No/ NA</b>	
Number of male users including permanent occupants and visitors	<b>Number</b>	
Number of female users including permanent occupants and visitors	<b>Number</b>	
Number of toilet seats for men	<b>Number</b>	
Number of toilet seats for women	<b>Number</b>	
Number of child-friendly toilet seats	<b>Number</b>	
Number of disabled-friendly toilet seats	<b>Number</b>	
Has the septic tank/ pit been cleaned in the last 3 years?	<b>Yes/ No/ NA</b>	
Has cleanliness and hygiene related IEC activities been conducted in the last one year?	<b>Yes/ No</b>	

*NA - Not applicable*

## Mahatama Gandhi Swachhata Mission

(to be filled by State Level Nodal Officer)

*State Department's System Form*

Name of the Department

---

Name of the Nodal Officer

---

Phone Number of Nodal Officer

---

Email id of Nodal Officer

---

Date

---

Does the Department have a citizen's charter and does it cover sanitation?	Yes/ No	
Does the Department have a public grievances redressal system including sanitation related complaints?	Yes/ No	
Has the Department prepared standard operating procedures for Cleanliness of offices/rooms/ inhabited areas?	Yes/ No	
Has the Department prepared standard operating procedures for cleanliness of toilets?	Yes/ No	
Has the department framed rules and regulations for levying fines or administrative charges for defecation/urinating in open; littering?	Yes/ No	
Are there instances of fining or punishing people in the last one year for the two above categories of offenses ?	Yes/ No	

## Mahatama Gandhi Swachhata Mission

Cleanliness self-evaluation form (to be filled by Sanitation Nodal Officer)

*Reliability of indicators*

Name of the building \_\_\_\_\_

Name of the Sanitation Nodal Officer \_\_\_\_\_

Phone number of the Sanitation Nodal Officer \_\_\_\_\_

Email address of the Sanitation Nodal Officer \_\_\_\_\_

Date \_\_\_\_\_

Time \_\_\_\_\_

Do you have a list of <b>permanent occupants</b> (staff/ employee ) who occupy your building/ premise?	Yes/ No/ NA	
Do you count <b>number of visitors</b> to your building/ premises? Common methods could include entry logbook/ register, entry pass, digital entry card, periodic survey of footfalls, electronic/ manual footfall counting device or periodic assessment of CCTV footage.	Yes/ No/ NA	
Do you maintain records which provide the weight of <b>paper, stationery, plastic and other recyclable items collected</b> in your building/ premise?	Yes/ No/ NA	
Do you maintain records which provide the weight of <b>paper, stationery, plastic and other recyclable items sold</b> to recyclers?	Yes/ No/ NA	
Do you maintain records which provide the weight of <b>organic waste collected</b> from your premises?	Yes/ No/ NA	
Do you maintain records which provide the weight of <b>organic waste processed</b> within your premises/ neighbourhood?	Yes/ No/ NA	
Do you have an <b>operational complaints redressal system</b> ?	Yes/ No/ NA	
Can <b>sanitation related complaints</b> be easily identified from your complaints database?	Yes/ No/ NA	
Do you have a <b>charter that includes sanitation</b> related grievances?	Yes/ No/ NA	
Do you have records indicating the date when <b>overhead tank/ sump</b> was last cleaned?	Yes/ No/ NA	
Do you have a <b>standard operating procedure</b> for cleaning of overhead tank/ sump?	Yes/ No/ NA	
Do you have <b>photographic evidence</b> of the last instance when overhead tank was cleaned?	Yes/ No/ NA	
Do you have records indicating the last date of <b>cleaning of septic tank/ pit</b> ?	Yes/ No/ NA	
Do you have a <b>standard operating procedures</b> for cleaning of septic tank/ pit?	Yes/ No/ NA	
Do you have <b>photographic evidence</b> of the last instance when septic tank/ pit was cleaned?	Yes/ No/ NA	
Do you have records indicating the last date of <b>cleaning of drinking water stations/ coolers</b> ?	Yes/ No/ NA	
Do you have a <b>standard operating procedures</b> for cleaning of drinking water stations/ coolers?	Yes/ No/ NA	
Do you have <b>photographic evidence</b> of IEC campaign conducted in the last one year?	Yes/ No/ NA	
Do you maintain records for <b>sale/ recycle</b> of e-waste to authorised e-waste recycling agencies?	Yes/ No/ NA	
Do you maintain records for <b>sale/ recycle</b> of furniture waste to recycling agencies?	Yes/ No/ NA	
Do you maintain weekly <b>photographic evidence</b> of cleanliness of toilets?	Yes/ No/ NA	
Do you maintain weekly <b>photographic evidence</b> of cleanliness of offices/ rooms/ halls and other inhabited areas?	Yes/ No/ NA	
Do you maintain weekly <b>photographic evidence</b> of cleanliness of lobbies, staircases, lifts, terraces and other common areas?	Yes/ No/ NA	
Do you maintain weekly <b>photographic evidence</b> of cleanliness of kitchens, pantries, canteens and other dining areas?	Yes/ No/ NA	
Do you maintain weekly <b>photographic evidence</b> of cleanliness of open/ landscaped areas, stilts, basements and parking areas?	Yes/ No/ NA	

NA - Not applicable

## Section 3: MGSM Indicators

Each of the 17 indicators has been detailed out in a standard template to present the rationale for the indicator, definition and computation methodology. Each indicator has the following details:

- **Rationale** of the indicator in the context of MGSM
- **Units and definition**
- **Data requirements**- elements of data that are required to compute the indicator and its frequency of capturing are mentioned
- **Frequency of Measurement** – this refers to the frequency at which performance will be assessed. Frequency is important since there should be a potential for changing the performance level between two reporting periods.
- **Reliability of measurement** – measurement of the swachhata index will be reliable if there is a robust system to generate data used for computing the indicators. Three levels of reliability of data have been defined ranging from highest reliability of “A” to “C” as lowest. The Service Level Benchmarking (SLB) framework of the Ministry of Urban Development also uses a similar reliability framework. The goal is that all departments should reach ‘A’ reliability band.

### A. Output indicators

Output indicators pertain to a building/ premise having achieved certain outputs related to sanitation ranging from behavioural aspects, provision, safe collection, treatment and disposal of solid and liquid waste.

#### Output indicators

Indicator A-1	Adequacy of toilets for men
Indicator A-2	Adequacy of urinals for men
Indicator A-3	Adequacy of toilets for women
Indicator A-4	Recycling and/ or disposal of paper and stationery items
Indicator A-5	Extent of decentralised processing of organic waste within the premises
Indicator A-6	Efficiency in redressal of sanitation related complaints
Indicator A-7	Cleaning of septic tank/ pits
Indicator A-8	Cleaning of overhead tank/ sump of the building
Indicator A-9	Cleaning of drinking water stations

## INDICATOR A-1: ADEQUACY OF TOILETS FOR MEN

**Rationale for the indicator:** This indicator is to check adequacy of toilets within the premises. In many government premises/ buildings, there are inadequate toilet seats. Adequate number of seats for occupants as well as visitors to a government building is vital. This indicator will be contextualised for each department to capture its adequacy. Relevant Indian Standard (IS) Codes and other applicable benchmarks for provision on facilities such as toilet seats, ablution taps and wash basins should be strictly followed. Toilets should comply with regulations for provision of facilities for disabled persons and children. Adequacy is to be checked for current building use even if it was designed as per earlier standards.

Performance indicator		
Indicator	Unit	Definition
Adequacy of toilets for men	Number	This indicator is to check adequacy of toilet seats for men within the premises.
Data requirement		
Data required for calculating the indicator	Unit	Remarks
a. Number of male users including permanent occupants and visitors	Number	Every department should calculate the number of permanent occupants of the premises such as employees and residents. Departments should also estimate number of visitors to each premise.
b. Number of toilet seats for men	Number	Total number of functional toilet seats should be counted
<b>Number of users per toilet seat</b>	<b>Number</b>	<b>= a/b</b>
Frequency of measurement	Yearly	

### Reliability of Measurement

Reliability Scale	Description of Method
A	Number of functional toilet seats in a building/ premise is counted. Number of permanent occupants of a building are known and documented through employees/ workers list. Data should be periodically updated to revise the number of toilet seats and permanent occupants. Data of visitor footfalls is based on records being maintained such as sale of entry tickets, log-books of visitors, OPD data, CCTV footage or other such relevant recording mechanisms.
B	Number of functional toilet seats in a building/ premise is counted. Number of permanent occupants of a building are known and documented through employees/ workers list. No surveys are conducted to measure the footfalls but number of visitors is estimated through observation.
C	Number of functional toilet seats in a building/ premise is counted. Number of occupants and visitors are estimated without tallying records of occupants or surveys to measure footfalls of visitors.

## INDICATOR A-2: ADEQUACY OF URINALS FOR MEN

**Rationale for the indicator:** This indicator is to check adequacy of urinals within the premises. Adequate number of urinals for occupants as well as visitors to a government building is vital. This indicator will be contextualised for each department to capture its adequacy. Relevant Indian Standard (IS) Codes and other applicable benchmarks for provision on facilities should be strictly followed. Toilets should comply with regulations for provision of facilities for disabled persons and children. Adequacy is to be checked for current building use even if it was designed as per earlier standards.

Performance indicator		
Indicator	Unit	Definition
Adequacy of urinals for men	Number	This indicator is to check adequacy of urinals for men within the premises.
Data requirement		
Data required for calculating the indicator	Unit	Remarks
a. Number of male users including permanent occupants and visitors	Number	Every department should calculate the number of permanent occupants of the premises such as employees and residents. Departments should also estimate number of visitors to each premise.
b. Number of urinals for men	Number	Total number of functional urinals should be counted
<b>Number of users per toilet seat</b>	<b>Number</b>	<b>= a/b</b>
Frequency of measurement	Yearly	

### Reliability of Measurement

Reliability Scale	Description of Method
A	Number of functional urinals in a building/ premise is counted. Number of permanent occupants of a building are known and documented through employees/ workers list. Data should be periodically updated to revise the number of urinals and permanent occupants. Data of visitor footfalls is based on records being maintained such as sale of entry tickets, log-books of visitors, OPD data, CCTV footage or other such relevant recording mechanisms.
B	Number of functional urinals in a building/ premise is counted. Number of permanent occupants of a building are known and documented through employees/ workers list. No surveys are conducted to measure the footfalls but number of visitors is estimated through observation.
C	Number of functional urinals in a building/ premise is counted. Number of occupants and visitors are estimated without tallying records of occupants or surveys to measure footfalls of visitors.



### INDICATOR A-3: ADEQUACY OF TOILETS FOR WOMEN

**Rationale for the indicator:** This indicator is to check adequacy of toilets within the premises. In many government premises/ buildings, there are inadequate toilet seats. Adequate number of seats for occupants as well as visitors to a government building is vital. This indicator will be contextualised for each department to capture its adequacy. Relevant IS Codes and other applicable benchmarks for provision on facilities such as toilet seats, urinals, wash basins should be strictly followed. Toilets should comply with regulations for provision of facilities for disabled persons and children. Adequacy is to be checked for current building use even if it was designed as per earlier standards.

Performance indicator		
Indicator	Unit	Definition
Adequacy of toilets for women	Number	This indicator is to check adequacy of toilet seats for women within the premises.
Data requirement		
Data required for calculating the indicator	Unit	Remarks
a. Number of female users including permanent occupants and visitors	Number	Every department should calculate the number of permanent occupants of the premises such as employees and residents. Departments should also estimate number of visitors to each premise.
b. Number of toilet seats for women	Number	Total number of functional toilet seats should be counted
<b>Number of users per toilet seat</b>	<b>Number</b>	<b>= a/b</b>
Frequency of measurement	Yearly	

#### Reliability of Measurement

Reliability Scale	Description of Method
A	Number of functional toilet seats in a building/ premise is counted. Number of permanent occupants of a building are known and documented through employees/ workers list. Data should be periodically updated to revise the number of toilet seats and permanent occupants. Data of visitor footfalls is based on records being maintained such as sale of entry tickets, log-books of visitors, OPD data, CCTV footage or other such relevant recording mechanisms.
B	Number of functional toilet seats in a building/ premise is counted. Number of permanent occupants of a building are known and documented through employees/ workers list. No surveys are conducted to measure the footfalls but number of visitors is estimated through observation.
C	Number of functional toilet seats in a building/ premise is counted. Number of occupants and visitors are estimated without tallying records of occupants or surveys to measure footfalls of visitors.

#### INDICATOR A-4: RECYCLING AND DISPOSAL OF PAPER, STATIONERY AND OTHER DRY RECYCLABLES

**Rationale for the indicator:** Every building/ premise uses paper, stationery items and other dry recyclable items for their functioning. It is important to ensure that such items once discarded are collected, stored and recycled appropriately. Data regarding quantity of such waste generated and recycled/ disposed and frequency of its recycling/ disposal should be maintained by the facility management.

Performance indicator		
Indicator	Unit	Definition
Recycling and disposal of paper, stationery and other dry recyclables	Percentage	This indicator provides the extent of recycling/ proper disposal of paper, stationery and other dry recyclables.
Data requirement		
Data required for calculating the indicator	Unit	Remarks
a. Quantity of paper, stationery and other dry recyclables recycled	Kg per month	This will include paper, stationery and other dry recyclables weighed at the time of recycling
b. Quantity of waste paper, stationery and other dry recyclables collected	Kg per month	Waste paper, stationery and other dry recyclables items collected should be tracked using records of supplies and procurement. Quantity of waste collected is recorded on a daily basis.
<b>Recycling and disposal of paper, stationery and other dry recyclables</b>	<b>Percentage</b>	<b>= (a/b) x 100</b>
Frequency of measurement	Monthly	

#### Reliability of Measurement

Reliability Scale	Description of Method
A	Records are maintained with quantity of waste given to a recycler.
B	Records are maintained with quantity of waste given to a recycler. Intermittently, waste is given to waste recyclers without documentation.
C	No records are maintained. Waste generated is estimated based on the size of bins/ containers. Waste is recycled intermittently to local waste recyclers without documentation.

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

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

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

### Reliability of Measurement

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

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

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

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

### Reliability of Measurement

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

## INDICATOR A-7: CLEANING OF SEPTIC TANK/ PIT

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

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

### Reliability of Measurement

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

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

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

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

### Reliability of Measurement

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

## INDICATOR A-9: CLEANLINESS OF DRINKING WATER STATIONS

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

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

### Reliability of Measurement

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

## B. Process indicators

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

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

### INDICATOR B-1: CLEANLINESS AND HYGIENE RELATED IEC CAMPAIGN

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

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

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

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

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

#### Reliability of Measurement

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



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

**Rationale for the indicator:** Every building/ premise uses electrical, electronics and computer fittings and equipment for their functioning<sup>1</sup>. At the end of their lifecycle such items become e-waste. It is important to ensure that e-waste is collected, stored and recycled (or disposed) to appropriate e-waste collection agencies authorised by Central or Gujarat Pollution Control Board. Data regarding quantity of e-waste generated and recycled/ disposed and frequency of its recycling/ disposal should be maintained by the facility management.

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

### Reliability of Measurement

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

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

### INDICATOR B-3: RECYCLING AND DISPOSAL OF FURNITURE

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

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

#### Reliability of Measurement

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

## C. Outcome indicators

### **Outcome indicators**

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

## INDICATOR C-1: CLEANLINESS OF TOILETS

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

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

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

### Cleanliness standard:

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

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

### Reliability of Measurement

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

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

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

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

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

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

### Reliability of Measurement

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

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

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

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

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

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

#### Reliability of Measurement

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

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

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

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

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

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

### Reliability of Measurement

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

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

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

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

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

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

**Reliability of Measurement**

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



# Annexure - I

## Norms for toilet provisions for various buildings

### 1. Sanitary Convenience for Office Buildings

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

**Table 1 : Sanitary Convenience for Office Buildings**

Office Buildings			
SI No.	Fitments	For Male Personnel	For Female Personnel
i)	Water-closets*	1 for every 25 persons or part thereof	1 for every 15 persons or part thereof
ii)	Ablution taps	1 in each water-closet 1 water tap with draining arrangements shall be provided for every 50 persons or part thereof in the vicinity of water-closet and urinals	1 in each water-closet
iii)	Urinals	Nil up to 6 persons 1 for 7 to 20 persons 2 for 21 to 45 persons 3 for 46 to 70 persons 4 for 71 to 100 persons From 101 to 200 persons add at the rate of 3 per cent For over 200 persons, add at the rate of 2.5 %	—
iv)	Wash basins	1 for every 25 persons or part thereof	
v)	Drinking water fountains	1 for every 100 persons with a minimum of one on each floor	
vi)	Cleaner's sink	1 per floor. <i>Min</i> , preferably in or adjacent to sanitary rooms	
<b>NOTE</b>	* Some of the	Water Closets may be European style if desired	

Source: IS Code 1172:1993 (Reaffirmed 2007)

### 2. Sanitary Convenience for Transit nodes

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

**Table 2 : Sanitary convenience for Bus stations**

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

Source : IS Code 1172:1993 (Reaffirmed 2007)

### 3. Sanitary Conveniences for School Buildings

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

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

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

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

Schools and Educational Institutions						
Sr.	Fitments*	Nursery Schools	Educational Institutions (Non-Residential)		Educational Institutions (Residential)	
			For Boys	For Girls	For Boys	For Girls
i)	Water-closets†	1 per 15 pupils or part thereof	1 per 40 pupils or part thereof	1 per 25 pupils or part thereof	1 for every 8 pupils or part thereof	1 for every 6 pupils or part thereof
ii)	Ablution taps	1 in each water closet	1 in each water closet	1 in each water closet	1 in each water closet	1 in each water closet
1 water tap with draining arrangements shall be provided for every 50 pupils or part thereof in the vicinity of water-closets and urinals						
iii)	Urinals	—	1 per 20 pupils or part thereof	—	1 for every 25 pupils or part thereof	—
iv)	Wash basins	1 per 15 pupils or part thereof	1 per 60, <i>Min 2</i>	1 per 40, <i>Min 2</i>	1 for every 8 pupils or part thereof	1 for every 6 pupils or part thereof
v)	Baths	1 bath-sink per 40 pupils or part thereof	—	—	1 for every 8 pupils or part thereof	1 for every 6 pupils or part thereof
vi)	Drinking water fountains or taps	1 for every 50 pupils or part thereof	1 for every 50 pupils or part thereof	1 for every 50 pupils or part thereof	1 for every 50 pupils or part thereof	1 for every 50 pupils or part thereof
vii)	Cleaner's sinks	1 per floor, <i>Min</i>				
<b>NOTE</b>						
*For teaching staff, the schedules of fitments to be provided shall be the same as in the case of <b>office buildings</b> .						
†Some of the water-closets may be of European style, if desired.						

Source: IS 8827:1978 (Reaffirmed 2006)

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

- Toilets 150 Lux

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

- Toilets 0.2 m2 Per Student

#### 4. Sanitary Convenience for Hostel Buildings

**Table 4 : Sanitary Convenience for Hostel buildings**

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

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

## 5. Sanitary Convenience for Hospital Buildings

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

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

**Table 5: Sanitary Convenience for Hospital Buildings**

<b>Hospitals, Indoor and Outdoor Patient Wards</b>			
Sr.	Fitments	Requirements	
		<b>Indoor Patient Wards (For Males and Females)</b>	
i)	Water-closets	1 for every 8 beds or part thereof	
ii)	Ablution taps	1 in each water-closet plus one water tap with draining arrangements in the vicinity of water-closets and urinals for every 50 beds or part thereof	
iii)	Wash basins	2 up to 30 beds; add 1 for every additional 30 beds or part thereof	
iv)	Baths	1 bath shower for every 8 beds or part thereof	
v)	Bed pan washing sinks	1 for each ward	
vi)	Cleaner's sinks	1 for each ward	
vii)	Kitchen sinks and dish washers (where kitchen is provided)	1 for each ward	
<b>Outdoor Patient Wards and Visitors</b>			
		<b>For Males</b>	<b>For Females</b>
viii)	Water closets	1 for every 100 persons or part thereof	2 for every 100 persons or part thereof
ix)	Ablution taps	1 in each water-closet	1 in each water-closet
		1 water tap with draining arrangements shall be provided for every 50 persons or part thereof in the vicinity of water-closets and urinals	
x)	Urinals	1 for every 50 persons or part thereof	—
xi)	Wash basins	1 for every 100 persons or part thereof	1 for every 100 persons or part thereof
xii)	Drinking water fountain	1 per 500 persons or part thereof.	
<b>NOTES</b>			
1 Some of the water-closets may be of European style, if desired.			
2 Additional and special fitments for specific needs for specific needs of hospitals may be provided.			

Source: IS 1172:1993 (Reaffirmed 2007)

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

**Table 6: Sanitary convenience for hospital staff and administrative buildings**

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

iii)	Urinals	Nil up to 6 persons 1 for 7 to 20 persons 2 for 21 to 45 persons 3 for 46 to 70 persons 4 for 71 to 100 persons From 101 to 200 persons, add at the rate of 3 percent; and for over 200 persons, add at the rate of 2.5 percent	—	—	—	—
iv)	Wash basins	1 for every 25 persons or part thereof	1 for every 25 persons or part thereof	1 for every 8 persons or part thereof	1 for every 8 persons or part thereof	1 for every 8 persons or part thereof
v)	Baths (with shower)	—	—	1 for 4 persons or part thereof	1 for 4 persons or part thereof	1 for 4 to 6 persons or part thereof
vi)	Drinking water fountains	1 per 100 persons or part thereof with a minimum of 1 on each floor				
vii)	Cleaner's sink	1 per floor, <i>Min</i>				
<b>NOTE</b> *Some of the water-closets may be of European style, if desired.						

Source: IS 1172:1993 (Reaffirmed 2007)

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

The Indian Public Health Standards (IPHS) classifies the rural health care centres as:

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

**Table 7: Indian Public Health Standard norms for district hospitals**

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

6	Kitchen sinks and dish washers	1 per ward		
7	Urinals	1 per 20 persons	1 per 50 persons	1 per 20 persons, add 1 per additional 20 persons. From 101 to 200 persons add at 3% and over 200 add at 2.5%

Source: Guidelines for District hospitals, IPHS, 2014

## 6. Sanitary Convenience for Market

**Table 8: Sanitary convenience for Markets**

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

### NOTES

1 Separate and adequate provision of water-closets shall be made for females.

2 Adequate washing places for fruit and vegetables shall be provided.

\*Some of the water-closets may be of European style, if desired.

Source: IS 1172: 1993 (Reaffirmed 2007)

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

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

**Table 9: Sanitary convenience for public places**

### Public toilets

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

Source: URDPFI Guidelines draft .2014

## 8. Sanitary Convenience for Hotels

**Table 10: Sanitary convenience for Hotels**

Hotels						
Sr.	Fitments	For Residential Public and Staff	For Public Rooms		For Non-Residential Staff	
			For Males	For Females	For Males	For Females
i)	Water-closets	1 per 8 persons omitting occupants of the room with attached water-closets; minimum of 2 if both sexes are lodged	1 per 100 persons up to 400 persons; and for over 400, and at the rate of 1 per 250 persons or part thereof	2 per 100 persons up to 200 persons; and for over 200 add at the rate of 1 per 250 persons or part thereof	1 for 1 to 15 persons 2 for 16 to 35 persons 3 for 36 to 65 persons 4 for 66 to 100 persons	1 for 1 to 12 persons 2 for 13 to 25 persons 3 for 26 to 40 persons 4 for 41 to 57 persons 5 for 58 to 77 persons 6 for 78 to 100 persons
ii)	Ablution taps	1 in each water-closet	1 in each water-closet	1 in each water-closet	1 in each water-closet	1 in each water-closet
1 water tap with draining arrangements shall be provided for every 50 persons or part thereof in the vicinity of water-closets and urinals						
iii)	Urinals	—	1 per 50 persons or part thereof	—	Nil up to 6 persons 1 for 7 to 20 persons 2 for 21 to 45 persons 3 for 46 to 70 persons 4 for 71 to 100 persons	—
iv)	Wash basins	1 per 10 persons omitting the wash basins installed in the room suite	1 per water-closet and urinal provided	1 per water-closet and urinal provided	1 per 1 to 15 persons 2 for 16 to 35 persons 3 for 36 to 65 persons 4 for 66 to 100 persons	1 for 1 to 12 persons 2 for 13 to 25 persons 3 for 26 to 40 persons 4 for 41 to 57 persons 5 for 58 to 77 persons 6 for 78 to 100 persons

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

## 9. Sanitary Convenience for Factories

**Table 11: Sanitary Convenience for Factory buildings**

<b>Factories</b>			
Sr.	Fitments	For Male Personnel	For Female Personnel
i)	Water-closet*	1 for 1 to 15 persons 2 for 16 to 35 persons 3 for 36 to 65 persons 4 for 66 to 100 persons  From 101 to 200 persons add at the rate of 3 percent For over 200 persons add at the rate of 2.5 percent	1 for 1 to 12 persons 2 for 13 to 25 persons 3 for 26 to 40 persons 4 for 41 to 57 persons 5 for 58 to 77 persons 6 for 78 to 100 persons  From 101 to 200 persons add at the rate of 5 percent For over 200 persons, add at the rate of 4 percent
ii)	Ablution taps	1 in each water-closet 1 water tap with draining arrangements shall be provided for every 50 persons or part thereof in the vicinity of water-closets and urinals	1 in each water-closet
iii)	Urinals	Nil up to 6 persons 1 for 7 to 20 persons 2 for 21 to 45 persons 3 for 46 to 70 persons 4 for 71 to 100 persons From 101 to 200 persons add at the rate of 3 percent For over 200 persons, add at the rate of 2.5 percent	
iv)	Washing taps with draining arrangements	1 for every 25 persons or part thereof	
v)	Drinking water fountains	1 for every 100 persons or part thereof with a minimum of one on each floor	
vi)	Baths (preferably showers)	As required for particular trades or occupations	
<b>NOTES</b>			
1 For many trades of dirty or dangerous character, more extensive provisions are required by law.			
2 Crèches, where provided, shall be fitted with water-closets (one for 10 persons or part thereof) and wash basins (one for 15 persons or part thereof) and drinking water tap with draining arrangements (one for every 50 persons or part thereof).			
*Some of the water-closets may be of European style, if desired.			

Source: IS Code 1172:1993 (Reaffirmed 2007)



## 10. Sanitary Convenience for Concert Halls/ Cinemas and Theatre Buildings

**Table 12: Sanitary convenience for Cinemas and Theatres**

Cinemas*, Concert Halls and Theatres					
Sr.	Fitments	For Male Public	For Female Public	For Male Staff	For Female Staff
i)	Water-closets	1 per 100 persons up to 400 persons; and for over 400 persons, add at the rate of 1 per 250 persons or part thereof	3 per 100 persons up to 200 persons; and for over 200 persons add at the rate of 2 per 100 persons or part thereof	1 for 1 to 15 persons 2 for 16 to 35 persons	1 for 1 to 12 persons 2 for 13 to 25 persons
ii)	Ablution taps	1 in each water-closet	1 in each water-closet	1 in each water-closet	1 in each water-closet
1 water tap with draining arrangements shall be provided for every 50 persons or part thereof in the vicinity of water-closets and urinals					
iii)	Urinals	1 for 25 persons or part thereof	—	Nil up to 6 persons 1 for 7 to 20 persons 2 for 21 to 45 persons	—
iv)	Wash basins	1 for every 200 persons or part thereof	1 for every 200 persons or part thereof	1 for 1 to 15 persons 2 for 16 to 35 persons	1 for 1 to 12 persons 2 for 13 to 25 persons
v)	Drinking water fountains	1 per 100 persons or part thereof			
NOTES					
1 Some of the water-closets may be of European style, if desired.					
2 It may be assumed that two-thirds of the numbers are males and one-third females.					
3 Provisions for water tap may also be made in place of drinking water fountains, the scale of which may be 1 per 100 persons or part thereof.					

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

## 11. Guidelines for Toilets for Physically Disabled and Elderly people

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

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

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

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

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

## 12. Sanitary Convenience for Labourers and workers on Construction Site

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

### General requirements

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

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

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

### Latrines and urinals:-

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

### Latrine and urinal accommodation:-

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

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

## References

- (1998). *Guidelines for space standards for barrier free built environment for elderly and disabled people*. Central Public Works Department.
- (2005). *National Building Code*. Bureau of Indian Standards.
- (2006). *IS 8823:1993*. Bureau of Indian Standards.
- (2007). *IS1172:2993* . Bureau of Indian Standards.
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- (2012). *Manual for Sewage and Sewage Treatmant Systems*. CPHEEO.
- (2014). *Urban Regional Development Plan Formulation and Implementation Guidelines (DRAFT)*. Ministry of Urban Development.

## Annexure - II

Parameters of Cleanliness for public buildings.

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

### **CIRCULAR:**

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

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

#### (A) Cleanliness of toilets :

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

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

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

The Public toilets should have the following minimum facilities :

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

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

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

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

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

- (i) Assess the adequacy of toilet blocks :

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

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

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

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

- (i) Reduce generation of solid and other waste

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

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

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

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

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

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

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

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

All are hereby advised to follow the above instructions.

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

(A. K. Sharma)  
Under Secretary

Urban Development and Urban Housing Department

To,

Chief Principal Secretary to Hon'ble Chief Minister,

All Personal Secretaries to Hon'ble Ministers / Hon'ble Ministers of State

/ Hon'ble Parliament Secretaries,

All A.C.S./ P.S./ Secretaries of the Secretariat Departments,

All HODs,

All Board Corporations,

All Collectors,

All DDOs,

All Municipal Commissioners,

Director of Municipalities, Gujarat State Gandhinagar,

Managing Director, GUDC, Gandhinagar,

Additional Chief Executive Officer, GUDM, Gandhinagar,

Chief Executive Officer, GMFB, Gandhinagar,

All Chief Officers (Through DOM),

Select file.

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