

## রাজ্য নগর উন্নয়ন সংস্থা

## STATE URBAN DEVELOPMENT AGENCY

“ইলগাস ভবন”, এইচসি ব্লক, সেক্টর-৩, বিধাননগর, কলকাতা-৭০০ ১০৬, পশ্চিমবঙ্গ

“ILGUS BHAVAN”, HC Block, Sector - III, Bidhannagar, Kolkata - 700 106, West Bengal

SUDA – 313/2015/৭৭২১

12.03.2020

From : Director, SUDA

To : Dr. Chandreyee Das,  
Hijli Inspiration,  
GC-1, 2<sup>nd</sup> Floor, Sec III,  
Salt Lake City, Kolkata-700106.**LETTER OF ACCEPTANCE CUM WORK ORDER**

**Sub. :** Letter of Acceptance cum Work Order for “ODF Facilitation, Verification and Certification of the 23 Urban Local Bodies of West Bengal for Zone –I, 2 ULBs for Zone-II and 17 ULBs for Zone-III.

**Ref. :** Your office memo no. INSP/SUDA/20/011(a) dated 12.02.2020, INSP/SUDA/20/011(a1) dated 12.02.2020, INSP/SUDA/20/011(b) dated 12.02.2020, INSP/SUDA/20/011(b1) dated 12.02.2020, INSP/SUDA/20/011(c) dated 12.02.2020 and INSP/SUDA/20/011(c1) dated 12.02.2020 and RfP no. 313/2015/6873 dated 01.10.2019, 313/2015/6874 dated 01.10.2019 & 313/2015/6875 dated 01.10.2019

Madam,

With reference to above subject, this is to inform you that your offer for the work “ODF Facilitation, Verification and Certification of the Urban Local Bodies of West Bengal for Zone – I”, amounting Rs.3,450/- (Rupees Three Thousand Four Hundred & Fifty Only) per ward and for Zone – II & III”, amounting Rs.3,250/- (Rupees Three Thousand Two Hundred & Fifty Only) per ward (Excluding GGST) have been accepted and you are now requested to take up the work in consultation with the respective ULBs, as annexed.

You are hereby requested to please execute the work with the undersigned within three (3) working days and also to provide a Performance Security amount of 10% of the total contract price in the form of Bank Guarantee or Fixed Deposit, in favour of SUDA from a commercial bank, within 7(seven) days from the date of issuance of this letter, failing which this Work Order will be treated as cancelled. (For details please refer to the Revised Request for Proposal documents)

The date of commencement of work will be reckoned from the date of receipt of this letter and the work shall be completed within the stipulated timeframe of 75 days as mentioned in the RFP document.

The work will have to be executed as per scope of work, terms and conditions mentioned in the RFP and as stipulated below:

**Deliverables:**

- **1<sup>st</sup> Deliverables** – Draft Report: After completion of the first round of field visit to every village of the district/s and analyzing primary and secondary data, the agency should submit a draft report of the entire study within 45 days from the date of issue of work order and the draft report is to be presented to departments for discussion and finalization of the same.

দূরভাষ : ২৩৫৮ ৬৪০৩ / ৫৭৬৭, ফ্যাক্স : ২৩৫৮ ৫৮০০

Tel : 2358 6403/5767, Fax : 2358 5800, E-mail : wbsudadir@gmail.com

Account Section : 2358 6408


- **2<sup>nd</sup> Deliverables** - Presentation of Final Report, within 15 days from the date of submission of the first report on getting approval of the report. Once the final report is received, the Mission will seek a presentation on the study highlighting key findings and recommendations from the analysis. Raw data are to be also submitted in CD along with a compendium on best practices found in the ULBs in this regard.
- The final report should be substantiated by photographs of the processes, facilities and initiatives in the ULBs/Wards verified as well as documentation of some of the best practices and deviations, if any.

**Payment Schedule:**

- After successful completion of each stage of the work, the payment should be done in three installments as specified in the RFP documents.

All other terms and conditions as laid down in the RFP shall be binding.

Yours faithfully,


 12.03.2020.  
Director, SUDA

SUDA - 313/2015/ 9921 / (2)

Date 12.03.2020

**Copy forwarded for kind information to:**

1. PS to the Hon'ble MIC, UD & MA Department, Govt. of W.B.
2. Sr. PA to the Secretary, UD & MA Department, Govt. of W.B.

 12.03.2020.  
Director, SUDA

## Allocation of 42 ULBs to Hiji Inspiration for ODF verification

Zone	Sl No	Name of the ULB	District	No. of ward
I	1	Alipurduar	ALIPURDUAR	20
I	2	Cooch Behar	COOCH BEHAR	20
I	3	Balurghat	DAKSHIN DINAJPUR	25
I	4	Buniadpur	DAKSHIN DINAJPUR	14
I	5	Gangarampore	DAKSHIN DINAJPUR	18
I	6	Darjeeling	DARJEELING	32
I	7	Kurseong	DARJEELING	20
I	8	Mirik	DARJEELING	9
I	9	<b>Siliguri MC</b>	<b>DARJEELING</b>	47
I	10	Dhupguri	JALPAIGURI	16
I	11	Jalpaiguri	JALPAIGURI	25
I	12	Mal	JALPAIGURI	15
I	13	Jhargram	JHARGRAM	18
I	14	Kalimpong	Kalimpong	23
I	15	English Bazar	MALDA	29
I	16	Old Malda	MALDA	20
I	17	Jiaganj-Azimganj	MURSHIDABAD	17
I	18	Murshidabad	MURSHIDABAD	16
I	19	Taherpur	NADIA	13
I	20	Dalkhola	UTTAR DINAJPUR	16
I	21	Islampur	UTTAR DINAJPUR	17
I	22	Kaliaganj	UTTAR DINAJPUR	17
I	23	Raiganj	UTTAR DINAJPUR	27
II	24	Howrah MC	HOWRAH	66
II	25	Bidhan Nagar MC	NORTH 24-PGS	41
III	26	Bankura	BANKURA	24
III	27	Sonamukhi	BANKURA	15
III	28	Bolpur	BIRBHUM	20
III	29	Suri	BIRBHUM	19
III	30	Bansberia	HOOGHLY	22
III	31	Bhadreswar	HOOGHLY	22
III	32	Asansol MC	Paschim Bardhaman	106
III	33	Kharagpur	PASCHIM MEDINIPUR	35
III	34	Kharar	PASCHIM MEDINIPUR	10
III	35	Khirpai	PASCHIM MEDINIPUR	10
III	36	Gushkara	Purba Bardhaman	16
III	37	Katwa	Purba Bardhaman	20
III	38	Memari	Purba Bardhaman	16
III	39	Tamluk	PURBA MEDINIPUR	20
III	40	Jhalda	PURULIA	12
III	41	Purulia	PURULIA	23
III	42	Raghunathpur	PURULIA	13
<b>TOTAL</b>				<b>984</b>



## রাজ্য নগর উন্নয়ন সংস্থা

## STATE URBAN DEVELOPMENT AGENCY

“ইলগাস ভবন”, এইচসি ব্লক, সেক্টর-৩, বিধাননগর, কলকাতা-৭০০ ১০৬, পশ্চিমবঙ্গ

“ILGUS BHAVAN”, HC Block, Sector - III, Bidhannagar, Kolkata - 700 106, West Bengal

No. SUDA-132/2016/৭৪৭২

Date. 11.03.2020

**Proceedings of the meeting held on 11.03.2020 at Nagarayan, regarding ODF in presence of  
Principal Secretary, UD & MA Department**

Venue: Nagarayan, 5<sup>th</sup> floor

Date: 11.03.2020

List of participants: separately enclosed

Principal Secretary, UD & MA took the chair and the meeting started. Director, SUDA welcomed the participants and explained the purpose of the meeting. It was explained that Gol has been emphasizing and pressing regularly to complete the ODF related pending work within March, 2020. Through a brief presentation, overall progress of ODF was narrated. Hijli Inspiration, the agency which has been working as Third Party, engaged by SUDA and Webel Technology Ltd (WTL) were present.

It has been told that 10 (ten) ULBs have already been qualified by Quality Council of India (QCI) and list of another 37 (thirty seven) ULBs have been sent to QCI for third party verification as they have updated city profile and completed ODF protocol. As per representative of Hijli Inspiration, another 28 (twenty eight) ULBs have almost completed ODF protocol and that list may be sent soon to QCI, subject to nod from the Department. 6 (six) number of ULBs of Murshidabad need a sort of clearance from the Department for commencing verification work. Apart from that, Hijli Inspiration will be requested to do third party verification for the rest of the ULBs also (total 44 ULBs including KMC) and file regarding this issue has already been processed.

Regarding WTL, which has been assigned the work for data uploading, few problem areas have been identified and discussed and it has been assured that SUDA would intervene as much as possible to settle all the issues.

After threadbare discussion, following decisions were taken:

- (a) 28 ULBs will be called for a meeting immediately where ODF protocol is on verge of completion. Hijli will provide the inputs in the meeting and if required, SUDA will make an all out effort to bridge the critical gap.



- (b) District Magistrate, Murshidabad was requested over telephone to take initiative so that verification process as well as uploading work may commence in all ULBs without further delay. District Magistrate assured to do needful.
- (c) A kick off meeting with rest of 44 ULBs and Hijli Inspiration will be convened in the next week.
- (d) All pending uploading work needs to be completed within 20<sup>th</sup> March, 2020 and all ULBs where major uploading is pending will be called for a meeting and submission of their action plan. WTL will report the progress regularly.
- (e) To get the clarification regarding few tricky issues relating to uploading, MIS expert of Gol will be requested to come to SUDA and in the said meeting all concerned will be invited so that no major confusion remains.
- (f) All ULBs will be asked to give an all out drive for achieving ODF status.
- (g) 37 ULBs, whose names have been sent to QCI will be called for a final preparatory meeting before QCI visit.

As there was no other point to discuss, meeting ended with thanks to and from the chair.

*SDF 11/3/20*  
Director, SUDA

No. SUDA-132/2016/9892/1(2)

Date. 11.03.2020

Copy forwarded for information and necessary action to:

1. Dr. Chandreyee Das, Secretary, Hijli Inspiration
2. Sri Sujay Dhar, Project Coordinator, WTL

*SDF 11/3/20*  
Director, SUDA

#### List of Participants

1. Dr Subrata Gupta, Principal Secretary, UD & MA Department
2. Smt. Debarati Datta Gupta, Director, SUDA
3. Sri Santanu Mukherjee, Joint Secretary, UD & MA Department
4. Dr. Chandreyee Das, Secretary, Hijli Inspiration
5. Smt. Swagata Bhattacharya, Core Team Member, Hijli Inspiration
6. Sri Avinash Mitra, Analyst, Hijli Inspiration
7. Sri Sujay Dhar, Project Coordinator, WTL
8. Smt. Sudesna Ghosh, General Manager, Dos Infotech

**Allocation of 42 ULBs to Hijli Inspiration for ODF verification and details of fees proposed by Hijli Inspiration**

<b>Zone</b>	<b>Sl No</b>	<b>Name of the ULB</b>	<b>District</b>	<b>No. of ward</b>	<b>Fees per ward (In Rs.)</b>	<b>Total fees excluding GST (In Rs.)</b>
I	1	Alipurduar	ALIPURDUAR	20	3450	69000
I	2	Cooch Behar	COOCH BEHAR	20	3450	69000
I	3	Balurghat	DAKSHIN DINAJPUR	25	3450	86250
I	4	Buniadpur	DAKSHIN DINAJPUR	14	3450	48300
I	5	Gangarampore	DAKSHIN DINAJPUR	18	3450	62100
I	6	Darjeeling	DARJEELING	32	3450	110400
I	7	Kurseong	DARJEELING	20	3450	69000
I	8	Mirik	DARJEELING	9	3450	31050
I	9	Siliguri MC	DARJEELING	47	3450	162150
I	10	Dhupguri	JALPAIGURI	16	3450	55200
I	11	Jalpaiguri	JALPAIGURI	25	3450	86250
I	12	Mal	JALPAIGURI	15	3450	51750
I	13	Jhargram	JHARGRAM	18	3450	62100
I	14	Kalimpong	Kalimpong	23	3450	79350
I	15	English Bazar	MALDA	29	3450	100050
I	16	Old Malda	MALDA	20	3450	69000
I	17	Jiaganj-Azimganj	MURSHIDABAD	17	3450	58650
I	18	Murshidabad	MURSHIDABAD	16	3450	55200
I	19	Taherpur	NADIA	13	3450	44850
I	20	Dalkhola	UTTAR DINAJPUR	16	3450	55200
I	21	Islampur	UTTAR DINAJPUR	17	3450	58650
I	22	Kaliaganj	UTTAR DINAJPUR	17	3450	58650
I	23	Raiganj	UTTAR DINAJPUR	27	3450	93150
II	24	Howrah MC	HOWRAH	66	3250	214500
II	25	Bidhan Nagar MC	NORTH 24-PGS	41	3250	133250
III	26	Bankura	BANKURA	24	3250	78000
III	27	Sonamukhi	BANKURA	15	3250	48750
III	28	Bolpur	BIRBHUM	20	3250	65000
III	29	Suri	BIRBHUM	19	3250	61750
III	30	Bansberia	HOOGHLY	22	3250	71500
III	31	Bhadreswar	HOOGHLY	22	3250	71500
III	32	Asansol MC	Paschim Bardhaman	106	3250	344500
III	33	Kharagpur	PASCHIM MEDINIPUR	35	3250	113750
III	34	Kharar	PASCHIM MEDINIPUR	10	3250	32500
III	35	Khirpai	PASCHIM MEDINIPUR	10	3250	32500
III	36	Gushkara	Purba Bardhaman	16	3250	52000
III	37	Katwa	Purba Bardhaman	20	3250	65000
III	38	Memari	Purba Bardhaman	16	3250	52000
III	39	Tamluk	PURBA MEDINIPUR	20	3250	65000
III	40	Jhalda	PURULIA	12	3250	39000
III	41	Purulia	PURULIA	23	3250	74750
III	42	Raghunathpur	PURULIA	13	3250	42250
<b>TOTAL</b>				<b>984</b>		<b>3292800</b>
					<b>GST @18%</b>	<b>592704</b>
					<b>Grand Total</b>	<b>3885504</b>





Institute for Planning, Innovative Research, Appraisal, Study and Evaluation

No. NSP/SUDA/20/01101  
Date: 12<sup>th</sup> February 2020

To  
The Director  
Office of The State Urban Development Agency,  
ILGUS Bhavan, HC Block, Sector III,  
Salt Lake City, Kolkata -700106

**Sub: Response to Discussion and Subsequent email dated 10<sup>th</sup> February 2020 inviting Proposal (RFP) for ODF Facilitation, Verification and Certification of 17 Urban Local Bodies of West Bengal for Zone-III ULBs**

Dear Madam,

Please find enclosed the technical proposal with reference to the above mentioned subject.

With Regards,

Signature of Tenderer with seal

Secretary  
HIJLI INSPIRATION



**Registered Name: Hijli INSPIRATION**

✉ GC-1, 2<sup>nd</sup> Floor, Sector - III, Salt Lake City, Kolkata – 700 106

☎ ++(91)-(33)-2359-2969, 2358-7241; 📞 98300-28496; 📠 2334-9945

📧 chandreyee@inspiration-india.org, bidhan@inspiration-india.org

🌐 www.inspiration-india.org



**Expression of Interest (EOI) for ODF Facilitation,  
Verification and Certification of the Urban Local Bodies  
of West Bengal for Zone-III ULBs**

**Technical Proposal**

Submitted to  
**STATE URBAN DEVELOPMENT AGENCY(SUDA)**

Submitted by  
**Hijli INSPIRATION**



**The socially apt group**

*Institute for Planning, Innovative Research, Appropriate Training and Extension*

**[Registered Name: Hijli INSPIRATION]**

**GC-1, 2<sup>nd</sup> Floor, Sector-III, Salt Lake City, Kolkata – 700 106**

**Phone: (033)-23587241, 23592969 ; Fax: (033)-23349945**

**Email: [info@inspiration-india.org](mailto:info@inspiration-india.org)**

**Web Site: [www.inspiration-india.org](http://www.inspiration-india.org)**

## Organizational profile - Brief Profile of Hijli INSPIRATION

Sl. No.	Description	
1	Name of applying Organisation	<b>Hijli INSPIRATION</b> Institute for Planning, Innovative Research, Appropriate Training and Extension: INSPIRATION (Regd. Name: Hijli INSPIRATION)
2	Registration No.	West Bengal Societies Registration Act XXVI of 1961 (Reg. No. S/0082362 of 1995-96 dated 08/01/1996). As Per Annexure – A
4	Registered Office Address	GC-1, 2 <sup>nd</sup> Floor, Sector-III, Salt Lake City, Kolkata - 700 106 Phone: (033)-23587241, 23592969 Fax : (033)-23349945 Email : chandreyee.inspiration@gmail.com Website : <a href="http://www.inspiration-india.org">www.inspiration-india.org</a>
5	Kolkata Office Address	Same above
6	Name of the Contact Person for this assignment	Name: Dr Chandreyee Das Designation : Secretary Telephone No. : (033)-23587241 Cell phone No. : 9830028496 E mail : chandreyee.das@gmail.com Fax No. : (033)-23349945

**HIJLI INSPIRATION:** Institute for Planning, Innovative Research, Appropriate Training and Extension: is a non-profit and voluntary Non-Governmental Organisation registered under the West Bengal Societies Registration Act XXVI of 1961. Hijli INSPIRATION was formed by a group of professionals from IIT Kharagpur to provide the multidisciplinary support and integrated treatment for effective and appropriate solutions to a spectrum of national socioeconomic problems.

The organisation provides a unique combination of technical expertise and on-field experience, which necessarily guides the appropriateness of any action-oriented programme. Its work traverses the path from study, research & design to implementation, monitoring & evaluation and assessment. It has undertaken major consultancy projects as well as minor grassroots implementation programmes with National and International Sponsors as well as the Government and Zilla Parishads.

The organization has significant experience of working in the Sanitation Sector in projects ranging from study, strategy design, implementation to assessment and verification with the State Departments and District Administrations/ Zilla Parishads as well as UNICEF since 2004.

### Relevant Project Experience during the period of last 5 Years

Sl. No.	Year of Assignment	Name of Project / Assignment	Project Status	Project honoured by	Project Location
1	2019-2020	ODF Facilitation, Verification and Certification of 81 ULBs of West Bengal	Ongoing (Verification done.	State Development Urban	81 ULBs in 3 Zones



Sl. No.	Year of Assignment	Name of Project / Assignment	Project Status	Project honoured by	Project Location
			Facilitation in progress)		
2	2018-2019	ODF Facilitation, Verification & Certification of under Mission Nirmal Bangla	Completed	Panchayat and Rural Development Department	Murshidabad and Paschim Medinipur District of West Bengal
3	2017-2018	'Mobilising Community Actions for Nirmal Bangla with special focus'	Completed	Ramakrishna Mission Loka Shiksha Parisahd (RKMLSP)	Purulia District of West Bengal
4	2016-2017	Third Party Agency for ODF Verification, Facilitation and Certification	Completed	State Urban Development Authority (SUDA) through Urban Authorities	Urban Sector in Hooghly, North 24 Parganas and East Midnapur District of West Bengal
5	2016-2017	Third Party Agency for ODF Verification, Facilitation and Certification	Completed	Panchayat and Rural Development Dept.	Rural Sector in North 24Parganas and East Midnapur District of West Bengal
6	2016-2017	State Level Field Verification for ascertaining actual ODF	Completed	Panchayat and Rural Development Dept.	Bardhaman, East Midnapur, West Midnapur, Dakshin Dinajpur, Coochbehar Districts of West Bengal
7	2015-2016	Monitoring and Assessing the Status of Clean Green Ganga Sagar Mela 2016 of West Bengal	Completed	UNICEF, Kolkata	Ganga Sagar Mela of West Bengal
8	2015-2016	Assessment of Sustainable ODF Status of Birbhum District	Completed	Birbhum Zilla Parishad & Birbhum District Administration	Birbhum and Bardhaman Districts of West Bengal
9	2015-2016	Third Party Assessment for ascertaining ODF status	Completed	Nadia District Authority	Nadia District of West Bengal
10	2014-2015	Study on Household Level Hygiene Behaviour and Practice	Completed	UNICEF, Kolkata	Nadia District
11	2013-2014	National Campaign for Safe drinking Water and Sanitation Week	Completed	Panchayat and Rural Development Department	Pathar Pratima Block, South 24 Parganas District)

Hence as a State level ODF Verification and Certification organisation, HIJLI INSPIRATION successfully completed ODF verification and certification process for all the Urban Local Bodies in Hooghly, North 24 Paraganas and Purba Medinipur district and also covered all ULBs of Nadia districts in association with Nadia District Administration to enable declare Nadia as India's 1<sup>st</sup> ODF district. Hijli INSPIRATION is also involved in the ODF Facilitation, Verification and Certification of 81 ULBs of West Bengal.



# APPROACH & METHODOLOGY INCLUDING WORK PLAN AND MANPOWER DEPLOYMENT FOR FACITATION VERIFICATION AND CERTIFICATION OF ULB-S AS ODF

## Background

In continuation to the exercise on ODF Facilitation, Verification and Certification in 2 ULBs in Zone 2, covering 2 (two) Districts of West Bengal namely, North 24 Paraganas and Howrah State Urban Development Department, Government of West Bengal intends to initiate the activity in selective 2 Municipal Corporations of two Districts of Zone 2 who have completed 90-100% construction of Individual Household Latrine (IHHL), Community Toilet and Public Toilet.

The basic geographic and demographic features of the target Districts and ULBs in Zone 1 are as follows;

Districts	No of ULBs	No. of wards	No of HHs	Total Population	HHs proposed for ODF verification
2	2	107	449371	19,88,806	22,469

\*Source Census 2011

## Objectives

The objective of the assignment is to ensure all the Wards of the urban areas are Open Defecation Free (ODF) with

- i All the households having access to safe and sanitary toilet facilities and no one is defecating in the open.
- ii All occupants of those households that do not have space to construct toilet have access to a community toilet within a distance of 500 meters.
- iii All commercial areas have public toilets within a distance of 1 kilometer
- iv All the Schools and Anganwadi Centres have toilet facilities and the students and teacher's / staff members in schools and children and workers in the Anganwadi centres are using toilets facilities when in the institutions
- v There is no visible sign (sight or smell) of open defecation in the cities.
- vi Overall cleanliness is maintained in the cities.
- vii City has a mechanism in place through which fines are imposed on people found defecating in the open

Hijli INSPIRATION, a development Organisation is submitting proposal to conduct the process of Facilitation, Verification and Certification in the Districts under Zone 1 .

## Understanding the RFP including the definitions and Necessary conditions for Sanitation (ODF) and the Roles of the Facilitating Agency

### Definition of Open Defecation Free city / ward

A city / ward can be notified/declared as ODF city/ ODF ward if, at any point of the day, not a single person is found defecating in the open.

Following the published City/ Town ODF verification and certification protocol by Ministry of Housing and Urban Affairs, Government of India, basic tenets of ODF at the present stage have been identified as the following:

- All the households have access to safe and sanitary toilet facilities and no one is defecating in the open.
- All occupants of those households that do not have space to construct toilet have access to a community toilet within a distance of 500 meters.
- All commercial areas have public toilets within a distance of 1 kilometer
- All the Schools and Anganwadi Centres have toilet facilities and the students and teachers' / staff members in schools and children and workers in the Anganwadi centres are using toilets facilities when in the institutions
- There is no visible sign (sight or smell) of open defecation in the cities.
- Overall cleanliness is maintained in the cities.
- City has a mechanism in place through which fines are imposed on people found defecating in the open

**Necessary Conditions for Sanitation:** For maintaining cleanliness with hygienic liveable condition, Government of West Bengal has taken several initiatives for scientific solid waste management as per Solid Waste Management Rules, 2016 through active cooperation of the ULBs. To achieve the target for scientific solid waste management following steps have been suggested to the ULBs.

The necessary conditions for maintaining cleanliness within the Solid Waste management framework are

- i. 100% Door to Door collection of solid waste regularly in segregated manner – Bio-degradable, Non- bio-degradable, Bio-Medical, Hazardous and e-Waste.
- ii. 100% waste collection from market place, heritage place, river ghats/ banks, water body site, parks and places of importance
- iii. 100% seeping of roads, river ghats and places of importance regularly
- iv. No dumping site within 1 K.M. of the river
- v. No garbage vulnerable point beside the rivers/ large water bodies
- vi. Installation of screen in the drains discharging water to the river/ large water body and regularly cleaning the solid waste
- vii. Regular cleaning and desiltation of sewer and drains
- viii. Establishment of material recovery facility for sorting recyclable dry wastes
- ix. If required establishment of transfer station



- x. Identification of bulk waste generator and decentralized waste processing unit there
- xi. Establishment of bio-degradable waste processing unit
- xii. Banning of plastic below 50 microns and its implementation
- xiii. Organizing rag pickers
- xiv. Capacity building of conservancy staff and rag pickers and providing safety kit to them
- xv. Extensive IEC activities for Behavioural Change Communication (BCC)

*From the definition set out by the Government of India for achieving ODF status and complying SWM, it is evident that for declaring a Ward and the ULB as ODF, the most important non-negotiable factor is the absence of visible faeces emitting odour and unsightly condition in the ULB environment and this can be ensured through 100% access to and 100% usage of toilets at all level and management of solid and liquid waste and mechanism in place to ensure ODF and SWM as per specified guidelines and Protocol.*

*Further ODF is also defined as termination of faecal-oral transmission, where practices like hand washing becomes imperative. While all these will be promoted in attainment of ODF, for the initial stage, ODF declaration shall not be concomitant to achieving these larger objectives. Hence the set of parameters identified in verification can be classified as core and add-on.*

#### **Roles and function of the verification and certification**

The roles and functions of the verification agency would be primarily the following:

- To develop and prepare all the data collection instruments including questionnaires, checklist for beneficiaries, structured focused group discussion format, and tabulation plan and finalize it in consultation with Department
- Undertake survey work in the selected ULBs, as per requirement. The ULB allocation to an agency will be decided by SUDA. If required, additional ULBs (who may have declared themselves as ODF in near future by way of construction of 90%-100% IHHL/ CT/ PT) may be allocated to the awarded organizations in the course of the process.
- To interact with SUDA/ ULBs to chalk out a detailed field visit plan for verification
- To conduct field visit in each of the ward to ascertain sanitation (ODF) and cleanliness (SWM) status. Early morning visit and evening visit may be required to get firsthand knowledge of the practice of open defecation or absence of it and conservancy arrangement of ULB for SWM may be necessary.
- To identify, in discussion with the citizen and local functionaries, traditional Open Defecation sites of the wards and inspect those sites to ascertain whether the sites are still visited by the open defecators or not.
- To identify in discussion with the citizen and local functionaries, the garbage vulnerable points and inspect those sites to ascertain the bad practices.
- To interact with randomly selected citizens (especially the slum dwellers) , visit their houses, inspect toilet facilities at the household level or the toilet where the members of such households have access and ascertain through canvassing of questionnaire or group meeting with citizens regarding use of such facilities by all members of the households at



all times of requirement

- To interact with randomly selected citizens (several economic classes), visit their houses, inspect solid waste management practices at the household level and ULB level and ascertain through canvassing of questionnaire or group meeting with citizens regarding the practices made as per SWM rules, 2016
- Provide feedback to the local administration and SUDA about the deficiencies noticed in the wards, if any and suggest specific rectification measures
- Once the rectifications are reported by the ULB authority, within stipulated time frame agreed by both the parties after submission of the first report, a second visit needs to be made to the identified ULB to ascertain if the status have finally been achieved
- Finally, once the agency is satisfied that all the wards of the ULBs have achieved ODF status and actual SWM status has been understood, submit a detailed report to the SUDA on the ODF status of the ULB in 2 hard copies and 3 compact discs
- The agency will keep SUDA updated of developments through periodic reports
- The Agency will ensure that their contact details (email, postal, Telefax, mobile) of contact person and field supervisor may be kept updated at all times and apprised to SUDA

### **Approach and Methodology**

A holistic, multi-stage, stakeholder involved approach will be adopted in the verification-certification exercise.

#### **A holistic assessment approach**

A 360-degree approach will be adopted to assess the status of all the constituent indicators.



Each of the indicators have been elaborated for a deeper understanding.

- **ACCESS TO TOILETS** - Understanding household sanitation facilities and type of facilities is a key indicator and central to understanding sanitation coverage. What kind of toilet the members of a household normally use, whether it is owned or shared by other households; if shared then the distance from households - the real-time evidences on these factors are to be brought into the surface through sampling of 10% of the target households in general but 5% in the Municipal Corporations.
- **UTILIZATION OF TOILETS** – In many cases, having a latrine, or having access to a latrine, does not ensure that it is used. Given the focus of sanitation behavior change communication, measurement of actual latrine use is also important to help understand whether or not household members use their latrine. The extent to which a latrine is used will help to further understand behavior. This indicator can be assessed with the help of verbal feedback gathered from discussions with community members, observation of visible signs of open defecation especially in vulnerable places like railway tracks, ponds and riversides- the real-time evidences on these factors are to be brought into the surface through sampling of 10% of the target households in general but 5% in the Municipal Corporations areas to gauge 100% toilet usage in the particular Ward and ULBs.
- **ACCESS TO TOILETS IN PUBLIC AREAS** – As per norm Public Areas are to have a functional toilet within 1 km from the major foot fall zone. Qualitative verification will be undertaken in majority of the public places. Public Toilets will be assessed for usability during survey.
- **HYGIENE PRACTICES** – Use of water and soap for personal hygiene and for maintaining cleanliness in toilets are required to be assessed in order to gather an understanding about the practices of sanitation. In many cases, it is often seen that in spite of having toilet facilities, the availability of water inside toilets, practice of washing hand with soap after defecation, are not present among the communities. 10% of the target households to be assessed on this indicator
- **WASTE MANAGEMENT**- Management of solid and liquid waste through local administrative projects and community efforts are encouraged through various public campaigns as well as innovative programs. The existence of such efforts, and their effectiveness in bringing about behavioral changes in sanitation is required to be assessed to comprehend the practices of waste management through sampling of 5% of the target households in the Municipal Corporations.
- **COMMUNITY-LED INITIATIVES** – Existence and effectiveness of Community led initiatives is required to be assessed in order to understand the sustainability of open defecation free status (ODF) as well as develop hygienic practices. The activities and extent of effectiveness of the initiatives is an important indicator to monitor sustainable sanitation and will be captured through evidences and case studies. The role of different change agents like Panchayat functionaries, Self Help Groups, School Children, etc



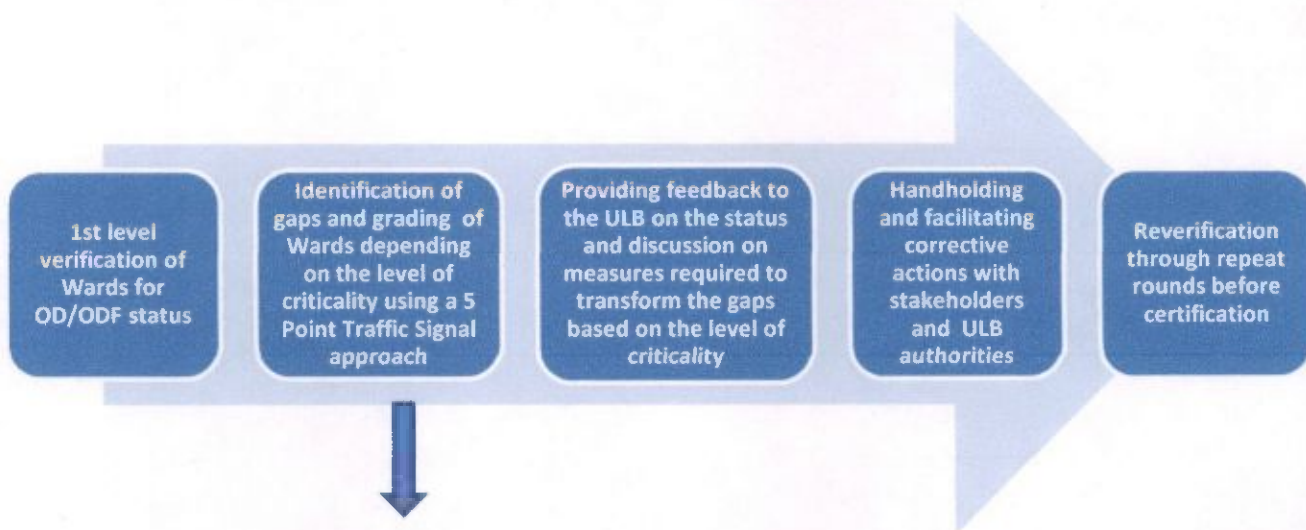
- **ADMINISTRATIVE INITIATIVES** – Initiatives taken up at ULB level to encourage and monitor sanitation in the communities are required to be assessed in terms of their effort as well as effectiveness. The existence of such campaigns or efforts reveals the prioritization of sanitation as well as SWM at administrative levels. In addition to this, convergence of such initiatives with Government schemes are, in many cases, proven to be effective in bringing about changes in the behavior of sanitation among the communities. Such schemes and their convergence with local administrative levels are thus required to be assessed in terms of effectiveness.

### **A Multistage Facilitative Approach**

The approach to verification – certification will be a multi-stage facilitative process and will necessarily be stakeholder involved and participatory. The stakeholders will comprise community representatives, Anganwadi Workers, Nazardari committee representatives and the ULB functionaries:

The Ward will be considered as unit for assessment. Collation of ward level assessments along with the Institutional assessment will lead to the designation of the ULB as ODF.

The verification process for ascertaining ODF status will comprise following stages



Indicator	Colour Code
Less than 100% Access	Red
Less than 100% but greater than 95% Access	Orange
Less than 100% Usage and / or signs of open defecation	Yellow
Less than 100% but greater than 95% usage with no open signs of OD	Light Green
100% Access, 100% usage and No visible signs of OD i.e. ODF	Dark Green



## A mix of quantitative and qualitative methods in data collection for verification

Two main methods would be administered for data collection and analysis for verification – the quantitative and qualitative methods.



Secondary data collection from ULB and collection of reports on ODF will be the primary stage in assessment. This will be followed by household level survey. Computer aided Personal Interviewing Instrument (CAPI) to be used at HH level for Real Time capturing. A Systematic Random sampling method to be used for survey, monitoring and documentation.

Districts	No of ULBs	No of HH*	HHs proposed for ODF verification
2	2	449371	22,469

Source: Census 2011

The qualitative method on the other hand will involve stakeholder involved methods like Stakeholder Consultation, Community meetings, FGDs and Participatory Appraisal Tools including Transact walk and direct participatory observation in the wards involving ULB representatives, citizens/ SHGs will be undertaken for assessment and identifying the OD areas prevailing, if any through consensus.

The transect will be supplemented by snowballing for identification and verification of households without access to toilets or persons practicing OD. Morning/ evening visit to be done to see Open Defecation habits of the people. Sample observation will be done at the household level to understand toilet usage and SWM habits.

*In the TOR it is proposed that at least 10% such places to be visited but attempt to be made to cover almost all such places.*

For assessing the conditions for maintaining cleanliness 10% of the same HHs selected for ODF verification which would be further substantiated by direct participatory observation and stakeholders' discussion in public/ commercial places, institutions, places of importance for identification of OD spots.

## The methodological steps

The methodological flow has been represented through the following flow diagram:



Each step has been detailed out as follows:

### **WORKSHOP FOR INITIATION AND SECONDARY DATA COLLECTION**

A Workshop would be convened by SUDA with the respective ULB representatives for initiation of the programme and for orienting the ULBs on the process and data requirements.

### **TEAM MOBILISATION AND ORIENTATION**

The Project Team comprising a multidisciplinary set of professionals and support technical personnel will be mobilized who will due course undergo in-house orientation on the following

- Overview of the project and deliverables of the Programme
- Survey strategy and team composition
- Verification survey methods including Real Time Data Collection
- Reporting on field frameworks
- Field Ethics and specific "Do's and Don'ts" on field

### **DESIGN OF SURVEY TOOLS AND INVESTIGATOR'S TRAINING**

CAPI based questionnaire and observation tools as used for 81 ULBs based on GOI indicated ODF protocol and SWM rules 2016 will be used:



<u>Household level through questionnaire based survey</u>	<u>Ward/ ULB level through Transect - Consultation – Observation</u>
<ul style="list-style-type: none"> <li>• 100% Access to toilet facility</li> <li>• 100% Usage by all family members at all times</li> <li>• Safe Septage (sludge) Disposal including child excreta disposal</li> <li>• Hand washing practices - Hand washing with soap after defecation, before meals, before cooking, feeding child etc.</li> <li>• Type of toilet</li> <li>• Pit covers sealed</li> <li>• Water seal/Fly Proofing of toilet</li> <li>• Availability of water in or near the toilet</li> <li>• Availability of soap in or near the toilet</li> </ul>	<ul style="list-style-type: none"> <li>• Visibility of faeces found in the environment/ Ward/ULB</li> <li>• Proper usage of school toilet</li> <li>• Proper usage of Anganwadi toilet</li> <li>• Safe confinement of excreta in school toilet</li> <li>• Safe confinement of excreta in Anganwadi toilets</li> </ul>

The investigators would go through a rigorous training and some field trials.

#### **STAKEHOLDER ORIENTATION AND REFINING THE PLAN**

The stakeholders will be oriented on the approach in details. Draft survey plan developed will be shared with the State as well as with the ULB along with details of team. The timeline for field level activities will be finalized in consultation with the ULB. If any modifications, suggested then the plan would be modified and final plan to be shared prior to at least 5 days with ULB for their preparedness to support the verification process.

#### **DATA COLLECTION FOR FIRST LEVEL VERIFICATION**

##### **Household and Ward level survey**

Team of trained investigators will carry out ward level data collection at the household and at the ward level. Ward level assessments would be done as a team comprising representatives from the verification agency along with local stakeholders. The ULB team also would accompany the study team and the team would come to a joint consensus and avoid dispute.

Cross/back check data of survey to be done by the Supervisor, Coordinators and Senior Team members of INSPIRATION.

##### **Protocol verification and self-declaration by the ULB**

The ULB to self-declares itself as “Open Defecation Free” for the first time and communicates the same to MoUD through the state SBM Mission Directorate. ODF Declaration Formats to be used by ULB toward ODF self-declaration through compliance of ODF Protocol. Formats to be used for by ULBs and to be verified by 3<sup>rd</sup> party ODF verification and Certification agency towards Verification

of protocol compliance is as follows:

1. Declaration to be submitted by City / town to declared by Mayor/ Chairperson/ Commissioner/ Executive Officer of the ULB
2. Document supporting Public Validation
3. Declaration to be submitted by Ward Councillor of the ULB on receiving certification from the following:
4. Self-Declaration to be submitted by schools as per Annexure – 1 i.e. Format for self-declaration by school students (to be attached with the school declaration) and Annexure – 2 Format for self-declaration by school staff and teachers (to be attached with the school declaration)
5. Self-declaration to be submitted by Self-Help Group
6. Resolution on fine imposition against Open Defecation

### **DATA ANALYSIS AND REPORTING**

The data collected would be analysed against the identified ODF indicators for all Wards and the ULB. Hence core Parameters for declaring a ULB and its Wards as ODF would be:

1. 100% Access to toilet at household level
2. 100% Access to toilet at public /institutional level
3. Access and usage at other public places and places of importance
4. 100% usage by all at household level
5. 100% usage of school and Anganwadi Toilet
6. No Visibility of signs of OD
7. Use of sanitary toilets (water seal and pit cover properly sealed) including safe disposal of septage and fly proofing.

Indicative add-on parameters would be

- Handwashing with soap practice
- Availability of soap
- Proper septage management including child excreta
- SWM management as per specified guidelines which includes
  - Cleanliness of Water Sources and public water bodies
  - Decentralized Solid & Liquid Waste Management
  - Process of 3 Rs (Reduce, Recycle and Reuse)
  - Cleanliness of Drains
  - Maintenance of school and Anganwadi toilets
  - Hand washing with soap in schools before mid-day meals
  - Awareness and training on pit emptying and faecal sludge management

*Ward and ULB specific outcomes would be presented in the Traffic Signal Format.*



## **CONCURRENT INTIMATION AND FACILITATION**

Concurrent intimation on the Ward specific situation would automatically reach the ULB through stakeholders involved in the assessment process. Further the results of the 1<sup>st</sup> level verification process will be shared with the ULBs. The data would be presented in the Traffic Signal format for ready understanding the level of criticality and planning measures to address it. Ideally the approach would be to aim at attaining "Red/ Pink to Green" or "Yellow to Green" Status.

The ULB to be given 7-10 days' time for taking necessary rectification measures prior to repeat visit by the study team.

## **RE-VERIFICATION**

If required participatory re verification process would be undertaken in consultation with the ULB. Reverification will also be done for protocol compliance.

## **UPDATING OF ANALYSIS RESULTS POST REVERIFICATION**

The analysis results will be updated after incorporating data of the reverification

## **DOCUMENTATION AND REPORTING FOR CERTIFICATION**

Necessary reports would be developed from time to time and shared with the ULBs and SUDA. Major deliverables will be the 1<sup>st</sup> and Final level verification reports with adequate and appropriate documentation through Case studies and Photographs.

## **Reporting Responsibilities of the Agency**

The agency shall:

1. Share the work plan and time schedule with the department before claiming the mobilization advance amount.
2. Prepare all reports time to time and share with the local administration and the Department
3. Submit periodic progress reports to the Department

## **Timeline**

The process will be initiated on within 3 days from getting the Work Order followed by a meeting with ULB level stakeholders.

The process to be complete by 30 days

The final qualitative report, would be submitted within 15 days on approval of draft report

## Request to the Client

The agency requests the Client to undertake the following activities.

- Orientation to ULBs
- Intimation to all ULBs and to all the Councillors.
- The ward specific Councillor and other stakeholders including AWW, HHW, SHG members and if exists members of Monitoring Committee etc would be present on the days of the verification and accompany the team since certification is based on consensus.
- In the absence of the Councillor, ULB would designate key persons to accompany the team.
- Presuming that the ULBs have conducted a survey on insanitary toilets which indicates the ULB and Ward specific number of toilet constructions pending for ensuring universal access. The list is required for verification and facilitation.
- Slum details to be provided by the ULB to identify the slums for verification

## Deliverables

1. 1st Deliverable - Inception Report, after fifteen (15) days from the date of issue of work order: Inception Report will cover (i) survey designs (ii) format of the questionnaires (iii) specific work plan with timeline and milestone and (iv) structure of the final report which will be finalized by the department within a week after submission.
2. 2<sup>nd</sup> Deliverable - Draft Report: After completion of the first round of field visit to every Ward of the ULB and analysing primary and secondary data, the agency will submit a draft report of the entire study within 45 days from the date of issue of work order. The draft report will be submitted to the Department for discussion and finalization of the same.
3. 3rd Deliverable - Presentation of Final Report, within 15 days from the date of submission of the first report on getting approval of the draft report. Once the final report is received, a presentation on the study highlighting key findings and recommendations from the analysis may be organised. Raw data would be also submitted in CD. The final report will be substantiated by photographs of the processes, facilities and initiatives in the ULBs/ Wards verified as well as documentation of some of the best practices and deviations, if any in 2 hard copies and 3 compact discs.

## Format for the Final Report

- Cover Page,
- Content,
- Executive Summary,
- Introduction, Objective & Methodology,
- Socio-demographic & Economic Profile of the ULBs,
- ULB wise-wise ODF Status: Color coded table, analysis (process & status)
- ODF Process Documentation, Innovative approaches & Case studies (if any)
- Conclusion including sustainability plan



## Mode of payment

Payment of the Study Fees will be made in three instalments

1. First instalment 10% of the total fee will be paid on Submission of the Inception Report as mobilization advance.
2. Second instalment 60% of the total fee will be paid on completion of work in all and on submission of interim draft report.
3. Third and final instalment (30% of the total fee) to be paid on submission of final report with evidence-based documentation and acceptance of the report by SUDA

## List of ULBS and status of IHHL construction for Zone-II

Zone	SI No	Name of the ULB	District	No. of ward	No of HHs	Total Population	HHs proposed for ODF verification
II	1	Howrah MC	HOWRAH	66	2,99,754	13,70,448	14,988
II	2	Bidhan Nagar MC	NORTH 24-PGS	41	1,49,617	6,18,358	7,481

**Expression of Interest (EOI) for ODF Facilitation,  
Verification and Certification of the Urban Local Bodies  
of West Bengal for Zone-III ULBs**

**Financial Proposal**

Submitted to  
**STATE URBAN DEVELOPMENT AGENCY(SUDA)**

Submitted by  
**Hijli INSPIRATION**



**The socially apt group**

*Institute for Planning, Innovative Research, Appropriate Training and Extension*

**[Registered Name: Hijli INSPIRATION]**

*GC-1, 2<sup>nd</sup> Floor, Sector-III, Salt Lake City, Kolkata – 700 106*

*Phone: (033)-23587241, 23592969 ; Fax: (033)-23349945*

*Email: [info@inspiration-india.org](mailto:info@inspiration-india.org)*

*Web Site: [www.inspiration-india.org](http://www.inspiration-india.org)*





Institute for Planning, Innovative Research, Appropriate Training and Extension

No: INSP/SUDA/20/011(c)

Date: 12<sup>th</sup> February 2020

To  
The Director  
Office of The State Urban Development Agency,  
ILGUS Bhavan, HC Block, Sector III,  
Salt Lake City, Kolkata -700106

Sub: *Response to Discussion and Subsequent email dated 10<sup>th</sup> February 2020 inviting Proposal (RFP) for ODF Facilitation, Verification and Certification of 17 Urban Local Bodies of West Bengal for Zone-III ULBs*

**Price Bid Form for Zone-III**

1	Name of Agency	HIJLI INSPIRATION
2	Address of Agency for Communication with email ID	GC 1 SALT LAKE CITY SECTOR III, KOLKATA 700106 WEST BENGAL Phone: (033)-23587241, 23592969 Fax: (033)-23349945 Email: chandreyee.inspiration@gmail.com Website : www.inspiration-india.org
3	Name and address of person who is Authorised to sign bid document and commit on behalf of the tenderer with email ID	Name: Dr Chandreyee Das Designation: Secretary Telephone No.: (033)-23587241 Cell phone No.: 9830028496 Email: Chandreyee.inspiration@gmail.com Fax No.: (033)-23349945
4	Statement of acceptance for performance security	Yes
5	A Consultancy fee per ward:( In figure and in words) For Zone- III	3250 INR (RUPEESS THREE THOUSAND TWO HUNDRED FIFTY ONLY)
	B Taxes & Duties, if any in INR ( with each of the quoted rate)	As per applicable Govt. rates
<b>Total</b>		13,09,750.00 INR (RUPEESS THIRTEEN LAKHS NINE THOUSAND SEVEN HUNDRED AND FIFTY ONLY) exclusive of GST

Signature of Tenderer with seal  
Secretary

**HIJLI INSPIRATION**

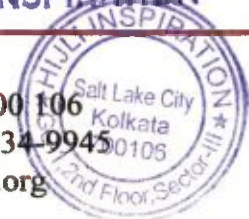
**Registered Name: Hijli INSPIRATION**

✉ GC-1, 2<sup>nd</sup> Floor, Sector - III, Salt Lake City, Kolkata – 700 106

☎ ++(91)-(33)-2359-2969, 2358-7241; 📞 98300-28496; 📠 2334-9945

🌐 chandreyee@inspiration-india.org, bidhan@inspiration-india.org

🌐 www.inspiration-india.org





Institute for Planning, Innovative Research, Appropriate Training and Extension

No: INSP/SUDA/20/011(b1)

Date: 12<sup>th</sup> February 2020

To  
The Director  
Office of The State Urban Development Agency,  
ILGUS Bhavan, HC Block, Sector III,  
Salt Lake City, Kolkata -700106

Sub: *Response to Discussion and Subsequent email dated 10<sup>th</sup> February 2020 inviting Proposal (RFP) for ODF Facilitation, Verification and Certification of 2 Urban Local Bodies of West Bengal for Zone-II ULBs*

Dear Madam,

Please find enclosed the technical proposal with reference to the above mentioned subject.

With Regards,



Signature of Tenderer with seal

Secretary

**HIJLI INSPIRATION**



**Registered Name: Hijli INSPIRATION**

✉ GC-1, 2<sup>nd</sup> Floor, Sector - III, Salt Lake City, Kolkata – 700-106

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🌐 www.inspiration-india.org



**Expression of Interest (EOI) for ODF Facilitation,  
Verification and Certification of the Urban Local Bodies  
of West Bengal for Zone-II ULBs**

**Technical Proposal**

**Submitted to  
STATE URBAN DEVELOPMENT AGENCY(SUDA)**

**Submitted by  
Hijli INSPIRATION**



**The socially apt group**

*Institute for Planning, Innovative Research, Appropriate Training and Extension*

**[Registered Name: Hijli INSPIRATION]**

**GC-1, 2<sup>nd</sup> Floor, Sector-III, Salt Lake City, Kolkata – 700 106**

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**Web Site: [www.inspiration-india.org](http://www.inspiration-india.org)**

## Organizational profile - Brief Profile of Hijli INSPIRATION

Sl. No.	Description	
1	Name of applying Organisation	<b>Hijli INSPIRATION</b> Institute for Planning, Innovative Research, Appropriate Training and Extension: INSPIRATION (Regd. Name: <b>Hijli INSPIRATION</b> )
2	Registration No.	West Bengal Societies Registration Act XXVI of 1961 (Reg. No. S/0082362 of 1995-96 dated 08/01/1996). As Per Annexure – A
4	Registered Office Address	GC-1, 2 <sup>nd</sup> Floor, Sector-III, Salt Lake City, Kolkata - 700 106 Phone: (033)-23587241, 23592969 Fax : (033)-23349945 Email : chandreyee.inspiration@gmail.com Website : <a href="http://www.inspiration-india.org">www.inspiration-india.org</a>
5	Kolkata Office Address	Same above
6	Name of the Contact Person for this assignment	Name: Dr Chandreyee Das Designation : Secretary Telephone No. : (033)-23587241 Cell phone No. : 9830028496 E mail : chandreyee.das@gmail.com Fax No. : (033)-23349945

**HIJLI INSPIRATION:** Institute for Planning, Innovative Research, Appropriate Training and Extension: is a non-profit and voluntary Non-Governmental Organisation registered under the West Bengal Societies Registration Act XXVI of 1961. Hijli INSPIRATION was formed by a group of professionals from IIT Kharagpur to provide the multidisciplinary support and integrated treatment for effective and appropriate solutions to a spectrum of national socioeconomic problems.

The organisation provides a unique combination of technical expertise and on-field experience, which necessarily guides the appropriateness of any action-oriented programme. Its work traverses the path from study, research & design to implementation, monitoring & evaluation and assessment. It has undertaken major consultancy projects as well as minor grassroots implementation programmes with National and International Sponsors as well as the Government and Zilla Parishads.

The organization has significant experience of working in the Sanitation Sector in projects ranging from study, strategy design, implementation to assessment and verification with the State Departments and District Administrations/ Zilla Parishads as well as UNICEF since 2004.

### Relevant Project Experience during the period of last 5 Years

Sl. No.	Year of Assignment	Name of Project / Assignment	Project Status	Project honoured by	Project Location
1	2019-2020	ODF Facilitation, Verification and Certification of 81 ULBs of West Bengal	Ongoing (Verification done).	State Urban Development	81 ULBs in 3 Zones



Sl. No.	Year of Assignment	Name of Project / Assignment	Project Status	Project honoured by	Project Location
			Facilitation in progress)		
2	2018-2019	ODF Facilitation, Verification & Certification of under Mission Nirmal Bangla	Completed	Panchayat and Rural Development Department	Murshidabad and Paschim Medinipur District of West Bengal
3	2017-2018	'Mobilising Community Actions for Nirmal Bangla with special focus'	Completed	Ramakrishna Mission Loka Shiksha Parishad (RKMLSP)	Purulia District of West Bengal
4	2016-2017	Third Party Agency for ODF Verification, Facilitation and Certification	Completed	State Urban Development Authority (SUDA) through Urban Authorities	Urban Sector in Hooghly, North 24 Parganas and East Midnapur District of West Bengal
5	2016-2017	Third Party Agency for ODF Verification, Facilitation and Certification	Completed	Panchayat and Rural Development Dept.	Rural Sector in North 24Parganas and East Midnapur District of West Bengal
6	2016-2017	State Level Field Verification for ascertaining actual ODF	Completed	Panchayat and Rural Development Dept.	Bardhaman, East Midnapur, West Midnapur, Dakshin Dinajpur, Coochbehar Districts of West Bengal
7	2015-2016	Monitoring and Assessing the Status of Clean Green Ganga Sagar Mela 2016 of West Bengal	Completed	UNICEF, Kolkata	Ganga Sagar Mela of West Bengal
8	2015-2016	Assessment of Sustainable ODF Status of Birbhum District	Completed	Birbhum Zilla Parishad & Birbhum District Administration	Birbhum and Bardhaman Districts of West Bengal
9	2015-2016	Third Party Assessment for ascertaining ODF status	Completed	Nadia District Authority	Nadia District of West Bengal
10	2014-2015	Study on Household Level Hygiene Behaviour and Practice	Completed	UNICEF, Kolkata	Nadia District
11	2013-2014	National Campaign for Safe drinking Water and Sanitation Week	Completed	Panchayat and Rural Development Department	Pathar Pratima Block, South 24 Parganas District)

Hence as a State level ODF Verification and Certification organisation, HIJLI INSPIRATION successfully completed ODF verification and certification process for all the Urban Local Bodies in Hooghly, North 24 Paraganas and Purba Medinipur district and also covered all ULBs of Nadia districts in association with Nadia District Administration to enable declare Nadia as India's 1<sup>st</sup> ODF district. Hijli INSPIRATION is also involved in the ODF Facilitation, Verification and Certification of 81 ULBs of West Bengal.

# APPROACH & METHODOLOGY INCLUDING WORK PLAN AND MANPOWER DEPLOYMENT FOR FACITATION VERIFICATION AND CERTIFICATION OF ULB-S AS ODF

## Background

In continuation to the exercise on ODF Facilitation, Verification and Certification in 17 ULBs in Zone 3 , covering 8 (eight) Districts of West Bengal namely, Bankura, Birbhum, Hooghly, Paschim Bardhaman, Paschim Medinipur, Purba Bardhaman, Purba Medinipur and Purulia. State Urban Development Department, Government of West Bengal intends to initiated the activity in selective 17 municipalities of eight Districts of Zone 3 who have completed 90-100% construction of Individual Household Latrine (IHHL), Community Toilet and Public Toilet.

The basic geographic and demographic features of the target Districts and ULBs in Zone 3 are as follows;

Districts	No of ULBs	No. of ward	No of HH	Total Population	HHs proposed for ODF verification
8	17	403	4,77,361	22,98,423	36,508

\*Source Census 2011

## Objectives

The objective of the assignment is to ensure all the Wards of the urban areas are Open Defecation Free (ODF) with

- i All the households having access to safe and sanitary toilet facilities and no one is defecating in the open.
- ii All occupants of those households that do not have space to construct toilet have access to a community toilet within a distance of 500 meters.
- iii All commercial areas have public toilets within a distance of 1 kilometer
- iv All the Schools and Anganwadi Centres have toilet facilities and the students and teacher's / staff members in schools and children and workers in the Anganwadi centres are using toilets facilities when in the institutions
- v There is no visible sign (sight or smell) of open defecation in the cities.
- vi Overall cleanliness is maintained in the cities.
- vii City has a mechanism in place through which fines are imposed on people found defecating in the open

Hijli INSPIRATION, a development Organisation is submitting proposal to conduct the process of Facilitation, Verification and Certification in the Districts under Zone 3.

## Understanding the RFP including the definitions and Necessary conditions for



## Sanitation (ODF) and the Roles of the Facilitating Agency

### Definition of Open Defecation Free city / ward

A city / ward can be notified/declared as ODF city/ ODF ward if, at any point of the day, not a single person is found defecating in the open.

Following the published City/ Town ODF verification and certification protocol by Ministry of Housing and Urban Affairs, Government of India, basic tenets of ODF at the present stage have been identified as the following:

- All the households have access to safe and sanitary toilet facilities and no one is defecating in the open.
- All occupants of those households that do not have space to construct toilet have access to a community toilet within a distance of 500 meters.
- All commercial areas have public toilets within a distance of 1 kilometer
- All the Schools and Anganwadi Centres have toilet facilities and the students and teachers' / staff members in schools and children and workers in the Anganwadi centres are using toilets facilities when in the institutions
- There is no visible sign (sight or smell) of open defecation in the cities.
- Overall cleanliness is maintained in the cities.
- City has a mechanism in place through which fines are imposed on people found defecating in the open

**Necessary Conditions for Sanitation:** For maintaining cleanliness with hygienic liveable condition, Government of West Bengal has taken several initiatives for scientific solid waste management as per Solid Waste Management Rules, 2016 through active cooperation of the ULBs. To achieve the target for scientific solid waste management following steps have been suggested to the ULBs.

The necessary conditions for maintaining cleanliness within the Solid Waste management framework are

- i. 100% Door to Door collection of solid waste regularly in segregated manner – Bio-degradable, Non- bio-degradable, Bio-Medical, Hazardous and e-Waste.
- ii. 100% waste collection from market place, heritage place, river ghats/ banks, water body site, parks and places of importance
- iii. 100% seeping of roads, river ghats and places of importance regularly
- iv. No dumping site within 1 K.M. of the river
- v. No garbage vulnerable point beside the rivers/ large water bodies
- vi. Installation of screen in the drains discharging water to the river/ large water body and regularly cleaning the solid waste
- vii. Regular cleaning and desiltation of sewer and drains
- viii. Establishment of material recovery facility for sorting recyclable dry wastes
- ix. If required establishment of transfer station
- x. Identification of bulk waste generator and decentralized waste processing unit there



- xi. Establishment of bio-degradable waste processing unit
- xii. Banning of plastic below 50 microns and its implementation
- xiii. Organizing rag pickers
- xiv. Capacity building of conservancy staff and rag pickers and providing safety kit to them
- xv. Extensive IEC activities for Behavioural Change Communication (BCC)

*From the definition set out by the Government of India for achieving ODF status and complying SWM, it is evident that for declaring a Ward and the ULB as ODF, the most important non-negotiable factor is the absence of visible faeces emitting odour and unsightly condition in the ULB environment and this can be ensured through 100% access to and 100% usage of toilets at all level and management of solid and liquid waste and mechanism in place to ensure ODF and SWM as per specified guidelines and Protocol.*

*Further ODF is also defined as termination of faecal-oral transmission, where practices like hand washing becomes imperative. While all these will be promoted in attainment of ODF, for the initial stage, ODF declaration shall not be concomitant to achieving these larger objectives. Hence the set of parameters identified in verification can be classified as core and add-on.*

#### **Roles and function of the verification and certification**

The roles and functions of the verification agency would be primarily the following:

- To develop and prepare all the data collection instruments including questionnaires, checklist for beneficiaries, structured focused group discussion format, and tabulation plan and finalize it in consultation with Department
- Undertake survey work in the selected ULBs, as per requirement. The ULB allocation to an agency will be decided by SUDA. If required, additional ULBs (who may have declared themselves as ODF in near future by way of construction of 90%-100% IHHL/ CT/ PT) may be allocated to the awarded organizations in the course of the process.
- To interact with SUDA/ ULBs to chalk out a detailed field visit plan for verification
- To conduct field visit in each of the ward to ascertain sanitation (ODF) and cleanliness (SWM) status. Early morning visit and evening visit may be required to get firsthand knowledge of the practice of open defecation or absence of it and conservancy arrangement of ULB for SWM may be necessary.
- To identify, in discussion with the citizen and local functionaries, traditional Open Defecation sites of the wards and inspect those sites to ascertain whether the sites are still visited by the open defecators or not.
- To identify in discussion with the citizen and local functionaries, the garbage vulnerable points and inspect those sites to ascertain the bad practices.
- To interact with randomly selected citizens (especially the slum dwellers), visit their houses, inspect toilet facilities at the household level or the toilet where the members of such households have access and ascertain through canvassing of questionnaire or group meeting with citizens regarding use of such facilities by all members of the households at all times of requirement



- To interact with randomly selected citizens (several economic classes), visit their houses, inspect solid waste management practices at the household level and ULB level and ascertain through canvassing of questionnaire or group meeting with citizens regarding the practices made as per SWM rules, 2016
- Provide feedback to the local administration and SUDA about the deficiencies noticed in the wards, if any and suggest specific rectification measures
- Once the rectifications are reported by the ULB authority, within stipulated time frame agreed by both the parties after submission of the first report, a second visit needs to be made to the identified ULB to ascertain if the status have finally been achieved
- Finally, once the agency is satisfied that all the wards of the ULBs have achieved ODF status and actual SWM status has been understood, submit a detailed report to the SUDA on the ODF status of the ULB in 2 hard copies and 3 compact discs
- The agency will keep SUDA updated of developments through periodic reports
- The Agency will ensure that their contact details (email, postal, Telefax, mobile) of contact person and field supervisor may be kept updated at all times and apprised to SUDA

## Approach and Methodology

A holistic, multi-stage, stakeholder involved approach will be adopted in the verification-certification exercise.

### A holistic assessment approach

A 360-degree approach will be adopted to assess the status of all the constituent indicators.



Each of the indicators have been elaborated for a deeper understanding.

- **ACCESS TO TOILETS** - Understanding household sanitation facilities and type of facilities is a key indicator and central to understanding sanitation coverage. What kind of toilet the

members of a household normally use, whether it is owned or shared by other households; if shared then the distance from households - the real-time evidences on these factors are to be brought into the surface through sampling of 10% of the target households in general but 5% in the Municipal Corporations.

- **UTILIZATION OF TOILETS** – In many cases, having a latrine, or having access to a latrine, does not ensure that it is used. Given the focus of sanitation behavior change communication, measurement of actual latrine use is also important to help understand whether or not household members use their latrine. The extent to which a latrine is used will help to further understand behavior. This indicator can be assessed with the help of verbal feedback gathered from discussions with community members, observation of visible signs of open defecation especially in vulnerable places like railway tracks, ponds and riversides- the real-time evidences on these factors are to be brought into the surface through sampling of 10% of the target households in general but 5% in the Municipal Corporations to gauge 100% toilet usage in the particular Ward and ULBs.
- **ACCESS TO TOILETS IN PUBLIC AREAS** – As per norm Public Areas are to have a functional toilet within 1 km from the major foot fall zone. Qualitative verification will be undertaken in majority of the public places. Public Toilets will be assessed for usability during survey.
- **HYGIENE PRACTICES** – Use of water and soap for personal hygiene and for maintaining cleanliness in toilets are required to be assessed in order to gather an understanding about the practices of sanitation. In many cases, it is often seen that in spite of having toilet facilities, the availability of water inside toilets, practice of washing hand with soap after defecation, are not present among the communities. 10% of the target households to be assessed on this indicator
- **WASTE MANAGEMENT**- Management of solid and liquid waste through local administrative projects and community efforts are encouraged through various public campaigns as well as innovative programs. The existence of such efforts, and their effectiveness in bringing about behavioral changes in sanitation is required to be assessed to comprehend the practices of waste management through sampling of 10% of the target households in general but 5% in the Municipal Corporations areas of the ULBs.
- **COMMUNITY-LED INITIATIVES** – Existence and effectiveness of Community led initiatives is required to be assessed in order to understand the sustainability of open defecation free status (ODF) as well as develop hygienic practices. The activities and extent of effectiveness of the initiatives is an important indicator to monitor sustainable sanitation and will be captured through evidences and case studies. The role of different change agents like Panchayat functionaries, Self Help Groups, School Children, etc



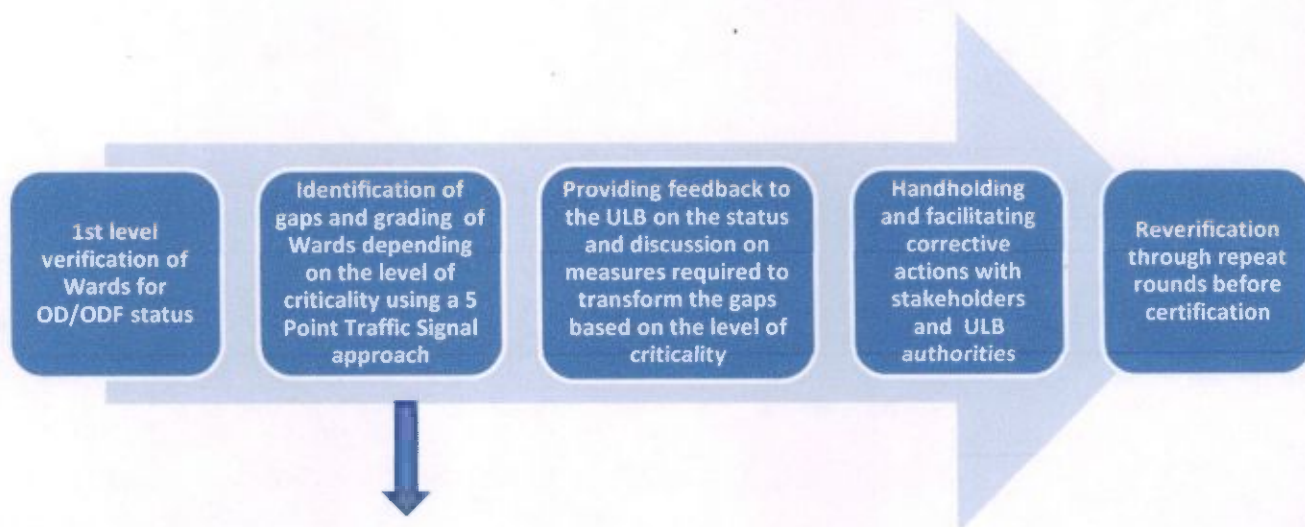
- **ADMINISTRATIVE INITIATIVES** – Initiatives taken up at ULB level to encourage and monitor sanitation in the communities are required to be assessed in terms of their effort as well as effectiveness. The existence of such campaigns or efforts reveals the prioritization of sanitation as well as SWM at administrative levels. In addition to this, convergence of such initiatives with Government schemes are, in many cases, proven to be effective in bringing about changes in the behavior of sanitation among the communities. Such schemes and their convergence with local administrative levels are thus required to be assessed in terms of effectiveness.

### **A Multistage Facilitative Approach**

The approach to verification – certification will be a multi-stage facilitative process and will necessarily be stakeholder involved and participatory. The stakeholders will comprise community representatives, Anganwadi Workers, Nazardari committee representatives and the ULB functionaries:

The Ward will be considered as unit for assessment. Collation of ward level assessments along with the Institutional assessment will lead to the designation of the ULB as ODF.

The verification process for ascertaining ODF status will comprise following stages



Indicator	Colour Code
Less than 100% Access	Red
Less than 100% but greater than 95% Access	Orange
Less than 100% Usage and / or signs of open defecation	Yellow
Less than 100% but greater than 95% usage with no open signs of OD	Light Green
100% Access, 100% usage and No visible signs of OD i.e. ODF	Dark Green

### **A mix of quantitative and qualitative methods in data collection for verification**

Two main methods would be administered for data collection and analysis for verification – the quantitative and qualitative methods.



Secondary data collection from ULB and collection of reports on ODF will be the primary stage in assessment. This will be followed by household level survey. Computer aided Personal Interviewing Instrument (CAPI) to be used at HH level for Real Time capturing. A Systematic Random sampling method to be used for survey, monitoring and documentation.

Districts	No of ULBs	No of HH*	HHs proposed for ODF verification
8	17	4,77,361	36,508

Source: Census 2011

The qualitative method on the other hand will involve stakeholder involved methods like Stakeholder Consultation, Community meetings, FGDs and Participatory Appraisal Tools including Transact walk and direct participatory observation in the wards involving ULB representatives, citizens/ SHGs will be undertaken for assessment and identifying the OD areas prevailing, if any through consensus.

The transect will be supplemented by snowballing for identification and verification of households without access to toilets or persons practicing OD. Morning/ evening visit to be done to see Open Defecation habits of the people. Sample observation will be done at the household level to understand toilet usage and SWM habits.

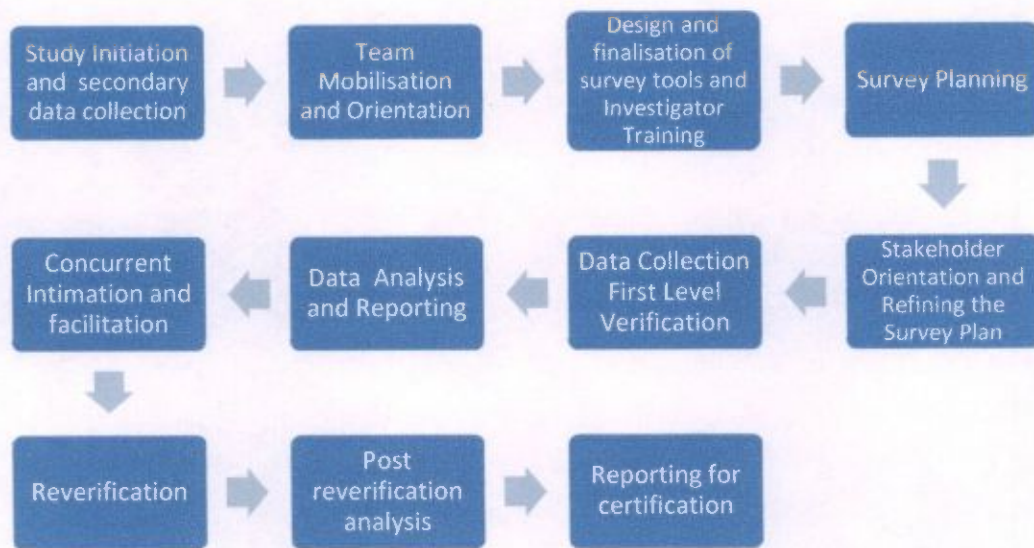
*In the TOR it is proposed that at least 10% such places to be visited but attempt to be made to cover almost all such places.*

For assessing the conditions for maintaining cleanliness 10% of the same HHs selected for ODF verification which would be further substantiated by direct participatory observation and stakeholders' discussion in public/ commercial places, institutions, places of importance for identification of OD spots.

### The methodological steps



The methodological flow has been represented through the following flow diagram:



Each step has been detailed out as follows:

#### **WORKSHOP FOR INITIATION AND SECONDARY DATA COLLECTION**

A Workshop would be convened by SUDA with the respective ULB representatives for initiation of the programme and for orienting the ULBs on the process and data requirements.

#### **TEAM MOBILISATION AND ORIENTATION**

The Project Team comprising a multidisciplinary set of professionals and support technical personnel will be mobilized who will due course undergo in-house orientation on the following

- Overview of the project and deliverables of the Programme
- Survey strategy and team composition
- Verification survey methods including Real Time Data Collection
- Reporting on field frameworks
- Field Ethics and specific "Do's and Don'ts" on field

#### **DESIGN OF SURVEY TOOLS AND INVESTIGATOR'S TRAINING**

CAPI based questionnaire and observation tools as used for 81 ULBs based on GOI indicated ODF protocol and SWM rules 2016 will be used:

<b><u>Household level through questionnaire based survey</u></b>	<b><u>Ward/ ULB level through Transect - Consultation - Observation</u></b>
<ul style="list-style-type: none"> <li>• 100% Access to toilet facility</li> </ul>	<ul style="list-style-type: none"> <li>• Visibility of faeces found in the</li> </ul>

<u>Household level through questionnaire based survey</u>	<u>Ward/ ULB level through Transect - Consultation – Observation</u>
<ul style="list-style-type: none"> <li>• 100% Usage by all family members at all times</li> <li>• Safe Septage (sludge) Disposal including child excreta disposal</li> <li>• Hand washing practices - Hand washing with soap after defecation, before meals, before cooking, feeding child etc.</li> <li>• Type of toilet</li> <li>• Pit covers sealed</li> <li>• Water seal/Fly Proofing of toilet</li> <li>• Availability of water in or near the toilet</li> <li>• Availability of soap in or near the toilet</li> </ul>	<p>environment/ Ward/ULB</p> <ul style="list-style-type: none"> <li>• Proper usage of school toilet</li> <li>• Proper usage of Anganwadi toilet</li> <li>• Safe confinement of excreta in school toilet</li> <li>• Safe confinement of excreta in Anganwadi toilets</li> </ul>

The investigators would go through a rigorous training and some field trials.

#### **STAKEHOLDER ORIENTATION AND REFINING THE PLAN**

The stakeholders will be oriented on the approach in details. Draft survey plan developed will be shared with the State as well as with the ULB along with details of team. The timeline for field level activities will be finalized in consultation with the ULB. If any modifications, suggested then the plan would be modified and final plan to be shared prior to at least 5 days with ULB for their preparedness to support the verification process.

#### **DATA COLECTION FOR FIRST LEVEL VERIFICATION**

##### **Household and Ward level survey**

Team of trained investigators will carry out ward level data collection at the household and at the ward level. Ward level assessments would be done as a team comprising representatives from the verification agency along with local stakeholders. The ULB team also would accompany the study team and the team would come to a joint consensus and avoid dispute.

Cross/back check data of survey to be done by the Supervisor, Coordinators and Senior Team members of INSPIRATION.

##### **Protocol verification and self-declaration by the ULB**

The ULB to self-declares itself as "Open Defecation Free" for the first time and communicates the same to MoUD through the state SBM Mission Directorate. ODF Declaration Formats to be used by ULB toward ODF self-declaration through compliance of ODF Protocol. Formats to be used for by ULBs and to be verified by 3<sup>rd</sup> party ODF verification and Certification agency towards Verification of protocol compliance is as follows:



1. Declaration to be submitted by City / town to declared by Mayor/ Chairperson/ Commissioner/ Executive Officer of the ULB
2. Document supporting Public Validation
3. Declaration to be submitted by Ward Councillor of the ULB on receiving certification from the following:
4. Self-Declaration to be submitted by schools as per Annexure – 1 i.e. Format for self-declaration by school students (to be attached with the school declaration) and Annexure – 2 Format for self-declaration by school staff and teachers (to be attached with the school declaration)
5. Self-declaration to be submitted by Self-Help Group
6. Resolution on fine imposition against Open Defecation

#### **DATA ANALYSIS AND REPORTING**

The data collected would be analysed against the identified ODF indicators for all Wards and the ULB. Hence core Parameters for declaring a ULB and its Wards as ODF would be:

1. 100% Access to toilet at household level
2. 100% Access to toilet at public /institutional level
3. Access and usage at other public places and places of importance
4. 100% usage by all at household level
5. 100% usage of school and Anganwadi Toilet
6. No Visibility of signs of OD
7. Use of sanitary toilets (water seal and pit cover properly sealed) including safe disposal of septage and fly proofing.

Indicative add-on parameters would be

- Handwashing with soap practice
- Availability of soap
- Proper septage management including child excreta
- SWM management as per specified guidelines which includes
  - Cleanliness of Water Sources and public water bodies
  - Decentralized Solid & Liquid Waste Management
  - Process of 3 Rs (Reduce, Recycle and Reuse)
  - Cleanliness of Drains
  - Maintenance of school and Anganwadi toilets
  - Hand washing with soap in schools before mid-day meals
  - Awareness and training on pit emptying and faecal sludge management

*Ward and ULB specific outcomes would be presented in the Traffic Signal Format.*

#### **CONCURRENT INTIMATION AND FACILITATION**

Concurrent intimation on the Ward specific situation would automatically reach the ULB through stakeholders involved in the assessment process Further the results of the 1<sup>st</sup> level verification process will be shared with the ULBs. The data would be presented in the Traffic Signal format for

ready understanding the level of criticality and planning measures to address it. Ideally the approach would be to aim at attaining "Red/ Pink to Green" or "Yellow to Green" Status.

The ULB to be given 7-10 days' time for taking necessary rectification measures prior to repeat visit by the study team.

### **RE-VERIFICATION**

If required participatory re verification process would be undertaken in consultation with the ULB. Reverification will also be done for protocol compliance.

### **UPDATING OF ANALYSIS RESULTS POST REVERIFICATION**

The analysis results will be updated after incorporating data of the reverification

### **DOCUMENTATION AND REPORTING FOR CERTIFICATION**

Necessary reports would be developed from time to time and shared with the ULBs and SUDA. Major deliverables will be the 1<sup>st</sup> and Final level verification reports with adequate and appropriate documentation through Case studies and Photographs.

### **Reporting Responsibilities of the Agency**

The agency shall:

1. Share the work plan and time schedule with the department before claiming the mobilization advance amount.
2. Prepare all reports time to time and share with the local administration and te Department
3. Submit periodic progress reports to the Department

### **Timeline**

The process will be initiated on within 3 days from getting the Work Order followed by a meeting with ULB level stakeholders.

The process to be complete by 30 days

The final qualitative report, would be submitted within 15 days on approval of draft report

### **Request to the Client**

The agency requests the Client to undertake the following activities.

- Orientation to ULBs
- Intimation to all ULBs and to all the Councillors.



- The ward specific Councillor and other stakeholders including AWW, HHW, SHG members and if exists members of Monitoring Committee etc would be present on the days of the verification and accompany the team since certification is based on consensus.
- In the absence of the Councillor, ULB would designate key persons to accompany the team.
- Presuming that the ULBs have conducted a survey on insanitary toilets which indicates the ULB and Ward specific number of toilet constructions pending for ensuring universal access. The list is required for verification and facilitation.
- Slum details to be provided by the ULB to identify the slums for verification

## **Deliverables**

1. 1st Deliverable - Inception Report, after fifteen (15) days from the date of issue of work order: Inception Report will cover (i) survey designs (ii) format of the questionnaires (iii) specific work plan with timeline and milestone and (iv) structure of the final report which will be finalized by the department within a week after submission.
2. 2<sup>nd</sup> Deliverable - Draft Report: After completion of the first round of field visit to every Ward of the ULB and analysing primary and secondary data, the agency will submit a draft report of the entire study within 45 days from the date of issue of work order. The draft report will be submitted to the Department for discussion and finalization of the same.
3. 3rd Deliverable - Presentation of Final Report, within 15 days from the date of submission of the first report on getting approval of the draft report. Once the final report is received, a presentation on the study highlighting key findings and recommendations from the analysis may be organised. Raw data would be also submitted in CD. The final report will be substantiated by photographs of the processes, facilities and initiatives in the ULBs/ Wards verified as well as documentation of some of the best practices and deviations, if any in 2 hard copies and 3 compact discs.

## **Format for the Final Report**

- Cover Page,
- Content,
- Executive Summary,
- Introduction, Objective & Methodology,
- Socio-demographic & Economic Profile of the ULBs,
- ULB wise-wise ODF Status: Color coded table, analysis (process & status)
- ODF Process Documentation, Innovative approaches & Case studies (if any)
- Conclusion including sustainability plan

## **Mode of payment**

Payment of the Study Fees will be made in three instalments

1. First instalment 10% of the total fee will be paid on Submission of the Inception Report as mobilization advance.
2. Second instalment 60% of the total fee will be paid on completion of work in all and on submission of interim draft report.

3. Third and final instalment (30% of the total fee) to be paid on submission of final report with evidence-based documentation and acceptance of the report by SUDA

**List of ULBS and status of IHHL construction for Zone-III**

Zone	Name of the ULB	District	No. of ward	No_HH	Total Population	HHs proposed for ODF verification
III	Bankura	BANKURA	24	29,807	1,37,386	2,981
III	Sonamukhi	BANKURA	15	6,379	29,085	638
III	Bolpur	BIRBHUM	20	19,032	80,210	1,903
III	Suri	BIRBHUM	19	15,385	67,864	1,539
III	Bansberia	HOOGHLY	22	24,276	1,03,920	2,428
III	Bhadreswar	HOOGHLY	22	23,233	1,01,477	2,323
III	Asansol MC	Paschim Bardhaman	106	2,24,570	11,52,443	11,229
III	Kharagpur	PASCHIM MEDINIPUR	35	44,618	2,07,604	4,462
III	Kharar	PASCHIM MEDINIPUR	10	2,643	12,118	264
III	Khirpai	PASCHIM MEDINIPUR	10	3,568	16,384	357
III	Gushkara	Purba Bardhaman	16	8,119	35,388	812
III	Katwa	Purba Bardhaman	20	19,382	81,615	1,938
III	Memari	Purba Bardhaman	16	9,638	41,451	964
III	Tamluk	PURBA MEDINIPUR	20	14,489	65,306	1,449
III	Jhalda	PURULIA	12	3,676	19,544	368
III	Purulia	PURULIA	23	23,754	1,21,067	2,375
III	Raghunathpur	PURULIA	13	4,792	25,561	479



**Expression of Interest (EOI) for ODF Facilitation,  
Verification and Certification of the Urban Local Bodies  
of West Bengal for Zone-II ULBs**

**Financial Proposal**

**Submitted to  
STATE URBAN DEVELOPMENT AGENCY(SUDA)**

**Submitted by  
Hijli INSPIRATION**



**The socially apt group**

*Institute for Planning, Innovative Research, Appropriate Training and Extension*

**[Registered Name: Hijli INSPIRATION]**

*GC-1, 2<sup>nd</sup> Floor, Sector-III, Salt Lake City, Kolkata – 700 106*

*Phone: (033)-23587241, 23592969 ; Fax: (033)-23349945*

*Email: [info@inspiration-india.org](mailto:info@inspiration-india.org)*

*Web Site: [www.inspiration-india.org](http://www.inspiration-india.org)*



Institute for Planning, Innovative Research, Appropriate Training and Extension

No: INSP/SUDA/20/011(b)

Date: 12<sup>th</sup> February 2020

To  
The Director  
Office of The State Urban Development Agency,  
ILGUS Bhavan, HC Block, Sector III,  
Salt Lake City, Kolkata -700106

Sub: *Response to Discussion and Subsequent email dated 10<sup>th</sup> February 2020 inviting Proposal (RFP) for ODF Facilitation, Verification and Certification of 2 Urban Local Bodies of West Bengal for Zone-II ULBs*

**Price Bid Form for Zone-II**

1	Name of Agency	HIJLI INSPIRATION
2	Address of Agency for Communication with email ID	GC 1 SALT LAKE CITY SECTOR III, KOLKATA 700106 WEST BENGAL Phone: (033)-23587241, 23592969 Fax: (033)-23349945 Email: chandreyee.inspiration@gmail.com Website : www.inspiration-india.org
3	Name and address of person who is Authorised to sign bid document and commit on behalf of the tenderer with email ID	Name: Dr Chandreyee Das Designation: Secretary Telephone No.: (033)-23587241 Cell phone No.: 9830028496 Email: chandreyee.inspiration@gmail.com Fax No.: (033)-23349945
4	Statement of acceptance for performance security	Yes
5	A Consultancy fee per ward:( In figure and in words) For Zone- II	3250 INR (RUPEESS THREE THOUSAND TWO HUNDRED FIFTY ONLY)
	B Taxes & Duties, if any in INR ( with each of the quoted rate)	As per applicable Govt. rates
<b>Total</b>		3,47,750.00 INR (RUPEESS THREE LAKHS FORTY SEVEN THOUSAND SEVEN HUNDRED AND FIFTY ONLY) exclusive of GST

Signature of Tenderer with seal  
Secretary

**HIJLI INSPIRATION**



**Registered Name: Hijli INSPIRATION**

✉ GC-1, 2<sup>nd</sup> Floor, Sector - III, Salt Lake City, Kolkata – 700 106

☎ ++(91)-(33)-2359-2969, 2358-7241; 📞 98300-28496; 📠 2334-9945

📧 chandreyee@inspiration-india.org, bidhan@inspiration-india.org

🌐 www.inspiration-india.org





Institute for Planning, Innovative Research, Appropriate Training and Extension

No: INSP/SUDA/20/011(a1)

Date: 12<sup>th</sup> February 2020

To  
The Director  
Office of The State Urban Development Agency,  
ILGUS Bhavan, HC Block, Sector III,  
Salt Lake City, Kolkata -700106

**Sub: Response to Discussion and Subsequent email dated 10<sup>th</sup> February 2020 inviting Proposal (RFP) for ODF Facilitation, Verification and Certification of 23 Urban Local Bodies of West Bengal for Zone-I ULBs**

Dear Madam,

Please find enclosed the technical proposal with reference to the above mentioned subject.

With Regards,

Signature of Tenderer with seal

Secretary

**HIJLI INSPIRATION**



**Registered Name: Hijli INSPIRATION**

✉ GC-1, 2<sup>nd</sup> Floor, Sector - III, Salt Lake City, Kolkata – 700 106

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🌐 www.inspiration-india.org

**Expression of Interest (EOI) for ODF Facilitation,  
Verification and Certification of the Urban Local Bodies  
of West Bengal for Zone-I ULBs**

**Technical Proposal**

Submitted to  
**STATE URBAN DEVELOPMENT AGENCY(SUDA)**

Submitted by  
**Hijli INSPIRATION**



**The socially apt group**

*Institute for Planning, Innovative Research, Appropriate Training and Extension*

**[Registered Name: Hijli INSPIRATION]**

*GC-1, 2<sup>nd</sup> Floor, Sector-III, Salt Lake City, Kolkata – 700 106*

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*Web Site: [www.inspiration-india.org](http://www.inspiration-india.org)*



## Organizational profile - Brief Profile of Hijli INSPIRATION

Sl. No.	Description	
1	Name of applying Organisation	<b>Hijli INSPIRATION</b> Institute for Planning, Innovative Research, Appropriate Training and Extension: INSPIRATION (Regd. Name: <b>Hijli INSPIRATION</b> )
2	Registration No.	West Bengal Societies Registration Act XXVI of 1961 (Reg. No. S/0082362 of 1995-96 dated 08/01/1996). As Per Annexure – A
4	Registered Office Address	GC-1, 2 <sup>nd</sup> Floor, Sector-III, Salt Lake City, Kolkata - 700 106 Phone: (033)-23587241, 23592969 Fax : (033)-23349945 Email : chandreyee.inspiration@gmail.com Website : <a href="http://www.inspiration-india.org">www.inspiration-india.org</a>
5	Kolkata Office Address	Same above
6	Name of the Contact Person for this assignment	Name: Dr Chandreyee Das Designation : Secretary Telephone No. : (033)-23587241 Cell phone No. : 9830028496 E mail : chandreyee.das@gmail.com Fax No. : (033)-23349945

**HIJLI INSPIRATION:** Institute for Planning, Innovative Research, Appropriate Training and Extension: is a non-profit and voluntary Non-Governmental Organisation registered under the West Bengal Societies Registration Act XXVI of 1961. Hijli INSPIRATION was formed by a group of professionals from IIT Kharagpur to provide the multidisciplinary support and integrated treatment for effective and appropriate solutions to a spectrum of national socioeconomic problems.

The organisation provides a unique combination of technical expertise and on-field experience, which necessarily guides the appropriateness of any action-oriented programme. Its work traverses the path from study, research & design to implementation, monitoring & evaluation and assessment. It has undertaken major consultancy projects as well as minor grassroots implementation programmes with National and International Sponsors as well as the Government and Zilla Parishads.

The organization has significant experience of working in the Sanitation Sector in projects ranging from study, strategy design, implementation to assessment and verification with the State Departments and District Administrations/ Zilla Parishads as well as UNICEF since 2004.

### Relevant Project Experience during the period of last 5 Years

Sl. No.	Year of Assignment	Name of Project / Assignment	Project Status	Project honoured by	Project Location
1	2019-2020	ODF Facilitation, Verification and Certification of 81 ULBs of West Bengal	Ongoing (Verification done).	State Urban Development	81 ULBs in 3 Zones

Sl. No.	Year of Assignment	Name of Project / Assignment	Project Status	Project honoured by	Project Location
			Facilitation in progress)		
2	2018-2019	ODF Facilitation, Verification & Certification of under Mission Nirmal Bangla	Completed	Panchayat and Rural Development Department	Murshidabad and Paschim Medinipur District of West Bengal
3	2017-2018	'Mobilising Community Actions for Nirmal Bangla with special focus'	Completed	Ramakrishna Mission Loka Shiksha Parisahd (RKMLSP)	Purulia District of West Bengal
4	2016-2017	Third Party Agency for ODF Verification, Facilitation and Certification	Completed	State Urban Development Authority (SUDA) through Urban Authorities	Urban Sector in Hooghly, North 24 Parganas and East Midnapur District of West Bengal
5	2016-2017	Third Party Agency for ODF Verification, Facilitation and Certification	Completed	Panchayat and Rural Development Dept.	Rural Sector in North 24Parganas and East Midnapur District of West Bengal
6	2016-2017	State Level Field Verification for ascertaining actual ODF	Completed	Panchayat and Rural Development Dept.	Bardhaman, East Midnapur, West Midnapur, Dakshin Dinajpur, Coochbehar Districts of West Bengal
7	2015-2016	Monitoring and Assessing the Status of Clean Green Ganga Sagar Mela 2016 of West Bengal	Completed	UNICEF, Kolkata	Ganga Sagar Mela of West Bengal
8	2015-2016	Assessment of Sustainable ODF Status of Birbhum District	Completed	Birbhum Zilla Parishad & Birbhum District Administration	Birbhum and Bardhaman Districts of West Bengal
9	2015-2016	Third Party Assessment for ascertaining ODF status	Completed	Nadia District Authority	Nadia District of West Bengal
10	2014-2015	Study on Household Level Hygiene Behaviour and Practice	Completed	UNICEF, Kolkata	Nadia District
11	2013-2014	National Campaign for Safe drinking Water and Sanitation Week	Completed	Panchayat and Rural Development Department	Pathar Pratima Block, South 24 Parganas District)

Hence as a State level ODF Verification and Certification organisation, HIJLI INSPIRATION successfully completed ODF verification and certification process for all the Urban Local Bodies in Hooghly, North 24 Paraganas and Purba Medinipur district and also covered all ULBs of Nadia districts in association with Nadia District Administration to enable declare Nadia as India's 1<sup>st</sup> ODF district. Hijli INSPIRATION is also involved in the ODF Facilitation, Verification and Certification of 81 ULBs of West Bengal.



# APPROACH & METHODOLOGY INCLUDING WORK PLAN AND MANPOWER DEPLOYMENT FOR FACITATION VERIFICATION AND CERTIFICATION OF ULB-S AS ODF

## Background

In continuation to the exercise on ODF Facilitation, Verification and Certification in 23 ULBs in Zone 1, covering 11 (eleven) Districts of West Bengal namely, Alipurduar, Cooch Behar, Dakshin Dinajpur, Darjeeling, Jalpaiguri, Jhargram, Kalimpong, Malda, Murshidabad, Nadia and Uttar Dinajpur. State Urban Development Department, Government of West Bengal intends to re-initiated the activity in selective 23 municipalities of 11 Districts of Zone 1 who have completed 90-100% construction of Individual Household Latrine (IHHL), Community Toilet and Public Toilet.

The basic geographic and demographic features of the target Districts and ULBs in Zone 1 are as follows;

Districts	No of ULBs	No. of ward	No of HHs	Total Population	HHs proposed for ODF verification
11	23	474	410094	18,41,151	37,706

\*Source Census 2011

## Objectives

The objective of the assignment is to ensure all the Wards of the urban areas are Open Defecation Free (ODF) with

- i All the households having access to safe and sanitary toilet facilities and no one is defecating in the open.
- ii All occupants of those households that do not have space to construct toilet have access to a community toilet within a distance of 500 meters.
- iii All commercial areas have public toilets within a distance of 1 kilometer
- iv All the Schools and Anganwadi Centres have toilet facilities and the students and teacher's / staff members in schools and children and workers in the Anganwadi centres are using toilets facilities when in the institutions
- v There is no visible sign (sight or smell) of open defecation in the cities.
- vi Overall cleanliness is maintained in the cities.
- vii City has a mechanism in place through which fines are imposed on people found defecating in the open

Hijli INSPIRATION, a development Organisation is submitting proposal to conduct the process of Facilitation, Verification and Certification in the Districts under Zone 1.

**Understanding the RFP including the definitions and Necessary conditions for**

## Sanitation (ODF) and the Roles of the Facilitating Agency

### Definition of Open Defecation Free city / ward

A city / ward can be notified/declared as ODF city/ ODF ward if, at any point of the day, not a single person is found defecating in the open.

Following the published City/ Town ODF verification and certification protocol by Ministry of Housing and Urban Affairs, Government of India, basic tenets of ODF at the present stage have been identified as the following:

- All the households have access to safe and sanitary toilet facilities and no one is defecating in the open.
- All occupants of those households that do not have space to construct toilet have access to a community toilet within a distance of 500 meters.
- All commercial areas have public toilets within a distance of 1 kilometer
- All the Schools and Anganwadi Centres have toilet facilities and the students and teachers' / staff members in schools and children and workers in the Anganwadi centres are using toilets facilities when in the institutions
- There is no visible sign (sight or smell) of open defecation in the cities.
- Overall cleanliness is maintained in the cities.
- City has a mechanism in place through which fines are imposed on people found defecating in the open

**Necessary Conditions for Sanitation:** For maintaining cleanliness with hygienic liveable condition, Government of West Bengal has taken several initiatives for scientific solid waste management as per Solid Waste Management Rules, 2016 through active cooperation of the ULBs. To achieve the target for scientific solid waste management following steps have been suggested to the ULBs.

The necessary conditions for maintaining cleanliness within the Solid Waste management framework are

- i. 100% Door to Door collection of solid waste regularly in segregated manner – Bio-degradable, Non- bio-degradable, Bio-Medical, Hazardous and e-Waste.
- ii. 100% waste collection from market place, heritage place, river ghats/ banks, water body site, parks and places of importance
- iii. 100% seeping of roads, river ghats and places of importance regularly
- iv. No dumping site within 1 K.M. of the river
- v. No garbage vulnerable point beside the rivers/ large water bodies
- vi. Installation of screen in the drains discharging water to the river/ large water body and regularly cleaning the solid waste
- vii. Regular cleaning and desiltation of sewer and drains
- viii. Establishment of material recovery facility for sorting recyclable dry wastes
- ix. If required establishment of transfer station
- x. Identification of bulk waste generator and decentralized waste processing unit there



- xi. Establishment of bio-degradable waste processing unit
- xii. Banning of plastic below 50 microns and its implementation
- xiii. Organizing rag pickers
- xiv. Capacity building of conservancy staff and rag pickers and providing safety kit to them
- xv. Extensive IEC activities for Behavioural Change Communication (BCC)

*From the definition set out by the Government of India for achieving ODF status and complying SWM, it is evident that for declaring a Ward and the ULB as ODF, the most important non-negotiable factor is the absence of visible faeces emitting odour and unsightly condition in the ULB environment and this can be ensured through 100% access to and 100% usage of toilets at all level and management of solid and liquid waste and mechanism in place to ensure ODF and SWM as per specified guidelines and Protocol.*

*Further ODF is also defined as termination of faecal-oral transmission, where practices like hand washing becomes imperative. While all these will be promoted in attainment of ODF, for the initial stage, ODF declaration shall not be concomitant to achieving these larger objectives. Hence the set of parameters identified in verification can be classified as core and add-on.*

#### **Roles and function of the verification and certification**

The roles and functions of the verification agency would be primarily the following:

- To develop and prepare all the data collection instruments including questionnaires, checklist for beneficiaries, structured focused group discussion format, and tabulation plan and finalize it in consultation with Department
- Undertake survey work in the selected ULBs, as per requirement. The ULB allocation to an agency will be decided by SUDA. If required, additional ULBs (who may have declared themselves as ODF in near future by way of construction of 90%-100% IHHL/ CT/ PT) may be allocated to the awarded organizations in the course of the process.
- To interact with SUDA/ ULBs to chalk out a detailed field visit plan for verification
- To conduct field visit in each of the ward to ascertain sanitation (ODF) and cleanliness (SWM) status. Early morning visit and evening visit may be required to get firsthand knowledge of the practice of open defecation or absence of it and conservancy arrangement of ULB for SWM may be necessary.
- To identify, in discussion with the citizen and local functionaries, traditional Open Defecation sites of the wards and inspect those sites to ascertain whether the sites are still visited by the open defecators or not.
- To identify in discussion with the citizen and local functionaries, the garbage vulnerable points and inspect those sites to ascertain the bad practices.
- To interact with randomly selected citizens (especially the slum dwellers) , visit their houses, inspect toilet facilities at the household level or the toilet where the members of such households have access and ascertain through canvassing of questionnaire or group meeting with citizens regarding use of such facilities by all members of the households at all times of requirement



- To interact with randomly selected citizens (several economic classes), visit their houses, inspect solid waste management practices at the household level and ULB level and ascertain through canvassing of questionnaire or group meeting with citizens regarding the practices made as per SWM rules, 2016
- Provide feedback to the local administration and SUDA about the deficiencies noticed in the wards, if any and suggest specific rectification measures
- Once the rectifications are reported by the ULB authority, within stipulated time frame agreed by both the parties after submission of the first report, a second visit needs to be made to the identified ULB to ascertain if the status have finally been achieved
- Finally, once the agency is satisfied that all the wards of the ULBs have achieved ODF status and actual SWM status has been understood, submit a detailed report to the SUDA on the ODF status of the ULB in 2 hard copies and 3 compact discs
- The agency will keep SUDA updated of developments through periodic reports
- The Agency will ensure that their contact details (email, postal, Telefax, mobile) of contact person and field supervisor may be kept updated at all times and apprised to SUDA

## Approach and Methodology

A holistic, multi-stage, stakeholder involved approach will be adopted in the verification-certification exercise.

### A holistic assessment approach

A 360-degree approach will be adopted to assess the status of all the constituent indicators.



Each of the indicators have been elaborated for a deeper understanding.

- **ACCESS TO TOILETS** - Understanding household sanitation facilities and type of facilities is a key indicator and central to understanding sanitation coverage. What kind of toilet the



members of a household normally use, whether it is owned or shared by other households; if shared then the distance from households - the real-time evidences on these factors are to be brought into the surface through sampling of 10% of the target households in general but 5% in the Municipal Corporations and Hill area ULBs.

- **UTILIZATION OF TOILETS** – In many cases, having a latrine, or having access to a latrine, does not ensure that it is used. Given the focus of sanitation behavior change communication, measurement of actual latrine use is also important to help understand whether or not household members use their latrine. The extent to which a latrine is used will help to further understand behavior. This indicator can be assessed with the help of verbal feedback gathered from discussions with community members, observation of visible signs of open defecation especially in vulnerable places like railway tracks, ponds and riversides- the real-time evidences on these factors are to be brought into the surface through sampling of 10% of the target households in general but 5% in the Municipal Corporations and Hill areas to gauge 100% toilet usage in the particular Ward and ULBs.
- **ACCESS TO TOILETS IN PUBLIC AREAS** – As per norm Public Areas are to have a functional toilet within 1 km from the major foot fall zone. Qualitative verification will be undertaken in majority of the public places. Public Toilets will be assessed for usability during survey.
- **HYGIENE PRACTICES** – Use of water and soap for personal hygiene and for maintaining cleanliness in toilets are required to be assessed in order to gather an understanding about the practices of sanitation. In many cases, it is often seen that in spite of having toilet facilities, the availability of water inside toilets, practice of washing hand with soap after defecation, are not present among the communities. 10% of the target households to be assessed on this indicator
- **WASTE MANAGEMENT**- Management of solid and liquid waste through local administrative projects and community efforts are encouraged through various public campaigns as well as innovative programs. The existence of such efforts, and their effectiveness in bringing about behavioural changes in sanitation is required to be assessed to comprehend the practices of waste management through sampling of 10% of the target households in general but 5% in the Municipal Corporations and Hill area ULBs.
- **COMMUNITY-LED INITIATIVES** – Existence and effectiveness of Community led initiatives is required to be assessed in order to understand the sustainability of open defecation free status (ODF) as well as develop hygienic practices. The activities and extent of effectiveness of the initiatives is an important indicator to monitor sustainable sanitation and will be captured through evidences and case studies. The role of different change agents like Panchayat functionaries, Self Help Groups, School Children, etc



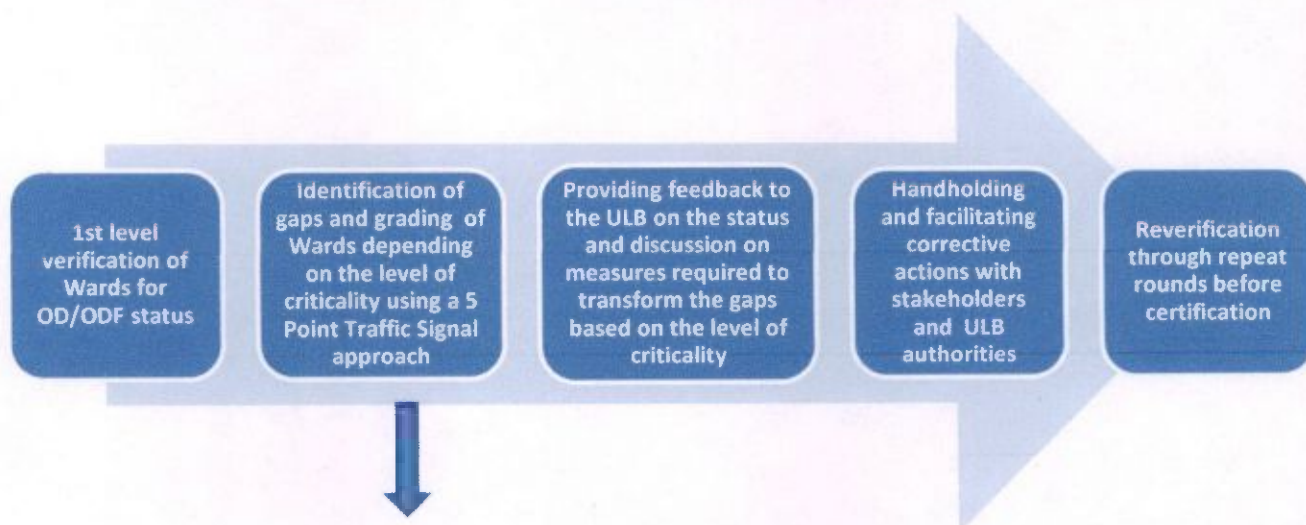
- **ADMINISTRATIVE INITIATIVES** – Initiatives taken up at ULB level to encourage and monitor sanitation in the communities are required to be assessed in terms of their effort as well as effectiveness. The existence of such campaigns or efforts reveals the prioritization of sanitation as well as SWM at administrative levels. In addition to this, convergence of such initiatives with Government schemes are, in many cases, proven to be effective in bringing about changes in the behavior of sanitation among the communities. Such schemes and their convergence with local administrative levels are thus required to be assessed in terms of effectiveness.

**A Multistage Facilitative Approach**

The approach to verification – certification will be a multi-stage facilitative process and will necessarily be stakeholder involved and participatory. The stakeholders will comprise community representatives, Anganwadi Workers, Nazardari committee representatives and the ULB functionaries:

The Ward will be considered as unit for assessment. Collation of ward level assessments along with the Institutional assessment will lead to the designation of the ULB as ODF.

The verification process for ascertaining ODF status will comprise following stages



Indicator	Colour Code
Less than 100% Access	Red
Less than 100% but greater than 95% Access	Brown
Less than 100% Usage and / or signs of open defecation	Yellow
Less than 100% but greater than 95% usage with no open signs of OD	Light Green
100% Access, 100% usage and No visible signs of OD i.e. ODF	Dark Green

**A mix of quantitative and qualitative methods in data collection for verification**



Two main methods would be administered for data collection and analysis for verification – the quantitative and qualitative methods.



Secondary data collection from ULB and collection of reports on ODF will be the primary stage in assessment. This will be followed by household level survey. Computer aided Personal Interviewing Instrument (CAPI) to be used at HH level for Real Time capturing. A Systematic Random sampling method to be used for survey, monitoring and documentation.

Districts	No of ULBs	No of HH*	HHs proposed for ODF verification
11	23	410094	37,706

Source: Census 2011

The qualitative method on the other hand will involve stakeholder involved methods like Stakeholder Consultation, Community meetings, FGDs and Participatory Appraisal Tools including Transect walk and direct participatory observation in the wards involving ULB representatives, citizens/ SHGs will be undertaken for assessment and identifying the OD areas prevailing, if any through consensus.

The transect will be supplemented by snowballing for identification and verification of households without access to toilets or persons practicing OD. Morning/ evening visit to be done to see Open Defecation habits of the people. Sample observation will be done at the household level to understand toilet usage and SWM habits.

*In the TOR it is proposed that at least 10% such places to be visited but attempt to be made to cover almost all such places.*

For assessing the conditions for maintaining cleanliness 10% of the same HHs selected for ODF verification which would be further substantiated by direct participatory observation and stakeholders' discussion in public/ commercial places, institutions, places of importance for identification of OD spots.

### The methodological steps

The methodological flow has been represented through the following flow diagram:



Each step has been detailed out as follows:

#### **WORKSHOP FOR INITIATION AND SECONDARY DATA COLLECTION**

A Workshop would be convened by SUDA with the respective ULB representatives for initiation of the programme and for orienting the ULBs on the process and data requirements.

#### **TEAM MOBILISATION AND ORIENTATION**

The Project Team comprising a multidisciplinary set of professionals and support technical personnel will be mobilized who will due course undergo in-house orientation on the following

- Overview of the project and deliverables of the Programme
- Survey strategy and team composition
- Verification survey methods including Real Time Data Collection
- Reporting on field frameworks
- Field Ethics and specific "Do's and Don'ts" on field

#### **DESIGN OF SURVEY TOOLS AND INVESTIGATOR'S TRAINING**

CAPI based questionnaire and observation tools as used for 81 ULBs based on GOI indicated ODF protocol and SWM rules 2016 will be used:

<b><u>Household level through questionnaire based survey</u></b>	<b><u>Ward/ ULB level through Transect - Consultation – Observation</u></b>
<ul style="list-style-type: none"> <li>• 100% Access to toilet facility</li> <li>• 100% Usage by all family members at all times</li> </ul>	<ul style="list-style-type: none"> <li>• Visibility of faeces found in the environment/ Ward/ULB</li> </ul>



<u>Household level through questionnaire based survey</u>	<u>Ward/ ULB level through Transect - Consultation – Observation</u>
<ul style="list-style-type: none"> <li>• Safe Septage (sludge) Disposal including child excreta disposal</li> <li>• Hand washing practices - Hand washing with soap after defecation, before meals, before cooking, feeding child etc.</li> <li>• Type of toilet</li> <li>• Pit covers sealed</li> <li>• Water seal/Fly Proofing of toilet</li> <li>• Availability of water in or near the toilet</li> <li>• Availability of soap in or near the toilet</li> </ul>	<ul style="list-style-type: none"> <li>• Proper usage of school toilet</li> <li>• Proper usage of Anganwadi toilet</li> <li>• Safe confinement of excreta in school toilet</li> <li>• Safe confinement of excreta in Anganwadi toilets</li> </ul>

The investigators would go through a rigorous training and some field trials.

### **STAKEHOLDER ORIENTATION AND REFINING THE PLAN**

The stakeholders will be oriented on the approach in details. Draft survey plan developed will be shared with the State as well as with the ULB along with details of team. The timeline for field level activities will be finalized in consultation with the ULB. If any modifications, suggested then the plan would be modified and final plan to be shared prior to at least 5 days with ULB for their preparedness to support the verification process.

### **DATA COLECTION FOR FIRST LEVEL VERIFICATION**

#### **Household and Ward level survey**

Team of trained investigators will carry out ward level data collection at the household and at the ward level. Ward level assessments would be done as a team comprising representatives from the verification agency along with local stakeholders. The ULB team also would accompany the study team and the team would come to a joint consensus and avoid dispute.

Cross/back check data of survey to be done by the Supervisor, Coordinators and Senior Team members of INSPIRATION.

#### **Protocol verification and self-declaration by the ULB**

The ULB to self-declares itself as "Open Defecation Free" for the first time and communicates the same to MoUD through the state SBM Mission Directorate. ODF Declaration Formats to be used by ULB toward ODF self-declaration through compliance of ODF Protocol. Formats to be used for by ULBs and to be verified by 3<sup>rd</sup> party ODF verification and Certification agency towards Verification of protocol compliance is as follows:

1. Declaration to be submitted by City / town to declared by Mayor/ Chairperson/ Commissioner/ Executive Officer of the ULB
2. Document supporting Public Validation
3. Declaration to be submitted by Ward Councillor of the ULB on receiving certification from the following:
4. Self-Declaration to be submitted by schools as per Annexure – 1 i.e. Format for self-declaration by school students (to be attached with the school declaration) and Annexure – 2 Format for self-declaration by school staff and teachers (to be attached with the school declaration)
5. Self-declaration to be submitted by Self-Help Group
6. Resolution on fine imposition against Open Defecation

#### **DATA ANALYSIS AND REPORTING**

The data collected would be analysed against the identified ODF indicators for all Wards and the ULB. Hence core Parameters for declaring a ULB and its Wards as ODF would be:

1. 100% Access to toilet at household level
2. 100% Access to toilet at public /institutional level
3. Access and usage at other public places and places of importance
4. 100% usage by all at household level
5. 100% usage of school and Anganwadi Toilet
6. No Visibility of signs of OD
7. Use of sanitary toilets (water seal and pit cover properly sealed) including safe disposal of seepage and fly proofing.

Indicative add-on parameters would be

- Handwashing with soap practice
- Availability of soap
- Proper seepage management including child excreta
- SWM management as per specified guidelines which includes
  - Cleanliness of Water Sources and public water bodies
  - Decentralized Solid & Liquid Waste Management
  - Process of 3 Rs (Reduce, Recycle and Reuse)
  - Cleanliness of Drains
  - Maintenance of school and Anganwadi toilets
  - Hand washing with soap in schools before mid-day meals
  - Awareness and training on pit emptying and faecal sludge management

*Ward and ULB specific outcomes would be presented in the Traffic Signal Format.*

#### **CONCURRENT INTIMATION AND FACILITATION**



Concurrent intimation on the Ward specific situation would automatically reach the ULB through stakeholders involved in the assessment process Further the results of the 1<sup>st</sup> level verification process will be shared with the ULBs. The data would be presented in the Traffic Signal format for ready understanding the level of criticality and planning measures to address it. Ideally the approach would be to aim at attaining "Red/ Pink to Green" or "Yellow to Green" Status.

The ULB to be given 7-10 days' time for taking necessary rectification measures prior to repeat visit by the study team.

#### **RE-VERIFICATION**

If required participatory re verification process would be undertaken in consultation with the ULB. Reverification will also be done for protocol compliance.

#### **UPTADING OF ANALYSIS RESULTS POST REVERIFICATION**

The analysis results will be updated after incorporating data of the reverification

#### **DOCUMENTATION AND REPORTING FOR CERTIFICATION**

Necessary reports would be developed from time to time and shared with the ULBs and SUDA. Major deliverables will be the 1<sup>st</sup> and Final level verification reports with adequate and appropriate documentation through Case studies and Photographs.

#### **Reporting Responsibilities of the Agency**

The agency shall:

1. Share the work plan and time schedule with the department before claiming the mobilization advance amount.
2. Prepare all reports time to time and share with the local administration and te Department
3. Submit periodic progress reports to the Department

#### **Timeline**

The process will be initiated on within 3 days from getting the Work Order followed by a meeting with ULB level stakeholders.

The process to be complete by 30 days

The final qualitative report, would be submitted within 15 days on approval of draft report

## Request to the Client

The agency requests the Client to undertake the following activities.

- Orientation to ULBs
- Intimation to all ULBs and to all the Councillors.
- The ward specific Councillor and other stakeholders including AWW, HHW, SHG members and if exists members of Monitoring Committee etc would be present on the days of the verification and accompany the team since certification is based on consensus.
- In the absence of the Councillor, ULB would designate key persons to accompany the team.
- Presuming that the ULBs have conducted a survey on insanitary toilets which indicates the ULB and Ward specific number of toilet constructions pending for ensuring universal access. The list is required for verification and facilitation.
- Slum details to be provided by the ULB to identify the slums for verification

## Deliverables

1. 1st Deliverable - Inception Report, after fifteen (15) days from the date of issue of work order: Inception Report will cover (i) survey designs (ii) format of the questionnaires (iii) specific work plan with timeline and milestone and (iv) structure of the final report which will be finalized by the department within a week after submission.
2. 2<sup>nd</sup> Deliverable - Draft Report: After completion of the first round of field visit to every Ward of the ULB and analysing primary and secondary data, the agency will submit a draft report of the entire study within 45 days from the date of issue of work order. The draft report will be submitted to the Department for discussion and finalization of the same.
3. 3<sup>rd</sup> Deliverable - Presentation of Final Report, within 15 days from the date of submission of the first report on getting approval of the draft report. Once the final report is received, a presentation on the study highlighting key findings and recommendations from the analysis may be organised. Raw data would be also submitted in CD. The final report will be substantiated by photographs of the processes, facilities and initiatives in the ULBs/ Wards verified as well as documentation of some of the best practices and deviations, if any in 2 hard copies and 3 compact discs.

## Format for the Final Report

- Cover Page,
- Content,
- Executive Summary,
- Introduction, Objective & Methodology,
- Socio-demographic & Economic Profile of the ULBs,
- ULB wise-wise ODF Status: Color coded table, analysis (process & status)
- ODF Process Documentation, Innovative approaches & Case studies (if any)
- Conclusion including sustainability plan



## Mode of payment

Payment of the Study Fees will be made in three instalments

1. First instalment 10% of the total fee will be paid on Submission of the Inception Report as mobilization advance.
2. Second instalment 60% of the total fee will be paid on completion of work in all and on submission of interim draft report.
3. Third and final instalment (30% of the total fee) to be paid on submission of final report with evidence-based documentation and acceptance of the report by SUDA

## List of ULBS and status of IHHL construction for Zone-I

Zone	Sl No	Name of the ULB	District	No. of ward	No_HH	Total Population	HHs proposed for ODF verification
I	1	Alipurduar	ALIPURDUAR	20	15,556	65,232	1,556
I	2	Cooch Behar	COOCH BEHAR	20	18,431	77,935	1,843
I	3	Balurghat	DAKSHIN DINAJPUR	25	37,507	1,51,416	3,751
I	4	Buniadpur	DAKSHIN DINAJPUR	14	10,000	No data	1,000
I	5	Gangarampore	DAKSHIN DINAJPUR	18	12,589	56,217	1,259
I	6	Darjeeling	DARJEELING	32	21,782	1,18,805	2,178
I	7	Kurseong	DARJEELING	20	6,616	42,446	662
I	8	Mirik	DARJEELING	9	2,465	11,513	247
I	9	Siliguri MC	DARJEELING	47	66,062	2,94,546	3,303
I	10	Dhupguri	JALPAIGURI	16	10,365	44,719	1,037
I	11	Jalpaiguri	JALPAIGURI	25	26,205	1,07,341	2,621
I	12	Mal	JALPAIGURI	15	5,933	25,218	593
I	13	Jhargram	JHARGRAM	18	14,235	61,712	1,424
I	14	Kalimpong	Kalimpong	23	10,113	49,403	1,011
I	15	English Bazar	MALDA	29	42,867	2,05,521	4,287
I	16	Old Malda	MALDA	20	16,479	84,012	1,648
I	17	Jiaganj-Azimganj	MURSHIDABAD	17	11,787	51,790	1,179
I	18	Murshidabad	MURSHIDABAD	16	9,829	44,019	983
I	19	Taherpur	NADIA	13	5,335	20,894	534
I	20	Dalkhola	UTTAR DINAJPUR	16	6,861	36,930	686
I	21	Islampur	UTTAR DINAJPUR	17	11,404	54,340	1,140
I	22	Kaliaganj	UTTAR DINAJPUR	17	12,347	53,530	1,235
I	23	Raiganj	UTTAR DINAJPUR	27	35,326	1,83,612	3,533

HH details of Budinadpur municipality is not available hence the No of Sample HH might change

**Expression of Interest (EOI) for ODF Facilitation,  
Verification and Certification of the Urban Local Bodies  
of West Bengal for Zone-I ULBs**

**Financial Proposal**

**Submitted to  
STATE URBAN DEVELOPMENT AGENCY(SUDA)**

**Submitted by  
Hijli INSPIRATION**



**The socially apt group**

*Institute for Planning, Innovative Research, Appropriate Training and Extension*

**[Registered Name: Hijli INSPIRATION]**

**GC-1, 2<sup>nd</sup> Floor, Sector-III, Salt Lake City, Kolkata – 700 106**

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Institute for Planning, Innovative Research, Appropriate Training and Extension

No: INSP/SUDA/20/011(a)

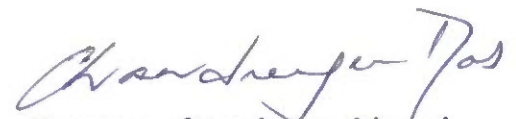
Date: 12<sup>th</sup> February 2020

To  
The Director  
Office of The State Urban Development Agency,  
ILGUS Bhavan, HC Block, Sector III,  
Salt Lake City, Kolkata -700106

Sub: *Response to Discussion and Subsequent email dated 10<sup>th</sup> February 2020 inviting Proposal (RFP) for ODF Facilitation, Verification and Certification of 23 Urban Local Bodies of West Bengal for Zone-I ULBs*

Price Bid Form for Zone-I

1	Name of Agency	HIJLI INSPIRATION
2	Address of Agency for Communication with email ID	GC 1 SALT LAKE CITY SECTOR III, KOLKATA 700106 WEST BENGAL Phone: (033)-23587241, 23592969 Fax: (033)-23349945 Email: chandreyee.inspiration@gmail.com Website : www.inspiration-india.org
3	Name and address of person who is Authorised to sign bid document and commit on behalf of the tenderer with email ID	Name: Dr Chandreyee Das Designation: Secretary Telephone No.: (033)-23587241 Cell phone No.: 9830028496 Email: Chandreyee.inspiration@gmail.com Fax No.: (033)-23349945
4	Statement of acceptance for performance security	Yes
5	A) Consultancy fee per ward:( In figure and in words) For Zone- I	3450 INR (RUPEESS THREE THOUSAND FOUR HUNDRED SEVENTY ONLY)
	B) Taxes & Duties, if any in INR ( with each of the quoted rate)	As per applicable Govt. rates
<b>Total</b>		16,35,300.00 INR (RUPEESS SIXTEEN LAKHS THIRTY FIVE THOUSAND THREE HUNDRED ONLY) exclusive of GST



Signature of Tenderer with seal  
Secretary

HIJLI INSPIRATION



**Registered Name: Hijli INSPIRATION**

✉ GC-1, 2<sup>nd</sup> Floor, Sector - III, Salt Lake City, Kolkata – 700-106

☎ ++(91)-(33)-2359-2969, 2358-7241; 📞 98300-28496; 📠 2334-9945

🌐 chandreyee@inspiration-india.org, bidhan@inspiration-india.org

🌐 www.inspiration-india.org

**Allocation of 81 ULBs to Hijli Inspiration for ODF verification and details of fees**

Zone	Sl No	Name of the ULB	District	No. of ward	Fees per ward (In Rs.)	Total fees excluding GST (In Rs.)
I	1	Dinhata	COOCH BEHAR	16	3475	55600
I	2	Haldibari	COOCH BEHAR	11	3475	38225
I	3	Mathabhanga	COOCH BEHAR	12	3475	41700
I	4	Mekliganj	COOCH BEHAR	9	3475	31275
I	5	Tufanganj	COOCH BEHAR	12	3475	41700
I	6	Beldanga	MURSHIDABAD	14	3475	48650
I	7	Berhampore	MURSHIDABAD	28	3475	97300
I	8	Dhulian	MURSHIDABAD	21	3475	72975
I	9	Domkal	MURSHIDABAD	21	3475	72975
I	10	Jangipur	MURSHIDABAD	21	3475	72975
I	11	Kandi	MURSHIDABAD	18	3475	62550
I	12	Birnagar	NADIA	14	3475	48650
I	13	Chakdah	NADIA	21	3475	72975
I	14	Cooper's Camp	NADIA	12	3475	41700
I	15	Gayeshpur	NADIA	18	3475	62550
I	16	Kalyani	NADIA	21	3475	72975
I	17	Krishnanagar	NADIA	24	3475	83400
I	18	Nabadwip	NADIA	24	3475	83400
I	19	Ranaghat	NADIA	20	3475	69500
I	20	Santipur	NADIA	24	3475	83400
II	21	Uluberia	HOWRAH	32	3385	108320
II	22	Ashokenagar-Kalyangarh	NORTH 24-PARGANAS	23	3385	77855
II	23	Baduria	NORTH 24-PARGANAS	17	3385	57545
II	24	Baranagar	NORTH 24-PARGANAS	34	3385	115090
II	25	Barasat	NORTH 24-PARGANAS	35	3385	118475
II	26	Barrackpore	NORTH 24-PARGANAS	24	3385	81240
II	27	Basirhat	NORTH 24-PARGANAS	23	3385	77855
II	28	Bhatpara	NORTH 24-PARGANAS	35	3385	118475
II	29	Bongaon	NORTH 24-PARGANAS	22	3385	74470
II	30	Dum Dum	NORTH 24-PARGANAS	22	3385	74470
II	31	Garulia	NORTH 24-PARGANAS	21	3385	71085
II	32	Gobardanga	NORTH 24-PARGANAS	17	3385	57545
II	33	Habra	NORTH 24-PARGANAS	24	3385	81240
II	34	Halisahar	NORTH 24-PARGANAS	23	3385	77855
II	35	Kamarhati	NORTH 24-PARGANAS	35	3385	118475
II	36	Kanchrapara	NORTH 24-PARGANAS	24	3385	81240
II	37	Khardah	NORTH 24-PARGANAS	22	3385	74470
II	38	Madhyamgram	NORTH 24-PARGANAS	28	3385	94780
II	39	Naihati	NORTH 24-PARGANAS	31	3385	104935
II	40	New Barrackpore	NORTH 24-PARGANAS	20	3385	67700
II	41	North Barrackpore	NORTH 24-PARGANAS	23	3385	77855
II	42	North Dum Dum	NORTH 24-PARGANAS	34	3385	115090
II	43	Panihati	NORTH 24-PARGANAS	35	3385	118475
II	44	South Dum Dum	NORTH 24-PARGANAS	35	3385	118475
II	45	Taki	NORTH 24-PARGANAS	16	3385	54160



**Allocation of 81 ULBs to Hiji Inspiration for ODF verification and details of fees**

Zone	SI No	Name of the ULB	District	No. of ward	Fees per ward (In Rs.)	Total fees excluding GST (In Rs.)
II	46	Titagarh	NORTH 24-PARGANAS	23	3385	77855
II	47	Baruipur	SOUTH 24-PARGANAS	17	3385	57545
II	48	Budge Budge	SOUTH 24-PARGANAS	20	3385	67700
II	49	Diamond Harbour	SOUTH 24-PARGANAS	16	3385	54160
II	50	Jainagar-Mazilpur	SOUTH 24-PARGANAS	14	3385	47390
II	51	Maheshtala	SOUTH 24-PARGANAS	35	3385	118475
II	52	Pujali	SOUTH 24-PARGANAS	16	3385	54160
II	53	Rajpur-Sonarpur	SOUTH 24-PARGANAS	35	3385	118475
III	54	Bishnupur	BANKURA	19	3295	62605
III	55	Dubrajpur	BIRBHUM	16	3295	52720
III	56	Nalhati	BIRBHUM	16	3295	52720
III	57	Rampurhat	BIRBHUM	18	3295	59310
III	58	Sainthia	BIRBHUM	16	3295	52720
III	59	Arambagh	HUGHLI	19	3295	62605
III	60	Baidyabati	HUGHLI	23	3295	75785
III	61	Champdany	HUGHLI	22	3295	72490
III	62	Chandannagore MC	HUGHLI	33	3295	108735
III	63	Dankuni	HUGHLI	21	3295	69195
III	64	Hooghly Chinsurah	HUGHLI	30	3295	98850
III	65	Konnagar	HUGHLI	20	3295	65900
III	66	Rishra	HUGHLI	23	3295	75785
III	67	Serampore	HUGHLI	29	3295	95555
III	68	Tarakeswar	HUGHLI	15	3295	49425
III	69	Uttarpara Kotrung	HUGHLI	24	3295	79080
III	70	Durgapur MC	PASCHIM BARDDHAMAN	43	3295	141685
III	71	Chandrakona	PASCHIM MEDINIPUR	12	3295	39540
III	72	Ghatal	PASCHIM MEDINIPUR	17	3295	56015
III	73	Midnapore	PASCHIM MEDINIPUR	25	3295	82375
III	74	Ramjibanpur	PASCHIM MEDINIPUR	11	3295	36245
III	75	Barddhaman	PURBA BARDDHAMAN	35	3295	115325
III	76	Dainhat	PURBA BARDDHAMAN	14	3295	46130
III	77	Kalna	PURBA BARDDHAMAN	18	3295	59310
III	78	Contai	PURBA MEDINIPUR	21	3295	69195
III	79	Egra	PURBA MEDINIPUR	14	3295	46130
III	80	Haldia	PURBA MEDINIPUR	29	3295	95555
III	81	Panskura	PURBA MEDINIPUR	18	3295	59310
<b>TOTAL</b>				<b>1793</b>		<b>6047705</b>
					GST @18%	1088587
					<b>Grand Total</b>	<b>7136292</b>

OFFICE of THE  
**STATE URBAN DEVELOPMENT AGENCY**

ILGUS Bhavan, HC Block, Sector III, Salt Lake City, Kolkata -700106

E- mail: sbm.wbsuda@gmail.com

Memo No. SUDA-313/2015/ 6532

Date: 19.09.2019

**Request for Proposal (RFP)**

**Notice inviting Request for Proposal (RFP) for ODF Facilitation, Verification and Certification  
of the Urban Local Bodies of West Bengal**

**for Zone-I ULBs**

Request for Proposal (RfP) is hereby invited from reputed and bonafide Organizations /Agencies/Academic Institutions having experience in executing baseline survey/evaluation studies/ verification exercises etc. for Government programmes, either at the Central or State level, for conducting State level Facilitation, Verification and Certification of ODF status through carrying out of extensive house-to-house survey in the 20 (twenty) Urban Local Bodies (ULBs) [Detailed list is placed at Annexure-1] of 3 (three) Districts of West Bengal namely, Coochbehar, Murshidabad and Nadia, who have completed 90-100% construction of Individual House Hold Latrine (IHHL), Community Toilet and Public Toilet. Organization /Agency/Academic Institution, wishing to undertake the work in the above mentioned ULBs are required to submit Technical and Financial bids in separate sealed envelopes.

The Technical and Financial bids should be in separate sealed envelopes super-scribing "Technical Bid" and "Financial Bid" to be submitted in a common sealed envelope clearly super scribed "Bid for Engaging Organization /Agency/Academic Institution for "Field Assessment in ascertaining ODF (Open Defecation Free) status in identified ULBs" and bearing the name and address of the bidder Organization/Agency/Farm/Academic Institution. The amount quoted in the financial bid should be exclusive of GST. Interested agencies may apply for participation along with the following documents for Technical proposal and rate per ward in financial proposal:

**1. Technical Proposal**

- Covering letter
- Organizational profile alongwith credential – nature of the organization, vision, mission, objective, strategy, operational area, organization structure, expertise, area of work, key achievement
- Office address proof
- Audited Balance Sheet of the organization for the last three years.
- All applicable, requisite and mandatory documents like PAN, GST and TAN.
- Approach & Methodology including work plan and manpower deployment.
- Credentials i.e. experience in undertaking similar nature of work in last 5 yrs.

**2. Financial Proposal**

- Financial Proposal Submission Form (**Placed at Annexure-2**): Geographically the 23 Districts of West Bengal has been divided in to three zones – Zone-I, Zone-II and Zone-III.
- The participating bidders should quote the rate per ward for Zone-I only towards this RfP.

The RfP is to be submitted in the office of the Director, State Urban Development Agency (SUDA), ILGUS Bhawan, Block-HC, Sector- III, Salt Lake City, Kolkata- 700106, **within 1.00 P.M on 18.10.2019** and the same will be opened on the same day at 2.00 P.M. The authorized representative of the bidding



Agencies may remain present during opening of the bid. The intending bidders may remain present in the pre-bid meeting scheduled on 27.09.2019 at 3.00 P.M. in the Conference Hall of SUDA at ILGUS Bhawan, Salt Lake City.

SUDA reserves the right to reject any proposal on evaluation of the technical proposal itself, without even opening the financial proposal. However, if both the technical and financial proposals are considered, there will be weightage assigned for evaluation of both components.

**Director**  
**State Urban Development Agency**

## Terms of Reference for the work “Conducting State Level Facilitation, Verification, Certification of ODF Status in ULBs of West Bengal”

### Introduction:

On 2<sup>nd</sup> October 2014, the Government of India launched Swachh Bharat Mission (Urban) [SBM (U)] with the mandate of making the entire country Open Defecation Free (ODF) by 2<sup>nd</sup> October 2019. The objective of achieving the ODF status was to be realized in a mission mode approach for which a state level Mission i.e Mission Nirmal Bangla was constituted under the aegis of the Urban Development & Municipal Affairs Department, Government of West Bengal. Under the Mission’s initiatives, creation of sanitation facilities has been interspersed with a rigorous and sustained behaviour change communication at the individual as well as community level so as to ensure that using toilets for defecation becomes the universal norm in the entire state. At the same time, in order to ensure quality outcomes, two things have been emphasized. One, the focus on sustainable behaviour change, and two, focus on making cities/ towns completely open defecation free (ODF) thereby improving the overall cleanliness of the city/ town.

Basic tenets of ODF at the present stage have been identified as the following:

- ◆ All the households have access to safe and sanitary toilet facilities and no one is defecating in the open.
- ◆ All occupants of those households that do not have space to construct toilet have access to a community toilet within a distance of 500 meters.
- ◆ All commercial areas have public toilets within a distance of 1 kilometer.
- ◆ All the Schools and Anganwadi Centres have toilet facilities and the students and teachers / staff members in schools and children and workers in the Anganwadi centres are using toilets facilities when in the institutions
- ◆ There is no visible sign (sight or smell) of open defecation in the cities.
- ◆ Overall cleanliness is maintained in the cities.
- ◆ City has a mechanism in place through which fines are imposed on people found defecating in the open

As the campaign geared up in all the ULBs after launch of the Mission, many ULBs have declared themselves ODF after conducting internal verification following the published City/ Town ODF verification and certification protocol by Ministry of Housing and Urban Affairs, Government of India (placed at **Annexure-3**) As indicated in the said Protocol, the State Government too is to initiate a verification process from the state level to substantiate the claims of the ULBs after their self-declaration as ODF. 20 (twenty) Urban Local Bodies (ULBs) [**Detailed list is placed at Annexure-1**] of 3 (three) Districts of West Bengal namely, Coochbehar, Murshidabad and Nadia, who have completed 90-100% construction of Individual House Hold Latrin (IHHL), Community Toilet and Public Toilet have supposedly completed or to be completed their respective targets and are waiting to be declared as ODF by the State Government.

Now, the Mission authority in the Urban Development & Municipal Affairs Department, Government of West Bengal has decided to ascertain the actual status of the ODF and State level Facilitation,



Verification and Certification of ODF status in selected ULBs, through conduct of field verification to assess the present situation for final declaration by the State Government. The State Government intends to engage independent agencies for conducting the above verification studies to ascertain the claim of achievements (ODF status) made by the ULBs.

The intending bidders are requested to go through the ODF Protocol for detailed understanding of the objectives, procedure and other details of ODF verification.

**Requirements:**

- a) Agency should have the capability to provide services for the work as specified above.
- b) Should have adequate manpower and infrastructure (including computer hardware and software) required for the job and must have physical presence with Office Address at Greater Kolkata at least for last 2 (two) years.
- c) Since the job is time bound, the Agency would be required to work within 60 days and in close coordination with the Mission Office in State Urban Development Agency (SUDA).
- d) Each agency shall have a senior functionary of their organization as Coordinator who would be continuously in touch with the verification teams of the agency and ULBs as well as the State Mission Office. The name and contact details of the Coordinator should be given to SUDA before the actual field work is started.
- e) Since the exercise will cover the selected ULBs in their entirety, sufficient manpower in the form of Field Investigators and Supervisors will have to be placed into operation.
- f) Minimum qualification of the Supervisor should be at least graduate and that of the Field Investigators should be 10+2 passed and all of them should be able to communicate effectively in the local language.
- g) Interested agencies may apply for participation before the undersigned along with necessary documents in respect of following-

**3. Technical Proposal**

- Covering letter
- Organizational profile alongwith credential - nature of the organization, vision, mission, objective, strategy, operational area, organization structure, expertise, area of work, key achievement
- Office address proof
- Audited Balance Sheet of the organization for the last three years.
- All applicable, requisite and mandatory documents like PAN, GST and TAN.
- Approach & Methodology including work plan and manpower deployment.
- Credentials i.e. experience in undertaking similar nature of work in last 5 yrs.

**1. Financial Proposal**

- Financial Proposal Submission Form (**Placed at Annexure-2**): Geographically the 23 Districts of West Bengal has been divided in to three zones – Zone-I, Zone-II and Zone-III, as detailed in **Annexure-2**.
- The participating bidders should quote the rate per ward for this Zone-I towards this RfP.

### **Essential Credentials**

- a) The Agency should be a reputed organization having a minimum of 5 years experience in monitoring and evaluation of a central or state sponsored Scheme.
- b) Should have experience in analyzing and monitoring reports.
- c) The Agency should have experts /manpower proficient in all regional language(s)/local language(s).
- d) Should have demonstrated capacity to carry out structured evaluations of large scale projects using both quantitative and qualitative approaches.
- e) Should have the capacity to collect and analyze data from variety of sources at National, State and local level.
- f) Should have the capacity to prepare a feasible and comprehensive study design for evaluation, with data collection tools and analytical framework in consultation with the State Mission Office.
- g) Should have the capacity to structure data, create electronic databases, and develop output results in appropriate formats.
- h) Should have the Capacity to ensure logistic arrangement for site visits and data collection from the field.
- i) To have willingness to undertake the assignment in the given timeframe.
- j) The agency must have physical presence with Office Address at Greater Kolkata.

### **Roles and Functions of the Agency**

- To develop and prepare all the data collection instruments including questionnaires, checklist for beneficiaries, structured focused group discussion format, and tabulation plan and finalize it in consultation with Department.
- Undertake survey work in the selected ULBs, as per requirement. The ULB allocation to an agency will be decided by SUDA. If required, additional ULBs (who may declared themselves as ODF in near future by way of construction 100% IHHL/ CT/ PT ) may be allocated to the awarded organizations.
- To interact with SUDA/ ULBs to chalk out a detailed field visit plan for verification.
- To conduct field visit in each of the ward to ascertain ODF status (early morning visit and evening visit may be required to get firsthand knowledge of the practice of open defecation or absence of it).
- To identify, in discussion with the citizen and local functionaries, traditional Open Defecation sites of the wards and inspect those sites to ascertain whether the sites are still visited by the open defecators or not.
- To interact with randomly selected citizens (especially the slum dwellers) , visit their houses, inspect toilet facilities at the household level or the toilet where the members of such households have access and ascertain through canvassing of questionnaire or group meeting with citizens regarding use of such facilities by all members of the households at all times of requirement.
- Provide feedback to the local administration and SUDA about the deficiencies noticed in the wards, if any and suggest specific rectification measures.



- Once the rectifications is reported by the ULB authority, within three weeks from the date of receipt of the first report, make a second visit to the identified ULB and ascertain if the ODF status has finally been achieved.
- Finally, once the agency is satisfied that all the wards of the ULBs have achieved ODF status, submit a detailed report to the SUDA on the ODF status of the ULB in 2 hard copies and 3 compact discs.
- The agency will keep SUDA updated of developments through periodic reports.
- The Agency will ensure that their contact details (email, postal, Telefax, mobile) of contact person and field supervisor may be kept updated at all times and apprised to SUDA.

## **Methodology for ODF Facilitation, Verification and Certification**

### **Definitions and Necessary conditions:**

#### **A. Definition of Open Defecation Free city / ward**

A city / ward can be notified/declared as ODF city/ ODF ward if, at any point of the day, not a single person is found defecating in the open.

#### **B. Necessary infrastructure and regulatory conditions to be achieved before declaring a city/ ward as Open Defecation Free:**

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

### **Process:**

The Agencies will -

- ❖ Visit each and every ward.
- ❖ interact with the citizens / households
- ❖ Schools/ICDS/SSK/MSK/HS/Madrasha etc. to be visited
- ❖ Community Sanitary Complex to be visited at the public congregation place/dhaba/brick field etc.
- ❖ Household without latrine or person practicing OD to be visited (Snowball Method)
- ❖ Identify the citizens in relation to their status of access to and usage of toilets
- ❖ Mark the wards as Red, Yellow and Green
- ❖ Provide feedback to the ULB and state on the status and measures required to transform all the red and yellow ward into green.
- ❖ After first level verification the agency should facilitate the ULB level consultation meet among Red, and yellow wards.
- ❖ Finally, after taking repeated rounds of field visit and follow up, certify individual wards as ODF
- ❖ Develop and prepare all the data collection instruments, checklists, format, and tabulation plan as per ODF protocol guideline of GoI and finalize it in consultation with SUDA.
- ❖ Undertake the activities taking into consideration the process followed/adopted in the ULB.
- ❖ Cross/back check data.
- ❖ Prepare all reports time to time and share with the ULBs and SUDA.
- ❖ Verification of ODF process documentation at each level
- ❖ Case studies and Photograph

**Methods:**

Use of Structured / Semi structured questionnaires.

- ◆ Transact walk in the wards along with citizens/ SHGs for assessment and identify the OD areas prevailing, if any.
- ◆ Focused Group discussion / Rapid Participatory ODF Appraisal.
- ◆ ODF /OD sites to be visited. (Snowball Method)
- ◆ Morning visit to be done to see Open Defecation habits of the people.
- ◆ Ward to be considered as unit

**Sub-Contracting of work:**

Sub-contracting of the work or part thereof awarded under these terms of contract shall not be permitted in any form. Sub-contracting will lead to termination of contract and forfeiture of Performance Guarantee in addition to any other actions for violation of ToR.

**Time and Duration of Contract:**

Duration of the study will be for a period of **60 (sixty)** days from the date of award of the contract. The work is to be initiated within 3 days from the date of award of the contract. The initial field verification, interaction with citizen initial colour coding, feedback to administration, second verification after any required rectification and submission of interim report is to be completed within **60 (sixty)** days from the date of award of the contract positively. The final qualitative report may, however, be submitted within 15 days from the draft report.

**Service to be provided by the client**

- The Department would advise/write to the ULB authority for rendering necessary assistance for undertaking the work.

**Quoting of rates for the exercise**

- Geographically the 23 Districts of West Bengal has been divided in to three zones – Zone-I, Zone-II and Zone-III.
- The participating bidders should quote the rate per ward for this Zone-I towards this RfP (as per format enclosed at Annexure-2).

**Sub-Contracting of work:**

Sub-contracting of the work or part thereof awarded under these terms of contract shall not be permitted in any form. Sub-contracting will lead to termination of contract and forfeiture of Performance Guarantee in addition to any other actions for violation of ToR.

**Performance Security**

- ◆ The bidder shall provide to the employer, a Performance Security amounting 10% (Ten percent) of the total contract price for a period of 60 days or final bill payment in the form of a Bank Guarantee or fixed Deposit Receipts in the name of State Urban Development Agency from a scheduled commercial bank within 7days from the receipt of work order.



- ❖ On satisfactory completion of the entire work and after the final payment the amount retained as security deposit (without interest) only will be released by this office.

#### **Payment:**

Payment of the Study Fees will be made in three installments.

- First installment 10% of the total fee will be paid on Submission of the Inception Report as mobilization advance.
- Second installment 60% of the total fee will be paid on completion of work in all and on submission of interim draft report.
- Third and final installment (30% of the total fee) to be paid on submission of final report with evidence-based documentation and acceptance of the report by SUDA.

#### **Deliverables**

- **1<sup>st</sup> Deliverable - Inception Report**, after fifteen (15) days from the date of issue of work order: Inception Report shall cover (i) survey designs (ii) format of the questionnaires (iii) specific work plan with timeline and milestone and (iv) structure of the final report is to be presented to Department and will be finalized by the department within a week after submission.
- **2<sup>nd</sup> Deliverable - Draft Report**: After completion of the first round of field visit to every village of the district/s and analyzing primary and secondary data, the agency should submit a draft report of the entire study within 45 days from the date of issue of work order and the draft report is to be presented to departments for discussion and finalization of the same.
- **3<sup>rd</sup> Deliverable - Presentation of Final Report**, within 15 days from the date of submission of the first report on getting approval of the draft report. Once the final report is received, the Mission will seek a presentation on the study highlighting key findings and recommendations from the analysis. Raw data are to be also submitted in CD.

The final report should be substantiated by photographs of the processes, facilities and initiatives in the ULBs/ Wards verified as well as documentation of some of the best practices and deviations, if any.

#### **Dispute**

The decision of State Urban Development Agency shall be final and binding in all matters.

**Director**  
**State Urban Development Agency**

## Annexure-1

### Status of IHHL construction for Zone-I

Sl. No.	District	Name of the ULB	No of Wards	Area	Population	Final Target for Construction of IHHL	No of IHHL Construction Completed	% of Construction Completed	Online Photo Upload of no of Constructed IHHL	% of Photo uploaded	Status
<b>Zone-I</b>											
1	COOCH BEHAR	Dinhata	16	4.55	36124	1094	1094	100	1098	100	State declared ODF
2	COOCH BEHAR	Haldibari	11	10	14404	215	215	100	215	100	State declared ODF
3	COOCH BEHAR	Mathabhanga	12	2.79	23895	1296	1292	100	1292	100	State declared ODF
4	COOCH BEHAR	Mekliganj	9	3.88	9123	402	403	100	402	100	State declared ODF
5	COOCH BEHAR	Tufanganj	12	2.49	20999	531	531	100	531	100	State declared ODF
	<b>Cooch Behar District Total</b>				<b>104545</b>	<b>3538</b>	<b>3535</b>	<b>100</b>	<b>3538</b>	<b>100</b>	
6	MURSHIDABAD	Beldanga	14	3.98	29205	975	943	97	475	49	ready for ODF certification
7	MURSHIDABAD	Berhampore	28	31.4	195363	2837	2837	100	2844	100	ready for ODF certification
8	MURSHIDABAD	Dhulian	21	6.25	95713	7990	7200	90	5650	71	ready for ODF certification
9	MURSHIDABAD	Domkal	21	89.9	121727	5677	5230	92	3575	63	ready for ODF certification
10	MURSHIDABAD	Jangipur	21	8.2	88165	2702	2702	100	2702	100	ready for ODF certification
11	MURSHIDABAD	Kandi	18	13	55615	2714	2490	92	847	31	ready for ODF certification
	<b>Murshidabad District Total</b>				<b>585788</b>	<b>22895</b>	<b>21402</b>	<b>95</b>	<b>16093</b>	<b>69</b>	
12	NADIA	Birnagar	14	5.52	30799	1323	1323	100	1328	100	State declared ODF
13	NADIA	Chakdah	21	15.4	95203	495	495	100	710	143	State declared ODF
14	NADIA	Cooper's Camp	12	1.5	18843	1213	1213	100	595	49	State declared ODF
15	NADIA	Gayeshpur	18	30	58998	529	529	100	477	90	State declared ODF
16	NADIA	Kalyani	21	29.2	100620	654	654	100	632	97	State declared ODF
17	NADIA	Krishnanagar	24	16	153062	1835	1835	100	1569	86	State declared ODF
18	NADIA	Nabadwip	24	11.7	125528	2454	2454	100	2454	100	State declared ODF
19	NADIA	Ranaghat	20	7.72	75344	1018	1018	100	130	13	State declared ODF
20	NADIA	Santipur	24	25.9	151777	1852	1852	100	1904	103	State declared ODF
	<b>Nadia District Total</b>				<b>810174</b>	<b>11373</b>	<b>11373</b>	<b>100</b>	<b>9799</b>	<b>87</b>	



## Annexure-2

### Price Bid Form for Zone-I

1	Name of Tender	ODF Facilitation, Verification and Certification of the Urban Local Bodies of West Bengal	
2	Tender Ref.	MEMO : SUDA-313/2015/6532, Dated 19.09.2019	
3	Name of Tenderer (Empanelled Agency)		
4	Address of Agency for Communication with email ID		
5	Name and address of person who is authorised to sign bid document and commit on behalf of the tenderer with email ID		
6	Statement of acceptance for performance security	Yes/ No	
7	A	Consultancy fee per ward:( In figure and in words) For Zone- I	xxxxx INR
	B	Taxes & Duties, if any in INR ( with each of the quoted rate)	xxxxxx INR
<b>Total</b>			

Signature of Tenderer with seal

## Annexure-3

### ODF Protocol Guideline.

OFFICE of THE  
**STATE URBAN DEVELOPMENT AGENCY**

ILGUS Bhavan, HC Block, Sector III, Salt Lake City, Kolkata -700106

E- mail: sbm.wbsuda@gmail.com

Memo No. SUDA-313/2015/ 6533

Date: 19.09.2019

**Request for Proposal (RFP)**

**Notice inviting Request for Proposal (RfP) for ODF Facilitation, Verification and Certification  
of the Urban Local Bodies of West Bengal**

**for Zone-II ULBs**

Request for Proposal (RfP) is hereby invited from reputed and bonafide Organizations /Agencies/Academic Institutions having experience in executing baseline survey/evaluation studies/ verification exercises etc. for Government programmes, either at the Central or State level, for conducting State level Facilitation, Verification and Certification of ODF status through carrying out of extensive house-to-house survey in the 33 (thirty three) Urban Local Bodies (ULBs) [Detailed list is placed at Annexure-1] of 3 (three) Districts of West Bengal namely, Howrah, North 24 Parganas and South 24 Parganas, who have completed 90-100% construction of Individual House Hold Latrine (IHHL), Community Toilet and Public Toilet. Organization /Agency/Academic Institution, wishing to undertake the work in the above mentioned ULBs are required to submit Technical and Financial bids in separate sealed envelopes.

The Technical and Financial bids should be in separate sealed envelopes super-scribing "Technical Bid" and "Financial Bid" to be submitted in a common sealed envelope clearly super scribed "Bid for Engaging Organization /Agency/Academic Institution for "Field Assessment in ascertaining ODF (Open Defecation Free) status in identified ULBs" and bearing the name and address of the bidder Organization/Agency/Farm/Academic Institution. The amount quoted in the financial bid should be exclusive of GST. Interested agencies may apply for participation along with the following documents for Technical proposal and rate per ward in financial proposal:

**1. Technical Proposal**

- Covering letter
- Organizational profile alongwith credential – nature of the organization, vision, mission, objective, strategy, operational area, organization structure, expertise, area of work, key achievement
- Office address proof
- Audited Balance Sheet of the organization for the last three years.
- All applicable, requisite and mandatory documents like PAN, GST and TAN.
- Approach & Methodology including work plan and manpower deployment.
- Credentials i.e. experience in undertaking similar nature of work in last 5 yrs.

**2. Financial Proposal**

- Financial Proposal Submission Form (Placed at Annexure-2): Geographically the 23 Districts of West Bengal has been divided in to three zones – Zone-I, Zone-II and Zone-III.
- The participating bidders should quote the rate per ward for Zone-II only towards this RfP.

The RfP is to be submitted in the office of the Director, State Urban Development Agency (SUDA), ILGUS Bhawan, Block-HC, Sector- III, Salt Lake City, Kolkata- 700106, **within 1.00 P.M on 18.10.2019** and the same will be opened on the same day at 2.00 P.M. The authorized representative of the bidding



Agencies may remain present during opening of the bid. The intending bidders may remain present in the pre-bid meeting scheduled on 27.09.2019 at 3.00 P.M. in the Conference Hall of SUDA at ILGUS Bhawan, Salt Lake City.

SUDA reserves the right to reject any proposal on evaluation of the technical proposal itself, without even opening the financial proposal. However, if both the technical and financial proposals are considered, there will be weightage assigned for evaluation of both components.

**Director**  
**State Urban Development Agency**

## **Terms of Reference for the work “Conducting State Level Facilitation, Verification, Certification of ODF Status in ULBs of West Bengal”**

### **Introduction:**

On 2<sup>nd</sup> October 2014, the Government of India launched Swachh Bharat Mission (Urban) [SBM (U)] with the mandate of making the entire country Open Defecation Free (ODF) by 2<sup>nd</sup> October 2019. The objective of achieving the ODF status was to be realized in a mission mode approach for which a state level Mission i.e Mission Nirmal Bangla was constituted under the aegis of the Urban Development & Municipal Affairs Department, Government of West Bengal. Under the Mission's initiatives, creation of sanitation facilities has been interspersed with a rigorous and sustained behaviour change communication at the individual as well as community level so as to ensure that using toilets for defecation becomes the universal norm in the entire state. At the same time, in order to ensure quality outcomes, two things have been emphasized. One, the focus on sustainable behaviour change, and two, focus on making cities/ towns completely open defecation free (ODF) thereby improving the overall cleanliness of the city/ town.

Basic tenets of ODF at the present stage have been identified as the following:

- ◆ All the households have access to safe and sanitary toilet facilities and no one is defecating in the open.
- ◆ All occupants of those households that do not have space to construct toilet have access to a community toilet within a distance of 500 meters.
- ◆ All commercial areas have public toilets within a distance of 1 kilometer.
- ◆ All the Schools and Anganwadi Centres have toilet facilities and the students and teachers / staff members in schools and children and workers in the Anganwadi centres are using toilets facilities when in the institutions
- ◆ There is no visible sign (sight or smell) of open defecation in the cities.
- ◆ Overall cleanliness is maintained in the cities.
- ◆ City has a mechanism in place through which fines are imposed on people found defecating in the open

As the campaign geared up in all the ULBs after launch of the Mission, many ULBs have declared themselves ODF after conducting internal verification following the published City/ Town ODF verification and certification protocol by Ministry of Housing and Urban Affairs, Government of India (placed at **Annexure-3**) As indicated in the said Protocol, the State Government too is to initiate a verification process from the state level to substantiate the claims of the ULBs after their self-declaration as ODF. 33 (thirty three) Urban Local Bodies (ULBs) [**Detailed list is placed at Annexure-1**] of 3 (three) Districts of West Bengal namely, Howrah, North 24 Parganas and South 24 Parganas, who have completed 90-100% construction of Individual House Hold Latrin (IHHL), Community Toilet and Public Toilet have supposedly completed or to be completed their respective targets and are waiting to be declared as ODF by the State Government.

Now, the Mission authority in the Urban Development & Municipal Affairs Department, Government of West Bengal has decided to ascertain the actual status of the ODF and State level Facilitation,



Verification and Certification of ODF status in selected ULBs, through conduct of field verification to assess the present situation for final declaration by the State Government. The State Government intends to engage independent agencies for conducting the above verification studies to ascertain the claim of achievements (ODF status) made by the ULBs.

The intending bidders are requested to go through the ODF Protocol for detailed understanding of the objectives, procedure and other details of ODF verification.

**Requirements:**

- a) Agency should have the capability to provide services for the work as specified above.
- b) Should have adequate manpower and infrastructure (including computer hardware and software) required for the job and must have physical presence with Office Address at Greater Kolkata at least for last 2 (two) years.
- c) Since the job is time bound, the Agency would be required to work within 60 days and in close coordination with the Mission Office in State Urban Development Agency (SUDA).
- d) Each agency shall have a senior functionary of their organization as Coordinator who would be continuously in touch with the verification teams of the agency and ULBs as well as the State Mission Office. The name and contact details of the Coordinator should be given to SUDA before the actual field work is started.
- e) Since the exercise will cover the selected ULBs in their entirety, sufficient manpower in the form of Field Investigators and Supervisors will have to be placed into operation.
- f) Minimum qualification of the Supervisor should be at least graduate and that of the Field Investigators should be 10+2 passed and all of them should be able to communicate effectively in the local language.
- g) Interested agencies may apply for participation before the undersigned along with necessary documents in respect of following-

**3. Technical Proposal**

- Covering letter
- Organizational profile alongwith credential - nature of the organization, vision, mission, objective, strategy, operational area, organization structure, expertise, area of work, key achievement
- Office address proof
- Audited Balance Sheet of the organization for the last three years.
- All applicable, requisite and mandatory documents like PAN, GST and TAN.
- Approach & Methodology including work plan and manpower deployment.
- Credentials i.e. experience in undertaking similar nature of work in last 5 yrs.

**1. Financial Proposal**

- Financial Proposal Submission Form (**Placed at Annexure-2**): Geographically the 23 Districts of West Bengal has been divided in to three zones – Zone-I, Zone-II and Zone-III, as detailed in **Annexure-2**.
- The participating bidders should quote the rate per ward for this Zone-II towards this RfP.

### **Essential Credentials**

- a) The Agency should be a reputed organization having a minimum of 5 years experience in monitoring and evaluation of a central or state sponsored Scheme.
- b) Should have experience in analyzing and monitoring reports.
- c) The Agency should have experts /manpower proficient in all regional language(s)/local language(s).
- d) Should have demonstrated capacity to carry out structured evaluations of large scale projects using both quantitative and qualitative approaches.
- e) Should have the capacity to collect and analyze data from variety of sources at National, State and local level.
- f) Should have the capacity to prepare a feasible and comprehensive study design for evaluation, with data collection tools and analytical framework in consultation with the State Mission Office.
- g) Should have the capacity to structure data, create electronic databases, and develop output results in appropriate formats.
- h) Should have the Capacity to ensure logistic arrangement for site visits and data collection from the field.
- i) To have willingness to undertake the assignment in the given timeframe.
- j) The agency must have physical presence with Office Address at Greater Kolkata.

### **Roles and Functions of the Agency**

- To develop and prepare all the data collection instruments including questionnaires, checklist for beneficiaries, structured focused group discussion format, and tabulation plan and finalize it in consultation with Department.
- Undertake survey work in the selected ULBs, as per requirement. The ULB allocation to an agency will be decided by SUDA. If required, additional ULBs (who may declared themselves as ODF in near future by way of construction 100% IHHL/ CT/ PT ) may be allocated to the awarded organizations.
- To interact with SUDA/ ULBs to chalk out a detailed field visit plan for verification.
- To conduct field visit in each of the ward to ascertain ODF status (early morning visit and evening visit may be required to get firsthand knowledge of the practice of open defecation or absence of it).
- To identify, in discussion with the citizen and local functionaries, traditional Open Defecation sites of the wards and inspect those sites to ascertain whether the sites are still visited by the open defecators or not.
- To interact with randomly selected citizens (especially the slum dwellers) , visit their houses, inspect toilet facilities at the household level or the toilet where the members of such households have access and ascertain through canvassing of questionnaire or group meeting with citizens regarding use of such facilities by all members of the households at all times of requirement.
- Provide feedback to the local administration and SUDA about the deficiencies noticed in the wards, if any and suggest specific rectification measures.



- Once the rectifications is reported by the ULB authority, within three weeks from the date of receipt of the first report, make a second visit to the identified ULB and ascertain if the ODF status has finally been achieved.
- Finally, once the agency is satisfied that all the wards of the ULBs have achieved ODF status, submit a detailed report to the SUDA on the ODF status of the ULB in 2 hard copies and 3 compact discs.
- The agency will keep SUDA updated of developments through periodic reports.
- The Agency will ensure that their contact details (email, postal, Telefax, mobile) of contact person and field supervisor may be kept updated at all times and apprised to SUDA.

## **Methodology for ODF Facilitation, Verification and Certification**

### **Definitions and Necessary conditions:**

#### **A. Definition of Open Defecation Free city / ward**

A city / ward can be notified/declared as ODF city/ ODF ward if, at any point of the day, not a single person is found defecating in the open.

#### **B. Necessary infrastructure and regulatory conditions to be achieved before declaring a city/ ward as Open Defecation Free:**

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

### **Process:**

The Agencies will -

- ❖ Visit each and every ward.
- ❖ interact with the citizens / households
- ❖ Schools/ICDS/SSK/MSK/HS/Madrasha etc. to be visited
- ❖ Community Sanitary Complex to be visited at the public congregation place/dhaba/brick field etc.
- ❖ Household without latrine or person practicing OD to be visited (Snowball Method)
- ❖ Identify the citizens in relation to their status of access to and usage of toilets
- ❖ Mark the wards as Red, Yellow and Green
- ❖ Provide feedback to the ULB and state on the status and measures required to transform all the red and yellow ward into green.
- ❖ After first level verification the agency should facilitate the ULB level consultation meet among Red, and yellow wards.
- ❖ Finally, after taking repeated rounds of field visit and follow up, certify individual wards as ODF
- ❖ Develop and prepare all the data collection instruments, checklists, format, and tabulation plan as per ODF protocol guideline of GoI and finalize it in consultation with SUDA.
- ❖ Undertake the activities taking into consideration the process followed/adopted in the ULB.
- ❖ Cross/back check data.
- ❖ Prepare all reports time to time and share with the ULBs and SUDA.
- ❖ Verification of ODF process documentation at each level
- ❖ Case studies and Photograph

**Methods:**

Use of Structured / Semi structured questionnaires.

- ◆ Transact walk in the wards along with citizens/ SHGs for assessment and identify the OD areas prevailing, if any.
- ◆ Focused Group discussion / Rapid Participatory ODF Appraisal.
- ◆ ODF /OD sites to be visited. (Snowball Method)
- ◆ Morning visit to be done to see Open Defecation habits of the people.
- ◆ Ward to be considered as unit

**Sub-Contracting of work:**

Sub-contracting of the work or part thereof awarded under these terms of contract shall not be permitted in any form. Sub-contracting will lead to termination of contract and forfeiture of Performance Guarantee in addition to any other actions for violation of ToR.

**Time and Duration of Contract:**

Duration of the study will be for a period of **60 (sixty)** days from the date of award of the contract. The work is to be initiated within 3 days from the date of award of the contract. The initial field verification, interaction with citizen initial colour coding, feedback to administration, second verification after any required rectification and submission of interim report is to be completed within **60 (sixty)** days from the date of award of the contract positively. The final qualitative report may, however, be submitted within 15 days from the draft report.

**Service to be provided by the client**

- The Department would advise/write to the ULB authority for rendering necessary assistance for undertaking the work.

**Quoting of rates for the exercise**

- Geographically the 23 Districts of West Bengal has been divided in to three zones – Zone-I, Zone-II and Zone-III.
- The participating bidders should quote the rate per ward for this Zone-II towards this RfP (as per format enclosed at Annexure-2).

**Sub-Contracting of work:**

Sub-contracting of the work or part thereof awarded under these terms of contract shall not be permitted in any form. Sub-contracting will lead to termination of contract and forfeiture of Performance Guarantee in addition to any other actions for violation of ToR.

**Performance Security**

- ◆ The bidder shall provide to the employer, a Performance Security amounting **10% (Ten percent)** of the total contract price for a period of 60 days or final bill payment in the form of a Bank Guarantee or fixed Deposit Receipts in the name of State Urban Development Agency from a scheduled commercial bank within 7days from the receipt of work order.



- ❖ On satisfactory completion of the entire work and after the final payment the amount retained as security deposit (without interest) only will be released by this office.

**Payment:**

Payment of the Study Fees will be made in three installments.

- First installment 10% of the total fee will be paid on Submission of the Inception Report as mobilization advance.
- Second installment 60% of the total fee will be paid on completion of work in all and on submission of interim draft report.
- Third and final installment (30% of the total fee) to be paid on submission of final report with evidence-based documentation and acceptance of the report by SUDA.

**Deliverables**

- **1<sup>st</sup> Deliverable - Inception Report**, after fifteen (15) days from the date of issue of work order: Inception Report shall cover (i) survey designs (ii) format of the questionnaires (iii) specific work plan with timeline and milestone and (iv) structure of the final report is to be presented to Department and will be finalized by the department within a week after submission.
- **2<sup>nd</sup> Deliverable - Draft Report**: After completion of the first round of field visit to every village of the district/s and analyzing primary and secondary data, the agency should submit a draft report of the entire study within 45 days from the date of issue of work order and the draft report is to be presented to departments for discussion and finalization of the same.
- **3<sup>rd</sup> Deliverable - Presentation of Final Report**, within 15 days from the date of submission of the first report on getting approval of the draft report. Once the final report is received, the Mission will seek a presentation on the study highlighting key findings and recommendations from the analysis. Raw data are to be also submitted in CD.

The final report should be substantiated by photographs of the processes, facilities and initiatives in the ULBs/ Wards verified as well as documentation of some of the best practices and deviations, if any.

**Dispute**

The decision of State Urban Development Agency shall be final and binding in all matters.

**Director**  
**State Urban Development Agency**

## Annexure-1

### Status of IHHL construction for Zone-II

	District	Name of the ULB	No of Wards	Area	Population	Final Target for Construction of IHHL as per Ground Reality	No of IHHL Constrn Completed	% of Constn Completed	Constructed IHHL Photo Upload	% of Photo uploaded	Status
<b>Zone-II</b>											
1	HOWRAH	Uluberia	32	24.1	232290	8670	8670	100	2382	27	ready for ODF certification
	<b>Howrah District Total</b>				<b>232290</b>	<b>8670</b>	<b>8670</b>	<b>100</b>	<b>2382</b>	<b>27</b>	
2	NORTH 24-PARGANAS	Ashokenagar-K	23	20.5	121592	3440	3440	100	360	10	State declared ODF
3	NORTH 24-PARGANAS	Baduria	17	22.43	52493	1206	1206	100	1209	100	State declared ODF
4	NORTH 24-PARGANAS	Baranagar	34	7.12	245213	516	516	100	516	100	State declared ODF
5	NORTH 24-PARGANAS	Barasat	35	34.5	278435	3016	3016	100	1056	35	ready for ODF+
6	NORTH 24-PARGANAS	Barrackpore	24	10.61	152783	300	300	100	304	101	Ready for ODF+
7	NORTH 24-PARGANAS	Basirhat	23	22.05	125254	3150	3150	100	2897	92	State declared ODF
8	NORTH 24-PARGANAS	Bhatpara	35	33.96	385867	1755	1597	91	1349	77	ready for ODF re-certification
9	NORTH 24-PARGANAS	Bongaon	22	14.27	108864	5000	5000	100	3399	68	ready for ODF+
10	NORTH 24-PARGANAS	Dum Dum	22	5.2	114786	280	280	100	280	100	ready for ODF+
11	NORTH 24-PARGANAS	Garulia	21	5.38	85336	222	222	100	223	100	State declared ODF
12	NORTH 24-PARGANAS	Gobardanga	17	13.5	45392	960	960	100	960	100	ready for ODF+
13	NORTH 24-PARGANAS	Habra	24	21.8	147221	2310	2310	100	2310	100	ready for ODF+
14	NORTH 24-PARGANAS	Halisahar	23	8.94	124851	169	169	100	169	100	State declared ODF
15	NORTH 24-PARGANAS	Kamarhati	35	10.9	336579	300	300	100	269	90	State declared ODF
16	NORTH 24-PARGANAS	Kanchrapara	24	9.07	129576	704	704	100	699	99	State declared ODF
17	NORTH 24-PARGANAS	Khardah	22	6.87	109342	209	208	100	186	89	State declared ODF
18	NORTH 24-PARGANAS	Madhyamgram	28	21.56	197480	1200	1124	94	439	37	State declared ODF
19	NORTH 24-PARGANAS	Naihati	31	11.55	217900	1115	1084	97	430	39	State declared ODF
20	NORTH 24-PARGANAS	New Barrackpore	20	6.89	76846	893	893	100	893	100	ready for ODF+
21	NORTH 24-PARGANAS	North Barrackpore	23	13.6	132806	302	302	100	301	100	State declared ODF
22	NORTH 24-PARGANAS	North Dum Dum	34	26.45	249142	332	298	90	286	86	State declared ODF
23	NORTH 24-PARGANAS	Panihati	35	19.38	377341	1000	976	98	904	90	State declared ODF
24	NORTH 24-PARGANAS	South Dum Dum	35	16.05	403316	800	800	100	224	28	State declared ODF
25	NORTH 24-PARGANAS	Taki	16	12.97	38263	815	815	100	734	90	State declared ODF
26	NORTH 24-PARGANAS	Titagarh	23	3.4	116541	440	440	100	374	85	State declared ODF



	District	Name of the ULB	No of Wards	Area	Population	Final Target for Construction of IHHL as per Ground Reality	No of IHHL Constrn Completed	% of Constn Completed	Constructed IHHL Photo Upload	% of Photo uploaded	Status
	<b>North 24 Parganas Total</b>				<b>4373219</b>	<b>30434</b>	<b>30110</b>	<b>99</b>	<b>20771</b>	<b>81</b>	
27	SOUTH 24-PARGANAS	Baruipur	17	9.5	53128	377	377	100	186	49	State declared ODF
28	SOUTH 24-PARGANAS	Budge Budge	20	9.06	76858	977	977	100	699	72	State declared ODF
29	SOUTH 24-PARGANAS	Diamond Harbour	16	10.36	41798	1595	1595	100	1378	86	State declared ODF
30	SOUTH 24-PARGANAS	Jainagar-Mazilpur	14	5.8	25922	1677	1677	100	163	10	State declared ODF
31	SOUTH 24-PARGANAS	Maheshtala	35	44.16	449423	6562	6417	98	812	12	State declared ODF
32	SOUTH 24-PARGANAS	Pujali	16	8.32	37047	515	515	100	515	100	State declared ODF
33	SOUTH 24-PARGANAS	Rajpur-Sonarpur	35	49.9	424368	7000	6900	99	4305	62	State declared ODF
	<b>South 24 Parganas Total</b>				<b>1108544</b>	<b>18703</b>	<b>18458</b>	<b>99</b>	<b>8058</b>	<b>56</b>	

## Annexure-2

### Price Bid Form for Zone-II

1	Name of Tender	ODF Facilitation, Verification and Certification of the Urban Local Bodies of West Bengal	
2	Tender Ref.	MEMO : SUDA-313/2015/6533, Dated 19.09.2019	
3	Name of Tenderer (Empanelled Agency)		
4	Address of Agency for Communication with email ID		
5	Name and address of person who is authorised to sign bid document and commit on behalf of the tenderer with email ID		
6	Statement of acceptance for performance security	Yes/ No	
7	A	Consultancy fee per ward:( In figure and in words) For Zone- II	xxxxx INR
	B	Taxes & Duties, if any in INR ( with each of the quoted rate)	xxxxx INR
<b>Total</b>			

Signature of Tenderer with seal

## Annexure-3

### ODF Protocol Guideline.



OFFICE of THE  
**STATE URBAN DEVELOPMENT AGENCY**

ILGUS Bhavan, HC Block, Sector III, Salt Lake City, Kolkata -700106

E- mail: sbm.wbsuda@gmail.com

Memo No. SUDA-313/2015/ 6534

Date: 19.09.2019

**Request for Proposal (RFP)**

**Notice inviting Request for Proposal (RFP) for ODF Facilitation, Verification and Certification  
of the Urban Local Bodies of West Bengal**

**for Zone-III ULBs**

Request for Proposal (RfP) is hereby invited from reputed and bonafide Organizations /Agencies/Academic Institutions having experience in executing baseline survey/evaluation studies/ verification exercises etc. for Government programmes, either at the Central or State level, for conducting State level Facilitation, Verification and Certification of ODF status through carrying out of extensive house-to-house survey in the 28 (twenty eight) Urban Local Bodies (ULBs) [Detailed list is placed at Annexure-1] of 7 (seven) Districts of West Bengal namely, Bankura, Birbhum, Paschim MEDinipur, Purba Medinipur, Paschim Bardhaman, Purba Bardhaman and Hooghly who have completed 90-100% construction of Individual House Hold Latrine (IHHL), Community Toilet and Public Toilet. Organization /Agency/Academic Institution, wishing to undertake the work in the above mentioned ULBs are required to submit Technical and Financial bids in separate sealed envelopes.

The Technical and Financial bids should be in separate sealed envelopes super-scribing "Technical Bid" and "Financial Bid" to be submitted in a common sealed envelope clearly super scribed "Bid for Engaging Organization /Agency/Academic Institution for "Field Assessment in ascertaining ODF (Open Defecation Free) status in identified ULBs" and bearing the name and address of the bidder Organization/Agency/Farm/Academic Institution. The amount quoted in the financial bid should be exclusive of GST. Interested agencies may apply for participation along with the following documents for Technical proposal and rate per ward in financial proposal:

**1. Technical Proposal**

- Covering letter
- Organizational profile alongwith credential – nature of the organization, vision, mission, objective, strategy, operational area, organization structure, expertise, area of work, key achievement
- Office address proof
- Audited Balance Sheet of the organization for the last three years.
- All applicable, requisite and mandatory documents like PAN, GST and TAN.
- Approach & Methodology including work plan and manpower deployment.
- Credentials i.e. experience in undertaking similar nature of work in last 5 yrs.

**2. Financial Proposal**

- Financial Proposal Submission Form (Placed at Annexure-2): Geographically the 23 Districts of West Bengal has been divided in to three zones – Zone-I, Zone-II and Zone-III.
- The participating bidders should quote the rate per ward for Zone-III only towards this RfP.

The RfP is to be submitted in the office of the Director, State Urban Development Agency (SUDA), ILGUS Bhawan, Block-HC, Sector- III, Salt Lake City, Kolkata- 700106, within **1.00 P.M on 18.10.2019**

and the same will be opened on the same day at 2.00 P.M. The authorized representative of the bidding Agencies may remain present during opening of the bid. The intending bidders may remain present in the pre-bid meeting scheduled on 27.09.2019 at 3.00 P.M. in the Conference Hall of SUDA at ILGUS Bhawan, Salt Lake City.

SUDA reserves the right to reject any proposal on evaluation of the technical proposal itself, without even opening the financial proposal. However, if both the technical and financial proposals are considered, there will be weightage assigned for evaluation of both components.

**Director**  
**State Urban Development Agency**



## **Terms of Reference for the work "Conducting State Level Facilitation, Verification, Certification of ODF Status in ULBs of West Bengal"**

### **Introduction:**

On 2<sup>nd</sup> October 2014, the Government of India launched Swachh Bharat Mission (Urban) [SBM (U)] with the mandate of making the entire country Open Defecation Free (ODF) by 2<sup>nd</sup> October 2019. The objective of achieving the ODF status was to be realized in a mission mode approach for which a state level Mission i.e Mission Nirmal Bangla was constituted under the aegis of the Urban Development & Municipal Affairs Department, Government of West Bengal. Under the Mission's initiatives, creation of sanitation facilities has been interspersed with a rigorous and sustained behaviour change communication at the individual as well as community level so as to ensure that using toilets for defecation becomes the universal norm in the entire state. At the same time, in order to ensure quality outcomes, two things have been emphasized. One, the focus on sustainable behaviour change, and two, focus on making cities/ towns completely open defecation free (ODF) thereby improving the overall cleanliness of the city/ town.

Basic tenets of ODF at the present stage have been identified as the following:

- ◆ All the households have access to safe and sanitary toilet facilities and no one is defecating in the open.
- ◆ All occupants of those households that do not have space to construct toilet have access to a community toilet within a distance of 500 meters.
- ◆ All commercial areas have public toilets within a distance of 1 kilometer.
- ◆ All the Schools and Anganwadi Centres have toilet facilities and the students and teachers / staff members in schools and children and workers in the Anganwadi centres are using toilets facilities when in the institutions
- ◆ There is no visible sign (sight or smell) of open defecation in the cities.
- ◆ Overall cleanliness is maintained in the cities.
- ◆ City has a mechanism in place through which fines are imposed on people found defecating in the open

As the campaign geared up in all the ULBs after launch of the Mission, many ULBs have declared themselves ODF after conducting internal verification following the published City/ Town ODF verification and certification protocol by Ministry of Housing and Urban Affairs, Government of India (placed at **Annexure-3**) As indicated in the said Protocol, the State Government too is to initiate a verification process from the state level to substantiate the claims of the ULBs after their self-declaration as ODF. 28 (twenty eight) Urban Local Bodies (ULBs) [**Detailed list is placed at Annexure-1**] of 7 (seven) Districts of West Bengal namely, Bankura, Birbhum, Paschim MEDinipur, Purba Medinipur, Paschim Bardhaman, Purba Bardhaman and Hooghly who have completed 90-100% construction of Individual House Hold Latrin (IHHL), Community Toilet and Public Toilet have supposedly completed or to be completed their respective targets and are waiting to be declared as ODF by the State Government.

Now, the Mission authority in the Urban Development & Municipal Affairs Department, Government of West Bengal has decided to ascertain the actual status of the ODF and State level Facilitation,

Verification and Certification of ODF status in selected ULBs, through conduct of field verification to assess the present situation for final declaration by the State Government. The State Government intends to engage independent agencies for conducting the above verification studies to ascertain the claim of achievements (ODF status) made by the ULBs.

The intending bidders are requested to go through the ODF Protocol for detailed understanding of the objectives, procedure and other details of ODF verification.

**Requirements:**

- a) Agency should have the capability to provide services for the work as specified above.
- b) Should have adequate manpower and infrastructure (including computer hardware and software) required for the job and must have physical presence with Office Address at Greater Kolkata at least for last 2 (two) years.
- c) Since the job is time bound, the Agency would be required to work within 60 days and in close coordination with the Mission Office in State Urban Development Agency (SUDA).
- d) Each agency shall have a senior functionary of their organization as Coordinator who would be continuously in touch with the verification teams of the agency and ULBs as well as the State Mission Office. The name and contact details of the Coordinator should be given to SUDA before the actual field work is started.
- e) Since the exercise will cover the selected ULBs in their entirety, sufficient manpower in the form of Field Investigators and Supervisors will have to be placed into operation.
- f) Minimum qualification of the Supervisor should be at least graduate and that of the Field Investigators should be 10+2 passed and all of them should be able to communicate effectively in the local language.
- g) Interested agencies may apply for participation before the undersigned along with necessary documents in respect of following-

**3. Technical Proposal**

- Covering letter
- Organizational profile alongwith credential - nature of the organization, vision, mission, objective, strategy, operational area, organization structure, expertise, area of work, key achievement
- Office address proof
- Audited Balance Sheet of the organization for the last three years.
- All applicable, requisite and mandatory documents like PAN, GST and TAN.
- Approach & Methodology including work plan and manpower deployment.
- Credentials i.e. experience in undertaking similar nature of work in last 5 yrs.

**1. Financial Proposal**

- Financial Proposal Submission Form (**Placed at Annexure-2**): Geographically the 23 Districts of West Bengal has been divided in to three zones – Zone-I, Zone-II and Zone-III, as detailed in **Annexure-2**.
- The participating bidders should quote the rate per ward for this Zone-III towards this RfP.



### **Essential Credentials**

- a) The Agency should be a reputed organization having a minimum of 5 years experience in monitoring and evaluation of a central or state sponsored Scheme.
- b) Should have experience in analyzing and monitoring reports.
- c) The Agency should have experts /manpower proficient in all regional language(s)/local language(s).
- d) Should have demonstrated capacity to carry out structured evaluations of large scale projects using both quantitative and qualitative approaches.
- e) Should have the capacity to collect and analyze data from variety of sources at National, State and local level.
- f) Should have the capacity to prepare a feasible and comprehensive study design for evaluation, with data collection tools and analytical framework in consultation with the State Mission Office.
- g) Should have the capacity to structure data, create electronic databases, and develop output results in appropriate formats.
- h) Should have the Capacity to ensure logistic arrangement for site visits and data collection from the field.
- i) To have willingness to undertake the assignment in the given timeframe.
- j) The agency must have physical presence with Office Address at Greater Kolkata.

### **Roles and Functions of the Agency**

- To develop and prepare all the data collection instruments including questionnaires, checklist for beneficiaries, structured focused group discussion format, and tabulation plan and finalize it in consultation with Department.
- Undertake survey work in the selected ULBs, as per requirement. The ULB allocation to an agency will be decided by SUDA. If required, additional ULBs (who may declared themselves as ODF in near future by way of construction 100% IHHL/ CT/ PT ) may be allocated to the awarded organizations.
- To interact with SUDA/ ULBs to chalk out a detailed field visit plan for verification.
- To conduct field visit in each of the ward to ascertain ODF status (early morning visit and evening visit may be required to get firsthand knowledge of the practice of open defecation or absence of it).
- To identify, in discussion with the citizen and local functionaries, traditional Open Defecation sites of the wards and inspect those sites to ascertain whether the sites are still visited by the open defecators or not.
- To interact with randomly selected citizens (especially the slum dwellers) , visit their houses, inspect toilet facilities at the household level or the toilet where the members of such households have access and ascertain through canvassing of questionnaire or group meeting with citizens regarding use of such facilities by all members of the households at all times of requirement.
- Provide feedback to the local administration and SUDA about the deficiencies noticed in the wards, if any and suggest specific rectification measures.

- Once the rectifications is reported by the ULB authority, within three weeks from the date of receipt of the first report, make a second visit to the identified ULB and ascertain if the ODF status has finally been achieved.
- Finally, once the agency is satisfied that all the wards of the ULBs have achieved ODF status, submit a detailed report to the SUDA on the ODF status of the ULB in 2 hard copies and 3 compact discs.
- The agency will keep SUDA updated of developments through periodic reports.
- The Agency will ensure that their contact details (email, postal, Telefax, mobile) of contact person and field supervisor may be kept updated at all times and apprised to SUDA.

## **Methodology for ODF Facilitation, Verification and Certification**

### **Definitions and Necessary conditions:**

#### **A. Definition of Open Defecation Free city / ward**

A city / ward can be notified/declared as ODF city/ ODF ward if, at any point of the day, not a single person is found defecating in the open.

#### **B. Necessary infrastructure and regulatory conditions to be achieved before declaring a city/ ward as Open Defecation Free:**

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

### **Process:**

The Agencies will -

- ❖ Visit each and every ward.
- ❖ interact with the citizens / households
- ❖ Schools/ICDS/SSK/MSK/HS/Madrasha etc. to be visited
- ❖ Community Sanitary Complex to be visited at the public congregation place/dhaba/brick field etc.
- ❖ Household without latrine or person practicing OD to be visited (Snowball Method)
- ❖ Identify the citizens in relation to their status of access to and usage of toilets
- ❖ Mark the wards as Red, Yellow and Green
- ❖ Provide feedback to the ULB and state on the status and measures required to transform all the red and yellow ward into green.
- ❖ After first level verification the agency should facilitate the ULB level consultation meet among Red, and yellow wards.
- ❖ Finally, after taking repeated rounds of field visit and follow up, certify individual wards as ODF
- ❖ Develop and prepare all the data collection instruments, checklists, format, and tabulation plan as per ODF protocol guideline of GoI and finalize it in consultation with SUDA.
- ❖ Undertake the activities taking into consideration the process followed/adopted in the ULB.
- ❖ Cross/back check data.
- ❖ Prepare all reports time to time and share with the ULBs and SUDA.
- ❖ Verification of ODF process documentation at each level
- ❖ Case studies and Photograph



**Methods:**

Use of Structured / Semi structured questionnaires.

- ◆ Transact walk in the wards along with citizens/ SHGs for assessment and identify the OD areas prevailing, if any.
- ◆ Focused Group discussion / Rapid Participatory ODF Appraisal.
- ◆ ODF /OD sites to be visited. (Snowball Method)
- ◆ Morning visit to be done to see Open Defecation habits of the people.
- ◆ Ward to be considered as unit

**Sub-Contracting of work:**

Sub-contracting of the work or part thereof awarded under these terms of contract shall not be permitted in any form. Sub-contracting will lead to termination of contract and forfeiture of Performance Guarantee in addition to any other actions for violation of ToR.

**Time and Duration of Contract:**

Duration of the study will be for a period of **60 (sixty)** days from the date of award of the contract. The work is to be initiated within 3 days from the date of award of the contract. The initial field verification, interaction with citizen initial colour coding, feedback to administration, second verification after any required rectification and submission of interim report is to be completed within **60 (sixty)** days from the date of award of the contract positively. The final qualitative report may, however, be submitted within 15 days from the draft report.

**Service to be provided by the client**

- The Department would advise/write to the ULB authority for rendering necessary assistance for undertaking the work.

**Quoting of rates for the exercise**

- Geographically the 23 Districts of West Bengal has been divided in to three zones – Zone-I, Zone-II and Zone-III.
- The participating bidders should quote the rate per ward for this Zone-III towards this RFP (as per format enclosed at Annexure-2).

**Sub-Contracting of work:**

Sub-contracting of the work or part thereof awarded under these terms of contract shall not be permitted in any form. Sub-contracting will lead to termination of contract and forfeiture of Performance Guarantee in addition to any other actions for violation of ToR.

**Performance Security**

- ◆ The bidder shall provide to the employer, a Performance Security amounting **10% (Ten percent)** of the total contract price for a period of 60 days or final bill payment in the form of a Bank Guarantee or fixed Deposit Receipts in the name of State Urban Development Agency from a scheduled commercial bank within 7days from the receipt of work order.

- ◆ On satisfactory completion of the entire work and after the final payment the amount retained as security deposit (without interest) only will be released by this office.

**Payment:**

Payment of the Study Fees will be made in three installments.

- First installment 10% of the total fee will be paid on Submission of the Inception Report as mobilization advance.
- Second installment 60% of the total fee will be paid on completion of work in all and on submission of interim draft report.
- Third and final installment (30% of the total fee) to be paid on submission of final report with evidence-based documentation and acceptance of the report by SUDA.

**Deliverables**

- **1<sup>st</sup> Deliverable - Inception Report**, after fifteen (15) days from the date of issue of work order: Inception Report shall cover (i) survey designs (ii) format of the questionnaires (iii) specific work plan with timeline and milestone and (iv) structure of the final report is to be presented to Department and will be finalized by the department within a week after submission.
- **2<sup>nd</sup> Deliverable - Draft Report**: After completion of the first round of field visit to every village of the district/s and analyzing primary and secondary data, the agency should submit a draft report of the entire study within 45 days from the date of issue of work order and the draft report is to be presented to departments for discussion and finalization of the same.
- **3<sup>rd</sup> Deliverable - Presentation of Final Report**, within 15 days from the date of submission of the first report on getting approval of the draft report. Once the final report is received, the Mission will seek a presentation on the study highlighting key findings and recommendations from the analysis. Raw data are to be also submitted in CD.

The final report should be substantiated by photographs of the processes, facilities and initiatives in the ULBs/ Wards verified as well as documentation of some of the best practices and deviations, if any.

**Dispute**

The decision of State Urban Development Agency shall be final and binding in all matters.

**Director**  
**State Urban Development Agency**



## Annexure-1

### Status of IHHL construction for Zone-III

	District	Name of the ULB	No of Wards	Area	Population	Final Target for Construction of IHHL as per Ground Reality	No of IHHL Constrn Completed	% of Constn Completed	Constructed IHHL Photo Upload	% of Photo uploaded	Status
<b>Zone-III</b>											
1	BANKURA	Bishnupur	19	22.01	67792	5315	5100	96	2734	51	ready for ODF certification
	<b>Bankura District Total</b>				<b>67792</b>	<b>5315</b>	<b>5100</b>	<b>96</b>	<b>2734</b>	<b>51</b>	
2	BIRBHUM	Dubrajpur	16	16.84	38027	2491	2336	94	1110	45	ready for ODF certification
3	BIRBHUM	Nalhati	16	12	41244	3883	3883	100	3521	91	ready for ODF certification
4	BIRBHUM	Rampurhat	18	16.23	57891	1541	1423	92	1423	92	ready for ODF certification
5	BIRBHUM	Sainthia	16	10	44608	1250	1250	100	1253	100	ready for ODF certification
	<b>Birbhum District Total</b>				<b>181770</b>	<b>9165</b>	<b>8892</b>	<b>97</b>	<b>7307</b>	<b>82</b>	
6	PASCHIM MEDINIPUR	Chandrakona	12	16.58	23629	1040	1040	100	695	67	ready for ODF certification
7	PASCHIM MEDINIPUR	Ghatal	17	10.4	54591	700	700	100	648	93	ready for ODF certification
8	PASCHIM MEDINIPUR	Midnapore	25	18.36	169127	3372	3076	91	335	10	ready for ODF certification
9	PASCHIM MEDINIPUR	Ramjibanpur	11	15.83	19611	1172	1172	100	1164	99	ready for ODF certification
	<b>Paschim Medinipur District Total</b>				<b>266958</b>	<b>6284</b>	<b>5988</b>	<b>98</b>	<b>2842</b>	<b>67</b>	
10	PURBA MEDINIPUR	Contai	21	14.25	92212	500	462	92	5	1	State declared ODF
11	PURBA MEDINIPUR	Egra	14	17.21	30148	680	680	100	680	100	ready for ODF+
12	PURBA MEDINIPUR	Haldia	29	109.65	200352	2813	2813	100	1323	47	State declared ODF
13	PURBA MEDINIPUR	Panskura	18	17.04	57904	3398	3398	100	3398	100	State declared ODF
	<b>Purba Medinipur District Total</b>				<b>380616</b>	<b>7391</b>	<b>7353</b>	<b>98</b>	<b>5406</b>	<b>62</b>	
14	Paschim BARDDHAMAN	Durgapur MC	43	154.2	563570	30708	28647	93	6885	22	ready for ODF certification
	<b>Paschim Bardhaman District Total</b>				<b>563570</b>	<b>30708</b>	<b>28647</b>	<b>93</b>	<b>6885</b>	<b>22</b>	
15	Purba BARDDHAMAN	Bardhaman	35	26.3	314265	7666	7666	100	820	11	ready for ODF certification
16	Purba BARDDHAMAN	Dainhat	14	10.42	24391	430	430	100	430	100	ready for ODF certification
17	Purba BARDDHAMAN	Kalna	18	4.55	57066	462	462	100	210	45	State declared ODF
	<b>Purba Bardhaman District Total</b>				<b>395722</b>	<b>8558</b>	<b>8558</b>	<b>100</b>	<b>1460</b>	<b>52</b>	
18	HUGHLI	Arambagh	19	34.75	66175	3901	3566	91	3566	91	ready for ODF re-certification

	District	Name of the ULB	No of Wards	Area	Population	Final Target for Construction of IHHL as per Ground Reality	No of IHHL Constrn Completed	% of Constn Completed	Constructed IHHL Photo Upload	% of Photo uploaded	Status
19	HUGHLI	Baidyabati	23	12.09	121081	632	610	97	367	58	State declared ODF
20	HUGHLI	Champdany	22	6.59	111251	1765	1765	100	1433	81	ready for ODF+
21	HUGHLI	Chandannagore MC	33	22.03	166867	144	141	98	108	75	State declared ODF
22	HUGHLI	Dankuni	21	19.5	94966	1097	1097	100	1042	95	ready for ODF+
23	HUGHLI	Hooghly Chinsurah	30	17.29	177259	710	652	92	593	84	State declared ODF
24	HUGHLI	Konnagar	20	4.67	76152	47	47	100	41	87	State declared ODF
25	HUGHLI	Rishra	23	6.48	124529	616	616	100	58	9	State declared ODF
26	HUGHLI	Serampore	29	17.6	183339	557	557	100	496	89	State declared ODF
27	HUGHLI	Tarakeswar	15	3.88	30947	810	810	100	690	85	State declared ODF
28	HUGHLI	Uttarpara Kotrung	24	11.71	159413	183	183	100	149	81	State declared ODF
		<b>Hooghly District Total</b>			<b>1311979</b>	<b>10462</b>	<b>10044</b>	<b>98</b>	<b>8543</b>	<b>76</b>	



## Annexure-2

### Price Bid Form for Zone-III

1	Name of Tender	ODF Facilitation, Verification and Certification of the Urban Local Bodies of West Bengal	
2	Tender Ref.	MEMO : SUDA-313/2015/6534, Dated 19.09.2019	
3	Name of Tenderer (Empanelled Agency)		
4	Address of Agency for Communication with email ID		
5	Name and address of person who is authorised to sign bid document and commit on behalf of the tenderer with email ID		
6	Statement of acceptance for performance security	Yes/ No	
7	A	Consultancy fee per ward:( In figure and in words) For Zone- III	xxxxx INR
	B	Taxes & Duties, if any in INR ( with each of the quoted rate)	xxxxx INR
<b>Total</b>			

Signature of Tenderer with seal

## Annexure-3

### ODF Protocol Guideline.



SBM Cell SUDA, WB <sbmcellsuda@gmail.com>

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## Re: Proposal for ODF verification in 13 ULBs of West Bengal

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Nivedita <nivedita@qcin.org>

15 January 2020 at 11:52

To: Director SUDA <sbm.wbsuda@gmail.com>, "jolychaudhuri9@gmail.com" <jolychaudhuri9@gmail.com>, "sbmcellsuda@gmail.com" <sbmcellsuda@gmail.com>

Cc: vinod kumar jindal <vk.jindal@nic.in>, naveen agarwal <agarwalnaveen2000@gmail.com>, "vaibhavrao@kpmg.com" <vaibhavrao@kpmg.com>, Ansh Mittal <ansh.mittal@qcin.org>

Dear Sir,

As per our telephonic conversation, due to connectivity issues faced by ULBs in uploading the city profiles, we will accept offline city profiles for ODF inspection.

Request you to kindly share the updated city profile in the attached excel format.

---

**From:** Nivedita

**Sent:** 04 January 2020 12:45

**To:** Director SUDA <sbm.wbsuda@gmail.com>; jolychaudhuri9@gmail.com; sbmcellsuda@gmail.com; Director SUDA <sbm.wbsuda@gmail.com>

**Cc:** vinod kumar jindal <vk.jindal@nic.in>; naveen agarwal <agarwalnaveen2000@gmail.com>; vaibhavrao@kpmg.com; Ansh Mittal <ansh.mittal@qcin.org>

**Subject:** Re: Proposal for ODF verification in 13 ULBs of West Bengal

Dear Sir/Madam,

Please find attached the target Achievement status for the requested ULBs.

Please note that the we require city profiles for ODF verification which should be updated on the common city profile portal. Also, as a pre requisite, the ULBs must have fine mechanism in place.

Once, the city profiles are updated, we shall come for inspection.

For this purpose, if you require any kind of support, we would be happy to help you.

Regards,



City's Statistics and Details

Name of the Municipality/Municipal Corporation	
Name of District	
No. of Wards	
Population(2011)	
Current Population	
Commissioner/ Chief Officer Name	
Contact Number	
E-mail ID	
Name of Nodal officer	
Designation	
Contact Number	
Mechanism of imposing fine on open defecator?(Yes, No)	

Please Add the rows wherever necessary

2. Ward Councilors

Sr. No	Ward No	Ward Name	Name of Sub-zone(if any)	Name of Zone	Name of Geographical Zone (ULB greater than 5 Lakhs Population - North, South, East, West, for less than 5 Lakh Population, North and South Zone)	Name of Ward Councilor	Declaration Submitted(Yes/No)
1							
2							
3							
4							
5							
6							

3 Self Help Group/NGO's/Community Based Organisation

Total No. of Self Help Groups/NGO/Community Based Organisation	
--	--

Sr. No	Name of the Self Help Group/NGO/Community Based Organisation	Address of the Organization	Ward No	Ward Name	Has the organization declared for ODF(V/N)
1					
2					
3					
4					
5					
6					

4. School(s)(Govt/Private)

Total Schools	
Has Staff/students/Principal declaration received(Y/N)	

S.No	School Name	Ward No	Number of students	Type of School (Private/Govt)	Is there a Toilet in the School (Y/N)	Is there a separate toilet for girls and boys in the School (Y/N)	Has all the school students/Staff/principal declared for ODF (Y/N)
1							
2							
3							
4							
5							
6							
7							
8							
9							
10							
11							
12							
13							

5. Has city conducted any IEC/BCC Campaign on ODF in Last 1 year?(Yes/No)  
 No. of Campaigns conducted?

Mode of IEC/BCC	Installed Banners/Hoardings	Campaigns in local newspaper	Campaigns on Radio Channels	House to House Campaigns	Street Plays	Others
Count						

6. Details of C/Pv/IHHL

#	Target in numbers	Application Received	Application Verified	Constructed	Uploaded on SBM Portal (Y/N)
IHHL					
Community toilet (Seats)		NA	NA		
Public Toilet (Seats)		NA	NA		



7. Is there a Mechanism of Collecting fine for open defecation?(Yes/No)  
Amount of fine Collected(Tentative)

8. Is there a railway Track Passing through UAB?(Yes, No)

9. Has resolution of ODF Self-Declaration been publicly announced, inviting public feedback / objection within 15 days of announcement.(Yes/No)  
Has all the objections been resolved?(Yes/no)

City Profile for Declaration of cities Free of Open-Defecation

No. of Slum Area/Settlements near railway Tracks, Stations(Count) \_\_\_\_\_

1. List of Slum

S.No	List of Slum Area Location	Ward No	No. of Household in the Slum	No. of Households with IHHL	No. of Shared Toilet	No. of Community Toilets/ Public Toilets in the Slum
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						

No. of Residential Area/Area near railway Tracks, Stations(Count) \_\_\_\_\_

2. List of Residential Areas

S.No	List of Residential Area Location	Ward No	No. of Household in the Residential area	No. of Households with IHHL	No. of Shared Toilet	No. of Community Toilets/ Public Toilets in the Residential Area
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						



No. of Major Commercial areas(Count)

1. List Of Major Commercial Areas

S.No	Name of Notified Commercial Areas	Ward No	No. of Constructed Public Toilet in the Area	No. of Public Toilets under Construction in the Area
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				

No. of Vegetable Markets(Count)

2. List of Vegetable Markets

S.No	Name of Vegetable Markets	Ward No	No. of Constructed Public Toilet in the Area	No. of Public Toilets under Construction in the Area
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				

1. Community Toilet

S.No	List of Community Toilet	Landmark	Type of Areal(Slum, Residential, Commercial, Lake/Pond/River, Any other)	Ward No
1				
2				
3				
4				
5				
6				
7				
8				

2. Public Toilet

S.No	List of Public Toilet	Landmark	Type of Areal(Slum, Residential, Commercial, Lake/Pond/River, Any other)	Ward No
1				
2				
3				
4				
5				
6				
7				

3. Individual Household Laterines

S.NO	Ward	Zone	Sub Zone	APPLICANT	FATHER/HUSBAND	MOBILE NO.
1						
2						
3						
4						
5						
6						
7						
8						



1. Community Toilet

S.No	List of Community Toilet	Landmark	Type of Areal/Slum, Residential, Commercial, Lake/Pond/River, Any other)	Ward No
1				
2				
3				
4				
5				
6				
7				
8				

2. Public Toilet

S.No	List of Public Toilet	Landmark	Type of Areal/Slum, Residential, Commercial, Lake/Pond/River, Any other)	Ward No
1				
2				
3				
4				
5				
6				
7				

3. Individual Household Laterines

S.NO	Ward	Zone	Sub Zone	APPLICANT	FATHER/HUSBAND	MOBILE NO.	ADDRESS
1							
2							
3							
4							
5							
6							
7							
8							

## রাজ্য নগর উন্নয়ন সংস্থা

## STATE URBAN DEVELOPMENT AGENCY

‘ইলগাস ভবন’, এইচ-সি ব্লক, সেক্টর-৩, বিধাননগর, কলকাতা-৭০০ ১০৬, পশ্চিমবঙ্গ

“ILGUS BHAVAN”, H-C Block, Sector - III, Bidhannagar, Kolkata - 700 106, West Bengal

ক্রমিক নং SUDA-132/2016/8792

তারিখ 24.01.2020

To

Sri V.K. Jindal  
Joint Secretary and Mission Director, SBM(U),  
Ministry of Housing and Urban Affairs,  
Government of India

Sub: Proposal for ODF verification in 25 cities of West Bengal  
Ref: This office letter no. SUDA-132/2016/7808 dated 06.12.2019

Sir,

In continuation of the memo under reference. I am to submit a list of 25 cities (list enclosed) for ODF verification by QCI.

Yours faithfully,

Encl: As stated above

*[Signature]* 24/1/20  
(Director)



**Proposed Cities for ODF verification and certification**

Sl No	Name of the ULB	District	Revised Target	IHL Constrn Completed	% of Constrn Completed	Application Received	Application Verified	Application approved	Final Photo Upload	% of Photo uploaded
1	Nalhati	BIRBHUM	3883	3883	100	7046	4502	4502	3982	103
2	Rampurhat	BIRBHUM	1541	1425	92	5257	1422	1399	1420	92
3	Sainthia	BIRBHUM	1250	1250	100	1914	1250	1250	1252	100
4	Dinhata	COOCH BEHAR	1094	1094	100	1142	1094	1094	1096	100
5	Haldibari	COOCH BEHAR	215	215	100	223	215	215	215	100
6	Arambagh	HOOGHLY	3901	3601	92	3658	3563	3662	3602	92
7	Baidyabati	HOOGHLY	632	632	100	646	632	630	630	100
8	Hooghly Chinsurah	HOOGHLY	710	664	94	713	625	625	624	88
9	Konnagar	HOOGHLY	47	47	100	46	46	45	45	96
10	Tarakeswar	HOOGHLY	810	810	100	698	690	690	688	85
11	Nabadwip	NADIA	2454	2454	100	2476	2454	2454	2454	100
12	Ranaghat	NADIA	1018	1018	100	1187	1018	1018	1011	99
13	Baduria	NORTH 24-PGS	1206	1206	100	2272	1206	1206	1206	100
14	Basirhat	NORTH 24-PGS	3150	3150	100	12707	3099	3088	3070	97
15	Dum Dum	NORTH 24-PGS	280	280	100	373	280	280	279	100
16	Habra	NORTH 24-PGS	2310	2310	100	2437	2357	2339	2304	100
17	Kanchrapara	NORTH 24-PGS	704	704	100	1399	722	689	702	100
18	New Barrackpore	NORTH 24-PGS	893	893	100	1102	1099	1099	893	100
19	North Barrackpore	NORTH 24-PGS	302	302	100				301	100
20	North Dum Dum	NORTH 24-PGS	332	332	100	2018	2001	2001	300	90
21	Taki	NORTH 24-PGS	815	815	100	10766	810	808	802	98
22	Ramjibanpur	PASCHIM MEDINIPUR	1172	1207	103	1223	1172	1172	1159	99
23	Contai	PURBA MEDINIPUR	500	667	132	795	5	0	8	2
24	Baruipur	SOUTH 24-PGS	377	376	100	6901	227	217	186	49
25	Rajpur-Sonarpur	SOUTH 24-PGS	7000	6684	95	5491	4729	4729	4782	68
		<b>Total</b>	<b>36596</b>	<b>36014</b>	<b>100</b>	<b>72490</b>	<b>35218</b>	<b>35212</b>	<b>33011</b>	<b>90</b>



# রাজ্য নগর উন্নয়ন সংস্থা

## STATE URBAN DEVELOPMENT AGENCY

“ইলগাস ভবন”, এইচ-সি ব্লক, সেক্টর-৩, বিধাননগর, কলকাতা-৭০০ ১০৬, পশ্চিমবঙ্গ  
“ILGUS BHAVAN”, H-C Block, Sector - III, Bidhannagar, Kolkata - 700 106, West Bengal

ক্রমিক নং .....

তারিখ .....

To

Sri V.K. Jindal  
Joint Secretary and Mission Director, SBM(U),  
Ministry of Housing and Urban Affairs,  
Government of India

Sub: Proposal for ODF verification in 25 cities of West Bengal  
Ref: This office letter no. SUDA-132/2016/7808 dated 06.12.2019

Sir,

In continuation of the memo under reference, I am to submit a list of 25 cities (list enclosed) for ODF verification by QCI.

Encl: As stated above

Yours faithfully,

(Director)

দূরভাষ : ২৩৫৮ ৬৪০৩ / ৫৭৬৭, ফ্যাক্স : ২৩৫৮ ৫৮০০

Tel : 2358 6403/5767, Fax : 2358 5800, E-mail : wbsudadir@gmail.com

Account Section : 2358 6408



**Proposed Cities for ODF verification and certification**

Sl No	Name of the ULB	District	Revised Target	IHL Constrn Completed	% of Constrn Completed	Application Received	Application Verified	Application approved	Final Photo Upload	% of Photo uploaded
1	Nalhati	BIRBHUM	3883	3883	100	7046	4502	4502	3982	103
2	Rampurhat	BIRBHUM	1541	1425	92	5257	1422	1399	1420	92
3	Sainthia	BIRBHUM	1250	1250	100	1914	1250	1250	1252	100
4	Dinhata	COOCH BEHAR	1094	1094	100	1142	1094	1094	1096	100
5	Haldibari	COOCH BEHAR	215	215	100	223	215	215	215	100
6	Arambagh	HOOGHLY	3901	3601	92	3658	3563	3662	3602	92
7	Baidyabati	HOOGHLY	632	632	100	646	632	630	630	100
8	Hooghly Chinsurah	HOOGHLY	710	664	94	713	625	625	624	88
9	Konnagar	HOOGHLY	47	47	100	46	46	45	45	96
10	Tarakeswar	HOOGHLY	810	810	100	698	690	690	688	85
11	Nabadwip	NADIA	2454	2454	100	2476	2454	2454	2454	100
12	Ranaghat	NADIA	1018	1018	100	1187	1018	1018	1011	99
13	Baduria	NORTH 24-PGS	1206	1206	100	2272	1206	1206	1206	100
14	Basirhat	NORTH 24-PGS	3150	3150	100	12707	3099	3088	3070	97
15	Dum Dum	NORTH 24-PGS	280	280	100	373	280	280	279	100
16	Habra	NORTH 24-PGS	2310	2310	100	2437	2357	2339	2304	100
17	Kanchrapara	NORTH 24-PGS	704	704	100	1399	722	689	702	100
18	New Barrackpore	NORTH 24-PGS	893	893	100	1102	1099	1099	893	100
19	North Barrackpore	NORTH 24-PGS	302	302	100				301	100
20	North Dum Dum	NORTH 24-PGS	332	332	100	2018	2001	2001	300	90
21	Taki	NORTH 24-PGS	815	815	100	10766	810	808	802	98
22	Ramjibanpur	PASCHIM MEDINIPUR	1172	1207	103	1223	1172	1172	1159	99
23	Contai	PURBA MEDINIPUR	500	662	132	795	5	0	8	2
24	Baruipur	SOUTH 24-PGS	377	376	100	6901	227	217	186	49
25	Rajpur-Sonarpur	SOUTH 24-PGS	7000	6684	95	5491	4729	4729	4782	68
		<b>Total</b>	<b>36596</b>	<b>36014</b>	<b>100</b>	<b>72490</b>	<b>35218</b>	<b>35212</b>	<b>33011</b>	<b>90</b>

Draft

To  
Sri V. K. Jindal  
Joint Secretary and Mission Director, SBM(U),  
Ministry of Housing and Urban Affairs,  
Govt. of India

Sub: Proposal for ODF verification in 25 cities of West Bengal  
Ref: This office letter no. SUDA-132/2016/7808 dated 06.12.2019

Sir,

In continuation of the memo under Reference, I am ~~directed~~ to submit a list of 25 ULBs (list enclosed) for ODF verification by QCI.

Yours faithfully,

Encl: as stated above

Director SUDA &  
State Mission Director, SBM(U)  
Govt. of West Bengal



**Proposed ULBs for ODF verification and certification**

Sl No	Name of the ULB	District	Initial Target	Revised Target	IHLH Constrn Completed	% of Constrn Completed	Application Received	Application verified	Application approved	Final Photo Upload	% of Photo uploaded
1	Nalhati	BIRBHUM	3200	3883	3883	100	7046	4502	4502	4004	100
2	Sainthia	BIRBHUM	3498	1250	1250	100	1914	1250	1250	1252	100
3	Rampurhat	BIRBHUM	1806	1541	1425	92	5257	1422	1399	1420	92
4	Dinhata	COOCH BEHAR	786	1094	1094	100	1142	1094	1094	1096	100
5	Haldibari	COOCH BEHAR	414	215	215	100	223	215	215	215	100
6	Baidyabati	HOOGHLY	1303	632	632	100	646	632	632	630	100
7	Konnagar	HOOGHLY	409	47	47	100	46	46	45	45	96
8	Tarakeswar	HOOGHLY	910	810	810	100	698	690	690	688	85
9	Arambagh	HOOGHLY	3221	3901	3601	92	3658	3563	3562	3601	92
10	Hooghly Chinsurah	HOOGHLY	6355	710	664	94	713	625	625	624	88
11	Nabadwip	NADIA	2454	2454	2454	100	2476	2454	2454	2454	100
12	Ranaghat	NADIA	603	1018	1018	100	1187	1018	1018	1011	99
13	Dum Dum	NORTH 24-PGS	394	280	280	100	373	280	280	279	100
14	Habra	NORTH 24-PGS	2623	2310	2310	100	2437	2357	2339	2304	100
15	New Barrackpore	NORTH 24-PGS	1094	893	893	100	1102	1099	1099	893	100
16	Baduria	NORTH 24-PGS	1238	1206	1206	100	2272	1206	1206	1206	100
17	Basirhat	NORTH 24-PGS	1553	3150	3150	100	12707	3099	3088	3070	97
18	Kanchrapara	NORTH 24-PGS	1366	704	704	100	1399	722	689	702	100
19	North Barrackpore	NORTH 24-PGS	2132	302	302	100	541	512	301	301	100
20	Taki	NORTH 24-PGS	414	815	815	100	10766	810	808	802	98
21	North Dum Dum	NORTH 24-PGS	9217	332	332	100	2018	2001	2001	300	90
22	Ramjibanpur	PASCHIM MEDINIPUR	1528	1172	1207	103	1223	1172	1172	1159	99
23	Contai	PURBA MEDINIPUR	462	500	662	132	795	5	0	8	2
24	Baruipur	SOUTH 24-PGS	1856	377	376	100	6901	227	217	185	49
25	Rajpur-Sonarpur	SOUTH 24-PGS	23440	7000	6684	95	5491	4729	4729	4782	68
			<b>72276</b>	<b>36596</b>	<b>36014</b>	<b>100</b>	<b>73031</b>	<b>35730</b>	<b>35415</b>	<b>33031</b>	<b>90</b>

1. Community Toilet

S.No	List of Community Toilet	Landmark	Type of Area(Stum, Residential, Commercial, Lake/Pond/River, Any other)	Ward No
1				
2				
3				
4				
5				
6				
7				
8				

2. Public Toilet

S.No	List of Public Toilet	Landmark	Type of Area(Stum, Residential, Commercial, Lake/Pond/River, Any other)	Ward No
1				
2				
3				
4				
5				
6				
7				

3. Individual Household Laterines

S.NO	Ward	Zone	Sub Zone	APPLICANT	FATHER/HUSBAND	MOBILE NO.	ADDRESS
1							
2							
3							
4							
5							
6							
7							
8							



1. City's Statistics and Details

Name of the Municipality/Municipal Corporation	
Name of District	
No. of Wards	
Population(2011)	
Current Population	
Commissioner/ Chief Officer Name	
Contact Number	
E-mail ID	
Name of Nodal officer	
Designation	
Contact Number	
Mechanism of imposing fine on open defecator?(Yes, No)	

Please Add the rows wherever necessary-

2. Ward Councilors

Sr. No	Ward No	Ward Name	Name of Sub-zone(if any)	Name of Zone	Name of Geographical Zone (ULB greater than 5 Lakh Population - North, South, East, West, or less than 5 Lakh Population, North and South Zone)	Name of Ward Councilor	Declaration Submitted(Yes/No)
1							
2							
3							
4							
5							
6							

3. Self Help Group/NGO's/Community Based Organisation

Total No. of Self Help Groups/NGO/Community Based Organisation	
--	--

Sr. No	Name of the Self Help Group/NGO/Community Based Organisation	Address of the Organization	Ward No	Ward Name	Has the organization declared for ODF(Y/N)
1					
2					
3					
4					
5					
6					

4. Schools(Govt/Private)

Total Schools	
Has Staff/students/Principal declaration received(Y/N)	

S.No	School Name	Ward No	Number of students	Type of School (Private/Govt)	Is there a Toilet in the School (Y/N)	Is there a separate toilet for girls and boys in the School (Y/N)	Has all the school students/Staff/principal declared for ODF (Y/N)
1							
2							
3							
4							
5							
6							
7							
8							
9							
10							
11							
12							
13							

5. Has city conducted any IEC/BCC Campaign on ODF in Last 1 year?(Yes/No)	
No. of Campaigns conducted?	

Mode of IEC/BCC	Installed Banners/Hoardings	Campaigns in local newspaper	Campaigns on Radio Channels	House to House Campaigns	Street Plays	Others
Count						

6. Details of CI/Pt/HHHL

#	Target in numbers	Application Received	Application Verified	Constructed	Uploaded on SBM Portal (Y/N)
HHHL					
Community toilet (Seats)		NA	NA		
Public Toilet (Seats)		NA	NA		

7. Is there a Mechanism of Collecting fine for open defecation?(Yes/No)	
Amount of fine Collected(Tentative)	

8. Is there a railway Track Passing through ULB?(Yes, No)	
---	--

9. Has resolution of ODF Self-Declaration been publicly announced, inviting public feedback / objection within 15 days of announcement.(Yes/No)	
Was there any objections received?(Yes/No)	
Has all the objections been resolved?(Yes/no)	

**City Profile for Declaration of cities Free of Open-Defecation**

**No. of Slum Area/Settlements near railway Tracks,Stations(Count)**

**1. List of Slum**

S.No	List of Slum Area Location	Ward No	No. of Household in the Slum	No. of Households with IHHL	No. of Shared Toilet	No. of Community Toilets/ Public Toilets in the Slum
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						

**No. of Residential Area/Area near railway Tracks,Stations(Count)**

**2. List of Residential Areas**

S.No	List of Residential Area Location	Ward No	No. of Household in the Residential area	No. of Households with IHHL	No. of Shared Toilet	No. of Community Toilets/ Public Toilets in the Residential Area
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						

**3. Name the Open Defecation Vulnerable Points**

Sr. No	Location Name	Landmark	Type of Area(Slum, Residential, water Body, Railway Track,Commercial Area,Bus Stand,Others)	Name of Area	Ward No.
1					
2					
3					
4					



No. of Major Commercial areas(Count)	
--------------------------------------	--

1. List Of Major Commercial Areas

S.No	Name of Notified Commercial Areas	Ward No	No. of Constructed Public Toilet in the Area	No. of Public Toilets under Construction in the Area
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				

No. of Vegetable Markets(Count)	
---------------------------------	--

2. List of Vegetable Markets

S.No	Name of Vegetable Markets	Ward No	No. of Constructed Public Toilet in the Area	No. of Public Toilets under Construction in the Area
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				

3. List of Bus stands, Bus Station

S.No	Name of Locations	Ward No	No. of Constructed Public Toilet in the Area	No. of Public Toilets under Construction in the Area
1				
2				
3				
4				
5				
6				

4. List of Religious Importance Place/Recreational Parks/Playgrounds

S.No	Name of Locations	Ward No	No. of Constructed Public Toilet in the Area	No. of Public Toilets under Construction in the Area
1				
2				
3				
4				
5				
6				

5. List of Water bodies including river, Lakes, ponds

S.No	Name of Location	Location	Ward No	No. of Constructed Public Toilet in the Area	No. of Public Toilets under Construction in the Area
1					
2					
3					
4					
5					
6					



SBM Cell SUDA, WB <sbmcellsuda@gmail.com>

---

## Re: Proposal for ODF verification in 13 ULBs of West Bengal

---

Nivedita <nivedita@qcin.org>

4 January 2020 at 12:45

To: Director SUDA <sbm.wbsuda@gmail.com>, "jolychaudhuri9@gmail.com" <jolychaudhuri9@gmail.com>, "sbmcellsuda@gmail.com" <sbmcellsuda@gmail.com>

Cc: vinod kumar jindal <vk.jindal@nic.in>, naveen agarwal <agarwalnaveen2000@gmail.com>, "vaibhavrao@kpmg.com" <vaibhavrao@kpmg.com>, Ansh Mittal <ansh.mittal@qcin.org>

Dear Sir/Madam,

Please find attached the target Achievement status for the requested ULBs.

Please note that the we require city profiles for ODF verification which should be updated on the common city profile portal. Also, as a pre requisite, the ULBs must have fine mechanism in place.

Once, the city profiles are updated, we shall come for inspection.

For this purpose, if you require any kind of support, we would be happy to help you.

Regards,

Nivedita

Project Planning & Implementation Division (PPID)

Quality Council of India

+91 - 9909312088 | nivedita@qcin.org

---

**From:** Director SUDA <sbm.wbsuda@gmail.com>

**Sent:** Saturday, January 4, 2020 11:57 AM

**To:** Nivedita <nivedita@qcin.org>

**Subject:** Fwd: Proposal for ODF verification in 13 ULBs of West Bengal

----- Forwarded message -----

From: **Director SUDA** <sbm.wbsuda@gmail.com>

Date: Tue, Dec 10, 2019 at 11:58 AM

Subject: Fwd: Proposal for ODF verification in 13 ULBs of West Bengal

To: Nivedita <nivedita@qcin.org>, <sbmodf@qcin.org>

----- Forwarded message -----

From: **Director SUDA** <sbm.wbsuda@gmail.com>

Date: Fri, Dec 6, 2019 at 5:59 PM



State	District	ULB	Population	Current Certification	Current Certification Assessment Date	90% Target Status (31-12-2019)	100% Target Status (31-12-2019)	Under Construction (31-12-2019)	Reason for Non-ODF	Comments
West Bengal	Nadia	Birnagar	30799	To be Inspected		Target Achieved	Target Achieved	1		Request Received by
West Bengal	South 24 Parganas	Budge Budge	76837	To be Inspected		Target Achieved	Target Not Achieved	18		Request Received by State
West Bengal	Hooghly	Chamdani	111251	Non ODF	12/13/2019	Target Achieved	Target Achieved	0	No fine	Ganga Town Request Received by State
West Bengal	Hooghly	Chandannagar	166867			Target Not Achieved	Target Not Achieved	1		Request Received by State
West Bengal	Nadia	Cooper's Camp	23119	To be Inspected		Target Achieved	Target Achieved	0		Request Received by State
West Bengal	South 24 Parganas	Diamond Harbour	41802	Non ODF	12/14/2019	Target Achieved	Target Achieved	8	1. Incomplete 2. Documentation No Fine mechanism	Request Received by State
West Bengal	North 24 Parganas	Halsahar	125000	To be Inspected		Target Achieved	Target Not Achieved	0		Request Received by State
West Bengal	South 24 Parganas	Jaynagar Majlipur	25922	To be Inspected		Target Achieved	Target Achieved	8		Request Received by State
West Bengal	Nadia	Krishnagar	181000	To be Inspected		Target Achieved	Target Achieved	3		Request Received by State
West Bengal	Cooch Behar	Mathabhanga	23890	To be Inspected		Target Achieved	Target Achieved	0		Request Received by State
West Bengal	Cooch Behar	Mekligani	9127	To be Inspected		Target Achieved	Target Achieved	0		Request Received by State
West Bengal	East Midnapore	Panskura	57932	To be Inspected		Target Achieved	Target Achieved	2		Request Received by State
West Bengal	Hooghly	Rishra	124577	To be Inspected		Target Achieved	Target Not Achieved	1		Request Received by State
West Bengal	Cooch Behar	Tufanganj	20998	To be Inspected		Target Achieved	Target Not Achieved	0		Request Received by State



রাজ্য নগর উন্নয়ন সংস্থা

SUDA

STATE URBAN DEVELOPMENT AGENCY

"ইলগাস ভবন", এইচ-সি ব্লক, সেক্টর-৩, বিধাননগর, কলকাতা-৭০০ ১০৬, পশ্চিমবঙ্গ  
"ILGUS BHAVAN", H-C Block, Sector - III, Bidhannagar, Kolkata - 700 106, West Bengal

ক্রমিক নং SUDA-132/2016/ 7808

তারিখ 06.12.2019

To  
Sri V.K. Jindal  
Joint Secretary and Mission Director, SBM(U),  
Ministry of Housing and Urban Affairs  
Government of India

Sub: Proposal for ODF verification in 13 ULBs of West Bengal

Sir,

The State Government has declared 70 cities of West Bengal as ODF, of which QCI has already visited 28 ULBs for ODF verification earlier. Presently we have engaged one third party agency in 81 ULBs for ODF facilitation, verification and sustainability checking.

The ODF verification agency will complete their task in 13 ULBs (List enclosed) ~~task~~ within 10 December, 2019

Now, I am directed to inform you that QCI may visit these 13 ULBs after 15 December, 2019 for third party verification from your end.

Yours faithfully

Encl: As stated above

  
(Director)

দূরভাষ : ২৩৫৮ ৬৪০৩ / ৫৭৬৭, ফ্যাক্স : ২৩৫৮ ৫৮০০

Tel : 2358 6403/5767, Fax : 2358 5800, E-mail : wbsudadir@gmail.com  
Account Section : 2358 6408



**Proposed ULBs for ODF verification and certification**

Sl No	Name of the ULB	District	Initial Target	Earlier Revised Target	No of IHHL Constrn Completed	% of Constrn Completed	Application Received	Application Verified	Application Approved	Final Photo Uploaded	% of Photo uploaded
1	Mekhliganj	COOCH BEHAR	541	402	402	100	408	402	402	402	100
2	Tufanganj	COOCH BEHAR	51	531	531	100	559	535	535	531	100
3	Rishra	HOOGHLY	1716	616	616	100	82	71	59	58	9
4	Birnagar	NADIA	1323	1323	1323	100	1333	1325	1324	1328	100
5	Cooper's Camp	NADIA	534	1213	1213	100	648	547	547	595	49
6	Krishnanagar	NADIA	1736	1835	1835	100	1713	0	0	1569	86
7	Halisahar	NORTH 24-PGS	4502	169	169	100	289	184	184	169	100
8	Panskura	PURBA MEDINIPUR	1473	3398	3398	100	3431	3383	3383	3398	100
9	Budge Budge	SOUTH 24-PGS	2707	977	977	100	1323	779	777	748	77
10	Diamond Harbour	SOUTH 24-PGS	896	1595	1595	100	1948	1368	1183	1664	104
11	Jainagar-Mazilpur	SOUTH 24-PGS	2796	1677	1677	100	10334	361	313	469	28
12	Mathabhanga	COOCH BEHAR	1403	1296	1296	100	1505	1285	1285	1292	100
13	Chandannagore MC	HOOGHLY	2860	144	141	98	133	124	124	108	75
	<b>Total</b>		<b>22538</b>	<b>15176</b>	<b>15169</b>	<b>58.9821829</b>	<b>23706</b>	<b>10364</b>	<b>10116</b>	<b>12331</b>	<b>47</b>

To

Sri V.K. Jindal  
Joint Secretary and Mission Director, SBM(U),  
Ministry of Housing and Urban Affairs,  
Government of India

Sir,

Ref :

Sub :

The State Government has declared 70 cities of West Bengal as ODF, of which QCI has already visited 28 ULBs for ODF verification earlier.

The enclosed list of the ULBs are ready for ODF verification within January, 2020.

Now, I am directed to inform you that QCI may visit these ULBs after 15<sup>th</sup> of January, 2020 for third party verification from your end.

Yours faithfully,

(Director)

Encl: As stated above

In continuation of the memo under reference I am directed to ~~submit~~ submit a list of ... ULBs for ODF verification by QCI.

Encl - As stated.

Y F





Director SUDA &lt;sbm.wbsuda@gmail.com&gt;

**ODF and Protocol Compliance Status 13012020**

1 message

**Chandreyee Das** <chandreyee.das@gmail.com>  
Reply-To: chandreyee.das@gmail.com  
To: Director SUDA <sbm.wbsuda@gmail.com>  
Cc: Swagata Bhattacharya <swagata.bhattacharya1@gmail.com>

Mon, Jan 13, 2020 at 2:22 PM

To  
The Director,  
SUDA, GOWB

Dear Madam,

Please find attached the Status report of 23 Municipalities including the list of 13 ( which was shared by you ) along with the 9 ULBs which are nearly ready for verification and certification through facilitation ( which we are continuously doing ). I will request you to kindly follow up with these.

In the meanwhile we are also identifying another set of 20 ULBs which can be made ready for verification and certification by next week.

With regards

**Dr. Chandreyee Das**

Development Consultant &amp; Secretary, Hijli INSPIRATION

GC-1, 1st Floor, Sector-III, Salt Lake, Kolkata – 700 106

Phone: +91-33-23587241, 23592969

Mobile: +91-9830028496

Fax: +91-33-23349945

Email: chandreyee.das@gmail.com; chandreyee.inspiration@gmail.com; info@inspiration-india.org

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ODF and Protocol Compliance Status ( 13-01-2020)

SI No.	ULB	Protocol Compliance including Public Validation	Fine imposition	Rectification in OD spots
1	Konnanagar ✓	Other compliances in process- expected to be complete within a couple of days	Pending	No OD found
2	Rishra	Documents for 2016 non-traceable. Working afresh. Expected to be completed by this week	Pending	No OD found
3	Baidyabati ✓	Nearing completion	Done	Rectification measures taken
4	Hooghly Chinsurah ✓	Documents for 2016 non-traceable. Working afresh. Expected to be completed by this week	Pending	Measures being taken for repair and maintenance and addressing vulnerable locations
5	Chandannagore	Documents for 2016 non-traceable. Yet to start documentation. However in 2018 they had done a certification excluding schools	Pending	Sparse OD found . ULB taking initiative
6	Tarakeswar ✓	To be complete by this week	Done	No OD
7	Arambag ✓	To be complete by this week	Pending	No OD
8	Nabadwip ✓	All done	Pending	Measures being taken to address OD – Councillors have been intimated
9	Cooper's camp	All done	Pending	Measures being taken to address OD – Councillors have been intimated
10	Birnagar	Updating in progress- hence Public Validation not done	Pending	Measures being taken to address OD – Councillors have been intimated. Not in a very good state
11	Krishnanagar	Updating in progress- hence Public Validation not done	Pending	Issue of access in different pockets mainly in Railway jurisdiction . Some measures were taken which was demolished by the Railway Authority Municipality trying to address by providing make-shift toilets.
12	Ranaghat ✓	Updating in progress , Public validation yet to be done	Pending	Sparse OD found. ULB taking action



13	Taki ✓	Updating in progress . Public Validation done through Notice in Dec. However has to be done again.	Done	Sparse OD found . Municipality taking action
14	Baduria ✓	Updating in progress. School updating yet to be done. Hence Public validation in progress.	Done	Sparse OD found . Municipality taking action
15	Madhyamgram ✓	Updating in progress	Pending	No OD found
16	Dum Dum ✓	Nearly complete. Updating being done on 2018 status. Will be completed by this week	Done	
17	Haldibari ✓	In progress. Expected to be completed by this week	Will be done by this week	No OD found
18	Dinhata ✓	In progress. Expected to be completed by this week		No OD found
19	Mekhligunj ✓	In progress. Expected to be completed by this week		No OD found
20	Mathabhanga ✓	In progress. Expected to be completed by this week		No OD found
21	Tungunj ✓	Meeting planned tomorrow. Municipality was unable to/ reluctant to organise meetings with stakeholders and help in Protocol Compliance checks		
22	Budge Budge ✓	Complete. Updating done on 2018 status. Councillors certification done	Done	OD found in 1 ward. Measures being taken to address it
	Joy Nagar Majilpur ✓	Complete. Updating done on 2018 status. Councillors certification done	Done	OD found. Measures taken by Municipality by constructing new community toilets
23	Panskura ✓	Expected to be complete by this week	Done – resolution taken	No OD found

Sl No.	Ward No	Protocol Compliance including Public Validation	Fine imposition	Rectification in OD spots	remarks
1	Bu...gaon (M)	Other compliances in process except school	Not imposed any fine.	Verification, intimation and rectification in process	
2	Gobardanga (M)	Other compliances in process except school	already in place	Verification, intimation and rectification in process	
3	Habra (M)	Other compliances in process except school	already in place	Verification, intimation and rectification in process	
4	Ashokenagar Kalyangarh	Other compliances in process except school	already in place	Verification, intimation and rectification in process	
5	Baduria (M)	Other compliances in process except school	already in place	Verification, intimation and rectification in process	
6	Basirhat (M)	SHG, Scchool still pending	already in place	Verification, intimation and rectification in process	
7	Taki (M)	Other compliances in process except school	already in place	Verification, intimation and rectification in process	
8	Dum Dum (M)	nearly completed, documents of 2016 and updated on 2018, further updation ongoing .	already in place	Verification, intimation and rectification in process	
9	North DumDum (M)	Other compliances in process except school and SHG	Not imposed any fine.	Verification, intimation and rectification in process	
10	South DumDum (M)	Other compliances in process except school and SHG	Not imposed any fine.	Verification, intimation and rectification in process	No
11	New Barrackpore (M)	nearly completed, documents of 2016, further updation ongoing	Not imposed any fine.	Verification, intimation and rectification in process	
12	Madhyamgram (M)	Not complied	Not sure when fine can be imposed	Verification, intimation and rectification in process	
13	Barasat (M)	Other compliances in process except school and SHG	already in place	Verification, intimation and rectification in process	
14	Baranagar (M)	Other compliances in process except school and SHG	Not imposed any fine.	Verification, intimation and rectification in process	
15	Kamarhati (M)	Other compliances in process except school and SHG	Not imposed any fine.	Verification, intimation and rectification in process	
16	Panihati (M)	Other compliances in process except school and SHG	Not imposed any fine.	Verification, intimation and rectification in process	
17	Khardah (M)	Other compliances in process except school and SHG	Not imposed any fine.	Verification, intimation and rectification in process	
18	Titagarh (M)	Other compliances in process except school and SHG		Verification, intimation and rectification in process	
19	North Barrackpore (M)	Documents for 2016 available, ongoing process for 2019 nearly completed	already in place	Verification, intimation and rectification in process	
20	Barrackpore (M)	Documents for 2016 available, ongoing process for 2019 nearly completed	already in place	Verification in process	
21	Bhatpara (M)	Other compliances in process except school	Not imposed any fine.	Verification in process	
22	Garulia (M)		Not imposed any fine.	Verification in process	No
23	Halisahar (M)			Verification in process	No
24	Naihati (M)			Verification in process	No
25	Kanchrapara (M)	Other compliances in process except school	already in place	Verification in process	
<b>PASCHIM MEDINIPUR</b>					
26	Ramjibanpur (M)	Completed	Not done	No visible signs of OD found	
26	Chandrakona (M)	SHG due, expected after 20th January	Not done	No visible signs of OD found	
26	Ghatal (M)	Other compliances in process except school and SHG	Not done	No visible signs of OD found	
26	Medinipur (M)	Other compliances in process except school and SHG	Not done	No visible signs of OD found	
<b>PURBA MEDINIPUR</b>					
27	Contai (M)	Completed	Not done	Intimated to the ULB	
28	Egra (M)	Other compliances in process except school	Not done	Intimated to the ULB	
29	Haldia	Not initiated by the ULB , reluctant	Not done	No visible signs of OD found	
<b>Hooghly</b>					



Sl No.	Ward No	Protocol Compliance including Public Validation	Fine imposition	Rectification in OD spots	remarks
29	Uttarpara	Other compliances in process except school	Not done	Visible signs of OD found. Rectification due	
30	Srirampur	Not yet completed Protocol compliance	Not done	No visible signs of OD found	
31	Dankuni	Not yet completed Protocol compliance	Not done	Visible signs of OD found. Rectification due	
32	Chandernagore	Not yet completed Protocol compliance	Not done	Visible signs of OD found. Rectification due	
33	Champdany	Ongoing	Imposed by the ULB	No visible signs of OD found	
	Cochbehar				
34	Tufangunj	ULB reluctant	Not done		
	Birbhum				
35	Nalhati (M)	Protocol compliance nearing completion	Imposed by the ULB	Intimated to the ULB	
36	Rampurhat (M)	Protocol compliance nearing completion	Not done	Intimated to the ULB	
37	Sainthia (M)	Protocol compliance nearing completion	Not done	No visible signs of OD found	
38	Dubrajpur (M)	Protocol compliance due	Not done	No visible signs of OD found	
	Bardhaman PURBA				
39	Dainhat (M)	Protocol compliance due	Not done	No visible signs of OD found	
40	Kalna (M)	Protocol compliance due	Not done	No visible signs of OD found	
	South 24 Parganas				
41	Rajpur Sonarpur (M)	Protocol compliance nearing completion	Not done		
42	Baruipur (M)	Protocol compliance nearing completion	Not done		
43	Jaynagar Mazilpur (M)	Protocol compliance nearing completion	Not done		



Director SUDA &lt;sbm.wbsuda@gmail.com&gt;

**ODF and Protocol Compliance Status 13012020**

1 message

**Chandreyee Das** <chandreyee.das@gmail.com>

Mon, Jan 13, 2020 at 2:22 PM

Reply-To: chandreyee.das@gmail.com

To: Director SUDA &lt;sbm.wbsuda@gmail.com&gt;

Cc: Swagata Bhattacharya &lt;swagata.bhattacharya1@gmail.com&gt;

To

The Director,

SUDA, GOWB

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In the meanwhile we are also identifying another set of 20 ULBs which can be made ready for verification and certification by next week.

With regards

**Dr. Chandreyee Das**

Development Consultant &amp; Secretary, Hijli INSPIRATION

GC-1, 1st Floor, Sector-III, Salt Lake, Kolkata – 700 106

Phone: +91-33-23587241, 23592969

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5	Chandannagore	Documents for 2016 non-traceable. Yet to start documentation. However in 2018 they had done a certification excluding schools	Pending	Sparse OD found . ULB taking initiative
6	Tarakeswar	To be complete by this week	Done	No OD
7	Arambag	To be complete by this week	Pending	No OD
8	Nabadwip	All done	Pending	Measures being taken to address OD – Councillors have been intimated
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14	Baduria	Updating in progress. School updating yet to be done. Hence Public validation in progress.	Done	Sparse OD found . Municipality taking action
15	Madhyamgram	Updating in progress	Pending	No OD found
16	Dum Dum	Nearly complete. Updating being done on 2018 status. Will be completed by this week	Done	
17	Haldibari	In progress. Expected to be completed by this week	Will be done by this week	No OD found
18	Dinhata	In progress. Expected to be completed by this week		No OD found
19	Mekhlignj	in progress. Expected to be completed by this week		No OD found
20	Mathabhanga	In progress. Expected to be completed by this week		No OD found
21	Tungunj	Meeting planned tomorrow. Municipality was unable to/ reluctant to organise meetings with stakeholders and help in Protocol Compliance checks		
22	Budge Budge	Complete. Updating done on 2018 status. Councillors certification done	Done	OD found in 1 ward. Measures being taken to address it
	Joy Nagar Majilpur	Complete. Updating done on 2018 status. Councillors certification done	Done	OD found. Measures taken by Municipality by constructing new community toilets
23	Panskura	Expected to be complete by this week	Done – resolution taken	No OD found



## STATE URBAN DEVELOPMENT AGENCY

“ইলগাস ভবন”, এইচ-সি ব্লক, সেক্টর-৩, বিধাননগর, কলকাতা-৭০০ ১০৬, পশ্চিমবঙ্গ

“ILGUS BHAVAN”, H-C Block, Sector - III, Bidhannagar, Kolkata - 700 106, West Bengal

ক্রমিক নং SUDA-132/2016/ 7808

তারিখ 06.12.2019

To  
Sri V.K. Jindal  
Joint Secretary and Mission Director, SBM(U),  
Ministry of Housing and Urban Affairs  
Government of India

**Sub: Proposal for ODF verification in 13 ULBs of West Bengal**

Sir,

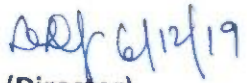
The State Government has declared 70 cities of West Bengal as ODF, of which QCI has already visited 28 ULBs for ODF verification earlier. Presently we have engaged one third party agency in 81 ULBs for ODF facilitation, verification and sustainability checking.

The ODF verification agency will complete their task in 13 ULBs (**List enclosed**) ~~task~~ within 10 December, 2019

Now, I am directed to inform you that QCI may visit these 13 ULBs after 15 December, 2019 for third party verification from your end.

Yours faithfully

Encl: As stated above

  
(Director)

**Proposed ULBs for ODF verification and certification**

Sl No	Name of the ULB	District	Initial Target	Earlier Revised Target	No of IHHL Constrn Completed	% of Constrn Completed	Application Received	Application Verified	Application Approved	Final Photo Uploaded	% of Photo uploaded
1	Mekhliganj	COOCH BEHAR	541	402	402	100	408	402	402	402	100
2	Tufanganj	COOCH BEHAR	51	531	531	100	559	535	535	531	100
3	Rishra	HOOGHLY	1716	616	616	100	82	71	59	58	9
4	Birnagar	NADIA	1323	1323	1323	100	1333	1325	1324	1328	100
5	Cooper's Camp	NADIA	534	1213	1213	100	648	547	547	595	49
6	Krishnanagar	NADIA	1736	1835	1835	100	1713	0	0	1569	86
7	Halsahar	NORTH 24-PGS	4502	169	169	100	289	184	184	169	100
8	Panskura	PURBA MEDINIPUR	1473	3398	3398	100	3431	3383	3383	3398	100
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11	Jainagar-Mazlipur	SOUTH 24-PGS	2796	1677	1677	100	10334	361	313	469	28
12	Mathabhanga	COOCH BEHAR	1403	1296	1292	100	1505	1285	1285	1292	100
13	Chandannagore MC	HOOGHLY	2860	144	141	98	133	124	124	108	75
		<b>Total</b>	<b>22538</b>	<b>15176</b>	<b>15169</b>	<b>58.9821829</b>	<b>23706</b>	<b>10364</b>	<b>10116</b>	<b>12331</b>	<b>47</b>



**NAVEEN KUMAR AGARWAL**

ADDITIONAL MISSION DIRECTOR  
SWACHH BHARAT MISSION

Tel.: 23062374, Mob.: 09870162277  
email: agarwalnaveen2000@gmail.com



भारत सरकार  
आवासन और शहरी कार्य मंत्रालय  
निर्माण भवन

GOVERNMENT OF INDIA  
MINISTRY OF HOUSING AND URBAN AFFAIRS  
NIRMAN BHAWAN

नई दिल्ली-110011, तारीख 20  
New Delhi-110011, Dated the 20

**D.O. No.15/55/2017-SBM-1**

**29<sup>th</sup> November, 2018**

Dear Sir,

As you are aware, the Ministry of Housing and Urban Affairs has recently launched a dedicated portal for managing requests pertaining to Open Defecation Free assessments. The portal can be accessed through the URL: [www.swachhodfurban.org](http://www.swachhodfurban.org)

2. In this regard, it has been observed that 42 ULBs (Annexure- 1) have requested for ODF assessments to be conducted of which only 1 ULB have submitted their city profile/pre-assessment form on the portal but have been rejected as the eligibility criteria for construction of IHHL for 90% approved applications and 90% target of CT/PT has not been met and remaining 41 ULBs have not yet submitted any data on the portal. This is resulting in a delay for scheduling the assessments.

3. I request your personal intervention in ensuring that ULBs in your State submit requests and city profile on the ODF portal only. Going forward any request/information sent through email/letter shall not be considered for assessment.

I look forward to your support for making Swachh Bharat Mission a success.

Yours Sincerely

(Naveen Kumar Agarwal)

**To:** Mission Director (SBM-U), West Bengal

**Cc:**

1. Principal Secretary, Urban Development, Government of West Bengal
2. Joint Secretary - MoHUA

## Annexure 1

S. No.	State	District	ULB	ULB Census Code	QCI Status
1	West Bengal	Cooch Behar	Tufanganj	801647	Data not uploaded on ODF portal
2	West Bengal	East Midnapore	Tamluk	801759	Data not uploaded on ODF portal
3	West Bengal	North 24 Parganas	Taki	801719	Data not uploaded on ODF portal
4	West Bengal	North 24 Parganas	South Dumdum	801714	Data not uploaded on ODF portal
5	West Bengal	Hooghly	Serampore	801728	Data not uploaded on ODF portal
6	West Bengal	Nadia	Santipur	801683	Data not uploaded on ODF portal
7	West Bengal	North 24 Parganas	Ashoknagar-Kalyangarh	801698	Data not uploaded on ODF portal
8	West Bengal	North 24 Parganas	Baranagar	801712	Data not uploaded on ODF portal
9	West Bengal	North 24 Parganas	Basirhat	801718	Data not uploaded on ODF portal
10	West Bengal	Hooghly	Bhadreswar	801725	Data not uploaded on ODF portal
11	West Bengal	North 24 Parganas	Bidhan Nagar	801716	Data not uploaded on ODF portal
12	West Bengal	Nadia	Birnagar	801685	Data not uploaded on ODF portal
13	West Bengal	South 24 Parganas	Budge Budge	801744	Data not uploaded on ODF portal
14	West Bengal	Nadia	Chakdah	801688	Data not uploaded on ODF portal
15	West Bengal	Hooghly	Chandannagar	801722	Data not uploaded on ODF portal
16	West Bengal	Hooghly	Rishra	801729	Data not uploaded on ODF portal
17	West Bengal	East Midnapore	Contal	801762	Data not uploaded on ODF portal
18	West Bengal	Cooch Behar	Cooch Behar	801646	Data not uploaded on ODF portal
19	West Bengal	Nadia	Cooper's Camp	801687	Data not uploaded on ODF portal
20	West Bengal	South 24 Parganas	Diamond Harbour	801748	Data not uploaded on ODF portal
21	West Bengal	North 24 Parganas	Garulia	801699	Data not uploaded on ODF portal
22	West Bengal	Nadia	Gayeshpur	801690	Data not uploaded on ODF portal
23	West Bengal	North 24 Parganas	Hallsahar	801692	Data not uploaded on ODF portal
24	West Bengal	Hooghly	Hooghly Chinsurah	801721	Data not uploaded on ODF portal
25	West Bengal	South 24 Parganas	Jaynagar Majilpur	801749	Data not uploaded on ODF portal
26	West Bengal	Nadia	Kalyani	801689	Data not uploaded on ODF portal



27	West Bengal	North 24 Parganas	Kanchrapara	801693	Data not uploaded on ODF portal
28	West Bengal	North 24 Parganas	Khardah	801704	Data not uploaded on ODF portal
29	West Bengal	Nadia	Ranaghat	801686	Data not uploaded on ODF portal
30	West Bengal	Hooghly	Konnagar	801730	Data not uploaded on ODF portal
31	West Bengal	Nadia	Krishnagar	801682	Data not uploaded on ODF portal
32	West Bengal	North 24 Parganas	Madhyamgram	801708	Data not uploaded on ODF portal
33	West Bengal	South 24 Parganas	Maheshtala	801743	Data not uploaded on ODF portal
34	West Bengal	Cooch Behar	Mathabhanga	801645	Data not uploaded on ODF portal
35	West Bengal	South 24 Parganas	Rajpur Sonarpur	801746	Data not uploaded on ODF portal
36	West Bengal	Cooch Behar	Mekliganj	801644	Data not uploaded on ODF portal
37	West Bengal	North 24 Parganas	Naihati	801694	Data not uploaded on ODF portal
38	West Bengal	North 24 Parganas	North Barrackpur	801700	Data not uploaded on ODF portal
39	West Bengal	North 24 Parganas	North Dumdum	801710	Data not uploaded on ODF portal
40	West Bengal	East Midnapore	Panskura	801758	Data not uploaded on ODF portal
41	West Bengal	South 24 Parganas	Pujali	801745	Data not uploaded on ODF portal
42	West Bengal	North 24 Parganas	Baduria	801706	Data not uploaded on ODF portal



## রাজ্য নগর উন্নয়ন সংস্থা

## STATE URBAN DEVELOPMENT AGENCY

“ইলগাস ভবন”, এইচ-সি ব্লক, সেক্টর-৩, বিধাননগর, কলকাতা-৭০০ ১০৬, পশ্চিমবঙ্গ

“ILGUS BHAVAN”, H-C Block, Sector - III, Bidhannagar, Kolkata - 700 106, West Bengal

ক্রমিক নং .SUDA.:232/2016/..6540

তারিখ 19.09.2019

From. The Director

To. SIGNET MEDIA SERVICE PVT. LTD.

**Merlin Warden Lakeview**104 Bidhan Nagar Road, 1st Floor, Block 1, Unit No - F & G,  
Kolkata - 700067

Sub: Publication of advertisement

Sir,

I am to send herewith advertisement matter which is to be published in the following publication dated 20 September, 2019 positively in black & white as mentioned against the corresponding name of the newspapers at the rate approved by the Information & Cultural Affairs Department, Government of West Bengal with admissible tax.

Name of the Publication	Date of Publication	Type
Sangbad Pratidin (All)	20.09.2019	Black & White
Times of India (All)	20.09.2019	Black & White
Bartaman (All)	20.09.2019	Black & White
Akhbar –e Mashrique	20.09.2019	Black & White
Sunmarg (All)	20.09.2019	Black & White
Uttarbanga Sangbad	20.09.2019	Black & White

Yours faithfully


 19/9/19

Director

দূরভাষ : ২৩৫৮ ৬৪০৩ / ৫৭৬৭, ফ্যাক্স : ২৩৫৮ ৫৮০০

Tel : 2358 6403/5767, Fax : 2358 5800, E-mail : wbsudadir@gmail.com

Account Section : 2358 6408

वी. के. जिन्दल  
संयुक्त सचिव एवं मिशन निदेशक

V. K. JINDAL, ICAS

Joint Secretary & Mission Director

Swachh Bharat Mission

Tel: (011) 23062826 23062898

E-mail: vk.jindal@nic.in



सत्यमेव जयते



भारत सरकार  
जनसमन और शहरी कार्य मंत्रालय

निर्माण भवन

GOVERNMENT OF INDIA  
MINISTRY OF HOUSING AND URBAN AFFAIRS  
NIRMAN BHAWAN

नई दिल्ली-110011, भारत

New Delhi-110011, dated the /20

22<sup>nd</sup> October, 2019

D O No. 20/1/2016-SBM-I

Dear Sir/Madam,

As part of its continuing efforts to encourage cities to improve the status of urban sanitation under the ambit of Swachh Bharat Mission (Urban), the Ministry of Housing and Urban Affairs (MoHUA) had released the ODF, ODF+ and ODF ++ protocols to adjudge the Urban Local Bodies (ULBs) on parameters of sustainable sanitation.

2. Till date 4121 ULBs have been certified as ODF, 570 ULBs as ODF+ and 228 ULBs as ODF++. The recently concluded Swachh Survekshan 2019 has given an impetus to Urban Local Bodies for improving sanitation standards in the city.

3. Going forward, certain amendments are being made in these protocols as below :

(i) ULBs which are applying for ODF, ODF+ or ODF ++ assessment or recertification need to ensure that **no IHHL, CT/PT should be 'under construction' on the SBM portal**. In addition to this, 100 % of the toilets should be constructed as per target and the progress should be reflected on the SBM Portal.

(ii) For ODF++, the ULBs need to ensure that

a. Bye laws provide for Scheduled desludging of all septic tanks to be conducted at least once in every three years. The ULBs need to maintain a record of all establishments/households which have septic tanks with or without soak pits to ensure scheduled desludging along with the operator who has done desludging for particular septic tank.

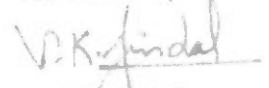
b. **Interim measures** such as Deep Row Entrenchment, Sludge Drying Beds etc. shall be considered as disposal of all faecal sludge generated in case of ULB having population less than 20,000 provided (i) it has taken due safety precautions to ensure that underground water does not get contaminated; and (ii) has approved plan to construct FSTP/ STP either on its own or on cluster basis.

Detailed guidelines will be issued separately

4. I would request your support in ensuring that all your cities are certified as ODF++.

With regards,

Yours sincerely

  
(V.K. Jindal)

To:

State Mission Directors, SBM (Urban)- All States and UTs

**Proposed ULBs for ODF verification and certification**

SI No	Name of the ULB	District	Initial Target	Earlier Revised Target	No of IHHL Constrn Completed	% of Constrn Completed	Application Received	Application Verified	Application Approved	Final Photo Uploaded	% of Photo uploaded
1	Mekhliganj	COOCH BEHAR	541	402	402	100	408	402	402	402	100
2	Tufanganj	COOCH BEHAR	51	531	531	100	559	535	535	531	100
3	Rishra	HOOGHLY	1716	616	616	100	82	71	59	58	9
4	Birnagar	NADIA	1323	1323	1323	100	1333	1325	1324	1328	100
5	Cooper's Camp	NADIA	534	1213	1213	100	648	547	547	595	49
6	Krishnanagar	NADIA	1736	1835	1835	100	1713	0	0	1569	86
7	Halisahar	NORTH 24-PGS	4502	169	169	100	289	184	184	169	100
8	Panskura	PURBA MEDINIPUR	1473	3398	3398	100	3431	3383	3383	3398	100
9	Budge Budge	SOUTH 24-PGS	2707	977	977	100	1323	779	777	748	77
10	Diamond Harbour	SOUTH 24-PGS	896	1595	1595	100	1948	1368	1183	1664	104
11	Jainagar-Mazilpur	SOUTH 24-PGS	2796	1677	1677	100	10334	361	313	469	28
12	Mathabhanga	COOCH BEHAR	1403	1296	1292	100	1505	1285	1285	1292	100
13	Chandannagore MC	HOOGHLY	2860	144	141	98	133	124	124	108	75
		<b>Total</b>	<b>22538</b>	<b>15176</b>	<b>15169</b>	<b>58.9821829</b>	<b>23706</b>	<b>10364</b>	<b>10116</b>	<b>12331</b>	<b>47</b>



1<sup>st</sup> phase ULBs selected for ODF verification and Certification

28 X  
20-28=V  
11 →

Sl No.	District	Name of the ULB
1	COOCH BEHAR	MATHABHANGA
2	COOCH BEHAR	TUFANGANJ
3	COOCH BEHAR	DINHATA
4	COOCH BEHAR	MEKLIKANJ
5	COOCH BEHAR	HALDIBARI
6	NADIA	BIRNAGAR
7	NADIA	COOPER'S CAMP
8	NADIA	KRISHNANAGAR
9	NADIA	NABADWIP
10	HOWRAH	ULUBERIA
11	NORTH 24-PARGANAS	BARASAT
12	NORTH 24-PARGANAS	BARRACKPORE
13	NORTH 24-PARGANAS	HABRA
14	NORTH 24-PARGANAS	HALISAHAR
15	NORTH 24-PARGANAS	MADHYAMGRAM
16	NORTH 24-PARGANAS	BONGAON
17	SOUTH 24-PARGANAS	BARUIPUR
18	SOUTH 24-PARGANAS	BUDGE BUDGE
19	SOUTH 24-PARGANAS	DIAMOND HARBOUR
20	SOUTH 24-PARGANAS	JAINAGAR-MAZILPUR
21	SOUTH 24-PARGANAS	MAHESHTALA
22	SOUTH 24-PARGANAS	RAJPUR-SONARPUR
23	BANKURA	BISHNUPUR
24	BIRBHUM	DUBRAJPUR
25	BIRBHUM	NALHATI
26	BIRBHUM	RAMPURHAT
27	BIRBHUM	SAINTHIA
28	PASCHIM MEDINIPUR	CHANDRAKONA
29	PASCHIM MEDINIPUR	GHATAL
30	PASCHIM MEDINIPUR	MIDNAPORE
31	PASCHIM MEDINIPUR	RAMJIBANPUR
32	PURBA MEDINIPUR	CONTAI
33	PURBA MEDINIPUR	EGRA
34	PURBA MEDINIPUR	HALDIA
35	PURBA MEDINIPUR	PANSKURA
36	Purba BARDDHAMAN	BARDDHAMAN
37	Purba BARDDHAMAN	DAINHAT
38	Purba BARDDHAMAN	KALNA
39	HUGHLI	BAIDYABATI
40	HUGHLI	CHAMPDANY
41	HUGHLI	CHANDANNAGORE MC
42	HUGHLI	DANKUNI
43	HUGHLI	HOOGHLYCHINSURAH
44	HUGHLI	RISHRA

**Status of ULBs having Toilet constructed and photo uploaded**

Sl No	Name of the ULB	District	Initial Target	Earlier Revised Target	No of IHHL Constrn Completed	% of Constrn Completed	Final Photo Uploaded	% of Photo uploaded	Status of the ULBs	ULBs for ODF verification and certification
1	Champdany	HOOGHLY	2666	1765	1765	100	1433	81	ODF Certified	INSPIRATION
2	Dankuni	HOOGHLY	5534	1097	1097	100	1042	95	ODF Certified	INSPIRATION
3	Arambagh	HOOGHLY	3221	3901	3592	92	3592	92	ODF Certified	
4	Barasat	NORTH 24-PGS	14405	3016	3016	100	1809	60	ODF Certified	INSPIRATION
5	Barrackpore	NORTH 24-PGS	2115	300	300	100	304	101	ODF Certified	INSPIRATION
6	Bhatpara	NORTH 24-PGS	2346	1755	1574	90	1361	78	ODF Certified	
7	Bongaon	NORTH 24-PGS	6314	5000	5000	100	3441	69	ODF Certified	INSPIRATION
8	Dum Dum	NORTH 24-PGS	394	280	280	100	280	100	ODF Certified	
9	Gobardanga	NORTH 24-PGS	1504	960	960	100	960	100	ODF Certified	
10	Habra	NORTH 24-PGS	2623	2310	2310	100	2310	100	ODF Certified	INSPIRATION
11	New Barrackpore	NORTH 24-PGS	1094	893	893	100	893	100	ODF Certified	
12	Egra	PURBA MEDINIPUR	680	680	680	100	683	100	ODF Certified	INSPIRATION
13	Taherpur	NADIA	1213	1213	1040	86	894	74	ODF Certified	
14	Dinhat	COOCH BEHAR	786	1094	1094	100	1098	100	Self Declared for ODF by the State	INSPIRATION
15	Haldibari	COOCH BEHAR	414	215	215	100	215	100	Self Declared for ODF by the State	INSPIRATION
16	Baidyabati	HOOGHLY	1303	632	632	100	630	100	Self Declared for ODF by the State	INSPIRATION
17	Bansberia	HOOGHLY	2993	1140	1140	100	819	72	Self Declared for ODF by the State	
18	Tarakeswar	HOOGHLY	910	810	810	100	810	100	Self Declared for ODF by the State	
19	Uttarpara Kotrung	HOOGHLY	2409	183	183	100	149	81	Self Declared for ODF by the State	
20	Nabadwip	NADIA	2454	2454	2454	100	2454	100	Self Declared for ODF by the State	INSPIRATION
21	Kamarhati	NORTH 24-PGS	2621	300	300	100	277	92	Self Declared for ODF by the State	
22	Titagarh	NORTH 24-PGS	440	440	440	100	374	85	Self Declared for ODF by the State	
23	Haldia	PURBA MEDINIPUR	2813	2813	2813	100	1447	51	Self Declared for ODF by the State	INSPIRATION
24	Kalna	Purba BARDDHAMAN	462	462	462	100	260	56	Self Declared for ODF by the State	INSPIRATION



**Status of ULBs having Toilet constructed and photo uploaded**

Sl No	Name of the ULB	District	Initial Target	Earlier Revised Target	No of IHHL Constrn Completed	% of Constrn Completed	Final Photo Uploaded	% of Photo uploaded	Status of the ULBs	ULBs for ODF verification and certification
25	Katwa	Purba BARDHAMAN	832	1232	832	68	832	68	Self Declared for ODF by the State	
26	Memari	Purba BARDHAMAN	959	2237	1500	67	1510		Self Declared for ODF by the State	
27	Panihati	NORTH 24-PGS	4193	1000	985	99	944	94	Self Declared for ODF by the State	
28	Baruipur	SOUTH 24-PGS	1856	377	376	100	186	49	Self Declared for ODF by the State	INSPIRATION
29	Mekhliganj	COOCH BEHAR	541	402	402	100	402	100	Self Declared for ODF by the State	INSPIRATION
30	Tufanganj	COOCH BEHAR	51	531	531	100	531	100	Self Declared for ODF by the State	INSPIRATION
31	Cooch Behar	COOCH BEHAR	722	1050	900	86	795	76	Self Declared for ODF by the State	
32	Konnagar	HOOGHLY	409	47	47	100	45	96	Self Declared for ODF by the State	
33	Rishra	HOOGHLY	1716	616	616	100	58	9	Self Declared for ODF by the State	INSPIRATION
34	Serampore	HOOGHLY	1821	557	557	100	496	89	Self Declared for ODF by the State	
35	Bhadreswar	HOOGHLY	3006	2533	830	33	335	13	Self Declared for ODF by the State	
36	Birnagar	NADIA	1323	1323	1323	100	1328	100	Self Declared for ODF by the State	INSPIRATION
37	Chakdah	NADIA	495	495	495	100	710	143	Self Declared for ODF by the State	
38	Cooper's Camp	NADIA	534	1213	1213	100	595	49	Self Declared for ODF by the State	INSPIRATION
39	Gayeshpur	NADIA	574	529	529	100	486	92	Self Declared for ODF by the State	
40	Kalyani	NADIA	659	654	654	100	650	99	Self Declared for ODF by the State	
41	Krishnanagar	NADIA	1736	1835	1835	100	1569	86	Self Declared for ODF by the State	INSPIRATION
42	Ranaghat	NADIA	603	1018	1018	100	1018	100	Self Declared for ODF by the State	
43	Santipur	NADIA	2629	1852	1857	100	1904	103	Self Declared for ODF by the State	
44	Ashoknagar-K_garh	NORTH 24-PGS	7445	3440	3440	100	955	28	Self Declared for ODF by the State	
45	Baduria	NORTH 24-PGS	1238	1206	1206	100	1209	100	Self Declared for ODF by the State	
46	Baranagar	NORTH 24-PGS	1355	516	516	100	516	100	Self Declared for ODF by the State	
47	Bidhannagar MC	NORTH 24-PGS	16826	2850	2250	79	1949	68	Self Declared for ODF by the State	
48	Basirhat	NORTH 24-PGS	1553	3150	3150	100	2898	92	Self Declared for ODF by the State	



**Status of ULBs having Toilet constructed and photo uploaded**

Sl No	Name of the ULB	District	Initial Target	Earlier Revised Target	No of IHHL Constrn Completed	% of Constrn Completed	Final Photo Uploaded	% of Photo uploaded	Status of the ULBs	ULBs for ODF verification and certification
49	Garulia	NORTH 24-PGS	1323	222	222	100	223	100	Self Declared for ODF by the State	INSPIRATION ✓
50	Halisahar	NORTH 24-PGS	4502	169	169	100	169	100	Self Declared for ODF by the State	INSPIRATION ✓
51	Kanchrapara	NORTH 24-PGS	1366	704	704	100	702	100	Self Declared for ODF by the State	
52	Khardah	NORTH 24-PGS	908	209	208	100	186	89	Self Declared for ODF by the State	
53	North Barrackpore	NORTH 24-PGS	2132	302	302	100	301	100	Self Declared for ODF by the State	
54	South Dum Dum	NORTH 24-PGS	5372	800	800	100	224	28	Self Declared for ODF by the State	
55	Taki	NORTH 24-PGS	414	815	815	100	734	90	Self Declared for ODF by the State	
56	North Dum Dum	NORTH 24-PGS	9217	332	286	86	286	86	Self Declared for ODF by the State	
57	Naihati	NORTH 24-PGS	1520	1115	1115	100	430	39	Self Declared for ODF by the State	INSPIRATION ✓
58	Panskura	PURBA MEDINIPUR	1473	3398	3398	100	3398	100	Self Declared for ODF by the State	INSPIRATION ✓
59	Budge Budge	SOUTH 24-PGS	2707	977	977	100	748	77	Self Declared for ODF by the State	INSPIRATION ✓
60	Diamond Harbour	SOUTH 24-PGS	896	1595	1595	100	1664	104	Self Declared for ODF by the State	INSPIRATION ✓
61	Jainagar-Mazilpur	SOUTH 24-PGS	2796	1677	1677	100	469	28	Self Declared for ODF by the State	INSPIRATION ✓
62	Pujali	SOUTH 24-PGS	716	515	515	100	515	100	Self Declared for ODF by the State	
63	Mathabhanga	COOCH BEHAR	1403	1296	1292	100	1292	100	Self Declared for ODF by the State	INSPIRATION ✓
64	Chandannagore MC	HOOGHLY	2860	144	141	98	108	75	Self Declared for ODF by the State	INSPIRATION ✓
65	Hooghly Chinsurah	HOOGHLY	6355	710	662	93	612	86	Self Declared for ODF by the State	INSPIRATION
66	Madhyamgram	NORTH 24-PGS	3965	1200	1156	96	627	52	Self Declared for ODF by the State	INSPIRATION
67	Contai	PURBA MEDINIPUR	462	500	462	92	7	1	Self Declared for ODF by the State	INSPIRATION
68	Tamluk	PURBA MEDINIPUR	2042	2542	2042	80	1597	63	Self Declared for ODF by the State	
69	Maheshtala	SOUTH 24-PGS	45658	6562	6417	98	812	12	Self Declared for ODF by the State	INSPIRATION
70	Rajpur-Sonarpur	SOUTH 24-PGS	23440	7000	6684	95	4305	62	Self Declared for ODF by the State	INSPIRATION
71	Bishnupur	BANKURA	4223	5315	5315	100	2787	52		INSPIRATION ✓
72	Bardhaman	Purba Bardhaman	11247	7666	7666	100	826	11		INSPIRATION ✓

Status of ULBs having Toilet constructed and photo uploaded

Sl No	Name of the ULB	District	Initial Target	Earlier Revised Target	No of IHHL Constrn Completed	% of Constrn Completed	Final Photo Uploaded	% of Photo uploaded	Status of the ULBs	ULBs for ODF verification and certification
73	Dainhat	Purba BARDDHAMAN	793	430	430	100	430	100		INSPIRATION
74	Nalhati	BIRBHUM	3200	3883	3883	100	3521	91		INSPIRATION
75	Sainthia	BIRBHUM	3498	1250	1250	100	1255	100		INSPIRATION
76	Uluberia	HOWRAH	8837	8670	8670	100	2773	32		INSPIRATION
77	Berhampore	MURSHIDABAD	1953	2837	2837	100	2846	100		
78	Jangipur	MURSHIDABAD	2132	2702	2702	100	2707	100		
79	Chandrakona	PASCHIM MEDINIPUR	1282	1040	1040	100	698	67		INSPIRATION
80	Ramjibanpur	PASCHIM MEDINIPUR	1528	1172	1207	103	1164	99		INSPIRATION
81	Ghatal	PASCHIM MEDINIPUR	2310	700	700	100	725	104		INSPIRATION
82	<b>Durgapur MC</b>	Paschim Bardhaman	18688	30708	28647	93	7294	24		
83	Dubrajpur	BIRBHUM	3351	2491	2360	95	1110	45		INSPIRATION
84	Rampurhat	BIRBHUM	1806	1541	1423	92	1423	92		INSPIRATION
85	Beldanga	MURSHIDABAD	1507	975	922	95	475	49		
86	Kandi	MURSHIDABAD	2993	2714	2490	92	1231	45		
87	Dhulian	MURSHIDABAD	6104	7990	7230	90	6289	79		
88	Domkal	MURSHIDABAD	0	5677	5230	92	4094	72		
89	Midnapore	PASCHIM MEDINIPUR	3184	3372	3195	95	520	15		INSPIRATION
		<b>Total</b>	<b>314953</b>	<b>188293</b>	<b>178948</b>	<b>96</b>	<b>111033</b>	<b>77</b>		



Director SUDA &lt;sbm.wbsuda@gmail.com&gt;

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**Assessment Reports | West Bengal (Certification)**

3 messages

**Somesh Bisht** <someshbist@qcin.org>  
To: "Director, SUDA" <sbm.wbsuda@gmail.com>  
Cc: SBM-ODF <sbmodf@qcin.org>, Anjali Chauhan <anjali@qcin.org>

Sat, Aug 4, 2018 at 2:30 PM

Dear Sir,

Greetings from Quality Council of India!

Please find attached the SBM-ODF report for your reference. Request you to kindly give us confirmation of the same. Since we have to meet the SLA committed to the Ministry, in case we do not receive the confirmation within 2 working days, we will consider it as an approval as we have to further update the status on the Dashboard.

Request you to contact the undersigned for any queries with a copy to sbmodf@qcin.org and ankit\_tulsyan@qcin.org. We shall be glad to be of any assistance.

Happy to help you.

Regards  
Somesh Bisht  
**Project Planning and Implementation Division**  
Quality Council of India  
+91-9599001819

To stop receiving messages from SBM-ODF group, stop following it.

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**15 attachments**

 **30Jul18\_Haldibari\_WB\_N.PDF**  
269K

 **16Jul18\_Barrackpore\_WB\_O.PDF**

<https://mail.google.com/mail/u/1?ik=1c11b65cf4&view=pt&search=all&permthid=thread-f%3A1607858377613167777&simpl=msg-f%3A16078583...> 1/3

<https://mail.google.com/mail/u/1?ik=1c11b65cf4&view=pt&search=all&permthid=thread-f%3A1607858377613167777&simpl=msg-f%3A16078583...> 2/3



**SUDA**

## রাজ্য নগর উন্নয়ন সংস্থা

### STATE URBAN DEVELOPMENT AGENCY

"ইলগাস ভবন", এইচ-সি ব্লক, সেক্টর-৩, বিধাননগর, কলকাতা-৭০০ ১০৬, পশ্চিমবঙ্গ

"ILGUS BHAVAN", H-C Block, Sector - III, Bidhannagar, Kolkata - 700 106, West Bengal

ক্রমিক নং SUDA-132/2016/AF) 145

তারিখ 23-4-2018

From : Director, SUDA &  
State Mission Director, SBM (U)

To : Joint Secretary &  
Mission Director, SBM (U)  
Ministry of Urban Development,  
Government of India

**Sub: Declaration of ODF of the Cities**


Sir,

This is to inform you that following the protocol for declaring Open Defecation Free status as communicated vide D. O. no. Z-11021/04/2016-SBM-II dated 16.03.2016, State Government has declared 70 cities as ODF. Name of the Cities is enclosed.

This is for your kind information.

Yours faithfully,

Encl: As stated above.

  
Director, SUDA &  
State Mission Director, SBM(U)

দূরভাষ : ২৩৫৮ ৬৪০৩ / ৫৭৬৭, ফ্যাক্স : ২৩৫৮ ৫৮০০

Tel : 2358 6403/5767, Fax : 2358 5800, E-mail : wbsudadir@gmail.com

Account Section : 2358 6408

## ULBs declared as ODF

District	Sl. No.	Name of Urban Local Body
East Midnapore	1	Tamluk Municipality
East Midnapore	2	Panskura Municipality
East Midnapore	3	Contai Municipality
East Midnapore	4	Egra Municipality
East Midnapore	5	Haldia Municipality
Hooghly	6	Chandannagar Municipal Corporation
Hooghly	7	Hooghly Chinsurah Municipality
Hooghly	8	Bansberia Municipality
Hooghly	9	Serampore Municipality
Hooghly	10	Baidyabati Municipality
Hooghly	11	Champdany Municipality
Hooghly	12	Bhadreswar Municipality
Hooghly	13	Rishra Municipality
Hooghly	14	Konnagar Municipality
Hooghly	15	Uttarpara-Kotrung Municipality
Hooghly	16	Arambagh Municipality
Hooghly	17	Tarakeswar Municipality
Hooghly	18	Dankuni Municipality
North 24 Parganas	19	Bidhannagar Municipal Corporation
North 24 Parganas	20	Ashokenagar-Kalyangarh Municipality
North 24 Parganas	21	Baduria Municipality
North 24 Parganas	22	Baranagar Municipality
North 24 Parganas	23	Barasat Municipality
North 24 Parganas	24	Barrackpore Municipality
North 24 Parganas	25	Basirhat Municipality
North 24 Parganas	26	Bhatpara Municipality
North 24 Parganas	27	Bongaon Municipality
North 24 Parganas	28	Dum Dum Municipality
North 24 Parganas	29	Garulia Municipality
North 24 Parganas	30	Gobardanga Municipality
North 24 Parganas	31	Habra Municipality
North 24 Parganas	32	Halisahar Municipality
North 24 Parganas	33	Kamarhati Municipality
North 24 Parganas	34	Kanchrapara Municipality
North 24 Parganas	35	Khardah Municipality
North 24 Parganas	36	Madhyamgram Municipality
North 24 Parganas	37	Naihati Municipality
North 24 Parganas	38	New Barrackpore Municipality
North 24 Parganas	39	North Barrackpore Municipality
North 24 Parganas	40	North Dum Dum Municipality
North 24 Parganas	41	Panihati Municipality
North 24 Parganas	42	South Dum Dum Municipality
North 24 Parganas	43	Taki Municipality
North 24 Parganas	44	Titagarh Municipality
South 24 Parganas	45	Budge Budge Municipality
South 24 Parganas	46	Rajpur-Sonarpur Municipality

## ULBs declared as ODF

District	Sl. No.	Name of Urban Local Body
South 24 Parganas	47	Baruipur Municipality
South 24 Parganas	48	Joynagar-Mazilpur Municipality
South 24 Parganas	49	Diamond-Harbour Municipality
South 24 Parganas	50	Maheshtala Municipality
South 24 Parganas	51	Pujali Municipality
East Burdwan	52	Kalna Municipality
East Burdwan	53	Katwa Municipality
East Burdwan	54	Memari Municipality
Nadia	55	Krishnagar Municipality
Nadia	56	Nabadwip Municipality
Nadia	57	Santipur Municipality
Nadia	58	Ranaghat Municipality
Nadia	59	Birnagar Municipality
Nadia	60	Chakdah Municipality
Nadia	61	Kalyani Municipality
Nadia	62	Gayeshpur Municipality
Nadia	63	Taherpur Notified Area
Nadia	64	Coopers' Camp Notified Area
Cooch Behar	65	Cooch Behar Municipality
Cooch Behar	66	Dinhata Municipality
Cooch Behar	67	Mathabhanga Municipality
Cooch Behar	68	Mekliganj Municipality
Cooch Behar	69	Haldibari Municipality
Cooch Behar	70	Tufanganj Municipality





Director SUDA &lt;sbm.wbsuda@gmail.com&gt;

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**List of Municipalities for 1st phase survey**

4 messages

**Uttam Dey** <uttamdey17@gmail.com>

Thu, Nov 28, 2019 at 3:34 PM

To: Director SUDA &lt;sbm.wbsuda@gmail.com&gt;

Cc: chandreyee.inspiration@gmail.com, Swagata Bhattacharya &lt;swagata.bhattacharya1@gmail.com&gt;

Dear Madam,

Please find attachment of 1st phase Municipalities selected for ODF Verification and Certification as per your requirement.

Waiting for your acknowledgement.

Thanking you

--

Uttam Dey

Programme Coordinator

Hijli INSPIRATION

GC-1, 1st Floor, Sector-III, Salt Lake, Kolkata – 700 106

Phone: +91-33-23587241, 23592969

Mobile: +91-9830525457/ 8777795173

Fax: +91-33-23349945

**1st phase ULBs selected for ODF verification and Certification.docx**

14K

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**Swagata Bhattacharya** <swagata.bhattacharya1@gmail.com>

Thu, Nov 28, 2019 at 5:32 PM

To: sbm.wbsuda@gmail.com

fwd

----- Forwarded message -----

From: **Uttam Dey** <uttamdey17@gmail.com>

Date: Thu, Nov 28, 2019 at 3:35 PM

Subject: List of Municipalities for 1st phase survey

To: Director SUDA &lt;sbm.wbsuda@gmail.com&gt;

Cc: &lt;chandreyee.inspiration@gmail.com&gt;, Swagata Bhattacharya &lt;swagata.bhattacharya1@gmail.com&gt;

Dear Madam,

Please find attachment of 1st phase Municipalities selected for ODF Verification and Certification as per your requirement.

1<sup>st</sup> phase ULBs selected for ODF verification and Certification

Sl No.	District	Name of the ULB
1	COOCH BEHAR	MATHABHANGA
2	COOCH BEHAR	TUFANGANJ
3	COOCH BEHAR	DINHATA
4	COOCH BEHAR	MEKLIKANJ
5	COOCH BEHAR	HALDIBARI
6	NADIA	BIRNAGAR
7	NADIA	COOPER'S CAMP
8	NADIA	KRISHNANAGAR
9	NADIA	NABADWIP
10	HOWRAH	ULUBERIA
11	NORTH 24-PARGANAS	BARASAT
12	NORTH 24-PARGANAS	BARRACKPORE
13	NORTH 24-PARGANAS	HABRA
14	NORTH 24-PARGANAS	HALISAHAR
15	NORTH 24-PARGANAS	MADHYAMGRAM
16	NORTH 24-PARGANAS	BONGAON
17	SOUTH 24-PARGANAS	BARUIPUR
18	SOUTH 24-PARGANAS	BUDGE BUDGE
19	SOUTH 24-PARGANAS	DIAMOND HARBOUR
20	SOUTH 24-PARGANAS	JAINAGAR-MAZILPUR
21	SOUTH 24-PARGANAS	MAHESHTALA
22	SOUTH 24-PARGANAS	RAJPUR-SONARPUR
23	BANKURA	BISHNUPUR
24	BIRBHUM	DUBRAJPUR
25	BIRBHUM	NALHATI
26	BIRBHUM	RAMPURHAT
27	BIRBHUM	SAINTHIA
28	PASCHIM MEDINIPUR	CHANDRAKONA
29	PASCHIM MEDINIPUR	GHATAL
30	PASCHIM MEDINIPUR	MIDNAPORE
31	PASCHIM MEDINIPUR	RAMJIBANPUR
32	PURBA MEDINIPUR	CONTAI
33	PURBA MEDINIPUR	EGRA
34	PURBA MEDINIPUR	HALDIA
35	PURBA MEDINIPUR	PANSKURA
36	Purba BARDDHAMAN	BARDDHAMAN
37	Purba BARDDHAMAN	DAINHAT
38	Purba BARDDHAMAN	KALNA
39	HUGHLI	BAIDYABATI
40	HUGHLI	CHAMPDANY
41	HUGHLI	CHANDANNAGORE MC
42	HUGHLI	DANKUNI
43	HUGHLI	HOOGLYCHINSURAH
44	HUGHLI	RISHRA

রাজ্য নগর উন্নয়ন সংস্থা  
STATE URBAN DEVELOPMENT AGENCY

“ইলগাস ভবন”, এইচ-সি ব্লক, সেক্টর-৩, বিধাননগর, কলকাতা-৭০০ ১০৬, পশ্চিমবঙ্গ  
“ILGUS BHAVAN”, H-C Block, Sector - III, Bidhannagar, Kolkata - 700 106, West Bengal

ক্রমিক নং SUDA-132/2016/7637

তারিখ 25.11.2019

To

1. The Chairman/Chairperson,..... Municipality
2. The Commissioner, Durgapur MC / Chandernagore MC.
3. The Administrator,.....Municipality.

**Sub: Engagement of Hijli Inspiration for ODF facilitation, verification and certification and verification of SWM status in the ULBs of West Bengal.**

Sir,

Under Mission Nirmal Bangla, it was initiated to make the municipal towns open defecation free by way of following certain protocol. Accordingly, during last few years many of the ULBs have been declared ODF. Now for facilitation, verification and certification of ODF status along with sustainability checkup including assessment on behavioral change of citizen and facilities provided in the newly constructed toilets under this program, the State Urban Development Agency on behalf of the UD & MA Department has engaged a third party verification agency VIZ. Hijli Inspiration, a Kolkata based NGO who has previous experience in doing survey work of similar nature.

The agency has been assigned to undertake survey work in 81 municipal towns of which 70 have been declared ODF by the concerned ULBs and in rest 11 towns where 100% construction of IHHL has reportedly been completed.( List of ULBs is enclosed)

In a Kickoff meeting with all ULBs held in SUDA the agency concerned briefed before the house about its scope of work including survey methodology to be undertaken. A brief note on scope of work of the agency concerned is **enclosed** for your ready reference.

You are requested to extend necessary support and cooperation to them for successful execution of this assignment.

Yours faithfully

Encl. As state above

*(Signature)*  
(Director)

SUDA-132/2016/7637/1(5)

Date. 25.11.19

Copy for warded for kind information to:

1. The District Magistrate, Cooch Behar/Nadia/Howrah/North 24 Pgs/South 24 Pgs/Bankura/Birbhum/Hooghly/Paschim Bardhaman/Paschim Medinipur/Purba Bardhaman/Purba Medinipur/Murshidabad
2. The Joint Secretary(SM), UD& MA Department, GoWB
3. P.S. to Hon'ble, MIC, UD& MA Department, GoWB
4. P.S. to the Principal Secretary, UD& MA Department, GoWB
5. Development Consultant & Secretary, Hijli INSPIRATION

*(Signature)*  
(Director)

দূরভাষ : ২৩৫৮ ৬৪০৩ / ৫৭৬৭, ফ্যাক্স : ২৩৫৮ ৫৮০০

Tel : 2358 6403/5767, Fax : 2358 5800, E-mail : wbsudadir@gmail.com

Account Section : 2358 6408



## 81 Urban Local Bodies of West Bengal

SI No.	Name of ULB	District
1	Dinhata	COOCH BEHAR
2	Haldibari	COOCH BEHAR
3	Mathabhanga	COOCH BEHAR
4	Mekliganj	COOCH BEHAR
5	Tufanganj	COOCH BEHAR
6	Beldanga	MURSHIDABAD
7	Berhampore	MURSHIDABAD
8	Dhulian	MURSHIDABAD
9	Domkal	MURSHIDABAD
10	Jangipur	MURSHIDABAD
11	Kandi	MURSHIDABAD
12	Birnagar	NADIA
13	Chakdah	NADIA
14	Cooper's Camp	NADIA
15	Gayeshpur	NADIA
16	Kalyani	NADIA
17	Krishnanagar	NADIA
18	Nabadwip	NADIA
19	Ranaghat	NADIA
20	Santipur	NADIA
21	Uluberia	HOWRAH
22	Ashokenagar-Kalyangarh	NORTH 24-PARGANAS
23	Baduria	NORTH 24-PARGANAS
24	Baranagar	NORTH 24-PARGANAS
25	Barasat	NORTH 24-PARGANAS
26	Barrackpore	NORTH 24-PARGANAS
27	Basirhat	NORTH 24-PARGANAS
28	Bhatpara	NORTH 24-PARGANAS
29	Bongaon	NORTH 24-PARGANAS
30	Dum Dum	NORTH 24-PARGANAS
31	Garulia	NORTH 24-PARGANAS
32	Gobardanga	NORTH 24-PARGANAS
33	Habra	NORTH 24-PARGANAS
34	Halisahar	NORTH 24-PARGANAS
35	Kamarhati	NORTH 24-PARGANAS
36	Kanchrapara	NORTH 24-PARGANAS
37	Khardah	NORTH 24-PARGANAS
38	Madhyamgram	NORTH 24-PARGANAS
39	Naihati	NORTH 24-PARGANAS
40	New Barrackpore	NORTH 24-PARGANAS
41	North Barrackpore	NORTH 24-PARGANAS
42	North Dum Dum	NORTH 24-PARGANAS
43	Panihati	NORTH 24-PARGANAS
44	South Dum Dum	NORTH 24-PARGANAS
45	Taki	NORTH 24-PARGANAS
46	Titagarh	NORTH 24-PARGANAS
47	Baruipur	SOUTH 24-PARGANAS
48	Budge Budge	SOUTH 24-PARGANAS
49	Diamond Harbour	SOUTH 24-PARGANAS
50	Jainagar-Mazilpur	SOUTH 24-PARGANAS
51	Maheshtala	SOUTH 24-PARGANAS

52	Pujali	SOUTH 24-PARGANAS
53	Rajpur-Sonarpur	SOUTH 24-PARGANAS
54	Bishnupur	BANKURA
55	Dubrajpur	BIRBHUM
56	Nalhati	BIRBHUM
57	Rampurhat	BIRBHUM
58	Sainthia	BIRBHUM
59	Arambagh	HUGHLI
60	Baidyabati	HUGHLI
61	Champdany	HUGHLI
62	Chandannagore MC	HUGHLI
63	Dankuni	HUGHLI
64	Hooghly Chinsurah	HUGHLI
65	Konnagar	HUGHLI
66	Rishra	HUGHLI
67	Serampore	HUGHLI
68	Tarakeswar	HUGHLI
69	Uttarpara Kotrung	HUGHLI
70	Durgapur MC	PASCHIM BARDDHAMAN
71	Chandrakona	PASCHIM MEDINIPUR
72	Ghatal	PASCHIM MEDINIPUR
73	Midnapore	PASCHIM MEDINIPUR
74	Ramjibanpur	PASCHIM MEDINIPUR
75	Barddhaman	PURBA BARDDHAMAN
76	Dainhat	PURBA BARDDHAMAN
77	Kalna	PURBA BARDDHAMAN
78	Contai	PURBA MEDINIPUR
79	Egra	PURBA MEDINIPUR
80	Haldia	PURBA MEDINIPUR
81	Panskura	PURBA MEDINIPUR

## ● Scope of Work of ODF & SWM Verification Agency – HIJLI INSPIRATION

### Roles and Functions of the Agency

- To develop and prepare all the data collection instruments including questionnaires, checklist for beneficiaries, structured focused group discussion format, and tabulation plan and finalize it in consultation with Department.
- Undertake survey work in the selected ULBs, as per requirement. The ULB allocation to an agency will be decided by SUDA. If required, additional ULBs (who may declared themselves as ODF in near future by way of construction of 90%-100% IHHL/ CT/ PT ) may be allocated to the awarded organizations.
- To interact with SUDA/ ULBs to chalk out a detailed field visit plan for verification.
- To conduct field visit in each of the ward to ascertain sanitation (ODF) and cleanliness (SWM) status (early morning visit and evening visit may be required to get firsthand knowledge of the practice of open defecation or absence of it and conservancy arrangement of ULB for SWM).
- To identify, in discussion with the citizen and local functionaries, traditional Open Defecation sites of the wards and inspect those sites to ascertain whether the sites are still visited by the open defecators or not.
- To identify in discussion with the citizen and local functionaries, the garbage vulnerable points and inspect those sites to ascertain the bad practices.
- To interact with randomly selected citizens (especially the slum dwellers) , visit their houses, inspect toilet facilities at the household level or the toilet where the members of such households have access and ascertain through canvassing of questionnaire or group meeting with citizens regarding use of such facilities by all members of the households at all times of requirement.
- To interact with randomly selected citizens (several economic classes) , visit their houses, inspect solid waste management practices at the household level and ULB level and ascertain through canvassing of questionnaire or group meeting with citizens regarding the practices made as per SWM rules, 2016.
- Provide feedback to the local administration and SUDA about the deficiencies noticed in the wards, if any and suggest specific rectification measures.
- Once the rectifications is reported by the ULB authority, within three weeks from the date of receipt of the first report, make a second visit to the identified ULB and ascertain if the status have finally been achieved.
- Finally, once the agency is satisfied that all the wards of the ULBs have achieved ODF status and actual SWM status has been understood , submit a detailed report to the SUDA on the ODF status of the ULB in 2 hard copies and 3 compact discs.
- The agency will keep SUDA updated of developments through periodic reports.
- The Agency will ensure that their contact details (email, postal, Telefax, mobile) of contact person and field supervisor may be kept updated at all times and apprised to SUDA.



## Methodology for Verification

### Definitions and Necessary conditions for Sanitation (ODF):

#### A. Definition of Open Defecation Free city / ward

A city / ward can be notified/declared as ODF city/ ODF ward if, at any point of the day, not a single person is found defecating in the open.

#### B. Necessary infrastructure and regulatory conditions to be achieved before declaring a city/ ward as Open Defecation Free:

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

### Process:

The Agencies will -

- ❖ Visit each and every ward.
- ❖ interact with the citizens / households
- ❖ Schools/ICDS/SSK/MSK/HS/Madrasha etc. to be visited
- ❖ Vulnerable OD/ SWM spots.
- ❖ Market place, heritage place, river ghats/ banks, water body site, parks and places of importance for SWM.
- ❖ Community Sanitary Complex to be visited at the public congregation place/dhaba/brick field etc.
- ❖ Household without latrine or person practicing OD to be visited (Snowball Method)
- ❖ Identify the citizens in relation to their status of access to and usage of toilets
- ❖ Mark the wards as Red, Yellow and Green
- ❖ Provide feedback to the ULB and state on the status and measures required to transform all the red and yellow ward into green.
- ❖ After first level verification the agency should facilitate the ULB level consultation meet among Red, and yellow wards.
- ❖ Finally, after taking repeated rounds of field visit and follow up, certify individual wards as ODF
- ❖ Develop and prepare all the data collection instruments, checklists, format, and tabulation plan as per ODF protocol guideline of GoI and finalize it in consultation with SUDA.
- ❖ Undertake the activities taking into consideration the process followed/adopted in the ULB.
- ❖ Cross/back check data.
- ❖ Prepare all reports time to time and share with the ULBs and SUDA.
- ❖ Verification of ODF process documentation at each level
- ❖ Case studies and Photograph

### Methods:

Use of Structured / Semi structured questionnaires.

- ❖ Transact walk in the wards along with citizens/ SHGs for assessment and identify the OD/ Vulnerable waste areas prevailing, if any.

- ❖ Focused Group discussion / Rapid Participatory ODF/ SWM Appraisal.
- ❖ ODF /SWM sites to be visited. (Snowball Method)
- ❖ 10% household sample to be checked for ODF/ SWM status and the application should be android based.
- ❖ Atleast 10% checking in the vulnerable spots, places of importance/ heritage places, market places, river ghat/ banks etc. for OD/SWM verification.
- ❖ Morning visit to be done to see Open Defecation habits of the people and solid waste management practices.
- ❖ Ward to be considered as unit

**Time and Duration of Contract:**

Duration of the study is for a period of **60(sixty)** days from the date of award of the contract. The initial field verification, interaction with citizen initial colour coding, feedback to administration, second verification after any required rectification and submission of interim report is to be completed within **60 (sixty)** days from the date of award of the contract positively. The final qualitative report may, however, be submitted within 15 days from the draft report.

SUDA-132/2016/

20.11.2019

To

1. The Chairman/Chairperson,..... Municipality
2. The Commissioner, Durgapur MC / Chandernagore MC.
3. The Administrator,.....Municipality.

**Sub: Engagement of Hijli Inspiration for ODF facilitation, verification and certification and verification of SWM status in the ULBs of West Bengal.**

Sir,

For facilitation, verification and certification of ODF status and verification of SWM status of 81 Urban Local Bodies of West Bengal (List **enclosed**), State Urban Development Agency on behalf of the UD & MA Department has engaged the third party verification agency VIZ. Hijli Inspiration.

The organization has duly initiated the work as assigned them vide work order issued from SUDA. A brief note of the scope of work of Hijli Inspiration is **enclosed** for your ready reference.

You are requested to extend necessary support and cooperation to them for successful execution of this assignment, hold periodic meeting with them for understanding the status and regular feedback to SUDA.

Yours faithfully

**Encl.** As state above

**(Director)**

SUDA-132/2016/

Date. 20.11.2019

Copy for warded for kind information to:

1. The District Magistrate, Cooch Behar/Nadia/Howrah/North 24 Pgs/South 24 Pgs/Bankura/Birbhum/Hooghly/Paschim Bardhaman/Paschim Medinipur/Purba Bardhaman/Purba Medinipur/Murshidabad
2. The Joint Secretary(SM), UD& MA Department, GoWB
3. P.S. to Hon'ble, MIC, UD& MA Department, GoWB
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**(Director)**



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- To conduct field visit in each of the ward to ascertain sanitation (ODF) and cleanliness (SWM) status (early morning visit and evening visit may be required to get firsthand knowledge of the practice of open defecation or absence of it and conservancy arrangement of ULB for SWM).
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- To identify in discussion with the citizen and local functionaries, the garbage vulnerable points and inspect those sites to ascertain the bad practices.
- To interact with randomly selected citizens (especially the slum dwellers) , visit their houses, inspect toilet facilities at the household level or the toilet where the members of such households have access and ascertain through canvassing of questionnaire or group meeting with citizens regarding use of such facilities by all members of the households at all times of requirement.
- To interact with randomly selected citizens (several economic classes) , visit their houses, inspect solid waste management practices at the household level and ULB level and ascertain through canvassing of questionnaire or group meeting with citizens regarding the practices made as per SWM rules, 2016.
- Provide feedback to the local administration and SUDA about the deficiencies noticed in the wards, if any and suggest specific rectification measures.
- Once the rectifications is reported by the ULB authority, within three weeks from the date of receipt of the first report, make a second visit to the identified ULB and ascertain if the status have finally been achieved.
- Finally, once the agency is satisfied that all the wards of the ULBs have achieved ODF status and actual SWM status has been understood , submit a detailed report to the SUDA on the ODF status of the ULB in 2 hard copies and 3 compact discs.
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## **B. Necessary infrastructure and regulatory conditions to be achieved before declaring a city/ ward as Open Defecation Free:**

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- 3) All commercial areas have public toilets within a distance of 1 kilometer.
- 4) City has a mechanism in place through which fines are imposed fine on people found defecating in the open

### **Process:**

The Agencies will -

Visit each and every ward.

interact with the citizens / households

Schools/ICDS/SSK/MSK/HS/Madrasha etc. to be visited

Vulnerable OD/ SWM spots.

Market place, heritage place, river ghats/ banks, water body site, parks and places of importance for SWM.

Community Sanitary Complex to be visited at the public congregation place/dhaba/brick field etc.

Household without latrine or person practicing OD to be visited (Snowball Method)

Identify the citizens in relation to their status of access to and usage of toilets

Mark the wards as Red, Yellow and Green

Provide feedback to the ULB and state on the status and measures required to transform all the red and yellow ward into green.

After first level verification the agency should facilitate the ULB level consultation meet among Red, and yellow wards.

Finally, after taking repeated rounds of field visit and follow up, certify individual wards as ODF

Develop and prepare all the data collection instruments, checklists, format, and tabulation plan as per ODF protocol guideline of Goland finalize it in consultation with SUDA.

Undertake the activities taking into consideration the process followed/adopted in the ULB.

Cross/back check data.

Prepare all reports time to time and share with the ULBs and SUDA.

Verification of ODF process documentation at each level

Case studies and Photograph

### **Methods:**

Use of Structured / Semi structured questionnaires.

Transact walk in the wards along with citizens/ SHGs for assessment and identify the OD/ Vulnerable waste areas prevailing, if any.

Focused Group discussion / Rapid Participatory ODF/ SWM Appraisal.

ODF /SWM sites to be visited. (Snowball Method)

10% household sample to be checked for ODF/ SWM status and the application should be android based.

Atleast 10% checking in the vulnerable spots, places of importance/ heritage places, market places,

river ghat/ banks etc. for OD/SWM verification.

Morning visit to be done to see Open Defecation habits of the people and solid waste management practices.

Ward to be considered as unit

**Time and Duration of Contract:**

Duration of the study is for a period of **60(sixty)** days from the date of award of the contract. The initial field verification, interaction with citizen initial colour coding, feedback to administration, second verification after any required rectification and submission of interim report is to be completed within **60 (sixty)** days from the date of award of the contract positively. The final qualitative report may, however, be submitted within 15 days from the draft report.



## 81 Urban Local Bodies of West Bengal

Sl No.	Name of ULB	District
1	Dinhata	COOCH BEHAR
2	Haldibari	COOCH BEHAR
3	Mathabhanga	COOCH BEHAR
4	Mekliganj	COOCH BEHAR
5	Tufanganj	COOCH BEHAR
6	Beldanga	MURSHIDABAD
7	Berhampore	MURSHIDABAD
8	Dhulian	MURSHIDABAD
9	Domkal	MURSHIDABAD
10	Jangipur	MURSHIDABAD
11	Kandi	MURSHIDABAD
12	Birnagar	NADIA
13	Chakdah	NADIA
14	Cooper's Camp	NADIA
15	Gayeshpur	NADIA
16	Kalyani	NADIA
17	Krishnanagar	NADIA
18	Nabadwip	NADIA
19	Ranaghat	NADIA
20	Santipur	NADIA
21	Uluberia	HOWRAH
22	Ashokenagar-Kalyangarh	NORTH 24-PARGANAS
23	Baduria	NORTH 24-PARGANAS
24	Baranagar	NORTH 24-PARGANAS
25	Barasat	NORTH 24-PARGANAS
26	Barrackpore	NORTH 24-PARGANAS
27	Basirhat	NORTH 24-PARGANAS
28	Bhatpara	NORTH 24-PARGANAS
29	Bongaon	NORTH 24-PARGANAS
30	Dum Dum	NORTH 24-PARGANAS
31	Garulia	NORTH 24-PARGANAS
32	Gobardanga	NORTH 24-PARGANAS
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48	Budge Budge	SOUTH 24-PARGANAS
49	Diamond Harbour	SOUTH 24-PARGANAS
50	Jainagar-Mazilpur	SOUTH 24-PARGANAS

51	Maheshtala	SOUTH 24-PARGANAS
52	Pujali	SOUTH 24-PARGANAS
53	Rajpur-Sonarapur	SOUTH 24-PARGANAS
54	Bishnupur	BANKURA
55	Dubrajpur	BIRBHUM
56	Nalhati	BIRBHUM
57	Rampurhat	BIRBHUM
58	Sainthia	BIRBHUM
59	Arambagh	HUGHLI
60	Baidyabati	HUGHLI
61	Champdany	HUGHLI
62	Chandannagore MC	HUGHLI
63	Dankuni	HUGHLI
64	Hooghly Chinsurah	HUGHLI
65	Konnagar	HUGHLI
66	Rishra	HUGHLI
67	Serampore	HUGHLI
68	Tarakeswar	HUGHLI
69	Uttarpara Kotrung	HUGHLI
70	Durgapur MC	PASCHIM BARDDHAMAN
71	Chandrakona	PASCHIM MEDINIPUR
72	Ghatal	PASCHIM MEDINIPUR
73	Midnapore	PASCHIM MEDINIPUR
74	Ramjibanpur	PASCHIM MEDINIPUR
75	Barddhaman	PURBA BARDDHAMAN
76	Dainhat	PURBA BARDDHAMAN
77	Kalna	PURBA BARDDHAMAN
78	Contai	PURBA MEDINIPUR
79	Egra	PURBA MEDINIPUR
80	Haldia	PURBA MEDINIPUR
81	Panskura	PURBA MEDINIPUR

OFFICE of THE  
**STATE URBAN DEVELOPMENT AGENCY**

ILGUS Bhavan, HC Block, Sector III, Salt Lake City, Kolkata -700106

E- mail: sbm.wbsuda@gmail.com

Memo No. SUDA-313/2015/6875

Date: 01.10.2019

**Revised Request for Proposal (RFP)**

**Notice inviting Request for Proposal (RfP) for ODF Facilitation, Verification and Certification  
of the Urban Local Bodies of West Bengal**

**for Zone-III ULBs**

Request for Proposal (RfP) is hereby invited from reputed and bonafide Organizations /Agencies/Academic Institutions having experience in executing baseline survey/evaluation studies/ verification exercises etc. for Government programmes, either at the Central or State level, for conducting State level Verification of the status of sanitation and cleanliness of the Urban Local Bodies through carrying out of extensive house-to-house survey in the 28 (twenty eight) Urban Local Bodies (ULBs) [**Detailed list is placed at Annexure-1**] of 7 (seven) Districts of West Bengal namely. Bankura, Birbhum, Paschim MEDinipur, Purba Medinipur, Paschim Bardhaman, Purba Bardhaman and Hooghly who have achieved the ODF status attaining 90-100% construction of Individual House Hold Latrine (IHHL), Community Toilet and Public Toilet. Organization /Agency/Academic Institutions wishing to undertake the work in the above mentioned ULBs are required to submit Technical and Financial bids in separate sealed envelopes.

The Technical and Financial bids should be in separate sealed envelopes super-scribing "Technical Bid" and "Financial Bid" to be submitted in a common sealed envelope clearly super scribed "Bid for Engaging Organization /Agency/Academic Institutions for "ODF Facilitation, Verification and Certification in identified ULBs" and bearing the name and address of the bidder Organization/Agency/Farm/Academic Institution. The amount quoted in the financial bid should be exclusive of GST. Interested agencies may apply for participation along with the following documents for Technical proposal and rate per ward in financial proposal:

**1. Technical Proposal**

- Covering letter
- Organizational profile alongwith credential – nature of the organization, vision, mission, objective, strategy, operational area, organization structure, expertise, area of work, key achievement
- Office address proof
- Audited Balance Sheet of the organization for the last three years.
- All applicable, requisite and mandatory documents like PAN, GST and TAN.
- Approach & Methodology including work plan and manpower deployment.
- Credentials i.e. experience in undertaking similar nature of work in last 5 yrs.

**2. Financial Proposal**

- Financial Proposal Submission Form (**Placed at Annexure-2**): Geographically the 23 Districts of West Bengal has been divided in to three zones – Zone-I, Zone-II and Zone-III.
- The participating bidders should quote the rate per ward for Zone-III only towards this RfP.

The RfP is to be submitted in the office of the Director, State Urban Development Agency (SUDA), ILGUS Bhawan, Block-HC, Sector- III, Salt Lake City, Kolkata- 700106, **within 1.00 P.M on 22.10.2019** and the



same will be opened on the same day at 2.00 P.M. The authorized representative of the bidding Agencies may remain present during opening of the bid.

SUDA reserves the right to reject any proposal on evaluation of the technical proposal itself, without even opening the financial proposal. However, if both the technical and financial proposals are considered, there will be weightage assigned for evaluation of both components.

**Director**  
**State Urban Development Agency**

## Terms of Reference for the work "Conducting State Level Facilitation, Verification, Certification of ODF Status in ULBs of West Bengal"

### Introduction:

On 2<sup>nd</sup> October 2014, the Government of India launched Swachh Bharat Mission (Urban) [SBM (U)] with the mandate of making the entire country Open Defecation Free (ODF) by 2<sup>nd</sup> October 2019. The objective of achieving the ODF status was to be realized in a mission mode approach for which a state level Mission i.e Mission Nirmal Bangla was constituted under the aegis of the Urban Development & Municipal Affairs Department, Government of West Bengal. Under the Mission's initiatives, creation of sanitation facilities has been interspersed with a rigorous and sustained behaviour change communication at the individual as well as community level so as to ensure that using toilets for defecation becomes the universal norm in the entire state. At the same time, in order to ensure quality outcomes, two things have been emphasized. One, the focus on sustainable behaviour change, and two, focus on making cities/ towns completely open defecation free (ODF) thereby improving the overall cleanliness of the city/ town.

Basic tenets of ODF at the present stage have been identified as the following:

- ❖ All the households have access to safe and sanitary toilet facilities and no one is defecating in the open.
- ❖ All occupants of those households that do not have space to construct toilet have access to a community toilet within a distance of 500 meters.
- ❖ All commercial areas have public toilets within a distance of 1 kilometer.
- ❖ All the Schools and Anganwadi Centres have toilet facilities and the students and teachers / staff members in schools and children and workers in the Anganwadi centres are using toilets facilities when in the institutions
- ❖ There is no visible sign (sight or smell) of open defecation in the cities.
- ❖ Overall cleanliness is maintained in the cities.
- ❖ City has a mechanism in place through which fines are imposed on people found defecating in the open

As the campaign geared up in all the ULBs after launch of the Mission, many ULBs have declared themselves ODF after conducting internal verification following the published City/ Town ODF verification and certification protocol by Ministry of Housing and Urban Affairs, Government of India (placed at **Annexure-3**) As indicated in the said Protocol, the State Government too is to initiate a verification process from the state level to substantiate the claims of the ULBs after their self-declaration as ODF. 28 (twenty eight) Urban Local Bodies (ULBs) [**Detailed list is placed at Annexure-1**] of 7 (seven) Districts of West Bengal namely, Bankura, Birbhum, Paschim MEDinipur, Purba Medinipur, Paschim Bardhaman, Purba Bardhaman and Hooghly, who have completed 90-100% construction of Individual House Hold Latrin (IHHL), Community Toilet and Public Toilet are to be covered for verification.

Further, for maintaining cleanliness with hygienic livable condition, State Government has taken several initiative for scientific solid waste management as per Solid Waste Management Rules, 2016 through active cooperation of the ULBs. To achieve the target for scientific solid waste management following steps have been suggested to the ULBs:

- ❖ 100% Door to Door collection of solid waste regularly in segregated manner – Bio-degradable, Non-bio-degradable, Bio-Medical, Hazardous and e-Waste.
- ❖ 100% waste collection from market place, heritage place, river ghats/ banks, water body site, parks

and places of importance.

- ❖ 100% seeping of roads, river ghats and places of importance regularly.
- ❖ No dumping site within 1 K.M. of the river.
- ❖ No garbage vulnerable point beside the rivers/ large water bodies.
- ❖ Installation of screen in the drains discharging water to the river/ large water body and regularly cleaning the solid waste.
- ❖ Regular cleaning and desiltation of sewer and drains.
- ❖ Establishment of material recovery facility for sorting recyclable dry wastes.
- ❖ If required establishment of transfer station.
- ❖ Identification of bulk waste generator and decentralized waste processing unit there.
- ❖ Establishment of bio-degradable waste processing unit.
- ❖ Banning of plastic below 50 micron and its implementation.
- ❖ Organizing rag pickers
- ❖ Capacity building of conservancy staff and rag pickers and providing safety kit to them.
- ❖ Extensive IEC activities for behavioral change communication.

Now, the Mission authority in the Urban Development & Municipal Affairs Department, Government of West Bengal has decided to ascertain the actual status of sanitation (ODF) and overall cleanliness (SWM), in selected ULBs, through conduct of field verification to assess the present situation for final declaration by the State Government. The State Government intends to engage independent agencies for conducting the above verification studies to ascertain the claim of achievements (ODF status) made by the ULBs.

The intending bidders are requested to go through the ODF Protocol for detailed understanding of the objectives, procedure and other details of ODF verification. For this the agency should check the 10% household sample and the vulnerable spots. The application should be android based.

For verification of cleanliness status i.e. SWM status, the agency should check 10% of household sample, places of importance/ heritage places, market places and river ghats/ banks etc.

**Requirements:**

- a) Agency should have the capability to provide services for the work as specified above.
- b) Should have adequate manpower and infrastructure (including computer hardware and software) required for the job. Physical presence with Office Address at Greater Kolkata is preferable.
- c) Since the job is time bound, the Agency would be required to work within 60 days and in close coordination with the Mission Office in State Urban Development Agency (SUDA).
- d) Each agency shall have a senior functionary of their organization as Coordinator who would be continuously in touch with the verification teams of the agency and ULBs as well as the State Mission Office. The name and contact details of the Coordinator should be given to SUDA before



the actual field work is started.

- e) Since the exercise will cover the selected ULBs in their entirety, sufficient manpower in the form of Field Investigators and Supervisors will have to be placed into operation.
- f) Minimum qualification of the Supervisor should be at least graduate and that of the Field Investigators should be 10+2 passed and all of them should be able to communicate effectively in the local language.
- g) Interested agencies may apply for participation before the undersigned along with necessary documents in respect of following-

### 3. Technical Proposal

- Covering letter
- Organizational profile alongwith credential - nature of the organization, vision, mission, objective, strategy, operational area, organization structure, expertise, area of work, key achievement
- Office address proof
- Audited Balance Sheet of the organization for the last three years.
- All applicable, requisite and mandatory documents like PAN, GST and TAN.
- Approach & Methodology including work plan and manpower deployment.
- Credentials i.e. experience in undertaking similar nature of work in last 5 yrs.

#### 1. Financial Proposal

- Financial Proposal Submission Form (**Placed at Annexure-2**): Geographically the 23 Districts of West Bengal has been divided in to three zones – Zone-I, Zone-II and Zone-III, as detailed in **Annexure-2**.
- The participating bidders should quote the rate per ward for this Zone-III towards this RfP.

#### Essential Credentials

- a) The Agency should be a reputed organization having a minimum of 5 years experience in monitoring and evaluation of a central or state sponsored Scheme.
- b) Should have experience in analyzing and monitoring reports.
- c) The Agency should have experts /manpower proficient in all regional language(s)/local language(s).
- d) Should have demonstrated capacity to carry out structured evaluations of large scale projects using both quantitative and qualitative approaches.
- e) Should have the capacity to collect and analyze data from variety of sources at National, State and local level.
- f) Should have the capacity to prepare a feasible and comprehensive study design for evaluation, with data collection tools and analytical framework in consultation with the State Mission Office.
- g) Should have the capacity to structure data, create electronic databases, and develop output results in appropriate formats.
- h) Should have the Capacity to ensure logistic arrangement for site visits and data collection from the field.
- i) To have willingness to undertake the assignment in the given timeframe.

### **Roles and Functions of the Agency**

- To develop and prepare all the data collection instruments including questionnaires, checklist for beneficiaries, structured focused group discussion format, and tabulation plan and finalize it in consultation with Department.
- Undertake survey work in the selected ULBs, as per requirement. The ULB allocation to an agency will be decided by SUDA. If required, additional ULBs (who may declared themselves as ODF in near future by way of construction of 90%-100% IHHL/ CT/ PT ) may be allocated to the awarded organizations.
- To interact with SUDA/ ULBs to chalk out a detailed field visit plan for verification.
- To conduct field visit in each of the ward to ascertain sanitation (ODF) and cleanliness (SWM) status (early morning visit and evening visit may be required to get firsthand knowledge of the practice of open defecation or absence of it and conservancy arrangement of ULB for SWM).
- To identify, in discussion with the citizen and local functionaries, traditional Open Defecation sites of the wards and inspect those sites to ascertain whether the sites are still visited by the open defecators or not.
- To identify in discussion with the citizen and local functionaries, the garbage vulnerable points and inspect those sites to ascertain the bad practices.
- To interact with randomly selected citizens (especially the slum dwellers) , visit their houses, inspect toilet facilities at the household level or the toilet where the members of such households have access and ascertain through canvassing of questionnaire or group meeting with citizens regarding use of such facilities by all members of the households at all times of requirement.
- To interact with randomly selected citizens (several economic classes) , visit their houses, inspect solid waste management practices at the household level and ULB level and ascertain through canvassing of questionnaire or group meeting with citizens regarding the practices made as per SWM rules, 2016.
- Provide feedback to the local administration and SUDA about the deficiencies noticed in the wards, if any and suggest specific rectification measures.
- Once the rectifications is reported by the ULB authority, within three weeks from the date of receipt of the first report, make a second visit to the identified ULB and ascertain if the status have finally been achieved.
- Finally, once the agency is satisfied that all the wards of the ULBs have achieved ODF status and actual SWM status has been understood , submit a detailed report to the SUDA on the ODF status of the ULB in 2 hard copies and 3 compact discs.
- The agency will keep SUDA updated of developments through periodic reports.
- The Agency will ensure that their contact details (email, postal, Telefax, mobile) of contact person and field supervisor may be kept updated at all times and apprised to SUDA.

## Methodology for Verification

### Definitions and Necessary conditions for Sanitation (ODF):

#### A. Definition of Open Defecation Free city / ward

A city / ward can be notified/declared as ODF city/ ODF ward if, at any point of the day, not a single person is found defecating in the open.

#### B. Necessary infrastructure and regulatory conditions to be achieved before declaring a city/ ward as Open Defecation Free:

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

### Process:

The Agencies will -

- ❖ Visit each and every ward.
- ❖ interact with the citizens / households
- ❖ Schools/ICDS/SSK/MSK/HS/Madrasha etc. to be visited
- ❖ Vulnerable OD/ SWM spots.
- ❖ Market place, heritage place, river ghats/ banks, water body site, parks and places of importance for SWM.
- ❖ Community Sanitary Complex to be visited at the public congregation place/dhaba/brick field etc.
- ❖ Household without latrine or person practicing OD to be visited (Snowball Method)
- ❖ Identify the citizens in relation to their status of access to and usage of toilets
- ❖ Mark the wards as Red, Yellow and Green
- ❖ Provide feedback to the ULB and state on the status and measures required to transform all the red and yellow ward into green.
- ❖ After first level verification the agency should facilitate the ULB level consultation meet among Red, and yellow wards.
- ❖ Finally, after taking repeated rounds of field visit and follow up, certify individual wards as ODF
- ❖ Develop and prepare all the data collection instruments, checklists, format, and tabulation plan as per ODF protocol guideline of GoI and finalize it in consultation with SUDA.
- ❖ Undertake the activities taking into consideration the process followed/adopted in the ULB.
- ❖ Cross/back check data.
- ❖ Prepare all reports time to time and share with the ULBs and SUDA.
- ❖ Verification of ODF process documentation at each level
- ❖ Case studies and Photograph

### Methods:

Use of Structured / Semi structured questionnaires.

- ❖ Transact walk in the wards along with citizens/ SHGs for assessment and identify the OD/ Vulnerable waste areas prevailing, if any.



- ❖ Focused Group discussion / Rapid Participatory ODF/ SWM Appraisal.
- ❖ ODF /SWM sites to be visited. (Snowball Method)
- ❖ 10% household sample to be checked for ODF/ SWM status and the application should be android based.
- ❖ Atleast 10% checking in the vulnerable spots, places of importance/ heritage places, market places, river ghat/ banks etc. for OD/SWM verification.
- ❖ Morning visit to be done to see Open Defecation habits of the people and solid waste management practices.
- ❖ Ward to be considered as unit

**Sub-Contracting of work:**

Sub-contracting of the work or part thereof awarded under these terms of contract shall not be permitted in any form. Sub-contracting will lead to termination of contract and forfeiture of Performance Guarantee in addition to any other actions for violation of ToR.

**Time and Duration of Contract:**

Duration of the study will be for a period of **60 (sixty)** days from the date of award of the contract. The work is to be initiated within 3 days from the date of award of the contract. The initial field verification, interaction with citizen initial colour coding, feedback to administration, second verification after any required rectification and submission of interim report is to be completed within **60 (sixty)** days from the date of award of the contract positively. The final qualitative report may, however, be submitted within 15 days from the draft report.

**Service to be provided by the client**

- The Department would advise/write to the ULB authority for rendering necessary assistance for undertaking the work.

**Quoting of rates for the exercise**

- Geographically the 23 Districts of West Bengal has been divided in to three zones – Zone-I, Zone-II and Zone-III.
- The participating bidders should quote the rate per ward for this Zone-III towards this RfP (as per format enclosed at **Annexure-2**).

**Performance Security**

- ❖ The bidder shall provide to the employer, a Performance Security amounting 10% (Ten percent) of the total contract price for a period of 60 days or final bill payment in the form of a Bank Guarantee or fixed Deposit Receipts in the name of State Urban Development Agency from a scheduled commercial bank within 7days from the receipt of work order.
- ❖ On satisfactory completion of the entire work and after the final payment the amount retained as security deposit (without interest) only will be released by this office.

**Payment:**

Payment of the Study Fees will be made in three installments.

- First installment 10% of the total fee will be paid initially as mobilization advance.
- Second installment 60% of the total fee will be paid on completion of work in all and on submission of interim draft report.
- Third and final installment (30% of the total fee) to be paid on submission of final report with evidence-based documentation and acceptance of the report by SUDA.

#### **Deliverables**

- **1<sup>st</sup> Deliverable - Draft Report:** After completion of the first round of field visit to every village of the district/s and analyzing primary and secondary data, the agency should submit a draft report of the entire study within 45 days from the date of issue of work order and the draft report is to be presented to departments for discussion and finalization of the same.
- **2<sup>nd</sup> Deliverable - Presentation of Final Report,** within 15 days from the date of submission of the first report on getting approval of the draft report. Once the final report is received, the Mission will seek a presentation on the study highlighting key findings and recommendations from the analysis. Raw data are to be also submitted in CD alongwith a compendium on best practices found in the ULBs in this regard.

The final report should be substantiated by photographs of the processes, facilities and initiatives in the ULBs/ Wards verified as well as documentation of some of the best practices and deviations, if any.

#### **Dispute**

The decision of State Urban Development Agency shall be final and binding in all matters.

**Director**  
**State Urban Development Agency**

## Annexure-1

### Status of IHHL construction for Zone-III

	District	Name of the ULB	No of Wards	Area	Population	Final Target for Construction of IHHL as per Ground Reality	No of IHHL Constrn Completed	% of Constn Completed	Constructed IHHL, Photo Upload	% of Photo uploaded	Status
<b>Zone-III</b>											
1	BANKURA	Bishnupur	19	22.01	67792	5315	5100	96	2734	51	ready for ODF certification
	<b>Bankura District Total</b>				<b>67792</b>	<b>5315</b>	<b>5100</b>	<b>96</b>	<b>2734</b>	<b>51</b>	
2	BIRBHUM	Dubrajpur	16	16.84	38027	2491	2336	94	1110	45	ready for ODF certification
3	BIRBHUM	Nalhati	16	12	41244	3883	3883	100	3521	91	ready for ODF certification
4	BIRBHUM	Rampurhat	18	16.23	57891	1541	1423	92	1423	92	ready for ODF certification
5	BIRBHUM	Sainthia	16	10	44608	1250	1250	100	1253	100	ready for ODF certification
	<b>Birbhum District Total</b>				<b>181770</b>	<b>9165</b>	<b>8892</b>	<b>97</b>	<b>7307</b>	<b>82</b>	
6	PASCHIM MEDINIPUR	Chandrakona	12	16.58	23629	1040	1040	100	695	67	ready for ODF certification
7	PASCHIM MEDINIPUR	Ghatal	17	10.4	54591	700	700	100	648	93	ready for ODF certification
8	PASCHIM MEDINIPUR	Midnapore	25	18.36	169127	3372	3076	91	335	10	ready for ODF certification
9	PASCHIM MEDINIPUR	Ramjibanpur	11	15.83	19611	1172	1172	100	1164	99	ready for ODF certification
	<b>Paschim Medinipur District Total</b>				<b>266958</b>	<b>6284</b>	<b>5988</b>	<b>98</b>	<b>2842</b>	<b>67</b>	
10	PURBA MEDINIPUR	Contai	21	14.25	92212	500	462	92	5	1	State declared ODF
11	PURBA MEDINIPUR	Egra	14	17.21	30148	680	680	100	680	100	ready for ODF+
12	PURBA MEDINIPUR	Haldia	29	109.65	200352	2813	2813	100	1323	47	State declared ODF
13	PURBA MEDINIPUR	Panskura	18	17.04	57904	3398	3398	100	3398	100	State declared ODF
	<b>Purba Medinipur District Total</b>				<b>380616</b>	<b>7391</b>	<b>7353</b>	<b>98</b>	<b>5406</b>	<b>62</b>	
14	Paschim BARDHAMAN	Durgapur MC	43	154.2	563570	30708	28647	93	6885	22	ready for ODF certification
	<b>Paschim Bardhaman District Total</b>				<b>563570</b>	<b>30708</b>	<b>28647</b>	<b>93</b>	<b>6885</b>	<b>22</b>	
15	Purba BARDHAMAN	Bardhaman	35	26.3	314265	7666	7666	100	820	11	ready for ODF certification
16	Purba BARDHAMAN	Dainhat	14	10.42	24391	430	430	100	430	100	ready for ODF certification
17	Purba BARDHAMAN	Kalna	18	4.55	57066	462	462	100	210	45	State declared ODF
	<b>Purba Bardhaman District Total</b>				<b>395722</b>	<b>8558</b>	<b>8558</b>	<b>100</b>	<b>1460</b>	<b>52</b>	
18	HUGHLI	Arambagh	19	34.75	66175	3901	3566	91	3566	91	ready for ODF re-certification



	District	Name of the ULB	No of Wards	Area	Population	Final Target for Construction of IHHL as per Ground Reality	No of IHHL Constrn Completed	% of Constn Completed	Constructed IHHL. Photo Upload	% of Photo uploaded	Status
19	HUGHLI	Baidyabati	23	12.09	121081	632	610	97	367	58	State declared ODF
20	HUGHLI	Champdany	22	6.59	111251	1765	1765	100	1433	81	ready for ODF+
21	HUGHLI	Chandannagore MC	33	22.03	166867	144	141	98	108	75	State declared ODF
22	HUGHLI	Dankuni	21	19.5	94966	1097	1097	100	1042	95	ready for ODF+
23	HUGHLI	Hooghly Chinsurah	30	17.29	177259	710	652	92	593	84	State declared ODF
24	HUGHLI	Konnagar	20	4.67	76152	47	47	100	41	87	State declared ODF
25	HUGHLI	Rishra	23	6.48	124529	616	616	100	58	9	State declared ODF
26	HUGHLI	Serampore	29	17.6	183339	557	557	100	496	89	State declared ODF
27	HUGHLI	Tarakeswar	15	3.88	30947	810	810	100	690	85	State declared ODF
28	HUGHLI	Uttarpara Kotrung	24	11.71	159413	183	183	100	149	81	State declared ODF
<b>Hooghly District Total</b>					<b>1311979</b>	<b>10462</b>	<b>10044</b>	<b>98</b>	<b>8543</b>	<b>76</b>	

## Annexure-2

### Price Bid Form for Zone-III

1	Name of Tender	ODF Facilitation, Verification and Certification of the Urban Local Bodies of West Bengal.	
2	Tender Ref.	MEMO : SUDA-313/2015/6875 Dated 01.10.2019	
3	Name of Tenderer		
4	Address of Agency for Communication with email ID		
5	Name and address of person who is authorised to sign bid document and commit on behalf of the tenderer with email ID		
6	Statement of acceptance for performance security	Yes/ No	
7	A	Consultancy fee per ward:( In figure and in words) For Zone- III	xxxxx INR
	B	Taxes & Duties, if any in INR ( with each of the quoted rate)	xxxxx INR
<b>Total</b>			

Signature of Tenderer with seal

## Annexure-3

### ODF Protocol Guideline.



**Declaring your City/Town**  
**OPEN DEFECATION FREE**  
*A ready-reckoner for Urban Local Bodies*



सत्यमेव जयते

Ministry of Urban Development  
Government of India







**USAID**  
FROM THE AMERICAN PEOPLE



# FOREWORD



## **M. Venkaiah Naidu**

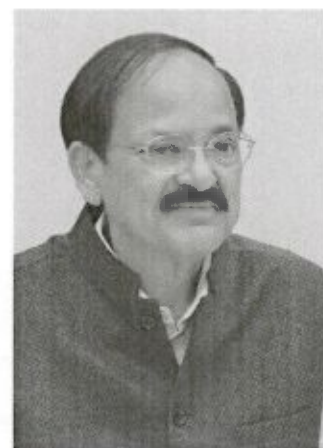
Minister of Urban Development, Housing & Urban Poverty Alleviation

The Swachh Bharat Mission, launched on 2<sup>nd</sup> October 2014, has one of its stated objectives the achievement of Open Defecation Free (ODF) status in all the 4041 Urban Local Bodies (ULBs) in India, by October 2019. This is probably the best tribute the country can pay to the father of our nation, Mahatma Gandhi.

While 5929 wards and 115 cities have already become ODF, 681 cities, 8000 wards, three states (Andhra Pradesh, Kerala and Gujarat) and one UT (Chandigarh) are poised to become ODF by March 2017. Obviously, we still have a long way to go in terms of achieving the goal of an ODF Urban India. As we all appreciate, this would be possible not only through creation of infrastructure (individual, community and public toilets, and urinals), but also through a change in attitude and mindset towards safe and sanitary habits, along with mass scale participation from all stakeholders.

In a bid to step up the pace of ODF achievement, our Ministry is now monitoring outcomes (number of ODF wards and cities) in a focused manner, rather than outputs (numbers of toilets built). In this regard, I am happy to see this manual on Open Defecation Free cities which can be a very useful ready reckoner for all Urban Local Bodies that are working towards their ODF goals. ULBs can follow the guidelines provided in the pages to prepare themselves to declare themselves as ODF, as per the prescribed protocols.

It is my firm belief that this will go a long way in building the capacities of our municipal bodies, in our collective journey towards a “Swachh Bharat” by 2<sup>nd</sup> October 2019.



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## Background, Objectives & Scope

### Background

India's urban population has sharply increased from 19.9% in 1971 to 31.2% in 2011. This unprecedented growth, along with high economic growth, has resulted in a severe challenge for Urban India, in terms of addressing the incremental infrastructural needs of a fast-growing urban population. One of the major challenges arising out of increased migration of the populace from rural areas to cities and towns in search of an improved quality of life has been the issue of access to sanitary facilities, and the attendant menace of open defecation, especially in areas housing economically weaker sections of society, where OD spots are more likely to be found.



The Swachh Bharat Mission – Urban aims to fulfil the objective of 100% Open Defecation Free status in all 4,041 Urban Local Bodies in the country by October 2019. This will entail providing access to toilet facilities (i.e. construction of sanitary latrines – individual household toilets, community and public toilets). In parallel, it will also entail operation and maintenance of these facilities to maintain their functionality, along with behavior change initiatives through intensive participation of key stakeholders – self-help groups, students and youth, corporate organizations, to ensure that these sanitary facilities are used regularly.

### Objectives

The purpose of this manual is to provide a readiness check and guideline for cities and towns that are working towards achieving Open Defecation Free status. Addressing the issue of open defecation from a process as well as outcome point of view, the manual provides a detailed compilation of the ODF protocol laid down by the Ministry of Urban Development (MOUD), and ODF declaration formats from various stakeholders, that wards and cities are required to submit, as part of the ODF declaration process. It also describes the third party declaration process to verify and certify ODF claims by ULBs.

### Scope

This ready reckoner can serve as a readiness manual for all Urban Local Bodies to prepare themselves and their concerned stakeholders in achieving Open Defecation Free status and officially declaring the same, following the protocol outlined.

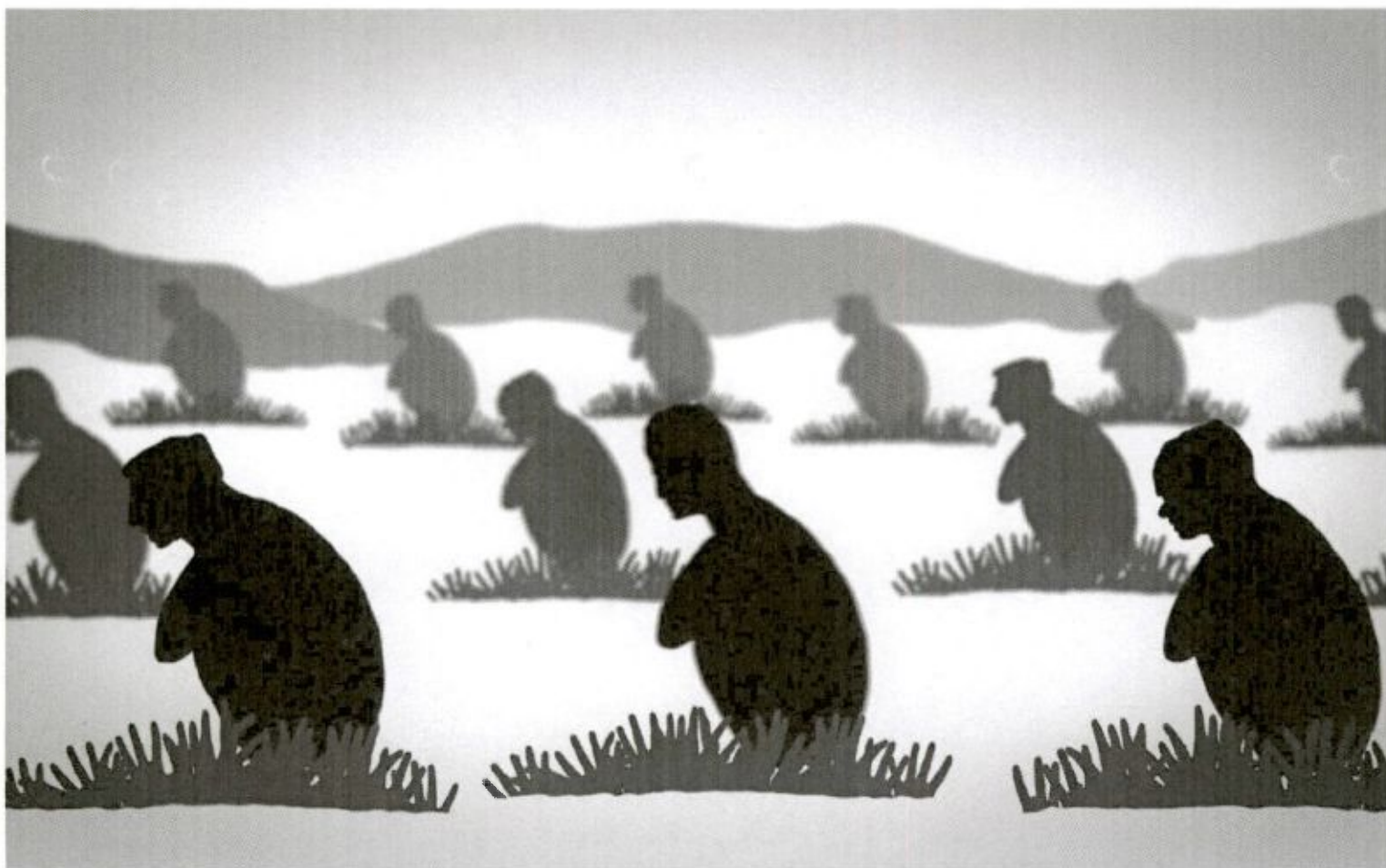
## Definitions and Necessary conditions

### Definition of Open Defecation Free city / ward

A city / ward can be notified/declared as ODF city/ ODF ward if, at any point of the day, not a single person is found defecating in the open.

### Necessary infrastructure and regulatory conditions to be achieved before declaring a city/ ward as Open Defecation Free:

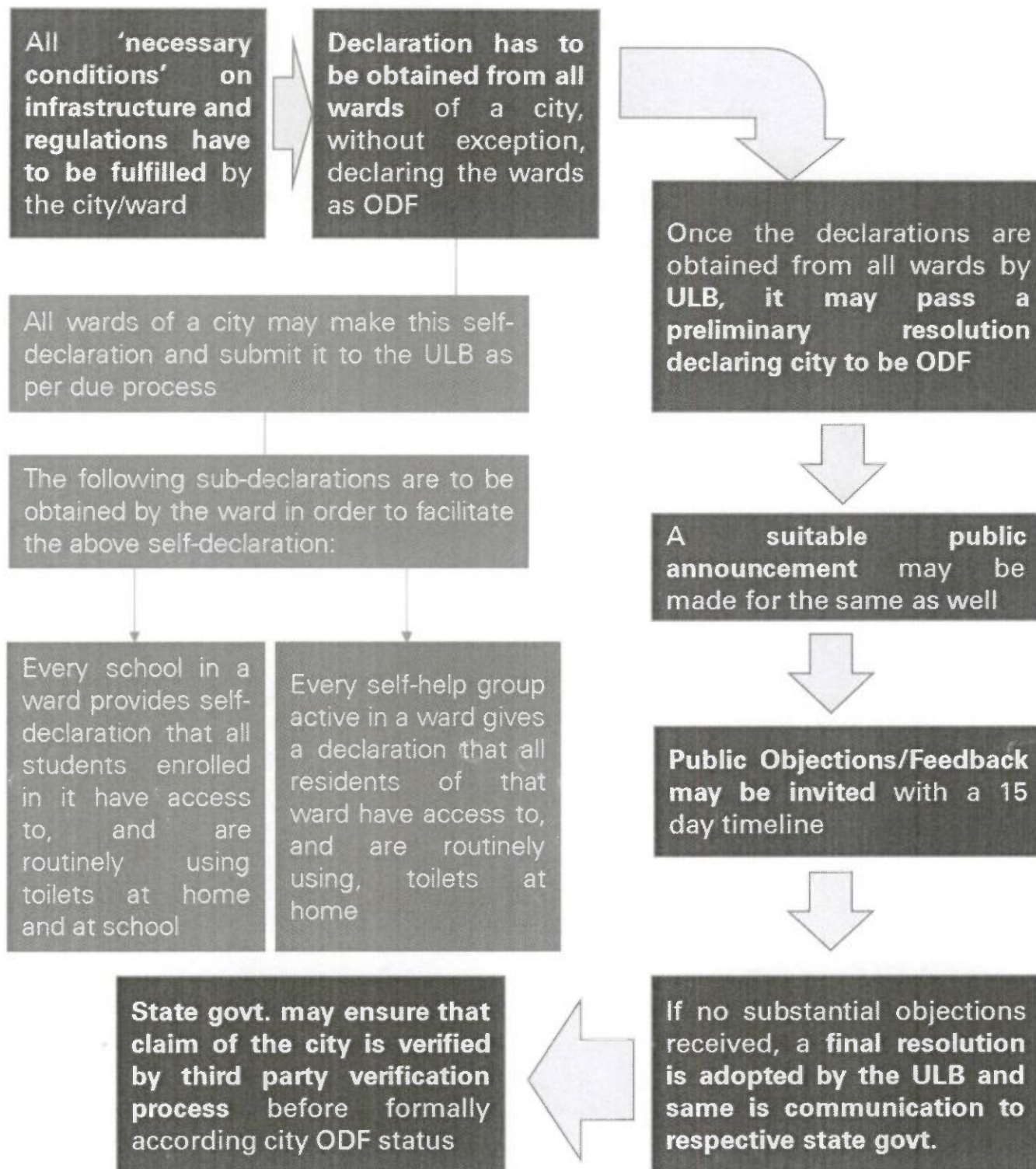
- 1) All households that have space to construct toilet, have constructed one.
- 2) All occupants of those households that do not have space to construct toilet have **access to a community toilet within a distance of 500 meters.**
- 3) All commercial areas have **public toilets within a distance of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





## ODF Declaration Protocols

The following protocol is to be adopted for declaring a city / ward as Open Defecation Free (ODF):

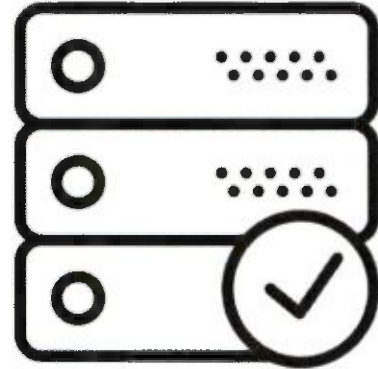




The protocol is elaborated below:

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

2) Following the fulfilment of (1) above, a declaration has to be obtained from all wards of the city/town, without exception, declaring respective wards as ODF. All wards of a city may make this self-declaration and submit to city municipal administration as per due process. The following



sub-declarations are to be obtained by the ward/s in order to facilitate the above self-declaration:

- i. Every school in a ward provides self-declaration that all students enrolled in it have access to, and are routinely using toilets at home and at school.
- ii. Every self-help group active in a ward gives a declaration that all residents of that ward have access to, and are routinely using, toilets at home.  
(Formats for the above declarations are provided later in this document)

b) Once the above declarations have been obtained from all wards by the respective city municipal administration, the city municipal administration may pass a preliminary resolution declaring the city to be Open Defecation Free.

c) A suitable public announcement may be made for the same as well.

d) Following such resolution, public objections/feedback may be invited, with a fifteen day timeline. If no substantial objections are received at the end of this time, a final resolution is adopted by the city municipal administration and the same is communicated to respective state governments.

e) On receipt of the said communication, the state government may ensure that the claim of the city is verified through an appropriate third party verification process (in a time bound process) before formally according the city the status of being ODF.

f) MOUD will then carry out the "Swachh Certification" process (detailed later in this document), which also needs to be re-certified every six months.

## ODF Declaration Formats

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

I, ..... Mayor / Chairperson of ..... (name of Municipal corporation / municipality / town panchayat) do hereby declare that:

- a) All Chairpersons of ward committees in the city / town have submitted their self-declarations regarding ODF status
- b) Preliminary resolution has been passed declaring the city / town as open defecation free;
- c) Above resolution has been publicly announced, inviting public feedback / objection within 15 days of announcement.
- d) The city has a mechanism in place to impose fines on open defecators
- e) Since no objections have been received within the stipulated time period / since objections and feedback received from the public have been addressed, a final resolution has been adopted by this office regarding ODF status
- f) This final resolution has been communicated to the state government for further verification.
- g) Third party verification process of ODF status has been completed.



Accordingly, ..... (name of city/ town) is hereby declared Open Defecation Free.

MoUD is now requested to carry out the "Swachh Certification" process for ..... (name of city/town).

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

Date:

Seal

## 2. Format for declaration to be submitted by Ward Councilor

I, Ward councilor of .....(ward details), under ..... (name of Municipal corporation / municipality / town panchayat) do hereby declare that:

- a) At any point in a day, nobody in the ward is found defecating in the open
- b) All households in the ward that have space to construct toilets, have constructed one
- c) All occupants of households in the ward that do not have space to construct toilets, have access to a community toilet within a distance of 500 meters
- d) All commercial areas in the ward have public toilets within a distance of 1 KM
- e) All primary and secondary schools in the ward have submitted self-declarations to me that all their enrolled students have access to, and are routinely using toilets at home and at school
- f) All self-help groups in the ward have submitted self-declarations to me that all residents of the ward have access to, and are routinely using, toilets at home.



I further declare that I have formally submitted this declaration to the ..... (name of Municipal corporation / municipality / town panchayat) for further necessary action.

.....  
(Signature, and Name of Ward Councilor)

Date:

Seal:





**3. Format for declaration to be submitted by schools**

I do hereby declare that:

- .....school (name of school), in ward no....., under ..... (name of Municipal Corporation / municipality), has ..... numbers of students, and ..... numbers of staff (including teachers).
- The school has sufficient numbers of functional toilets for all students and staff. None of the students or staff go out for defecation or urination while in school.
- Every student in the school, along with their family members, uses a toilet at home / uses a community toilet situated near the neighborhood, for defecation.
- The self-declaration from each of the students and staff are attached herewith (refer Annexures 1 and 2)

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

Date:

**Annexure - 1**  
**Format for self-declaration by school students**  
**(to be attached with the school declaration)**

I, ..... (name of student) do hereby declare that neither I nor any of my family members go out for defecation. I declare that my family members and I use a toilet at home / use a community toilet in the neighborhood, for defecation.



.....  
(Signature and Name of student) / (Signature and name of guardian for students of class nursery – class 4)

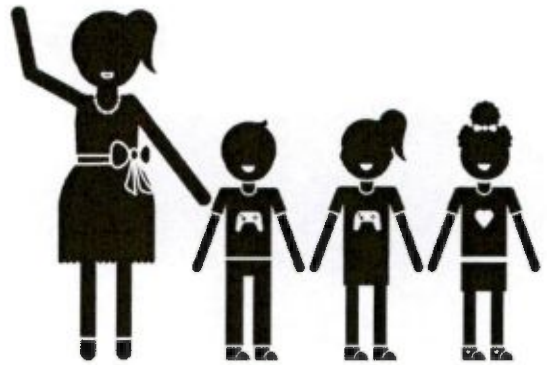
Date:

**Annexure - 2**

**Format for self-declaration by school staff and teachers**

**(to be attached with the school declaration)**

I, ..... (name of staff or teacher) do hereby declare that neither I nor any of my family members go out for defecation. I declare that my family members and I use a toilet at home / use a community toilet in the neighborhood, for defecation.



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

Date:



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

This is to declare that every member of the Self-Help Group ..... (Name of Self-help group) in Ward number..... of ..... (name of municipal corporation, comprising ..... members (number of members), whose names are attached as annexure, along with their family members, uses a toilet at home / uses a community toilet situated near the neighborhood, for defecation and urination.



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

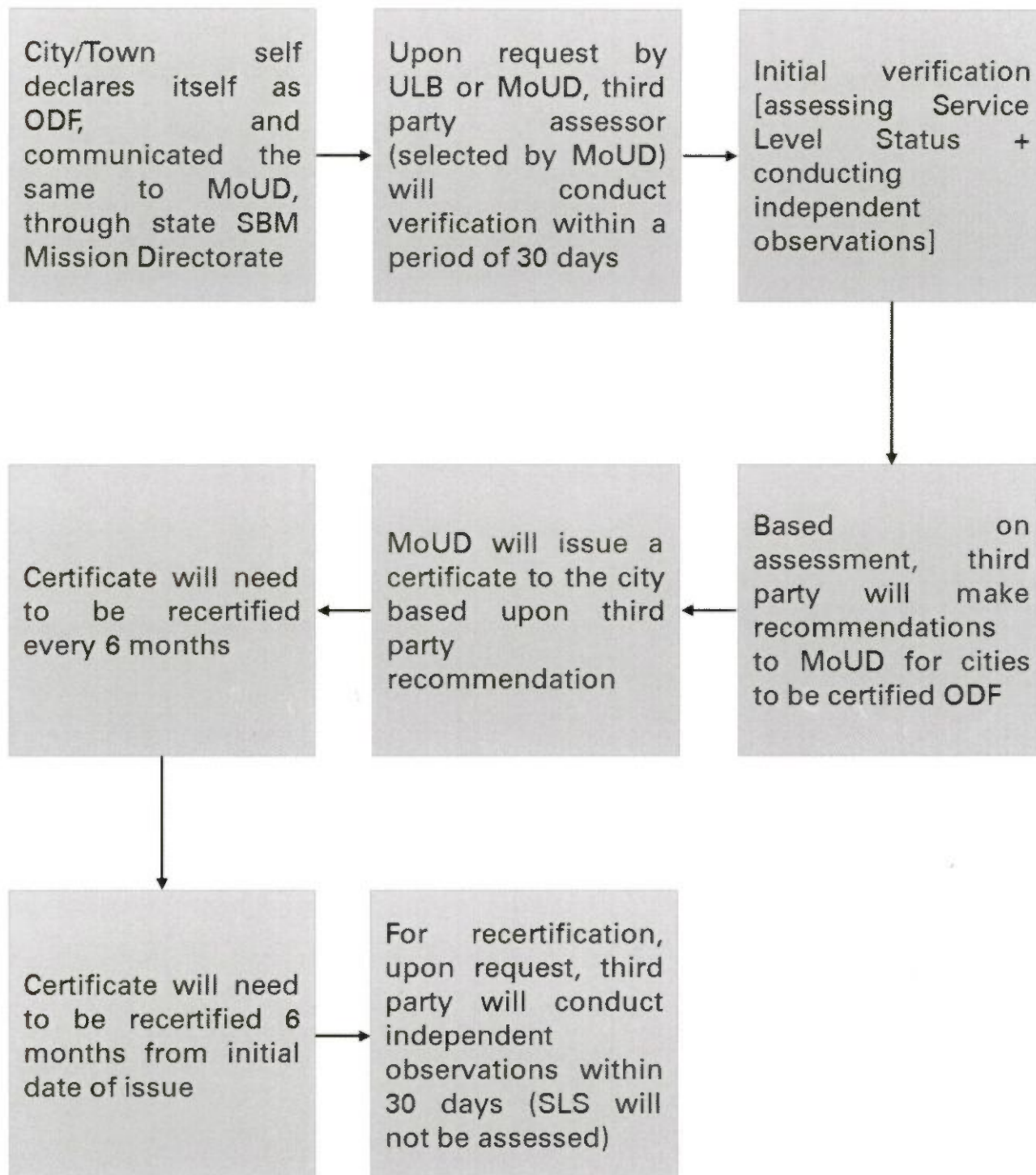
Date:

(Attach list of names of SHG members)



## Swachh Certification for ODF

Once a city has communicated to MoUD the final resolution declaring the city to be ODF, a third party verification process ("**Swachh Certification**") is to be adopted, for the final ODF certification. Subsequently, recertification of ODF will happen at fixed intervals (every six months), so as to ensure that there is no slippage of the ODF status.



### Protocol to be followed for Swachh Certification for ODF

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

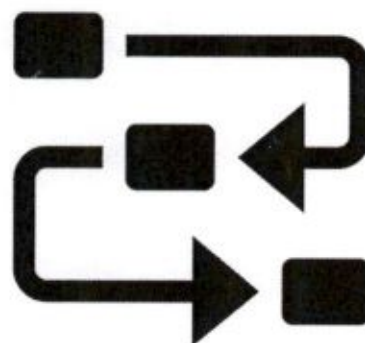
- a. City self-declares itself as "Open Defecation Free" for the first time and communicates the same to MoUD through the state SBM Mission Directorate.
- b. Upon request by ULB or MoUD, a third party (selected by MOUD) will mobilize assessors to conduct the verification within a period of 30 days.
- c. For the initial verification, the third party will assess both Service Level Status as well as conduct Independent Observation.
- d. Based upon the result of the assessment, the third party will make recommendations to MoUD for cities to be certified ODF.
- e. MoUD will subsequently issue a certificate to the city for the same based upon the recommendation of the third party.
- f. The certificate, when issued, will need to be recertified every 6 months.
- g. For recertification, upon receiving request, the third party will conduct independent observation within the city within a period of 30 days.
- h. It is to be noted that Service Level Status will not be re-checked during the re-assessment



### Methodology for Swachh Certification for ODF

The verification process will be conducted in two parts:

- i. Service Level Status
  - ii. Independent Observations
- a. **Service Level Status :**
    - i. Preliminary data will be collected in advance by a process of self-assessment from municipals as per the defined protocol.
    - ii. Third party assessors will visit ULBs to review the documentation and collect the data systematically ensuring that the process is independent and unbiased.
  - b. **Independent Observations :**
    - i. The collection of data will be based on physical observation by the third party assessors.





- ii. The questionnaire to facilitate data collection will be created by the third party in conjunction with Ministry of Urban Development.
- iii. The survey assessors will use IT enabled devices to record their observations and findings along with photographs.
- iv. The third party will systematically collect photos as evidence for field observations ensuring that the location, date and time are tagged on all the pictures.
- v. For the assessment, cities will be classified based on population as below. Based upon the size of the city, it will be divided into 2 or 4 zones.
- vi. For larger cities (greater than 5 lakh population) the city will be divided into 4 zones – North, South, East and West.
- vii. For smaller cities (lesser than 5 lakh population) the city will be divided into 2 zones – North and South.
- viii. All locations will be finalized based on the third party's discussion with the ULBs.

Location Type	No. of location per zone	No. of location per city (5 lakh +)	No. of location per city (<5 lakh)
Slum	1	4	2
School	1	4	2
Public Area (Main Market, Religious Area)	1	4	2
Residential Area	1	4	2
Bus Station/ Railway Station	1 per city	1	1
<b>Total</b>	<b>5</b>	<b>17</b>	<b>9</b>



सत्यमेव जयते

Ministry of Urban Development  
Government of India

[www.moud.gov.in](http://www.moud.gov.in)  
[www.swachhbharaturban.gov.in](http://www.swachhbharaturban.gov.in)  
[www.swachhbharat.mygov.in](http://www.swachhbharat.mygov.in)



OFFICE of THE  
**STATE URBAN DEVELOPMENT AGENCY**

ILGUS Bhavan, HC Block, Sector III, Salt Lake City, Kolkata -700106

E- mail: sbm.wbsuda@gmail.com

Memo No. SUDA-313/2015/6874

Date: 01.10.2019

**Revised Request for Proposal (RFP)**

**Notice inviting Request for Proposal (RfP) for ODF Facilitation, Verification and Certification  
of the Urban Local Bodies of West Bengal**

**for Zone-II ULBs**

Request for Proposal (RfP) is hereby invited from reputed and bonafide Organizations /Agencies/Academic Institutions having experience in executing baseline survey/evaluation studies/ verification exercises etc. for Government programmes, either at the Central or State level, for conducting State level Verification of the status of sanitation and cleanliness of the Urban Local Bodies through carrying out of extensive house-to-house survey in the 33 (thirty three) Urban Local Bodies (ULBs) [**Detailed list is placed at Annexure-1**] of 3 (three) Districts of West Bengal namely, Howrah, North 24 Parganas and South 24 Parganas, who have achieved the ODF status attaining 90-100% construction of Individual House Hold Latrine (IHHL), Community Toilet and Public Toilet. Organization /Agency/Academic Institutions wishing to undertake the work in the above mentioned ULBs are required to submit Technical and Financial bids in separate sealed envelopes.

The Technical and Financial bids should be in separate sealed envelopes super-scribing "Technical Bid" and "Financial Bid" to be submitted in a common sealed envelope clearly super scribed "Bid for Engaging Organization /Agency/Academic Institutions for "ODF Facilitation, Verification and Certification in identified ULBs" and bearing the name and address of the bidder Organization/Agency/Farm/Academic Institution. The amount quoted in the financial bid should be exclusive of GST. Interested agencies may apply for participation along with the following documents for Technical proposal and rate per ward in financial proposal:

**1. Technical Proposal**

- Covering letter
- Organizational profile alongwith credential – nature of the organization, vision, mission, objective, strategy, operational area, organization structure, expertise, area of work, key achievement
- Office address proof
- Audited Balance Sheet of the organization for the last three years.
- All applicable, requisite and mandatory documents like PAN, GST and TAN.
- Approach & Methodology including work plan and manpower deployment.
- Credentials i.e. experience in undertaking similar nature of work in last 5 yrs.

**2. Financial Proposal**

- Financial Proposal Submission Form (**Placed at Annexure-2**): Geographically the 23 Districts of West Bengal has been divided in to three zones – Zone-I, Zone-II and Zone-III.
- The participating bidders should quote the rate per ward for Zone-II only towards this RfP.

The RfP is to be submitted in the office of the Director, State Urban Development Agency (SUDA), ILGUS Bhawan, Block-HC, Sector- III, Salt Lake City, Kolkata- 700106, **within 1.00 P.M on 22.10.2019** and the



same will be opened on the same day at 2.00 P.M. The authorized representative of the bidding Agencies may remain present during opening of the bid.

SUDA reserves the right to reject any proposal on evaluation of the technical proposal itself, without even opening the financial proposal. However, if both the technical and financial proposals are considered, there will be weightage assigned for evaluation of both components.

**Director**  
**State Urban Development Agency**

## Terms of Reference for the work “Conducting State Level Facilitation, Verification, Certification of ODF Status in ULBs of West Bengal”

### Introduction:

On 2<sup>nd</sup> October 2014, the Government of India launched Swachh Bharat Mission (Urban) [SBM (U)] with the mandate of making the entire country Open Defecation Free (ODF) by 2<sup>nd</sup> October 2019. The objective of achieving the ODF status was to be realized in a mission mode approach for which a state level Mission i.e Mission Nirmal Bangla was constituted under the aegis of the Urban Development & Municipal Affairs Department, Government of West Bengal. Under the Mission's initiatives, creation of sanitation facilities has been interspersed with a rigorous and sustained behaviour change communication at the individual as well as community level so as to ensure that using toilets for defecation becomes the universal norm in the entire state. At the same time, in order to ensure quality outcomes, two things have been emphasized. One, the focus on sustainable behaviour change, and two, focus on making cities/ towns completely open defecation free (ODF) thereby improving the overall cleanliness of the city/ town.

Basic tenets of ODF at the present stage have been identified as the following:

- ❖ All the households have access to safe and sanitary toilet facilities and no one is defecating in the open.
- ❖ All occupants of those households that do not have space to construct toilet have access to a community toilet within a distance of 500 meters.
- ❖ All commercial areas have public toilets within a distance of 1 kilometer.
- ❖ All the Schools and Anganwadi Centres have toilet facilities and the students and teachers / staff members in schools and children and workers in the Anganwadi centres are using toilets facilities when in the institutions
- ❖ There is no visible sign (sight or smell) of open defecation in the cities.
- ❖ Overall cleanliness is maintained in the cities.
- ❖ City has a mechanism in place through which fines are imposed on people found defecating in the open

As the campaign geared up in all the ULBs after launch of the Mission, many ULBs have declared themselves ODF after conducting internal verification following the published City/ Town ODF verification and certification protocol by Ministry of Housing and Urban Affairs, Government of India (placed at **Annexure-3**) As indicated in the said Protocol, the State Government too is to initiate a verification process from the state level to substantiate the claims of the ULBs after their self-declaration as ODF. 33 (thirty three) Urban Local Bodies (ULBs) [**Detailed list is placed at Annexure-1**] of 3 (three) Districts of West Bengal namely, Howrah, North 24 Parganas and South 24 Parganas, who have completed 90-100% construction of Individual House Hold Latrin (IHHL), Community Toilet and Public Toilet are to be covered for verification.

Further, for maintaining cleanliness with hygienic livable condition, State Government has taken several initiative for scientific solid waste management as per Solid Waste Management Rules, 2016 through active cooperation of the ULBs. To achieve the target for scientific solid waste management following steps have been suggested to the ULBs:

- ❖ 100% Door to Door collection of solid waste regularly in segregated manner – Bio-degradable, Non-bio-degradable, Bio-Medical, Hazardous and e-Waste.
- ❖ 100% waste collection from market place, heritage place, river ghats/ banks, water body site, parks

and places of importance.

- ❖ 100% sweeping of roads, river ghats and places of importance regularly.
- ❖ No dumping site within 1 K.M. of the river.
- ❖ No garbage vulnerable point beside the rivers/ large water bodies.
- ❖ Installation of screen in the drains discharging water to the river/ large water body and regularly cleaning the solid waste.
- ❖ Regular cleaning and desiltation of sewer and drains.
- ❖ Establishment of material recovery facility for sorting recyclable dry wastes.
- ❖ If required establishment of transfer station.
- ❖ Identification of bulk waste generator and decentralized waste processing unit there.
- ❖ Establishment of bio-degradable waste processing unit.
- ❖ Banning of plastic below 50 micron and its implementation.
- ❖ Organizing rag pickers
- ❖ Capacity building of conservancy staff and rag pickers and providing safety kit to them.
- ❖ Extensive IEC activities for behavioral change communication.

Now, the Mission authority in the Urban Development & Municipal Affairs Department, Government of West Bengal has decided to ascertain the actual status of sanitation (ODF) and overall cleanliness (SWM), in selected ULBs, through conduct of field verification to assess the present situation for final declaration by the State Government. The State Government intends to engage independent agencies for conducting the above verification studies to ascertain the claim of achievements (ODF status) made by the ULBs. The intending bidders are requested to go through the ODF Protocol for detailed understanding of the objectives, procedure and other details of ODF verification. For this the agency should check the 10% household sample and the vulnerable spots. The application should be android based.

For verification of cleanliness status i.e. SWM status, the agency should check 10% of household sample, places of importance/ heritage places, market places and river ghats/ banks etc.

**Requirements:**

- a) Agency should have the capability to provide services for the work as specified above.
- b) Should have adequate manpower and infrastructure (including computer hardware and software) required for the job. Physical presence with Office Address at Greater Kolkata is preferable.
- c) Since the job is time bound, the Agency would be required to work within 60 days and in close coordination with the Mission Office in State Urban Development Agency (SUDA).
- d) Each agency shall have a senior functionary of their organization as Coordinator who would be continuously in touch with the verification teams of the agency and ULBs as well as the State Mission Office. The name and contact details of the Coordinator should be given to SUDA before



the actual field work is started.

- e) Since the exercise will cover the selected ULBs in their entirety, sufficient manpower in the form of Field Investigators and Supervisors will have to be placed into operation.
- f) Minimum qualification of the Supervisor should be at least graduate and that of the Field Investigators should be 10+2 passed and all of them should be able to communicate effectively in the local language.
- g) Interested agencies may apply for participation before the undersigned along with necessary documents in respect of following-

### 3. Technical Proposal

- Covering letter
- Organizational profile alongwith credential - nature of the organization, vision, mission, objective, strategy, operational area, organization structure, expertise, area of work, key achievement
- Office address proof
- Audited Balance Sheet of the organization for the last three years.
- All applicable, requisite and mandatory documents like PAN, GST and TAN.
- Approach & Methodology including work plan and manpower deployment.
- Credentials i.e. experience in undertaking similar nature of work in last 5 yrs.

#### 1. Financial Proposal

- Financial Proposal Submission Form (**Placed at Annexure-2**): Geographically the 23 Districts of West Bengal has been divided in to three zones – Zone-I, Zone-II and Zone-III, as detailed in **Annexure-2**.
- The participating bidders should quote the rate per ward for this Zone-II towards this RfP.

#### Essential Credentials

- a) The Agency should be a reputed organization having a minimum of 5 years experience in monitoring and evaluation of a central or state sponsored Scheme.
- b) Should have experience in analyzing and monitoring reports.
- c) The Agency should have experts /manpower proficient in all regional language(s)/local language(s).
- d) Should have demonstrated capacity to carry out structured evaluations of large scale projects using both quantitative and qualitative approaches.
- e) Should have the capacity to collect and analyze data from variety of sources at National, State and local level.
- f) Should have the capacity to prepare a feasible and comprehensive study design for evaluation, with data collection tools and analytical framework in consultation with the State Mission Office.
- g) Should have the capacity to structure data, create electronic databases, and develop output results in appropriate formats.
- h) Should have the Capacity to ensure logistic arrangement for site visits and data collection from the field.
- i) To have willingness to undertake the assignment in the given timeframe.

### **Roles and Functions of the Agency**

- To develop and prepare all the data collection instruments including questionnaires, checklist for beneficiaries, structured focused group discussion format, and tabulation plan and finalize it in consultation with Department.
- Undertake survey work in the selected ULBs, as per requirement. The ULB allocation to an agency will be decided by SUDA. If required, additional ULBs (who may declared themselves as ODF in near future by way of construction of 90%-100% IHHL/ CT/ PT ) may be allocated to the awarded organizations.
- To interact with SUDA/ ULBs to chalk out a detailed field visit plan for verification.
- To conduct field visit in each of the ward to ascertain sanitation (ODF) and cleanliness (SWM) status (early morning visit and evening visit may be required to get firsthand knowledge of the practice of open defecation or absence of it and conservancy arrangement of ULB for SWM).
- To identify, in discussion with the citizen and local functionaries, traditional Open Defecation sites of the wards and inspect those sites to ascertain whether the sites are still visited by the open defecators or not.
- To identify in discussion with the citizen and local functionaries, the garbage vulnerable points and inspect those sites to ascertain the bad practices.
- To interact with randomly selected citizens (especially the slum dwellers) , visit their houses, inspect toilet facilities at the household level or the toilet where the members of such households have access and ascertain through canvassing of questionnaire or group meeting with citizens regarding use of such facilities by all members of the households at all times of requirement.
- To interact with randomly selected citizens (several economic classes) . visit their houses, inspect solid waste management practices at the household level and ULB level and ascertain through canvassing of questionnaire or group meeting with citizens regarding the practices made as per SWM rules, 2016.
- Provide feedback to the local administration and SUDA about the deficiencies noticed in the wards, if any and suggest specific rectification measures.
- Once the rectifications is reported by the ULB authority, within three weeks from the date of receipt of the first report, make a second visit to the identified ULB and ascertain if the status have finally been achieved.
- Finally, once the agency is satisfied that all the wards of the ULBs have achieved ODF status and actual SWM status has been understood , submit a detailed report to the SUDA on the ODF status of the ULB in 2 hard copies and 3 compact discs.
- The agency will keep SUDA updated of developments through periodic reports.
- The Agency will ensure that their contact details (email, postal, Telefax, mobile) of contact person and field supervisor may be kept updated at all times and apprised to SUDA.

## Methodology for Verification

### Definitions and Necessary conditions for Sanitation (ODF):

#### A. Definition of Open Defecation Free city / ward

A city / ward can be notified/declared as ODF city/ ODF ward if, at any point of the day, not a single person is found defecating in the open.

#### B. Necessary infrastructure and regulatory conditions to be achieved before declaring a city/ ward as Open Defecation Free:

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

### Process:

The Agencies will -

- ❖ Visit each and every ward.
- ❖ interact with the citizens / households
- ❖ Schools/ICDS/SSK/MSK/HS/Madrasha etc. to be visited
- ❖ Vulnerable OD/ SWM spots.
- ❖ Market place, heritage place, river ghats/ banks, water body site, parks and places of importance for SWM.
- ❖ Community Sanitary Complex to be visited at the public congregation place/dhaba/brick field etc.
- ❖ Household without latrine or person practicing OD to be visited (Snowball Method)
- ❖ Identify the citizens in relation to their status of access to and usage of toilets
- ❖ Mark the wards as Red, Yellow and Green
- ❖ Provide feedback to the ULB and state on the status and measures required to transform all the red and yellow ward into green.
- ❖ After first level verification the agency should facilitate the ULB level consultation meet among Red, and yellow wards.
- ❖ Finally, after taking repeated rounds of field visit and follow up, certify individual wards as ODF
- ❖ Develop and prepare all the data collection instruments, checklists, format, and tabulation plan as per ODF protocol guideline of GoI and finalize it in consultation with SUDA.
- ❖ Undertake the activities taking into consideration the process followed/adopted in the ULB.
- ❖ Cross/back check data.
- ❖ Prepare all reports time to time and share with the ULBs and SUDA.
- ❖ Verification of ODF process documentation at each level
- ❖ Case studies and Photograph

### Methods:

Use of Structured / Semi structured questionnaires.

- ❖ Transact walk in the wards along with citizens/ SHGs for assessment and identify the OD/ Vulnerable waste areas prevailing, if any.



- ❖ Focused Group discussion / Rapid Participatory ODF/ SWM Appraisal.
- ❖ ODF /SWM sites to be visited. (Snowball Method)
- ❖ 10% household sample to be checked for ODF/ SWM status and the application should be android based.
- ❖ Atleast 10% checking in the vulnerable spots, places of importance/ heritage places, market places, river ghat/ banks etc. for OD/SWM verification.
- ❖ Morning visit to be done to see Open Defecation habits of the people and solid waste management practices.
- ❖ Ward to be considered as unit

**Sub-Contracting of work:**

Sub-contracting of the work or part thereof awarded under these terms of contract shall not be permitted in any form. Sub-contracting will lead to termination of contract and forfeiture of Performance Guarantee in addition to any other actions for violation of ToR.

**Time and Duration of Contract:**

Duration of the study will be for a period of **60 (sixty)** days from the date of award of the contract. The work is to be initiated within 3 days from the date of award of the contract. The initial field verification, interaction with citizen initial colour coding, feedback to administration, second verification after any required rectification and submission of interim report is to be completed within **60 (sixty)** days from the date of award of the contract positively. The final qualitative report may, however, be submitted within 15 days from the draft report.

**Service to be provided by the client**

- The Department would advise/write to the ULB authority for rendering necessary assistance for undertaking the work.

**Quoting of rates for the exercise**

- Geographically the 23 Districts of West Bengal has been divided in to three zones – Zone-I, Zone-II and Zone-III.
- The participating bidders should quote the rate per ward for this Zone-II towards this RfP (as per format enclosed at **Annexure-2**).

**Performance Security**

- ❖ The bidder shall provide to the employer, a Performance Security amounting 10% (Ten percent) of the total contract price for a period of 60 days or final bill payment in the form of a Bank Guarantee or fixed Deposit Receipts in the name of State Urban Development Agency from a scheduled commercial bank within 7days from the receipt of work order.
- ❖ On satisfactory completion of the entire work and after the final payment the amount retained as security deposit (without interest) only will be released by this office.

**Payment:**

Payment of the Study Fees will be made in three installments.

- First installment 10% of the total fee will be paid initially as mobilization advance.
- Second installment 60% of the total fee will be paid on completion of work in all and on submission of interim draft report.
- Third and final installment (30% of the total fee) to be paid on submission of final report with evidence-based documentation and acceptance of the report by SUDA.

#### **Deliverables**

- **1<sup>st</sup> Deliverable - Draft Report:** After completion of the first round of field visit to every village of the district/s and analyzing primary and secondary data, the agency should submit a draft report of the entire study within 45 days from the date of issue of work order and the draft report is to be presented to departments for discussion and finalization of the same.
- **2<sup>nd</sup> Deliverable - Presentation of Final Report,** within 15 days from the date of submission of the first report on getting approval of the draft report. Once the final report is received, the Mission will seek a presentation on the study highlighting key findings and recommendations from the analysis. Raw data are to be also submitted in CD alongwith a compendium on best practices found in the ULBs in this regard.

The final report should be substantiated by photographs of the processes, facilities and initiatives in the ULBs/ Wards verified as well as documentation of some of the best practices and deviations, if any.

#### **Dispute**

The decision of State Urban Development Agency shall be final and binding in all matters.

**Director**  
**State Urban Development Agency**

## Annexure-1

### Status of IHHL construction for Zone-II

	District	Name of the ULB	No of Wards	Area	Population	Final Target for Construction of IHHL as per Ground Reality	No of IHHL Constrn Completed	% of Constn Completed	Constructed IHHL Photo Upload	% of Photo uploaded	Status
<b>Zone-II</b>											
1	HOWRAH	Uluberia	32	24.1	232290	8670	8670	100	2382	27	ready for ODF certification
	<b>Howrah District Total</b>				<b>232290</b>	<b>8670</b>	<b>8670</b>	<b>100</b>	<b>2382</b>	<b>27</b>	
2	NORTH 24-PARGANAS	Ashokenagar-K	23	20.5	121592	3440	3440	100	360	10	State declared ODF
3	NORTH 24-PARGANAS	Baduria	17	22.43	52493	1206	1206	100	1209	100	State declared ODF
4	NORTH 24-PARGANAS	Baranagar	34	7.12	245213	516	516	100	516	100	State declared ODF
5	NORTH 24-PARGANAS	Barasat	35	34.5	278435	3016	3016	100	1056	35	ready for ODF+
6	NORTH 24-PARGANAS	Barrackpore	24	10.61	152783	300	300	100	304	101	Ready for ODF+
7	NORTH 24-PARGANAS	Basirhat	23	22.05	125254	3150	3150	100	2897	92	State declared ODF
8	NORTH 24-PARGANAS	Bhatpara	35	33.96	385867	1755	1597	91	1349	77	ready for ODF re-certification
9	NORTH 24-PARGANAS	Bongaon	22	14.27	108864	5000	5000	100	3399	68	ready for ODF+
10	NORTH 24-PARGANAS	Dum Dum	22	5.2	114786	280	280	100	280	100	ready for ODF+
11	NORTH 24-PARGANAS	Garulia	21	5.38	85336	222	222	100	223	100	State declared ODF
12	NORTH 24-PARGANAS	Gobardanga	17	13.5	45392	960	960	100	960	100	ready for ODF+
13	NORTH 24-PARGANAS	Habra	24	21.8	147221	2310	2310	100	2310	100	ready for ODF+
14	NORTH 24-PARGANAS	Halisahar	23	8.94	124851	169	169	100	169	100	State declared ODF
15	NORTH 24-PARGANAS	Kamarhati	35	10.9	336579	300	300	100	269	90	State declared ODF
16	NORTH 24-PARGANAS	Kanchrapara	24	9.07	129576	704	704	100	699	99	State declared ODF
17	NORTH 24-PARGANAS	Khardah	22	6.87	109342	209	208	100	186	89	State declared ODF
18	NORTH 24-PARGANAS	Madhyamgram	28	21.56	197480	1200	1124	94	439	37	State declared ODF
19	NORTH 24-PARGANAS	Naihati	31	11.55	217900	1115	1084	97	430	39	State declared ODF
20	NORTH 24-PARGANAS	New Barrackpore	20	6.89	76846	893	893	100	893	100	ready for ODF+
21	NORTH 24-PARGANAS	North Barrackpore	23	13.6	132806	302	302	100	301	100	State declared ODF
22	NORTH 24-PARGANAS	North Dum Dum	34	26.45	249142	332	298	90	286	86	State declared ODF
23	NORTH 24-PARGANAS	Panihati	35	19.38	377341	1000	976	98	904	90	State declared ODF
24	NORTH 24-PARGANAS	South Dum Dum	35	16.05	403316	800	800	100	224	28	State declared ODF
25	NORTH 24-PARGANAS	Taki	16	12.97	38263	815	815	100	734	90	State declared ODF
26	NORTH 24-PARGANAS	Titagarh	23	3.4	116541	440	440	100	374	85	State declared ODF



	District	Name of the ULB	No of Wards	Area	Population	Final Target for Construction of IHHL as per Ground Reality	No of IHHL Constrn Completed	% of Constn Completed	Constructed IHHL Photo Upload	% of Photo uploaded	Status
	<b>North 24 Parganas Total</b>				<b>4373219</b>	<b>30434</b>	<b>30110</b>	<b>99</b>	<b>20771</b>	<b>81</b>	
27	SOUTH 24-PARGANAS	Baruipur	17	9.5	53128	377	377	100	186	49	State declared ODF
28	SOUTH 24-PARGANAS	Budge Budge	20	9.06	76858	977	977	100	699	72	State declared ODF
29	SOUTH 24-PARGANAS	Diamond Harbour	16	10.36	41798	1595	1595	100	1378	86	State declared ODF
30	SOUTH 24-PARGANAS	Jainagar-Mazilpur	14	5.8	25922	1677	1677	100	163	10	State declared ODF
31	SOUTH 24-PARGANAS	Maheshtala	35	44.16	449423	6562	6417	98	812	12	State declared ODF
32	SOUTH 24-PARGANAS	Pujali	16	8.32	37047	515	515	100	515	100	State declared ODF
33	SOUTH 24-PARGANAS	Rajpur-Sonarpur	35	49.9	424368	7000	6900	99	4305	62	State declared ODF
	<b>South 24 Parganas Total</b>				<b>1108544</b>	<b>18703</b>	<b>18458</b>	<b>99</b>	<b>8058</b>	<b>56</b>	