

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-313/2015/6874 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- II | xxxxxx INR |
| | B | Taxes & Duties, if any in INR (with each of the quoted rate) | xxxxxx INR |
| Total | | | |

Signature of Tenderer with seal

Annexure-3

ODF Protocol Guideline.



एक कदम स्वच्छता की ओर

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 2nd 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 2nd October 2019.

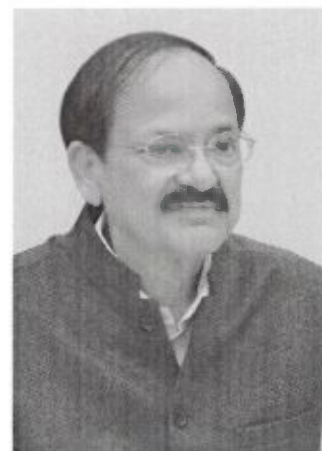


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Background, Objectives & Scope

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.

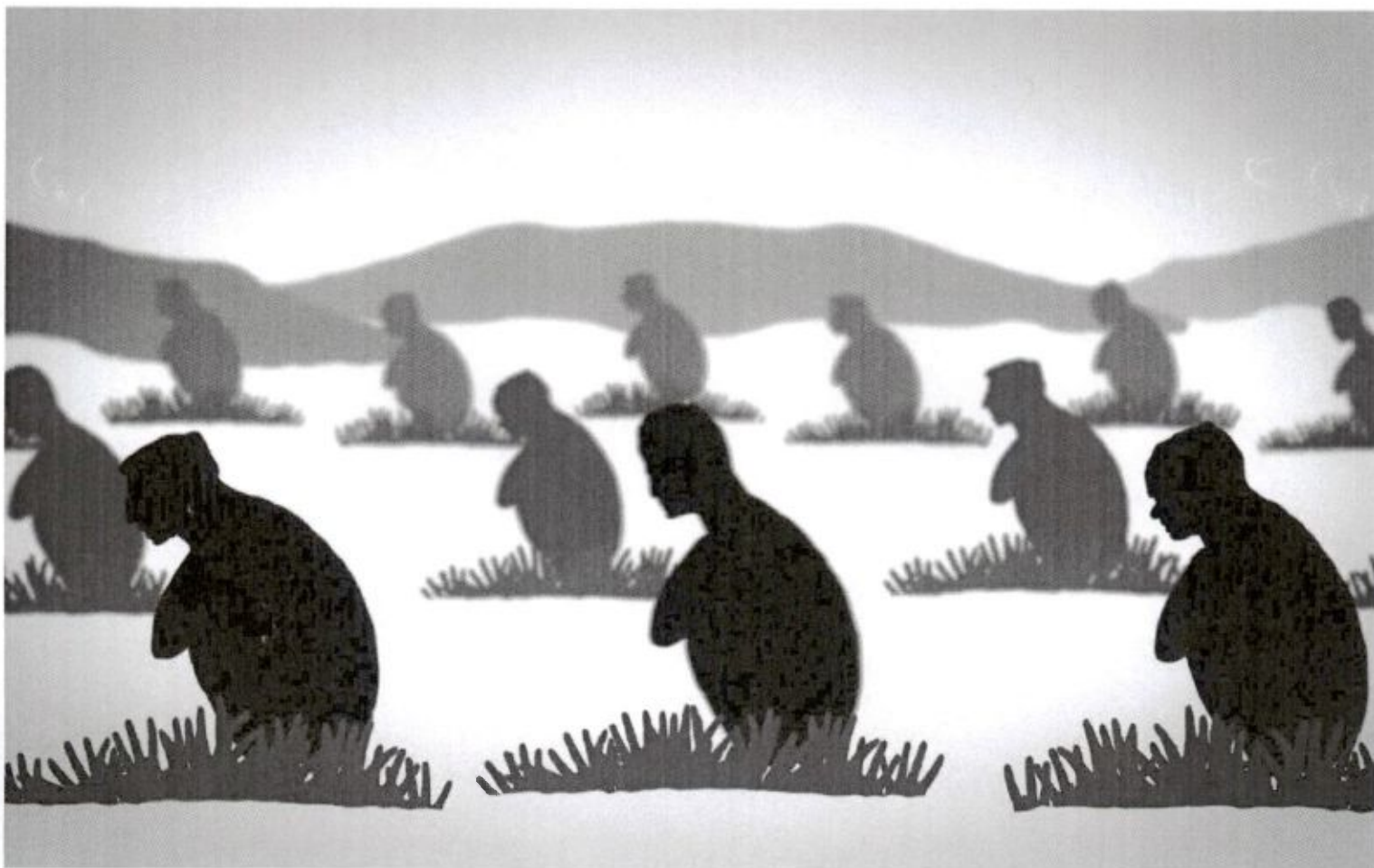
Definitions and Necessary conditions

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.

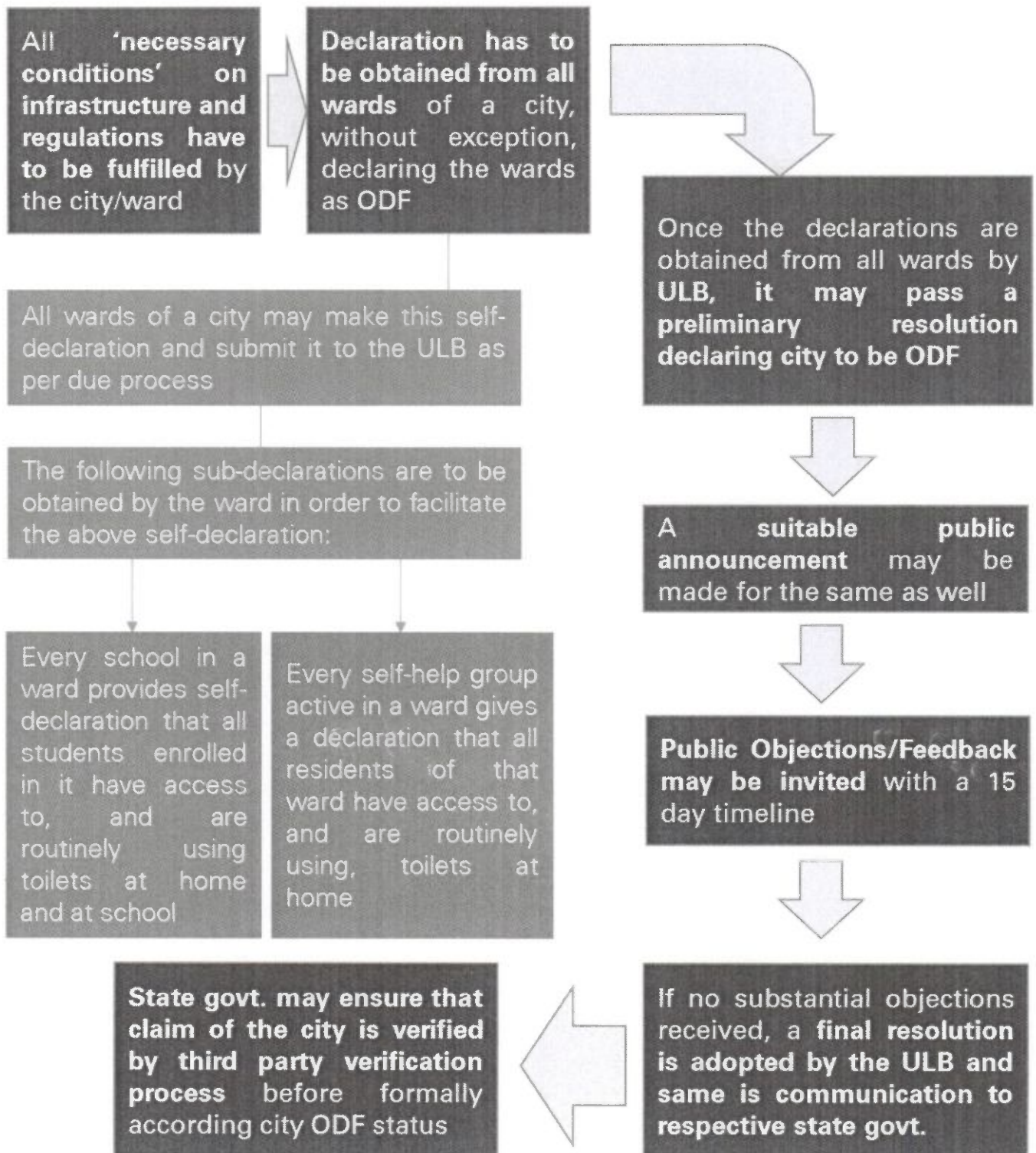
Necessary infrastructure and regulatory conditions to be achieved before declaring a city/ ward as Open Defecation Free:

- 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 fine on people found defecating in the open



ODF Declaration Protocols

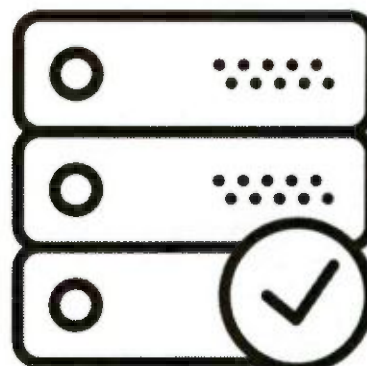
The following protocol is to be adopted for declaring a city / ward as Open Defecation Free (ODF):



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.

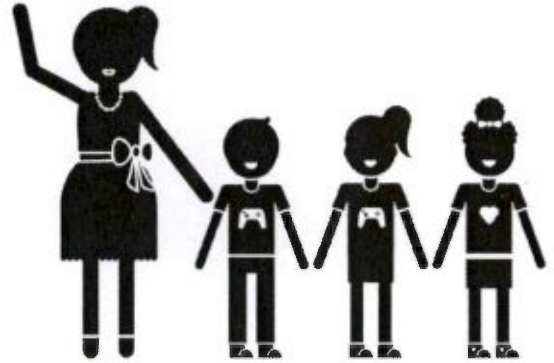


.....
(Signature and Name of student) / (Signature and name of guardian for students of class nursery – class 4)

Date:

Annexure - 2
Format for self-declaration by school staff and teachers
(to be attached with the school declaration)

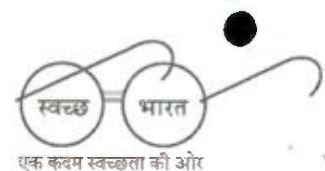
I, (name of staff or teacher) do hereby declare that neither I nor any of my family members go out for defecation. I declare that my family members and I use a toilet at home / use a community toilet in the neighborhood, for defecation.



.....

(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)

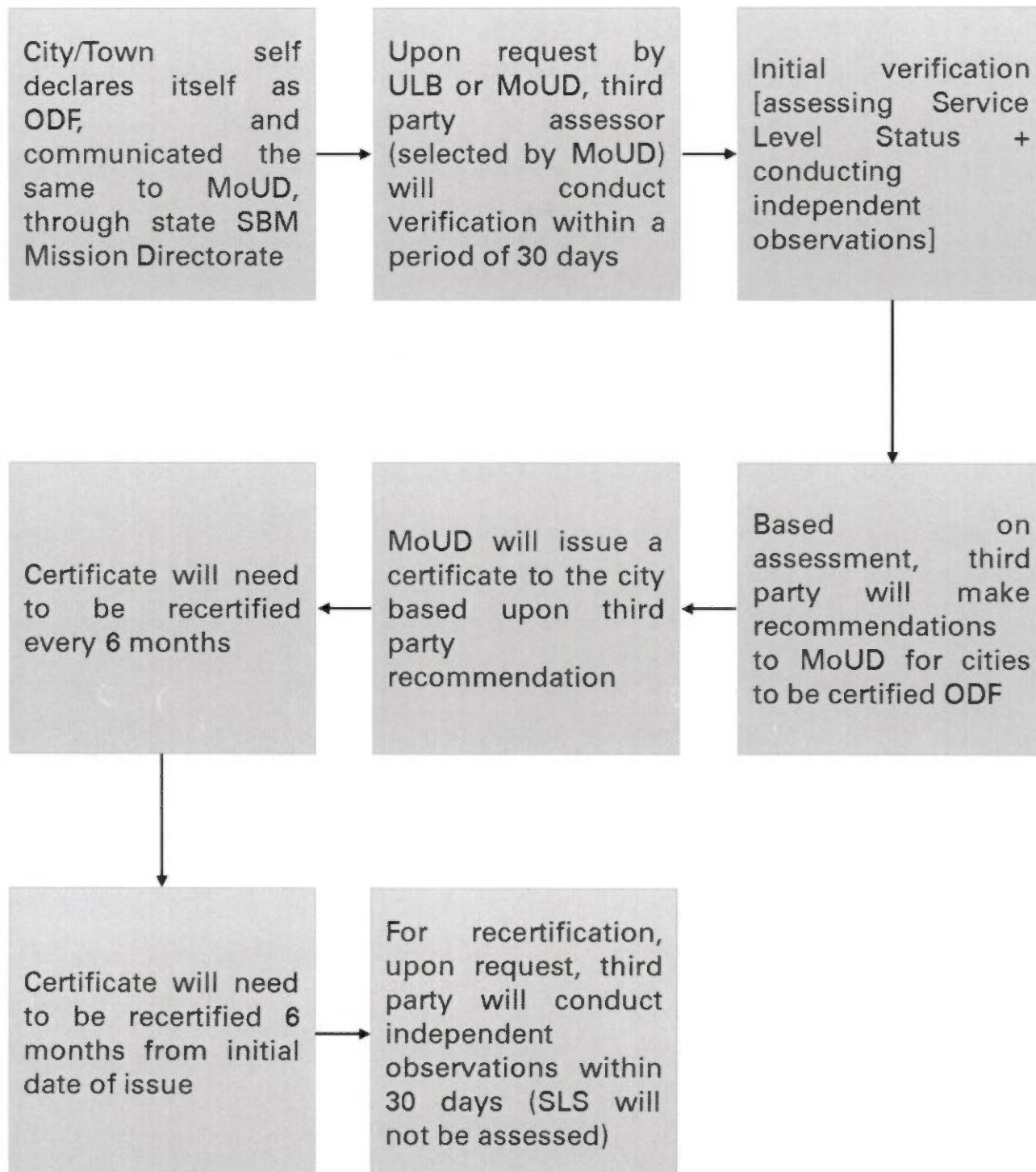
Date:

(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:

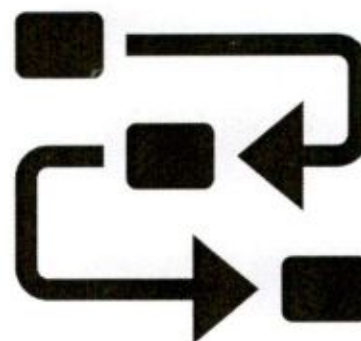
- a. City self-declares itself as “Open Defecation Free” for the first time and communicates the same to MoUD through the state SBM Mission Directorate.
- b. Upon request by ULB or MoUD, a third party (selected by MOUD) will mobilize assessors to conduct the verification within a period of 30 days.
- 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 |
| Total | 5 | 17 | 9 |



सत्यमेव जयते

Ministry of Urban Development
Government of India

www.moud.gov.in
www.swachhbharaturban.gov.in
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-313/2015/6873

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-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 Verification of the status of sanitation and cleanliness of the Urban Local Bodies 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 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-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 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 2nd 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 2nd 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 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-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.

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 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.



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 2nd 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 2nd October 2019.



Table of Contents

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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.

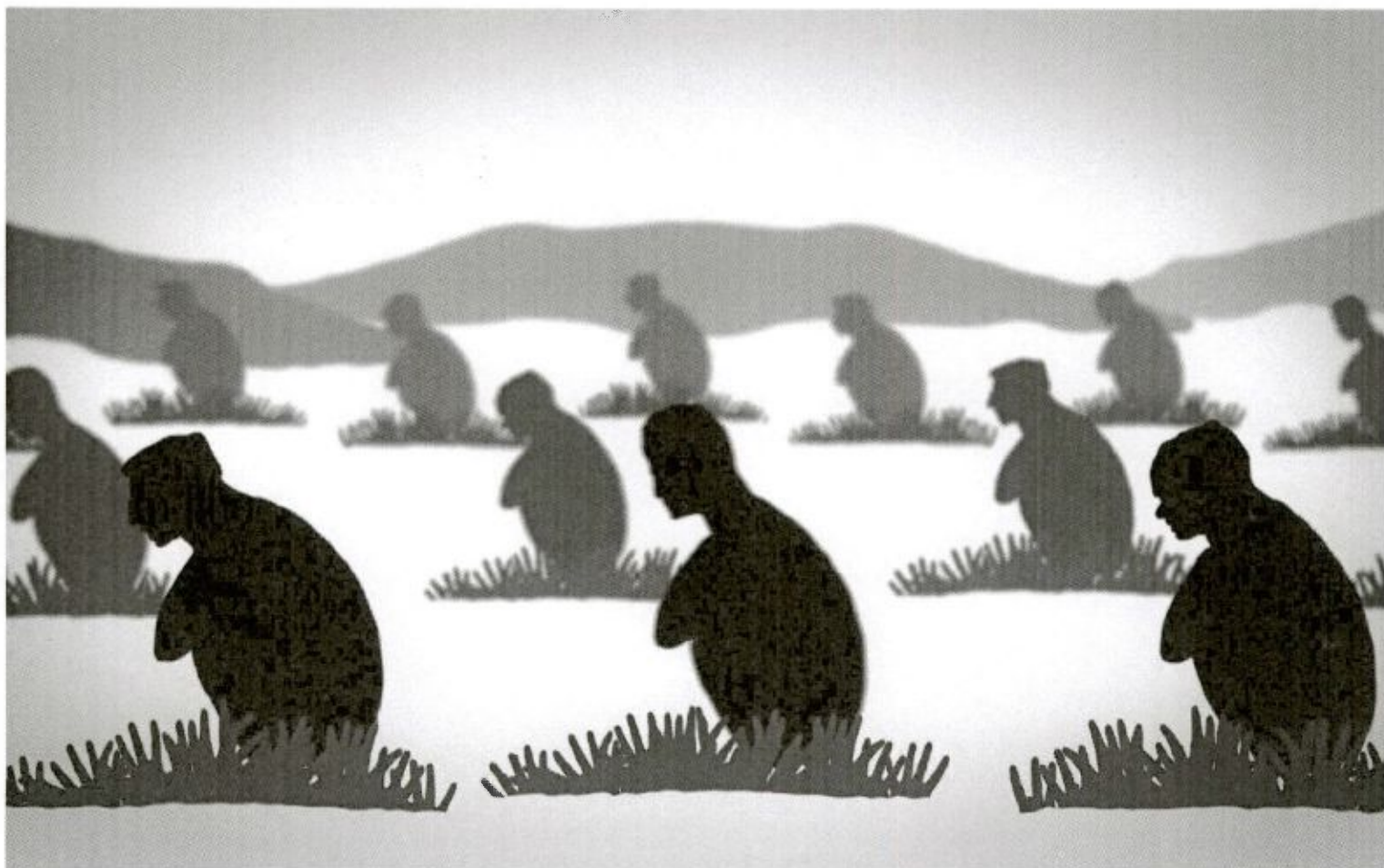
Definitions and Necessary conditions

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:

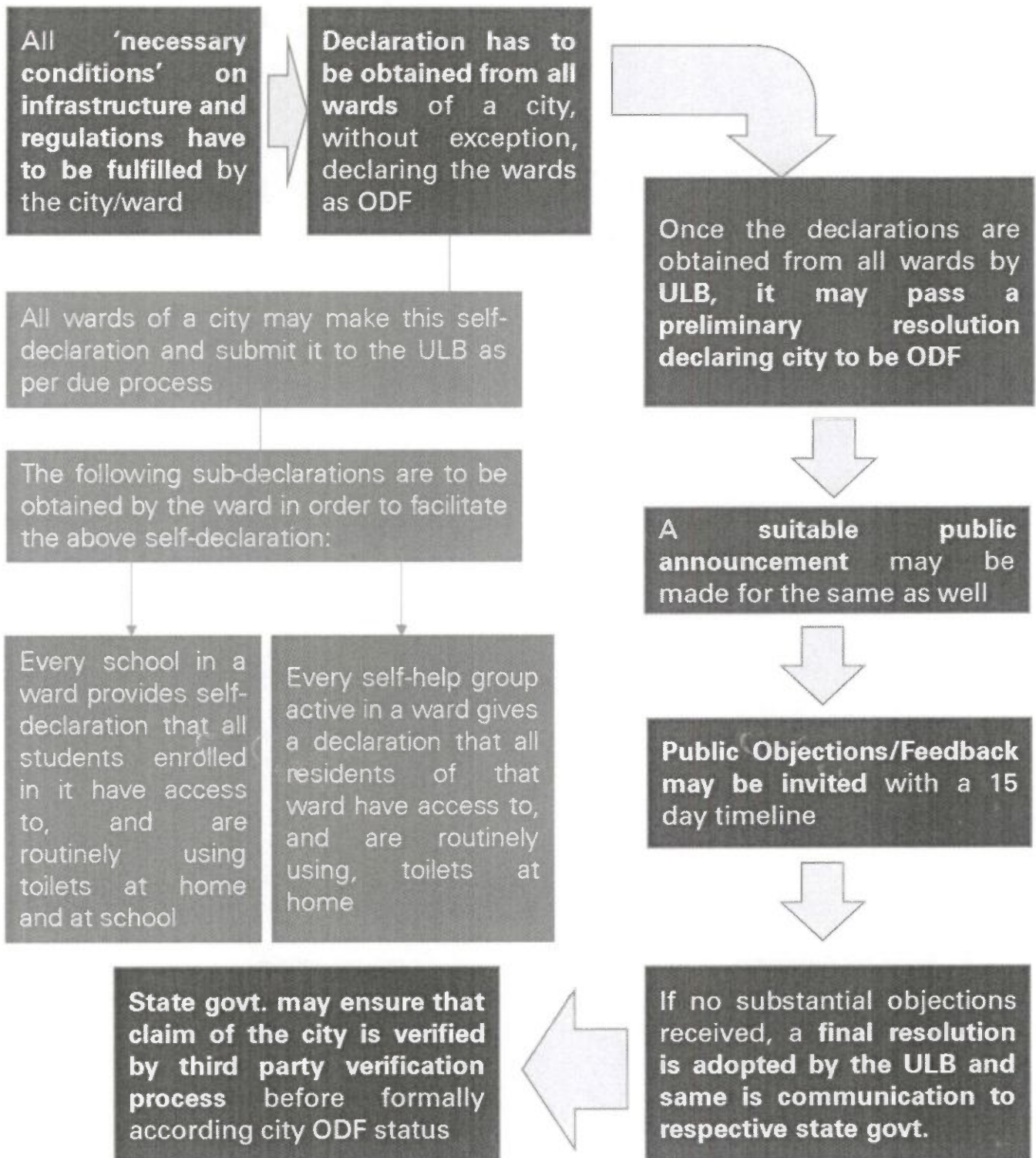
- 1) All households that have space to construct toilet, have constructed one.
- 2) All occupants of those households that do not have space to construct toilet have **access to a community toilet within a distance of 500 meters.**
- 3) All commercial areas have **public toilets within a distance of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





ODF Declaration Protocols

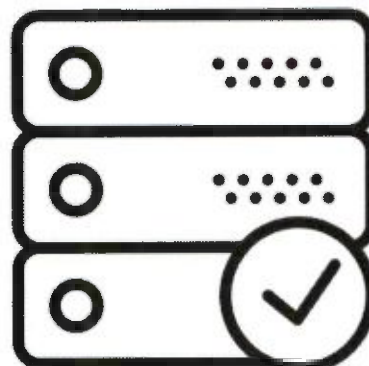
The following protocol is to be adopted for declaring a city / ward as Open Defecation Free (ODF):



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:

- At any point in a day, nobody in the ward is found defecating in the open
- All households in the ward that have space to construct toilets, have constructed one
- 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
- All commercial areas in the ward have public toilets within a distance of 1 KM
- 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
- 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.

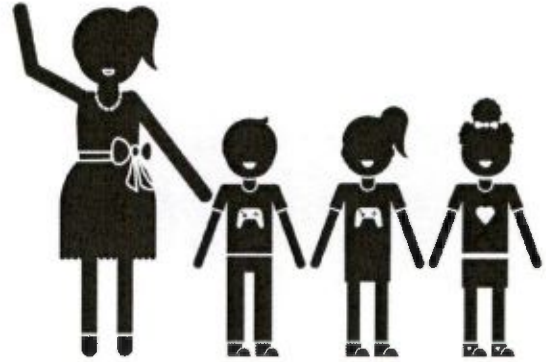


.....
(Signature and Name of student) / (Signature and name of guardian for students of class nursery – class 4)

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)

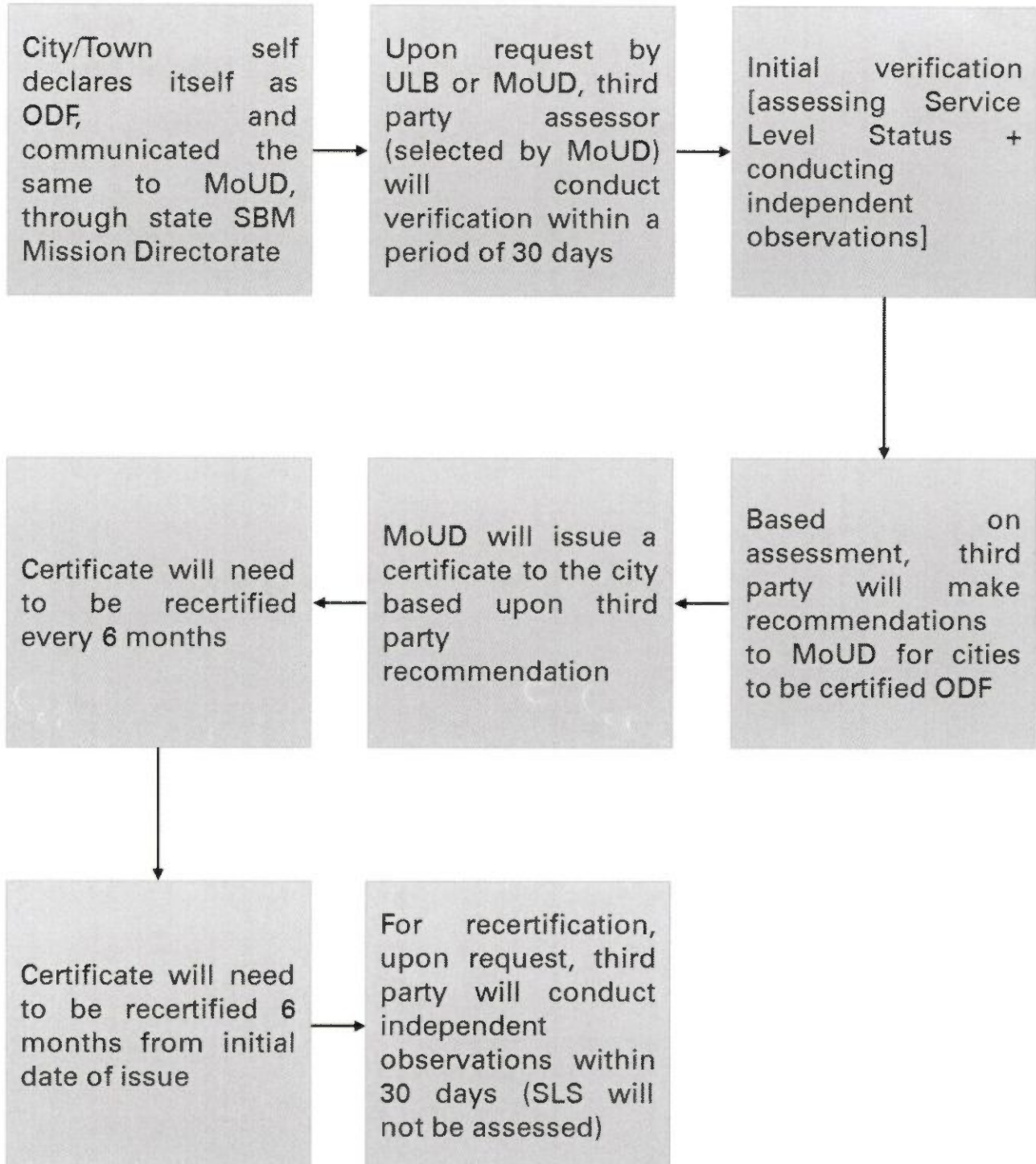
Date:

(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:

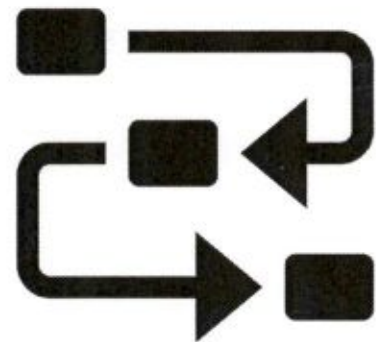
- a. City self-declares itself as "Open Defecation Free" for the first time and communicates the same to MoUD through the state SBM Mission Directorate.
- b. Upon request by ULB or MoUD, a third party (selected by MOUD) will mobilize assessors to conduct the verification within a period of 30 days.
- 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 |
| Total | 5 | 17 | 9 |



एक कदम स्वच्छता की ओर



सत्यमेव जयते

Ministry of Urban Development
Government of India

www.moud.gov.in
www.swachhbharaturban.gov.in
www.swachhbharat.mygov.in

সুডা

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-488/2019/৬৭৭(৭)

তারিখ 17.09.2019

To 1) Chairperson

Baruipur / Jaynagar-Mazilpur / Rajpur-Sonarpur / Baidyabati / Dankuni / Konnagar / Rishra /
Uttarpara-Kotrung Municipality

2) Administrator

Daimond Harbour Municipality

Sub: Engagement of Micro Planning Organization for planning of integrated solid waste management activities within the municipal areas

Sir,

In order to facilitate the Urban local Bodies in rolling out of the scientific solid waste management system within their jurisdiction, the State Urban Development Agency on behalf of the UD&MA Department has engaged City wise Micro Planning Organizations for implementation of effective waste management in urban areas of the State.

The Micro Planning Organization is assigned to undertake survey and assessment of waste generated within the cities, study and planning of the waste collection, transportation and processing mechanism, intensive IEC activities with training and capacity building of different stakeholders.

Digambarpur Angikar a reputed organization, has been engaged for providing micro planning services to your municipal areas.

The organization has duly initiated the work as assigned to them vide work order issued from SUDA. A brief note on scope of work of the Micro-Planning Organization with timeline against different deliverables is enclosed for your ready reference.

You are requested to extend necessary support and cooperation to the Micro Planning Organisation for successful execution of the project, hold periodic meeting with them for understanding the progress of the project and give regular feedback to SUDA.

In this connection, a Kick-off meeting is scheduled to be held on 25/09/2019 at 11.00 A.M in the SUDA Conference Hall with Digambarpur Angikar for their introduction and further intervention.

You are requested to advise the respective CIC, EO/Nodal Officer of SWM, CMM/APO NULM to attend the said meeting.

Yours faithfully,

Encl: Scope of work for Micro Planning Organization

Director

দূরভাষ : ২৩৫৮ ৬৪০৩ / ৫৭৬৭, ফ্যাক্স : ২৩৫৮ ৫৮০০

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

Account Section : 2358 6408

সুডা

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-488/2019/ ৬৭৭/৭/১৭

তারিখ 17.09.2019

Copy forwarded for kind information to:

1. Joint Secretary, UD&MA Department and Additional State Mission Director, MNB(U)
2. Joint Secretary, UD&MA Department and Additional State Mission Director, NULM
3. PS to the Principal Secretary, UD & MA Department
4. Secretary, Digambarpur Angikar – with the request to remain present in the meeting along with presentation.

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



Government of West Bengal
Office of the District Magistrate, Purba Bardhaman
Municipal Affairs Section
Phone & Fax No: 0342-2664790 :: Email ID- bdnmasection@gmail.com

Memo. No. 283 (6)/MA/I-41/2019

Dated 13/11/2019

To

1-6. The Chairman/Administrator, Burdwan / Guskara / Katwa / Dainhat / Memari / Kalna Municipality, Purba Bardhaman

Sub:- Meeting on Construction of IHHL, Community Toilet, Public Toilet under Mission Nirmal Bangla and utilization of fund.

This is to inform you that a meeting will be held in the **BDA Meeting Hall, Purba Bardhaman** on **18/11/2019** at **11:00 am**. on the above mentioned subject .

Issues regarding construction of IHHL, Community Toilet, Public Toilet and utilization of fund will be discussed in the above mentioned meeting.

Hence, you are requested to attend the said meeting with Executive Officer, Engineer (looking after building and plan) and IT Coordinator of your municipality along with relevant data and further proposal for construction of toilets, without fail.


Additional District Magistrate (Education)
Purba Bardhaman

Memo. No. 283 (6)/1(11)/MA/I-41/2019

Dated 13/11/2019

Copy forwarded for information to:-

1. The Joint Secretary to the Government of West Bengal, Department of Urban Development & Municipal Affairs, Nagarayan, DF-8, Sec-I, Salt Lake, Kolkata- 700064.
2. The CEO, BDA, Purba Bardhaman to spare the BDA Meeting Hall on the above mentioned date.
3. The NDC, Purba Bardhaman for necessary arrangement on the above mentioned date.
- 4-9. The Executive Officer, Burdwan / Guskara / Katwa / Dainhat / Memari / Kalna Municipality, Purba Bardhaman.
10. CA to the DM, Purba Bardhaman for his kind appraisal to the DM, Purba Bardhaman.
11. CA to the ADM (MA), Purba Bardhaman for his kind appraisal to ADM (MA), Purba Bardhaman


Additional District Magistrate (Education)
Purba Bardhaman

Attendance Sheet

Kick off meeting of Zone-II ULBs with ODF and SWM verification agency engaged

Venue: at SUDA Conference Hall

Date: 15.11.2019

Time: 11.30 A.M

| Sl NO | Organisation | NAME OF PERSON (in Block Letter) | Disignation | Mobile No | SIGNATURE | EMAIL ID |
|-------|----------------------------|----------------------------------|--------------|------------|-----------|-------------------------------------|
| 1 | Bandipur Municipality | Tarpan Kumar Bhojra | Exe. officer | 8597252369 | | bandipurmunicipality@gmail.com |
| | Chakraborty Municipality | Anil Chakraborty | U.D.C | 8900025349 | | |
| | Ranaghat Municipality | BISWANATH BAG | Exe. officer | 9432253475 | | Ranaghat municipality@gmail.com |
| | Ranaghat Municipality | Bapan Chakraborty | ENM. SDAT | 8946069220 | | Ranaghat municipality@gmail.com |
| | Chakraborty Municipality | Somnagar Deb Nath | ITC | 8240218974 | | dev.suryot@gmail.com |
| | Singha Municipality | Tarunay Saha | E.O | 8981194464 | | devnath@gmail.com |
| | Rajpur-Sonapur | Prasanta Singha Roy | S.I. | 7003560346 | | rajpursonapurmunicipality@gmail.com |
| | trobardanga | Sangita Singha Das | ITC | 6289004071 | | jsingha725@gmail.com |
| | Gebardanga | Jashanthi Paul | SATC | 9735296519 | | jashanthi.paul1979@gmail.com |
| | Tufanganj Municipality | MANORANJAN RAY | Exe. Officer | 8017214717 | | manrayjd@gmail.com |
| | Haldibaki Municipality | BHINIT PRADHAN | I.T.C | 9007781285 | | bhinit@gmail.com |
| | —Do— | CHARU CH. BARMAN | E.O | 9434690678 | | Haldibaki Municipality@gmail.com |
| | MEKILGANJ MUNICIPAL PALITY | SUMANTA PATAR | ITC | 8240700075 | | mekilganj.m@gmail.com |
| | Boduria Municipality | SATIAL PAIK | SAE | 9733580472 | | bauramunicipality@gmail.com |
| | Muskhilabati Municipality | AMAR NATH MANDAL | SAE | 9733611060 | | muskhilabati.municipality@gmail.com |
| | Baduria Municipality | SATYAJIT CHATTERJEE | SAE | 9732784071 | | muskhilabati.municipality@gmail.com |

Attendance Sheet

Kick off meeting of Zone-III ULBs with ODF and SWM verification agency engaged

Venue: at SUDA Conference Hall

Date: 15.11.2019

Time: 11.30 A.M

| Sl NO | Organisation | NAME OF PERSON (in Block Letter) | Designation | Mobile No | SIGNATURE | EMAIL ID |
|-------|---|----------------------------------|-----------------|------------|-----------|------------------------------------|
| | Uttara - Kalyanpur - Kalyanpur Kotdwary | RAJDIR SARKAR | S.A.E. | 8777707919 | | rajdir803kars@gmail.com |
| | Uttara - Kalyanpur - Kalyanpur Kotdwary | RIYA SAMANTA | IT. Coordinator | 9126699974 | | s.riya_karp@gmail.com |
| | Uttara - Kalyanpur - Kalyanpur Kotdwary | GEORUL CHANDRA KARMAKAR | E.O. | 8900201510 | | georul@geul.com |
| | KALYANI | CHITRAJIT SEN | EO | 9531764118 | | info@kalyanmunicipality.org |
| | Kalyani | Moloy Roy | SI | 9433675009 | | info@Kalyanmunicipality.org |
| | DHULIAN | MOUSTIF REZA | SA | 7872105069 | | dhulianmunicipality@gmail.com |
| | Kandi | Abprakash Guha. | Nodal Officer | 9732100100 | | abprakash@gmail.com |
| | Koaki | offr Dr. Chandan | E/O | 9493706376 | | do |
| | DHULIAN | INDRANIL BISWAS. | Nodal Officer | 9432345859 | | dhulianmunicipality@gmail.com |
| | Mulakhangra | pankaj Kumar Roy. | S.I | 9734168510 | | mulakhangra_municipality@gmail.com |
| | Mulakhangra | Sandeepan Roy. | IT Coordinator | 8906516157 | | do |
| | Coopers & Lybrand | Prakash Ch. Maji | IT-Coordinator | 9153445883 | | coopers@guarila.com |
| | Do. | Pranab Nanyan Barua | E/O | 9804366614 | | do |
| | Beharapore | RAJU GANGLI | Nodal | 9734069446 | | dmrjn@gmail.com@gmail.com |
| | Kalyanpur | Ami Huda Molla | E.O. | 9434510510 | | amihuda@kalyanpur.org |
| | DO | Rana Bireswari | CB | 985582216 | | Chairman nala@kalyanpur.org |

Attendance Sheet

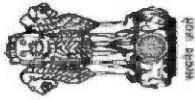
Kick off meeting of Zone-III ULBs with ODF and SWM verification agency engaged

Venue: at SUDA Conference Hall

Date: 15.11.2019

Time: 11.30 A.M

| Sl No | Organisation | NAME OF PERSON (in Block Letter) | Designation | Mobile No | SIGNATURE | EMAIL ID |
|-------|--------------------------------|-----------------------------------|-------------------------------|--------------------------|------------------------------------|--|
| 1 | Ramgarh | MRINAL KANT BASTIA | SAE | 9434193769 | <i>[Signature]</i> | baastia@ramgarh.gov.in |
| 2 | DOMRAL Dombkol Municipality | MITESH GHOSH M. Jomna Robinson | Account./ DEO Nodal person | 9535037304 9775242238 | Mitesh Ghosh <i>[Signature]</i> | miteshghosh@gmail.com monirpaul@domkol.gov.in |
| 3 | Gangeshpur Municipality | SHIVON BHATTACHARJEE | ITC | 8240696987 | <i>[Signature]</i> | gangeshpurmunicipality@gmail.com |
| 4 | - DO - | KISHORE KR. BAKSHI | A.E. | 9875609833 | <i>[Signature]</i> | - DO - |
| 5 | Kishikankarh Municipality | Debabih Chakraborty | E.O. | 8768806632 | <i>[Signature]</i> | Chakraborty18@kishikankarh.gov.in |
| 6 | - DO - | SUJIT PAUL | SAE | 9232946520 | <i>[Signature]</i> | sujit.paul27@gmail.com |
| 7 | Tungiphar Municipality | DIBYENDU MANDAL | SI | 9474076411 | <i>[Signature]</i> | dtungiphar.municipality@gmail.com |
| 8 | Singur Municipal Corporation | Sushanta Kumar Roy | EO | 9434073049 | <i>[Signature]</i> | - DO - |



Ministry of Housing
and Urban Affairs

Government of India



एक कदम स्वच्छता की ओर

Swachh Bharat Mission - Urban STAR RATINGS for GARBAGE FREE CITIES



Star rating - Indicative Components

| Conditions | 1 Star | 2 Star | 3 Star | 4 Star | 5 Star | 7 Star |
|--|---------------------------------|---|--|--|--|---|
| Door to Door Collection | 60% | 80% | 100% | | | |
| Segregation at source | 25% | 50% | 80% | 100% | | |
| Litter Bins | 25% | 50% | 80% | 100% | | |
| Waste Processing | 25% | 50% | 75% | 100% | | |
| Citizen Grievance Redressal | App Downloads: 5% HHS | App Downloads: 5% HHS Complaints Resolved: 50% | App Downloads: 10% HHS Complaints Resolved: 75% | App Downloads: 25% HHS Complaints Resolved: 75% | App Downloads: 25% HHS Complaints Resolved: 90% | App Downloads: 50% HHS Complaints Resolved: 100% |
| Sweeping of public, commercial and residential areas | Public & commercial areas: 100% | Public & commercial areas: | Public, commercial & residential areas: 100% | Public, commercial & residential areas: 100% | Public & commercial areas: 100% twice daily sweeping Residential areas: 100% daily sweeping | |
| Waste Storage | | | | | 100% | |
| No visible solid waste in Drains & Water Bodies | | 100% water bodies | | | | 100% water bodies and storm water drains |



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Thank You



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Star rating Components

| Conditions | 1 Star | 2 Star | 3 Star | 4 Star | 5 Star | 7 Star |
|--|---|---|--|--------|----------------------------------|--------|
| User Charges for waste collection and transportation <i>i. Affordable, differential, viable & sustainable user charges</i> | Byelaws framed | Commercial, institutional and industrial establishments | All households/ premises including residential, commercial, institutional and industrial establishments | | | |
| Plastic Ban | Implementation in compliance with Plastic Waste Management Rules 2016 | | Notification & enforcement of ban and enforcement of user fee by ULB on use, sale and storage of plastic bags more than 50 microns | | Complete ban on all plastic bags | |



Ministry of Housing
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एक कदम स्वच्छता की ओर

Swachh Bharat Mission - Urban

STAR RATINGS

for

GARBAGE FREE CITIES



Overview

VISION

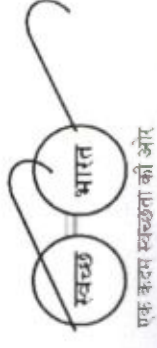
“All cities achieve **“Garbage Free”** status wherein at any point of time in the day, **no garbage or litter is found** in any public*, commercial or residential locations (including storm drains and water bodies) in the city (except in litter bins or transfer stations), 100 per cent of waste generated is scientifically managed, all legacy waste has been remediated and **city is scientifically managing its municipal solid waste, plastic waste and construction & demolition waste**. Additionally, there must be a **steady reduction in the waste generated** by the city and **visible beautification** of the city to achieve a clean & aesthetically pleasing city.”

DEFINITION

A city can be declared as **“Garbage Free”** if it complies with the conditions as prescribed **under this protocol.**



Key components of Star Rating

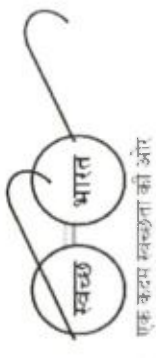


SEVEN STAR RATING devised to ensure holistic evaluation across entire SWM Chain

The rating is based on **12 key components**

1. **Door-to-Door Collection**
2. **Segregation at source**
3. **Sweeping of public, commercial and residential areas (no visible eyesores on streets)**
4. **Waste Storage Bins, Litter Bins and material recovery facility**
5. **Bulk Waste Generators compliance**
6. **Scientific Waste Processing, Scientific Landfilling and C&D Waste Management**
7. **User Fees, Penalties, Spot Fines for littering and Enforcement of Ban on Plastic**
8. **Citizen grievance redressal and feedback system**
9. **Eradication of crude dumping of garbage and dump remediation**
10. **Cleaning of storm drains and surface of water bodies**
11. **Visible beautification in the city**
12. **Waste reduction**

Key features of Star Rating



SINGLE METRIC

Rating criteria encapsulates all components of MSWM as well as plastic waste, waste in drains and water bodies

MEASURABLE

Criteria under each star rating has measurable parameters (e.g. % of HHs covered by D2D collection, % of waste processed, etc.)

ACHIEVABLE

Each criteria and associated parameter has been devised to ensure that it is realistically achievable by cities

RIGOROUS VERIFICATION

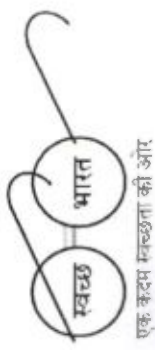
Supported by a robust 2-step verification mechanism of both self-declaration and third party verification.*

TARGETED TOWARDS OUTCOMES

Based on verifiable outcomes rather than inputs and processes (e.g. remediation of dumpsites, regular sweeping, collection of user charges, etc.)

*3-star, 5-star and 7-star garbage free ratings will be certified by a third party agency and will be valid for a period of one year

Additional features of Star Rating



ACHIEVABLE

Increasing levels of stringency to spring-board city's journey towards 'swachhata'

ASPIRATIONAL

7 star includes over-the-top aspirational criteria such as beautification & reduction in waste generated by the city

SUSTAINABLE

Six levels of ratings for cities to continuously work towards higher rating. Re-verification of rating after one year

TRUST COMPONENT

The assessment & verification for 1, 2 and 4 Star are to be carried out by cities themselves therefore based on trust

PARTICIPATORY

Citizen groups are to be involved through citizen declarations

INTER-LINKED

City has to be certified as Open Defecation Free in order to apply for 3 Star and above rating

Star rating - Indicative Components

| Conditions | 1 Star | 2 Star | 3 Star | 4 Star | 5 Star | 7 Star |
|--|---------------------------------|---|--|--|--|--|
| Door to Door Collection | 60% | 80% | 100% | | | |
| Segregation at source | 25% | 50% | 80% | 100% | | |
| Litter Bins | 25% | 50% | 80% | 100% | | |
| Waste Processing | 25% | 50% | 75% | 100% | | |
| Citizen Grievance Redressal | App Downloads: 5% HHS | App Downloads: 5% HHS Complaints Resolved: 50% | App Downloads: 10% HHS Complaints Resolved: 75% | App Downloads: 25% HHS Complaints Resolved: 75% | App Downloads: 25% HHS Complaints Resolved: 90% | App Downloads: 50% HHS Complaints Resolved: 100% |
| Sweeping of public, commercial and residential areas | Public & commercial areas: 100% | Public & commercial areas: | Public, commercial & residential areas: 100% | Public, commercial & residential areas: 100% | Public & commercial areas: 100% Residential areas: 100% daily sweeping | Public & commercial areas: 100% Residential areas: 100% daily sweeping |
| Waste Storage | | | | | 100% | |
| No visible solid waste in Drains & Water Bodies | | 100% water bodies | | | | 100% water bodies and storm water drains |

Star rating Components

| Conditions | 1 Star | 2 Star | 3 Star | 4 Star | 5 Star | 7 Star |
|--|---|---|--|--------|----------------------------------|--------|
| User Charges for waste collection and transportation <i>i. Affordable, differential, viable & sustainable user charges</i> | Byelaws framed | Commercial, institutional and industrial establishments | All households/ premises including residential, commercial, institutional and industrial establishments | | | |
| Plastic Ban | Implementation in compliance with Plastic Waste Management Rules 2016 | | Notification & enforcement of ban and enforcement of user fee by ULB on use, sale and storage of plastic bags more than 50 microns | | Complete ban on all plastic bags | |



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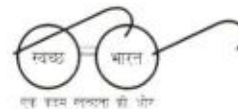
Thank You



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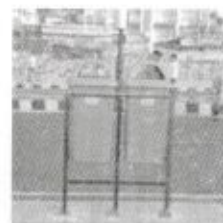
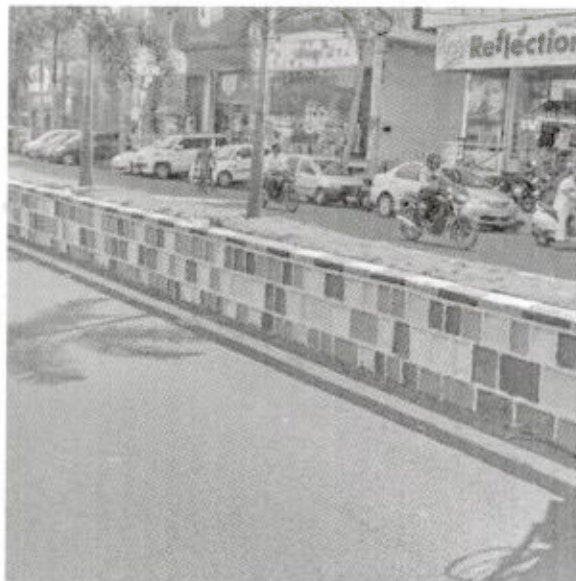


Ministry of Housing
and Urban Affairs
Government of India



Protocol for STAR RATING OF GARBAGE FREE CITIES

— ★★★★★★ —
Making Cities Garbage Free





HARDEEP S PURI
Hon'ble Minister of State
(Independent Charge)
Ministry of Housing
& Urban Affairs

FOREWORD

The Swachh Bharat Mission, which aims to make India a clean nation by October 2019, is now well on its way to achieve its intended objective.

At the beginning of the Mission, it was decided that inculcating a spirit of competition among states and cities would help hasten their progress on SBM components. To this end, the Government of India has brought out a protocol for ODF status of cities and its verification through a third party. Further, the Swachh Survekshan, a survey for ranking cities on the basis of their cleanliness status through independent third party evaluation, has created a sense of healthy competition among cities in their race towards 'swachh' status.

In order to institutionalize a mechanism for cities to achieve Garbage Free status, and to motivate them to achieve higher degrees of cleanliness, I am happy to launch the Star-rating Protocol for Garbage Free cities, which builds on aspirations of cities to progress towards higher standards of "Swachhata" and its sustainability.

I hope that this protocol document becomes a handy tool for cities, not only to get themselves rated, but also as a developmental tool to help cities improve their overall cleanliness.



FOREWORD

DURGA SHANKER MISHRA

Secretary
Ministry of Housing
& Urban Affairs

With Swachh Bharat Mission (Urban) having completed a journey of 3 years, it becomes imperative for us to expedite efforts towards making our urban areas clean, healthy and liveable. Under the Mission, substantial progress has been made, especially when it comes to making our cities open defecation free. Nonetheless, public perception continues to be slightly sceptical, given that our urban public places continue to suffer from littering and dumping.

In view of this, the Ministry of Housing and Urban Affairs is launching the Protocol for Star Rating of Garbage Free cities that has been developed for our cities. The star rating conditions have been designed in a way as to enable cities to gradually evolve into a model (7-star) city, with progressive improvements in their overall cleanliness. The protocol, with increasing levels of stringency with increasing star rating, will also be aspirational in nature, feeding cities' ambitions and dreams of becoming an ideal city for its residents, and a role model for other cities to follow.

When we launched the ODF certification protocol for cities, it was heartening to see the enthusiasm with which cities responded to certify themselves as ODF. I look forward to cities responding with even greater enthusiasm and zeal to get themselves star-rated in garbage-free status in our collective journey towards 'swachhata'.

FOREWORD



VINOD KUMAR JINDAL
Joint Secretary & National
Mission Director, Swachh
Bharat Mission (Urban),
Ministry of Housing and
Urban Affairs

India is undergoing rapid urbanisation with the country's population expected to increase to 600 million by 2031. This trend, along with changing lifestyles and increase in consumerism has resulted in high levels of solid waste being generated in our cities. The current practice of littering and crude dumping of garbage within and on the outskirts of our cities not only poses public health & environmental concerns but also impacts the aesthetic value of these areas.

In order to address this issue in a mission mode along with citizen participation, the Ministry of Housing and Urban Affairs is launching the Protocol for Star Rating of Garbage Free cities. The star rating conditions are based on 11 key parameters across the solid waste management spectrum and has been designed to both help cities assess their progress while encouraging them to move towards a better rating thereby improving their cities' overall cleanliness and aesthetics.

The Star Rating is supported by a robust verification mechanism to ensure transparency and standardisation. Cities are required to carry out self-assessment and self-verification for achieving a certain star rating. This self-declaration will be further verified through an independent third party agency appointed by MoHUA for 3-star, 5-star and 7-star garbage free ratings. To ensure that the star rating is aligned with our vision of making SBM a Jan Andolan, citizen groups have to be involved through the system of self-declaration.

The highlight of the rating protocol is that it is an outcome-based tool rather than process based. Hence, it will help MoHUA and other stakeholders to evaluate cities on the basis of this single rating, which encapsulates multiple factors which contribute to a city's cleanliness and garbage free status.

I hope that the Garbage-Free Star Rating will encourage ULBs to strengthen the solid waste management system in their cities thereby improving the liveability and public health of citizens.

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1. Definitions and Salient Features

VISION

"All cities achieve "Garbage Free" status wherein at any point of time in the day, no garbage or litter is found in any public*, commercial or residential locations (including storm drains and water bodies) in the city (except in litter bins or transfer stations), 100 per cent of waste generated is scientifically managed, all legacy waste has been remediated and city is scientifically managing its municipal solid waste, plastic waste and construction & demolition waste. Additionally, there must be a steady reduction in the waste generated by the city and visible beautification of the city to achieve a clean & aesthetically pleasing city."

1.1 DEFINITION OF GARBAGE FREE CITY / WARD

A city can be declared as "Garbage Free" if it complies with the conditions as prescribed under this protocol.

1.2 SALIENT FEATURES OF THE STAR RATING FRAMEWORK

To achieve garbage-free and clean cities, it is imperative that requisite processes and systems are in place across the Municipal Solid Waste Management (MSWM) chain. In this context, a seven-star rating framework has been devised by the Ministry of Housing and Urban Affairs (MoHUA) to rate cities/towns on key components of MSWM, in accordance with Solid Waste Management Rules 2016, as given below:

- Door-to-Door Collection
- Segregation at source
- Sweeping of public, commercial and residential areas (no visible eyesores on streets)
- Waste Storage Bins, Litter Bins and Material Recovery Facility
- Bulk Waste Generators compliance
- Scientific Waste Processing, Scientific Landfilling and C&D Waste Management
- User Fees, Penalties, Spot Fines for littering and enforcement of ban on plastic
- Citizen grievance redressal and feedback system
- Eradication of crude dumping of garbage and dump remediation
- Cleaning of storm water drains and surface of water bodies
- Visible beautification in the city





2. Cities fulfilling the necessary conditions for Garbage Free Star Rating (any rating of 1 to 7 stars) will have to carry out self-assessment and self-verification as per the methodology of the protocol. Upon satisfactory verification, the Municipal Commissioner/ Chief Officer/ Chairperson of the city may self-declare Garbage-Free Star Rating (any rating of 1 to 7 stars) of the city and notify it by a public notification and communicate the same to MoHUA through the State Government.

3. To ensure robustness of Garbage Free Star Rating, MoHUA will take up independent verification and validation through a third party agency. MoHUA's third party verification and certification will be carried out only for 3-star, 5-star and 7-star garbage free ratings. The state Governments at their discretion may take up similar third party verification for the remaining 1-star, 2-star and 4-star ratings. It may be noted that there is no 6-star rating.

A city has to be certified as Open Defecation Free in order to apply for 3 Star and above Garbage Free Star Rating.

4. The third party certification will be valid for one (1) year. The process will have to be re-assessed and re-certified every 12 months.

5. For achieving any star rating, citizen groups have to be involved through the system of self-declarations. This will be instrumental in enhancing the robustness of rating framework while also involving citizens in making their cities garbage-free.

1.3 ENVISAGED ADVANTAGES OF STAR RATING FRAMEWORK

The garbage-free star rating framework has been established with the aim of institutionalizing a mechanism for cities to achieve Garbage Free status, and to motivate them to achieve higher degrees of cleanliness. This will also serve to complement and build on the spirit of healthy competition and aspiration among cities already existing due to Swachh Survekshan. The underlying purpose of rating framework is reinforce the mission's focus on sustainable cleanliness. Since the rating is conducted at a city level, it makes the process easier to implement and helps the cities incrementally improve their overall cleanliness. The rating framework introduces increasing levels of stringency with every additional star in order to enable cities to achieve their aspirations of becoming clean, healthy and liveable cities, and help realise a New India.

2. Necessary conditions for achieving Garbage-Free Star Rating



2.1 NECESSARY CONDITIONS TO BE ACHIEVED BEFORE DECLARING A CITY AS GARBAGE FREE 1-STAR RATING

- **Door-to-Door Collection:** At least 60 per cent of all households/ premises in the city are covered by door-to-door collection and transportation of solid waste (through ULB/ULB-authorized garbage collectors);
- **Segregation at source¹:** At least 25 per cent of all households/premises have segregation at source (wet, dry & domestic hazardous)² maintained till processing;
- **Sweeping of public and commercial areas:** 100 per cent of the public and commercial areas have daily sweeping;
- **Litter Bins, Waste Storage and Material Recovery Facility³:**
 - **Litter Bins:** Twin-Bin/ Segregated (Blue & Green) Litter bins are available in, in at least 25 per cent of public & commercial areas at every 50-100 meters, as per requirement (Waste is only deposited in such bins - No Littering or Spill over of waste)
- **Waste Storage (secondary storage):** Waste storage bins are placed at strategic locations. City is exempt from this condition if the city is bin-less, i.e. it does not have waste storage bins (no secondary storage). Waste is directly transferred from generators premises to transport chain vehicles with or without transfer station, to processing center (verification will be done)
- **Availability of Material Recovery Facility:** Plan drawn up and space identified for MRF (for garbage collection, sorting, storage, recycle, processing and sale) in adequate numbers, within maximum 5 km radius
- **User Fees, Penalties, Spot Fines for littering and enforcement of ban on thin plastic**
 - **User Charges:** Byelaws have been framed including user charges for waste collection and transportation
 - **Penalties and Spot Fines:** Deterrent penalty/ spot fines notified for non-segregation, anti-littering including in water bodies and non-compliance of SWM Rules 2016

¹ Waste collector must check that waste is segregated properly by household/ premises before collection

² Domestic hazardous waste to be disposed in a separate bag

³ **Litter Bin:** Litter bins ranging in capacity 60-100 litre twin bins placed along roadside to cater to the needs of the public for throwing garbage along roadside including commercial, public, non-commercial and residential areas.

Waste Storage: Waste storage bins ranging in capacity 1.1 – 4.5 cubic metres or so placed at strategic locations along roads/in public/commercial/residential areas to receive waste collected from houses/commercial



- **Plastic Ban:** Implementation of ban on the use, sale and storage of non-biodegradable plastic bags less than 50 microns (Carry bags not less than fifty microns in thickness only shall be permitted), in compliance with Plastic Waste Management Rules 2016
- **Scientific Waste Processing, Scientific Landfilling and C&D Waste Management:**
 - **Scientific Waste Processing:** At least 25 per cent of waste generated is processed
 - **Scientific Landfilling:** Land for dumping identified either in own city or other city; may not be scientific landfill
 - **C&D Waste management:**
 - ~ Notification of charges for collection, transportation, processing and disposal of C&D waste, primarily for bulk waste generators.
- **Citizen Grievance Redressal and Feedback System:** Swachhata App/ equivalent grievance redressal platform are in place and at least 5 per cent of households should have downloaded the App/ equivalent grievance redressal platform
- **Drains and Water Bodies:** No visible solid waste in 100 per cent of water bodies (including but not limited to

ponds, lakes, tanks, rivers, etc.) under ULB jurisdiction

2.2 NECESSARY CONDITIONS TO BE ACHIEVED BEFORE DECLARING A CITY/ WARD AS GARBAGE FREE 2-STAR RATING

- **Door-to-Door Collection:** At least 80 per cent of all households/ premises in the city are covered by door-to-door collection and transportation of solid waste (through ULB/ULB-authorized garbage collectors);
- **Segregation at source:** At least 50 per cent of all households/ premises have segregation at source (wet, dry & domestic hazardous) maintained till processing;
- **Sweeping of public and commercial areas:** 100 per cent of the public and commercial areas have daily sweeping;
- **Litter Bins, Waste Storage and Material Recovery Facility:**
 - **Litter Bins:** Twin-Bin/ Segregated (Blue & Green) Litter bins are available in, in at least 50 per cent of public & commercial areas at every 50-100 meters, as per requirement (Waste is only deposited in such bins - No Littering or Spill over of waste)



- **Waste Storage (secondary storage):** Waste storage bins are placed at strategic locations. City is exempt from this condition if the city is bin-less, i.e. it does not have waste storage bins (no secondary storage). Waste is directly transferred from generators premises to transport chain vehicles with or without transfer station, to processing center (verification will be done)
- **Availability of Material Recovery Facility:** Plan drawn up and space identified for MRF (for garbage collection, sorting, storage, recycle, processing and sale) in adequate numbers, within maximum 5 km radius
- **Bulk Waste Generators Compliance:** All Bulk Waste Generators (BWGs) as defined by SWM Rules 2016, including RWAs, identified and issued official notice for compliance with SWM Rules 2016;
- **User Fees, Penalties, Spot Fines for littering and enforcement of ban on thin plastic**
 - **User Charges:** Affordable and differential User charges for waste collection & transportation being collected at least from commercial, institutional and industrial establishments
 - **Penalties and Spot Fines:** Deterrent penalty/ spot fines notified for non-segregation, anti-littering including in water bodies and non-compliance of SWM Rules 2016;
- **Plastic Ban:** Implementation of ban on the use, sale and storage of non-biodegradable plastic bags less than 50 microns (Carry bags not less than fifty microns in thickness only shall be permitted), in compliance with Plastic Waste Management Rules 2016
- **Scientific Waste Processing, Scientific Landfilling and C&D Waste Management:**
 - **Scientific Waste Processing:** Atleast 50 per cent of waste generated is processed
 - **Scientific Landfilling:** Land for dumping identified either in own city or other city; may not be scientific landfill
 - **C&D Waste management:**
 - Designated Facility Operators exist – 50 per cent of C&D waste generated, primarily by bulk waste generators, is used/ processed within municipal limits or in a designated C&D recycling plant
- **Citizen Grievance Redressal and Feedback System:** 50 per cent of citizen complaints related to Solid Waste Management received on Swachhata App/ equivalent grievance redressal platform are resolved within SLA, and at least 5 per cent of households should have downloaded the App/ equivalent grievance redressal platform
- **Dumpsite Remediation:** Plan for remediation of all identified dumpsites in the city has been approved including financial closure



- **Drains and Water Bodies:** No visible solid waste in 100 per cent of water bodies (including but not limited to ponds, lakes, tanks, rivers, etc.) under ULB jurisdiction

2.3 NECESSARY CONDITIONS TO BE ACHIEVED BEFORE DECLARING A CITY/ WARD AS GARBAGE FREE STAR RATING 3

- **Door-to-Door Collection:** All households/ premises in the city are covered by door-to-door collection and transportation of solid waste (through ULB/ULB-authorized garbage collectors);
- **Segregation at source:** At least 80 per cent of all households/ premises have segregation at source (wet, dry & domestic hazardous) maintained till processing;
- **Sweeping of public, commercial and residential areas:** 100 per cent of the public, commercial and residential areas have daily sweeping (no visible eyesores or garbage spots);
- **Litter Bins, Waste Storage and Material Recovery Facility:**
 - **Litter Bins:** Twin-Bin/ Segregated (Blue & Green) Litter bins are available in at least 80 per cent of public & commercial areas at every 50-100 meters, as per requirement (Waste is only deposited in such bins - No Littering or Spill over of waste)
 - **Waste Storage (secondary storage):** Waste storage bins are placed at strategic locations. City is exempt from this condition if the city is bin-less, i.e. it does not have waste storage bins (no secondary storage). Waste is directly transferred from generators premises to transport chain vehicles with or without transfer station, to processing center (verification will be done)
 - **Availability of Material Recovery Facility:** Fully functional MRF (for garbage collection, sorting, storage, recycle, processing and sale) in adequate numbers, within maximum 5 km radius. Households/ premises may deposit waste at MRF on payment basis
- **Bulk Waste Generators Compliance:** All commercial Bulk Waste Generators, as defined by SWM Rules 2016, are:- (i) doing onsite processing of wet waste generated, including kitchen and garden waste OR Organic waste from BWGs is collected by mobile composting vehicles/sent to ULB's compost processing plants. In such cases the Bulk Garbage Generators will have to pay processing fee at commercial rates. (ii) Handing over segregated dry wastes to authorized waste pickers or waste collectors;
- **User Charges, Penalties and Spot Fines:**
 - **User Charges:** Affordable and differential User charges for waste collection & transportation being

collected at least from commercial, institutional and industrial establishments

- **Penalties and Spot Fines:** Deterrent penalty/ spot fines for non- segregation, anti-littering including littering in storm water drains & water bodies and non-compliance of SWM Rules 2016 in 100 per cent premises:

- **Plastic Ban:** Notification and enforcement of ban on the use, sale and storage of non-biodegradable plastic bags less than 50 microns, (Carry bags not less than fifty microns in thickness only shall be permitted), in compliance with Plastic Waste Management Rules 2016 as well as enforcement of user fee by ULB on use, sale and storage of plastic bags more than 50 microns

• **Scientific Waste Processing, Scientific Landfilling and C&D Waste Management:**

- **Scientific Waste Processing:** Atleast 75 per cent of waste generated is processed

- **Scientific Landfilling:** Remaining unprocessed waste is transported to Scientific Landfill either within the city or to another city

- **Construction & Demolition Waste management:**

~ Designated Facility Operators exist – 75 per cent of C&D waste generated (primarily by bulk waste generators) is used/ processed within municipal limits or in a designated C&D recycling plant

~ Facilitation of collection of C&D waste from premises of retail (non-bulk) occasional generators or designation of collection points within reasonable distance (max. 5 kilometres) – 75 per cent of municipal limits covered

~ Provisions made for use of material

made out of C&D waste in 5 per cent of municipal construction activities – including in non-structural concrete, paving blocks, lower layers of road pavements, inner colony roads, etc.

• **Citizen Grievance Redressal and**

Feedback System: 75 per cent of

citizen complaints related to Solid

Waste Management received on

Swachhata App/ equivalent grievance

redressal platform are resolved within

SLA and at least 10 per cent of

households should have downloaded

the App/ equivalent grievance redressal

platform.

• **Dumpsite Remediation:** Plan for

remediation of all identified dumpsites

in the city has been approved and work

commenced

• **Drains and Water Bodies:**

- No visible solid waste in 100 per cent

storm water drains and water bodies

under ULB jurisdiction

2.4 NECESSARY CONDITIONS TO BE ACHIEVED BEFORE DECLARING A CITY/ WARD AS GARBAGE FREE 4-STAR RATING

• **Door-to-Door Collection:** All

households/ premises in the city are

covered by door-to-door collection

and transportation of solid waste

(through ULB/ULB-authorized garbage

collectors)

• **Segregation at source:** All households/

premises have segregation at source

(wet, dry & domestic hazardous)

maintained till processing

• **Sweeping of public, commercial and**

residential areas: 100 per cent of the

public, commercial and residential areas

have daily sweeping

• **Litter Bins, Waste Storage and**

Material Recovery Facility:

- **Litter Bins:** Twin-Bin/ Segregated (Blue & Green) Litter bins are available in, in 100 per cent public & commercial areas at every 50-100 meters, as per requirement (Waste is only deposited in such bins - No Littering or Spill over of waste)
- **Waste Storage (secondary storage):** Waste storage bins are placed at strategic locations. City is exempt from this condition if the city is bin-less, i.e. it does not have waste storage bins (no secondary storage). Waste is directly transferred from generators premises to transport chain vehicles with or without transfer station, to processing center (verification will be done)
- **Availability of Material Recovery Facility:** Fully functional MRF (for garbage collection, sorting, storage, recycle, processing and sale) in adequate numbers, within maximum 5 km radius. Households/ premises may deposit waste at MRF on payment basis
- **Bulk Waste Generators Compliance:** All commercial Bulk Waste Generators, as defined by SWM Rules 2016, in their premises are: - (i) doing onsite processing of wet waste generated, including kitchen and garden waste OR Organic waste from BWGs is collected by mobile composting vehicles/sent to ULB's decentralized composting processing plants. In such cases the Bulk Garbage Generators will have to pay the processing fee at a prevalent commercial rates. (ii) Handing over segregated dry wastes to authorised waste pickers or waste collectors;
- **User Charges, Penalties/ Spot Fines:**
 - **User Charges:** Affordable and differential User charges for waste collection & transportation being collected at least from commercial, institutional and industrial establishments
 - **Penalties and Spot Fines:** Deterrent penalty/ spot fines for non- segregation, anti-littering including littering in storm water drains & water bodies and non-compliance of SWM Rules 2016 in 100% premises;
 - **Plastic Ban:** Notification and enforcement of ban on the use, sale and storage of non-biodegradable plastic bags less than 50 microns, (Carry bags not less than fifty microns in thickness only shall be permitted), in compliance



- with Plastic Waste Management Rules 2016 as well as enforcement of user fee by ULB on use, sale and storage of plastic bags more than 50 microns
- **Scientific Waste Processing, Scientific Landfilling and C&D Waste Management:**
 - **Scientific Waste Processing:** 100 per cent waste generated is processed
 - **Scientific Landfilling:** Only process rejects are transported to Scientific Landfill either within the city or to another city
 - **Construction & Demolition Waste management:**
 - 100 per cent of C&D waste generated is used/ processed within municipal limits or in a designated C&D recycling plant
 - Facilitation of collection of C&D waste from premises of retail (non-bulk) occasional generators or designation of collection points within reasonable distance (max. 5 kilometres) – 100 per cent of municipal limits covered
 - Provisions made for use of material made out of C&D waste in 5 per cent of municipal construction activities – including in non-structural concrete, paving blocks, lower layers of road pavements, inner colony roads. etc.
 - **Citizen Grievance Redressal and Feedback System:** 75 per cent of citizen complaints related to Solid Waste Management received on Swachhata App/ equivalent grievance redressal platform are resolved within SLA and at least 25 per cent of households should have downloaded the App/ equivalent grievance redressal platform
 - **Dumpsite Remediation:** 50 per cent work as per remediation project plan has been completed, in all identified dumps
 - **Drains and Water Bodies:**
 - No visible solid waste in 100 per cent storm water drains and water bodies under ULB jurisdiction

2.5 NECESSARY CONDITIONS TO BE ACHIEVED BEFORE DECLARING A CITY/ WARD AS GARBAGE FREE 5-STAR RATING

- **Door-to-Door Collection:** All households/ premises in the city are covered by door-to-door collection and transportation of solid waste



(through ULB/ULB-authorized garbage collectors)

- **Segregation at source:** All households/ premises have segregation at source (wet, dry & domestic hazardous) maintained till processing
- **Sweeping of public, commercial and residential areas:** All public and commercial areas have twice daily sweeping, including night sweeping and residential areas have daily sweeping
- **Litter Bins, Waste Storage and Material Recovery Facility:**
 - **Litter Bins:** Twin-Bin/ Segregated (Blue & Green) Litter bins are available in 100 per cent in public & commercial areas at every 50-100 meters (Waste is only deposited in such bins - No Littering or Spill over of waste)
 - **Waste Storage (secondary storage):** Waste storage bins are placed at strategic locations. City is exempt from this condition if the city is bin-less, i.e. it does not have waste storage bins (no secondary storage). Waste is directly transferred from generators premises to transport chain vehicles with or without transfer station, to processing center (verification will be done)
 - **Availability of Material Recovery Facility:** Fully functional MRF (for garbage collection, sorting, storage, recycle, processing and sale) in adequate numbers, within maximum 5 km radius. Households/ premises may deposit waste at MRF on payment basis
- **Bulk Waste Generators Compliance:** All Bulk Waste Generators, as defined by SWM Rules 2016, including RWAs, in all premises are: - (i) doing onsite processing of wet waste generated, including kitchen and garden waste OR Organic waste from BWGs is collected by mobile composting vehicles/sent

to ULB's decentralized composting processing plants. In such cases the Bulk Garbage Generators will have to pay the processing fee at a prevalent commercial rates. (ii) Handing over segregated dry wastes to authorised waste pickers or waste collectors

- **User Charges, Penalties/ Spot Fines:**

- **User Charges:** Viable and sustainable User charges for waste collection and transportation being collected from all households/ premises including residential, commercial, institutional and industrial establishments

- **Penalties and Spot Fines:** Deterrent penalty/ spot fines for non- segregation, anti-littering including littering in storm water drains and water bodies and non-compliance of SWM Rules 2016 in 100% premises;

- **Plastic Ban:** Complete ban on all plastic bags

- **Scientific Waste Processing, Scientific Landfilling and C&D Waste Management:**

- **Scientific Waste Processing:** 100 per cent waste generated is processed

- **Scientific Landfilling:** Only process rejects are transported to Scientific Landfill either within the city or to another city

- **Construction & Demolition Waste management:**

- ~ 100 per cent of C&D waste generated is used/ processed within municipal limits or in a designated C&D recycling plant

- ~ Facilitation of collection of C&D waste from premises of retail (non-bulk) occasional generators or designation of collection points within reasonable distance (max. 5 kilometres) – 100 per cent of municipal limits covered

- ~ Provisions made for use of material

made out of C&D waste in 10 per cent of municipal construction activities – including in non-structural concrete, paving blocks, lower layers of road pavements, inner colony roads, etc.

- **Citizen Grievance Redressal and Feedback System:** 90 per cent of citizen complaints related to Solid Waste Management received on Swachhata App/ equivalent grievance redressal platform are resolved within SLA and at least 25 per cent of households should have downloaded the App/ equivalent grievance redressal platform
- **Dumpsite Remediation:** 75 per cent work as per remediation project plan has been completed, in all identified dumps
- **Drains and Water Bodies:**
 - No visible solid waste in storm water drains and water bodies under ULB jurisdiction

2.6 NECESSARY CONDITIONS TO BE ACHIEVED BEFORE DECLARING A CITY/ WARD AS GARBAGE FREE 7-STAR RATING

- **Door-to-Door Collection:** All

households/ premises in the city are covered by door-to-door collection and transportation of solid waste (through ULB/ULB-authorized garbage collectors)

- **Segregation at source:** All households/ premises have segregation at source (wet, dry & domestic hazardous) maintained till processing
- **Sweeping of public, commercial and residential areas:** All public and commercial areas have twice daily sweeping, including night sweeping and residential areas have daily sweeping.
- **Litter Bins, Waste Storage and Material Recovery Facility:**
 - **Litter Bins:** Twin-Bin/ Segregated (Blue & Green) Litter bins are available in, in 100 per cent public & commercial areas at every 50-100 meters, as per requirement (Waste is only deposited in such bins - No Littering or Spill over of waste)
 - **Waste Storage (secondary storage):** Waste storage bins are placed at strategic locations. City is exempt from this condition if the city is bin-less, i.e. it does not have waste storage bins (no secondary storage). Waste is directly





transferred from generators premises to transport chain vehicles with or without transfer station, to processing center (verification will be done)

- **Availability of Material Recovery**

Facility: Fully functional MRF (for garbage collection, sorting, storage, recycle, processing and sale) in adequate numbers, within maximum 5 km radius. Households/ premises may deposit waste at MRF on payment basis

• **Bulk Waste Generators Compliance:**

All Bulk Waste Generators, as defined by SWM Rules 2016, including RWAs AND non-domestic establishments generating more than 50 kilograms of waste per day, in all premises are: - (i) doing onsite processing of wet waste generated, including kitchen and garden waste OR Organic waste from BWGs is collected by mobile composting vehicles/sent to ULB's decentralized composting processing plants. In such cases the Bulk Garbage Generators will have to pay the processing fee at a prevalent commercial rates. (ii) Handing over segregated dry wastes to authorised waste pickers or waste collectors

• **Scientific Waste Processing, Scientific Landfilling and C&D Waste Management:**

- **Scientific Waste Processing:** 100 per cent waste generated is processed
- **Scientific Landfilling:** Only process rejects are transported to Scientific

Landfill either within the city or to another city

- **Construction & Demolition Waste management:**

- ~ 100 per cent of C&D waste generated is used/ processed within municipal limits or in a designated C&D recycling plant
- ~ Facilitation of collection of C&D waste from premises of retail (non-bulk) occasional generators or designation of collection points within reasonable distance (max. 5 kilometres) – 100 per cent of municipal limits covered
- ~ Provisions made for use of material made out of C&D waste in more than 10 per cent of municipal construction activities – including in non-structural concrete, paving blocks, lower layers of road pavements, inner colony roads, etc.

• **User Charges, Penalties/ Spot Fines:**

- **User Charges:** Viable and sustainable User charges for waste collection and transportation being collected from all households/ premises including residential, commercial, institutional and industrial establishments
- **Penalties & Spot Fines:** Deterrent penalty/ spot fines for non- segregation, anti-littering including littering in storm water drains and water bodies and non-compliance of SWM Rules 2016 in 100 per cent premises;
- **Plastic Ban:** Complete ban on all plastic bags



- **Citizen Grievance Redressal and Feedback System:** 100 per cent of citizen complaints related to Solid Waste Management received on Swachhata App/ equivalent grievance redressal platform are resolved within SLA and at least 50 per cent of households should have downloaded the App/ equivalent grievance redressal platform.
- **Dumpsite Remediation:** Remediation of all identified dumpsites has been completed
- **Drains and Water Bodies:**
 - No visible solid waste in storm water drains and water bodies under ULB jurisdiction

Additional conditions (all additional conditions to be fulfilled for 7-star rating)

- **Waste Reduction – Application of 3R Principles in MSWM:** Quantifiable reduction in waste generated by the city on a per capita basis, in the past

year (previous year from date of self-declaration)

- **City Beautification:** Visible beautification of city, including repairs and maintenance of infrastructure under ULB jurisdiction to achieve a clean and aesthetically pleasing city. The following can be used as an indicative but not restrictive list:
 - High quality and adequate street furniture
 - Wall paintings
 - Landscaping/creation of parks beneath flyovers
 - Creation of green spaces around the city
 - Incorporation of local art, cultural and heritage elements, wherever possible



3. Protocol for self-declaration by city for Garbage Free Star Rating

The protocols for each star are elaborated below. The declaration formats are provided in Annexure – I.

3.1 PROTOCOL FOR DECLARING CITY AS 'GARBAGE FREE - STAR RATING '1' TO '7'

Self-Declaration and Third Party

Certification of Garbage Free Star Rating

- All the 'necessary conditions' for the relevant Star Rating have been met by all the wards of the city. Additionally, for Star Rating '7', all the additional conditions have been met by all wards of the city. Further, the city should be certified ODF through third party verification for it to be eligible to apply for 3 Star and above Garbage Free Rating.
- Following the fulfilment of (a) above, declarations have to be obtained from all ward members of the city/ town, without exception, self-declaring respective wards as garbage free, as per the relevant star rating and submit to city municipal administration as per due process (interpretation- the lowest rating obtained by any ward will become that of the city)
- The following sub-declarations are to be obtained within ward/s in order to facilitate the above self-declaration:
 - Self-declaration from 5 citizen categories² (5 representatives in each category) that the city fulfils all conditions for the specific star rating

- All bulk generators in the ward should provide self-declaration that they are managing their bulk waste in compliance with SWM Rules 2016 and Municipal Byelaws (only applicable for Star Rating '4' and above)

- Once the above declarations have been obtained from all wards by the respective City administration, the City Council may pass a preliminary resolution declaring the city to be Garbage Free as per relevant star rating. It is important to note that the lowest star rating obtained by a ward will become the rating for the city.
- A suitable public announcement may be made for the same.
- Following such resolution and announcement, public objections/ feedback may be invited, with a fifteen day timeline. If no objections are received at the end of this time, a final resolution is adopted by the City Council and the same is communicated to respective State Governments.
- On receipt of the said communication, the State Government may write formally to MoHUA communicating the self-declared star rating of the city for further necessary certification for 3-Star, 5-Star and 7-Star Ratings. For remaining ratings (1-Star, 2-Star and 4-Star), State Government may itself, through a third party, carry out certification and communicate the same to MoHUA.



² Citizen categories – Resident Welfare Associations, School Children & Staff, Self-Help Groups, Non-Governmental Organisations, Private Sector Organisations, Senior Central Government/ State Bank Officials, Hospital authorities, Transport Authorities, Market Association, Hotel Association, Prominent Persons, Community Champions

4. Third Party Verification for Garbage Free Star Rating

(Applicable for Garbage Free Star Rating '3', '5' and '7')

Once a city has communicated, through State Government, to MoHUA the final resolution declaring the city as Garbage Free Star Rating '3', '5' or '7', a third party verification and validation process is to be carried out, for the final certification of the star rating. Subsequently, recertification of Garbage Free Star Rating will happen at fixed intervals (every one year), to ensure that there is no slippage of the garbage free status, thereby facilitating cities to sustain the cleanliness. MoHUA will only recognise the certified/ re-certified cities. It is to be noted that city needs to be certified as ODF through third party verification in order to apply for 3 Star and above Garbage Free Star Rating. This prerequisite will be verified by the Ministry of Housing and Urban Affairs.

4.1 PROTOCOL TO BE FOLLOWED FOR THIRD PARTY CERTIFICATION OF CITIES FOR GARBAGE FREE STAR RATING

The following protocol will need to be followed for receiving the Garbage Free Star Rating certification:

- a. City self-declares itself as "Garbage Free '3', '5' or '7' (as applicable) Star" for the first time and communicates the same to MoHUA through the State SBM Mission Directorate.
- b. Upon request by State or MoHUA, a third party (appointed by MoHUA) will mobilize assessors to conduct the verification within a period of 30 days.
- c. For the initial verification, the third party agency will assess both Service Level Delivery Status, as per parameters defined, as well as conduct Independent Observation
- d. Based upon the assessment, the third party agency will make recommendations to MoHUA for cities to be rated as per self-declared Garbage Free Star Rating, as per the protocol
- e. MoHUA will subsequently issue the relevant Star Rating to the city for the same based upon the recommendation of the Third Party
- f. The Garbage Free Star Rating certificate will need to be recertified annually (every 12 months)
- g. For recertification, upon receiving request, the third party will repeat step (c) for the city within a period of 30 days.





4.2 METHODOLOGY FOR THIRD PARTY CERTIFICATION OF CITIES FOR GARBAGE FREE STAR RATING

The verification process will be conducted in two parts:

- Service Level Delivery Status
 - Independent Observations
-
- Service Level Status :
 - Preliminary data will be collected in advance by a process of self-assessment from cities as per the defined protocol
 - Third party assessors will visit cities to review the documentation and collect the data systematically ensuring that the process is independent and unbiased (refer Annexure II – Means of Verification)
-
- Independent Observations :
 - The collection of data will be based on physical observation of the households/ premises – public & commercial areas (including market areas, railway stations, bus stations, other transport hubs, schools, colleges, hospitals, offices, religious areas, industrial areas, institutional areas, ULB managed parking areas, ULB managed parks & gardens), residential areas, water bodies, storm drainage system, roads and streets, and other relevant areas – by the third party assessors.
 - The third party will also interact with citizen groups in schools, colleges, RWAs, hospitals, transport areas, hotels, market areas (including agriculture and meat markets), religious areas, institutional areas, industrial areas, prominent persons, government & private offices, hotel associations, BWGs and general public, to collect their feedback on the city's garbage-free status, in the form of structured questionnaires, and photographic evidences as necessary.³
 - The questionnaire to facilitate data collection will be created by the third party in consultation with Ministry of Housing and Urban Affairs.
 - The survey assessors will use IT enabled devices to record their observations and findings along with photographs.
 - The third party will systematically collect photos as evidence for field observations ensuring that the location, date and time are tagged on all the photographs.

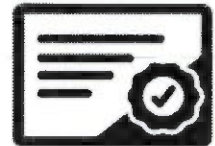
³ For cities with less than 10 Lakh population, questionnaire should be obtained from minimum 0.05% of population. For cities with greater than 10 lakh population, questionnaires from minimum 500 citizens should be obtained. The questionnaires maybe in online or offline form.

- For the assessment, cities will be classified based on population as below. Based upon the size of the city, it will be divided into zones.
- For cities with greater than 10 lakh population, the city will be divided atleast into 6 zones
- For cities with population between 5 – 10 lakh, the city will be divided atleast into 4 zones
- For cities with population less than 5 lakh, the city will be divided atleast into 2 zones
- All locations will be independently decided by the third party after preliminary discussion with the city.

| Location Type | No. of locations per zone | No. of location per city (10 lakh +) | No. of location per city (5-10 lakh) | No. of location per city (less than 5 lakh) |
|---|---|--------------------------------------|--------------------------------------|---|
| Slum | 3 | 18 | 12 | 6 |
| School | 3 | 18 | 12 | 6 |
| Roads and Streets | Roads and Streets to be checked across the city | | | |
| Market Areas (including agriculture mandis and meat markets, if applicable) | 5 | 30 | 20 | 10 |
| Parks & Gardens | 3 | 18 | 12 | 6 |
| Residential Areas | 5 | 30 | 20 | 10 |
| Bulk Waste Generators | BWGs should be checked across the city | | | |
| Railway Stations, Bus Stations and other Transport Hubs | Railway Stations, Bus Stations and other Transport Hubs should be checked across the city | | | |
| Industrial Areas | Industrial and Institutional areas should be checked across the city (if applicable) | | | |
| Water Bodies & Storm Water Drains | All water bodies and Storm Water Drains should be checked across the city | | | |
| MSW Processing Plants | All functional plants | | | |
| Scientific Landfill | Existing SLF in the city | | | |
| Dumpsite | All identified dumpsites in the city | | | |
| Tourist areas (high footfall market areas, religious areas, historic sites, etc.) | All tourist areas (with high footfall) in the city (if applicable) | | | |
| Total | 19+ | 114+ | 76+ | 38+ |

Annexure – I: Star Rating Declaration Formats

- Format for declaration to be submitted by City / town



I, Mayor / Municipal Commissioner / Chief Officer/ Chairperson of
..... (name of ULB/ Municipal corporation / municipality / town panchayat)
do hereby declare that:

- All Councillors/ Ward Members in the city / town have submitted their self-declarations regarding garbage free status (as per relevant star rating)
- Preliminary resolution has been passed declaring the city / town as Garbage Free1/2/3/4/5/6/7 (strike off as applicable)... Star;
- Above resolution has been publicly announced (in print media), inviting public feedback / objection within 15 days of announcement.
- Since no objections have been received within the stipulated time period / since objections and feedback received from the public have been rectified, a final resolution has been adopted by this ULB to declare the city as Garbage Free1/2/3/4/5/6/7 (strike off as applicable)... Star
- This final resolution is being communicated to the Government of(State/Union Territory).... for further communication to MoHUA for record and further third-party verification (applicable for Star Rating '3', '5' and '7') (Resolution Number

Accordingly, (name of city/ town) is hereby self-declared Garbage Free
....1/2/3/4/5/6/7 (strike off as applicable)...Star

.....
(Signature, and Name of Mayor / Chairperson/ Chief Officer/ Municipal Commissioner)

Date:

Seal



- Format for declaration to be submitted by Ward Councillor

I, Ward councillor of (ward details), under
 (name of ULB/ Municipal corporation / municipality /
 town panchayat) do hereby declare that the ward is in compliance with all necessary
 conditions of Garbage Free Star Rating ... 1/2/3/4/5/7 (strike off as applicable)....

.....
 (Signature, and Name of Ward Councillor)

Address:

Phone Number:

Date:

Seal:



- Format for self-declaration to be submitted by Bulk Waste Generators (wherever applicable)

I,(name), authorized representative on behalf of
 (name and address of bulk waste generator) in (name of ULB/ Municipal
 corporation / municipality / town panchayat) do hereby declare that we are managing all
 our generated waste in compliance with SWM Rules 2016

.....
 (Signature and Name of authorized representative of bulk waste generator)

Address:

Phone Number:

Date:

- Format for self-declaration to be submitted by citizen representatives (wherever applicable)



I,(name), authorized representative on behalf of
(name of citizen category) in (name of ULB/ Municipal corporation / municipality
/ town panchayat) do hereby declare that the city is in compliance with all necessary
conditions of Garbage Free Star Rating1/2/3/4/5/7 (strike off as applicable)...

.....

(Signature and Name of authorized representative of citizen category)

Address:

Phone Number:

Date:

Annexure – II: Means of Verification for Third Party Certification

This section lays down the means of verification that will be followed for assessing service level delivery as part of the Third Party Certification process.

NECESSARY CONDITIONS

(Applicable to all Star Ratings)

DOOR-TO-DOOR COLLECTION

Condition

Atleast 'X' percentage of households/ premises in the city are covered by door-to-door collection and transportation of solid waste (through ULB/ULB-authorized garbage collectors)

Means of Verification

- Ward wise staff deployment plan/
Copy of Log Book or any other ward-

wise record for waste collection from commercial areas and residential areas from the previous two quarters prior to date of self-declaration of star rating.

- Copy of contract and payment/ activity report if this service has been outsourced. Contract should be signed atleast six months prior to date of self-declaration of star rating.

SEGREGATION AT SOURCE

Condition

Atleast 'X' percentage of all households/ premises have segregation at source (wet, dry & domestic hazardous) maintained till processing

Means of Verification

- Number of vehicles with partition/ separate containers for carrying dry and wet waste OR number of vehicles deployed separately for dry and wet waste collection OR separate days are fixed for collection of dry and wet waste (1-2 days in a week is earmarked for dry waste collection; wet waste is collected everyday)
- Waste carrying capacity of these vehicles and number of trips
- Total quantity of wet/dry waste generated daily as per population



criteria or real actual available with the ULB

- Log books of transfer stations/ processing plant (centralised or decentralised) indicating daily tonnage of dry and wet wastes received and processed separately

SWEEPING OF RESIDENTIAL, PUBLIC AND COMMERCIAL AREAS

Condition

'X' percentage of commercial, public and residential areas have sweeping (one time or twice, including night sweeping)

Means of Verification

- Ward wise list of commercial areas, public areas and residential areas
- Evidence of sweeping commercial, public and residential areas as per frequency stated in the specific rating condition, in the form of activity log/ roster report/ attendance of sanitation staff
- If work is outsourced to an external agency, the contract document which has a clause for sweeping commercial areas, public areas and residential areas and its stated frequency should be provided
- Survey indicating total garbage heaps/ dumps which have not been attended in the daily collection schedule. Before and after photographs of such points.
- Evidence of mechanism in place for continuous identification and monitoring of visible eyesores/garbage spots

WASTE STORAGE, LITTER BINS AND MATERIAL RECOVERY FACILITY

Condition

- A. Litter Bins:** Twin-Bin/ Segregated (Blue & Green) Litter bins are available



in 'X' per cent of commercial & public areas at every 50-100 meters, as per requirement. (Waste is only deposited in such bins - No Littering or Spill over of waste)

- B. Waste Storage:** Waste storage bins are placed in 100 percent of premises (City is exempt from this condition if the city is bin-less, i.e. it does not have waste storage/transfer stations as waste is directly transported to processing center)

- C. Material Recovery Facility:** Availability of Material Recovery Facility (for garbage collection, sorting, storage, recycle, processing and sale) in adequate numbers (within maximum 5 km radius)

- **Star Rating 1-2:** Plan drawn up and space identified for facility
- **Star Rating 3-7:** Facility fully functional

Means of Verification

- Number of litter bins and waste storage required for the quantity of waste generated from the location
- Copy of installation log of litter bins/ waste storage or Copy of the document/ map showing litter bin/ waste storage locations/ numbers
- Copy of the list of public, commercial and non-commercial areas that are covered by door to door collection and directly transfer the collected waste to the processing/ disposal

- Mapping of waste storage and litter bins
- Image of waste storage and litter bins clearly displaying the labels/ stickers
- Copy of plan and site selection for establishing Material Recovery Facility
- Details of quantity of garbage received, stored, recycled, processed, sold and waste deposit fees received at MRF (applicable for star rating 3 & above)
- Copy of mapping/location list along with photographic evidence of MRF sites (applicable for star rating 3 & above)

USER CHARGES, PENALTIES AND SPOT FINES

Condition

Star Rating 1

- A. User Charges:** Byelaws have been framed including user charges for waste collection and transportation
- B. Penalties & Spot Fines:** Deterrent penalty/ spot fines for non-segregation, anti-littering including in water bodies and non-compliance of SWM Rules 2016 in 100% premises;
- C. Plastic Ban:** Implementation of ban on the use, sale and storage of non-biodegradable plastic bags less than 50 microns (Carry bag made of virgin or recycled plastic, shall not be less than fifty microns in thickness), in compliance with Plastic Waste Management Rules 2016

Star Rating 2

- A. User Charges:** Affordable and differential User charges for waste collection & transportation being collected at least from commercial, institutional and industrial establishments
- B. Penalties & Spot Fines:** Deterrent penalty/ spot fines for non-segregation, anti-littering including in



water bodies and non-compliance of SWM Rules 2016 in 100% premises;

- C. Plastic Ban:** Implementation of ban on the use, sale and storage of non-biodegradable plastic bags less than 50 microns (Carry bag made of virgin or recycled plastic, shall not be less than fifty microns in thickness), in compliance with Plastic Waste Management Rules 2016

Star Rating 3 & 4

- A. User Charges:** Affordable and differential User charges for waste collection & transportation being collected at least from commercial, institutional and industrial establishments
- B. Penalties & Spot Fines:** Deterrent penalty/ spot fines for non-segregation, anti-littering including in storm water drains & water bodies and non-compliance of SWM Rules 2016 in 100% premises;
- C. Plastic Ban:** Notification and enforcement of ban on the use, sale and storage of non-biodegradable plastic bags less than 50 microns, (Carry bag made of virgin or recycled plastic, shall not be less than fifty microns in thickness), in compliance with Plastic Waste Management Rules 2016 as well as enforcement of user fee by ULB on use, sale and storage of



plastic bags more than 50 microns

Star Rating 5 & 7

A. User Charges: Viable and sustainable

User charges for waste collection and transportation being collected from all households/ premises including residential, commercial, institutional and industrial establishments

B: Penalties & Spot Fines: Deterrent

penalty/ spot fines for non-segregation, anti-littering including in drains and water bodies and non-compliance of SWM Rules 2016 in 100 per cent premises;

C. Plastic Ban: Complete ban on all plastic bags

Means of Verification

Star Rating 1

- Copy of draft byelaws including user charges for waste collection and transportation
- Copy of notification of spot fine/penalty for littering
- Copy of fines collected post release of spot fine/ penalty notification for non-segregation, anti-littering and plastic ban
- Copy of chalaan/ receipt books for collecting spot fines/ penalties for non-segregation, anti-littering and plastic ban
- Minimum number of spot fine

collections in the city must be no less than the sum of litter spots

Star Rating 2

- Total number of households and commercial establishments and the user charges per each household/ establishment for solid waste management
- Evidence of user charges being collected in the form of log book, online record, etc.
- List of litter spots – this will be cross-checked through independent observation
- Copy of notification of spot fine/penalty for littering
- Copy of fines collected post release of spot fine/ penalty notification for non-segregation, anti-littering and plastic ban
- Copy of chalaan/ receipt books for collecting spot fines/ penalties for non-segregation, anti-littering and plastic ban
- Minimum number of spot fine collections in the city must be no less than the sum of litter spots

Star Rating 3 & 4

- Total number of households and commercial establishments and the user charges per each household/ establishment for solid waste management
- Evidence of user charges being collected in the form of log book, online record, etc.
- List of litter spots – this will be cross-checked through independent observation
- Copy of notification of spot fine/penalty for littering
- Copy of notification of ban on the use,



sale and storage of non-biodegradable plastic bags less than 50 microns, in the city

- Copy of fines collected post release of spot fine/ penalty notification for non-segregation, anti-littering and plastic ban
- Copy of chalaan/ receipt books for collecting spot fines/ penalties for non-segregation, anti-littering and plastic ban
- Minimum number of spot fine collections in the city must be no less than the sum of litter spots
- Evidence of user fees being collected by ULB on use, sale and storage of plastic bags more than 50 microns

Star Rating 5 & 7

- Total number of households and commercial establishments and the user charges per each household/ establishment for solid waste management
- Evidence of user charges being collected in the form of log book, online record, etc.
- Evidence of user charges covering operating costs of SWM
- List of litter spots – this will be cross-checked through independent observation

- Copy of notification of spot fine/penalty for littering
- Copy of notification on complete ban on the use, sale and storage of non-biodegradable plastic bags less than 50 microns, in the city
- Copy of fines collected post release of spot fine/ penalty notification for non-segregation, anti-littering and plastic ban
- Copy of chalaan/ receipt books for collecting spot fines/ penalties for non-segregation, anti-littering and plastic ban
- Minimum number of spot fine collections in the city must be no less than the sum of litter spots

BULK WASTE GENERATORS COMPLIANCE

Condition

Star Rating 2: All Bulk Waste Generators (BWGs) as defined by SWM Rules 2016, including RWAs, identified and issued official notice for compliance with SWM Rules 2016;

Star Rating 3 & 4: All Bulk Waste Generators, as defined by SWM Rules

2016, in all premises are: - (i) doing onsite processing of wet waste generated, including kitchen and garden waste OR Organic waste from BWGs is collected by mobile composting vehicles/sent to ULB's decentralized composting processing plants. In such cases the Bulk Garbage Generators will have to pay the processing fee at a prevalent commercial rates. (ii) Handing over segregated dry wastes to authorised waste pickers or waste collectors;

Star Rating 5: All Bulk Waste Generators, as defined by SWM Rules 2016, including RWAs, in all premises are: - (i) doing onsite processing of wet waste generated, including kitchen and garden waste OR Organic waste from BWGs is collected by mobile composting vehicles/sent to ULB's decentralized composting processing plants. In such cases the Bulk Garbage Generators will have to pay the processing fee at a prevalent commercial rates. (ii) Handing over segregated dry wastes to authorised waste pickers or waste collectors

Star Rating 7:

All Bulk Waste Generators, as defined by SWM Rules 2016, including RWAs AND non-domestic establishments generating more than 50 kilograms of waste per day, in all premises are: - (i) doing onsite processing of wet waste generated, including kitchen and garden waste OR Organic waste from BWGs is collected by mobile composting vehicles/sent to ULB's decentralized composting processing plants. In such cases the Bulk Garbage Generators will have to pay the processing fee at a prevalent commercial rates. (ii) Handing over segregated dry wastes to authorised waste pickers or waste collectors

Means of Verification

Applicable to all Star Ratings:

- List of all Bulk Waste Generators (BWGs), as defined by SWM Rules 2016, including RWAs, identified in the city
- Copy of official notice issued to all BWGs regarding compliance with SWM Rules 2016





Additional verification parameters for Star Rating 3, 4 & 5:

- Total quantity of wet/dry waste generated daily by each BWG
- Evidence (in the form of log books, photographs, contract documents, etc.) of non-domestic BWGs complying with conditions stated in the rating framework

Additional verification parameters for Star Rating 7:

- List of all non-domestic establishments generating more than 50 kilograms of waste per day, in all premises
- Copy of official notice issued to all non-domestic establishments generating more than 50 kilograms of waste per day regarding decentralised waste management
- Total quantity of wet/dry waste generated daily by all non-domestic establishments generating more than 50 kilograms of waste per day
- Evidence (in the form of log books, photographs, contract documents, etc.) of non-domestic establishments generating more than 50 kilograms of waste per day complying with

conditions stated in the rating framework

SCIENTIFIC WASTE PROCESSING, SCIENTIFIC LANDFILLING AND C&D WASTE MANAGEMENT

Condition

Star Rating 1:

- A. Waste Processing:** Atleast 'X' per cent of waste generated is processed;
- B. Scientific Landfill:** Land for dumping identified either in own city or other city; may not be scientific landfill
- C. C&D Waste Management:**
 - Notification of charges for collection, transportation, processing and disposal of C&D Waste

Star Rating 2:

- A. Waste Processing:** Atleast 'X' per cent of waste generated is processed;
- B. Scientific Landfill:** Land for dumping identified either in own city or other city; may not be scientific landfill
- C. C&D Waste Management:**
 - Designated Facility operators exist- 'X' percent of C&D waste generated is used/ processed within municipal limits or in a designated C&D recycling plant

Star Rating 3:

A. Waste Processing: Atleast 'X' per cent of waste generated is processed;

B. Scientific Landfill: Remaining unprocessed waste is transported to Scientific Landfill either within the city or to another city

C. C&D Waste Management:

- Designated Facility operators exist – 'X' percent of C&D waste generated is used/ processed within municipal limits or in a designated C&D recycling plant
- Facilitation of collection of C&D waste from premises of retail (non-bulk) occasional generators or designation of collection points with reasonable distance (Max 5 KM) – 'X' per cent of municipal limits covered
- Provisions made for use of material made out of C&D Waste in 'X' percent of municipal construction activity- including in non-structural concrete, paving blocks, lower layers of road pavements, inner colony roads etc.

Star Rating 4, 5 & 7:

A. Waste Processing: Atleast 'X' per cent of waste generated is processed;

B. Scientific Landfill: Only process rejects are transported to Scientific Landfill either within the city or to another city

C. C&D Waste Management:

- Designated Facility operators exist – 'X' percent of C&D waste generated is used/ processed within municipal limits or in a designated C&D recycling plant
- Facilitation of collection of C&D waste from premises of retail (non-bulk) occasional generators or designation of collection points with reasonable distance (Max 5 KM) – 'X' per cent of municipal limits covered
- Provisions made for use of material

made out of C&D Waste in 'X' percent of municipal construction activity- including in non-structural concrete, paving blocks, lower layers of road pavements, inner colony roads etc.

Means of Verification**Applicable to all Star Rating 1 to 7**

- Total wet and dry waste generated daily using per capita criteria
- SWM DPR or action plan indicating quantity of segregated collection of waste
- Survey report indicating total ragpickers included in MSW and dry waste collection centres in the city
- Total number of functional decentralised waste processing units in the city – waste processing capacity and waste processed per day (including RWAs and Bulk Waste Generators), over the past year
- Evidence of functional centralised waste processing facility in the city – waste processing capacity and waste processed per day, over the past year
- Evidence of contract with external vendors that process dry waste
- Evidence of identification of land for dumping, in city or other city (for star rating 1 & 2)
- Quantity of C&D waste generated in the city per month
- Copy of C&D waste management plan
- Copy of notification of charges for collection, transportation, processing and disposal of C&D Waste
- Evidence of quantity of C&D waste used/processed within municipal limit AND/OR Copy of contract of C&D recycling plant & evidence of quantity of C&D waste processed at designated recycling plant (whichever applicable)

Additional verification parameters for Star Rating 3 to 7

- Evidence of quantity of C&D waste being collected from premises of retail (non-bulk) occasional generators OR list/mapping along with photographic evidence of collection points within reasonable distance (Max 5 KM) (whichever applicable)
- Evidence of use of material made out of C&D Waste in municipal construction activity, as per rating condition

CITIZEN GRIEVANCE REDRESSAL AND FEEDBACK SYSTEM

Condition

Swachhata App/ equivalent grievance redressal platform are in place and atleast 'X' per cent of households should have downloaded the App/ equivalent grievance redressal platform

And

'Y' percentage of complaints related to Solid Waste Management received on Swachhata App/ equivalent grievance redressal platform are resolved within SLA

Means of Verification

- Evidence of number of downloads of App/ equivalent grievance redressal platform equivalent to atleast 'X' per cent of households
- Log of complaints received on Swachhata App/ equivalent grievance redressal platform in the past six months
- Evidence of redressal of complaints related to SWM within SLA
- Independent verification through visit to sample number of households in each ward of the city



DUMPSITE REMEDIATION

Condition

Star Rating 3: Plan for remediation of all identified dumpsites in the city has been approved including financial closure

Star Rating 3: Plan for remediation of all identified dumpsites in the city has been approved and work commenced

Star Rating 4, 5 & 7: 'X' per cent work as per remediation project plan has been completed, for all identified dumpsites

Means of Verification

All Star Ratings

- List of dumps identified in the city
- Copy of approved plan for remediation of all identified dumpsites in the city has been approved

Additional verification for Star Rating 3

- Evidence of work commenced (copy of contract, detailed project report, etc.)

Additional verification for**Star Rating 4, 5 & 7**

- Evidence of 'X' per cent work completion (copy of completion/ closure report, etc.)

DRAINS AND WATER BODIES

Condition

Star Rating 1 & 2:

- No visible solid waste in 100 per cent of water bodies (including but not limited to ponds, lakes, tanks, rivers, etc.) under ULB jurisdiction

Star Rating 3 & above:

- No visible solid waste in storm water drains and water bodies under ULB jurisdiction

Means of Verification

- List/ Map of all water bodies and storm water drains
- This parameter will be verified only through independent observation and citizen feedback

ADDITIONAL CONDITIONS

(Applicable to Star Rating 7)

WASTE REDUCTION – APPLICATION OF 3R PRINCIPLES IN MSWM

Condition

Waste Reduction – Application of 3R Principles in MSWM: Quantifiable reduction in waste generated by the city on a per capita basis, in the past year (previous year from date of self-declaration)

Means of Verification

- Log of waste generated on per capita basis for the previous year, prior to date of self-declaration
- Evidence of application of 3R principles in SWM interventions in the city

CITY BEAUTIFICATION

Condition

Visible beautification of city, including repairs and maintenance of infrastructure under ULB jurisdiction to achieve a clean and aesthetically pleasing city

Means of Verification

This parameter will be verified only through independent observation and citizen feedback



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



एक कदम स्वच्छता की ओर

www.mohua.gov.in

www.swachhbharaturban.gov.in

www.swachhbharat.mygov.in



Ministry of Housing
and Urban Affairs

Government of India



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

Toolkit for Urban Local Bodies

FOREWORD



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

The Swachh Bharat Mission (SBM), launched on 2nd October 2014, has one of its stated objectives as the achievement of Open Defecation Free (ODF) status in all the Urban Local Bodies (ULBs) in India, by October 2019. This is probably the best tribute the country can pay to the father of our nation, Mahatma Gandhi.

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

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

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BACKGROUND, OBJECTIVES & SCOPE

Background

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



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

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

Objectives

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

Scope

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

ODF: DEFINITIONS AND NECESSARY CONDITIONS

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

Definition of Open Defecation Free city / ward

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

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

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

Declarations to be submitted as part of ODF protocol:

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

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

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

SBM ODF+: DEFINITIONS AND NECESSARY CONDITIONS

Definition of SBM ODF+ city / ward / work circle

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

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

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

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

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

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

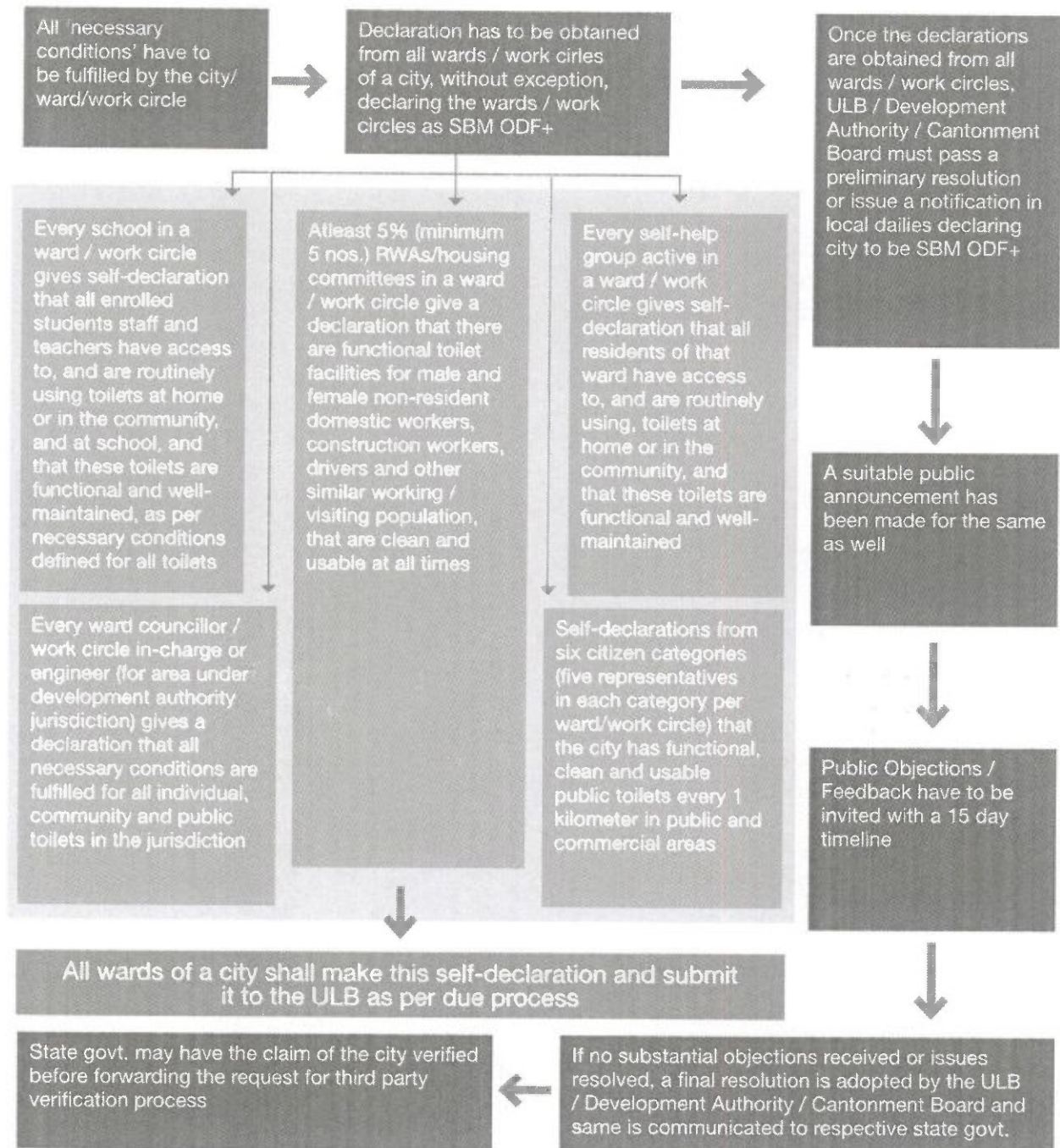
³ ULB / Cantonment Board / Development Authority shall conduct assessment to ascertain number of toilets required

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

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

SBM ODF+ DECLARATION PROTOCOL

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



The protocol is elaborated below:

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

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

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

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

2 All enrolled students that reside in urban areas of the jurisdiction of city/town administration

3 Including domestic workers, construction workers, maintenance staff, security staff, drivers

- iv. Self-declarations from six citizen categories⁴ (five representatives in each category per ward / work circle) that the city/town has functional, clean and usable public toilets available at every 1 kilometer in public and commercial areas in the ward.
- v. Every ward councilor / work circle in-charge or engineer⁵ gives a declaration that all necessary conditions are fulfilled for all individual, community and public toilets in the jurisdiction.

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

4 Citizen categories - Shop Owners, Street Vendors, Bus Drivers, Auto/rickshaw Drivers, Primary Health Centre In-Charge, Anganwadi Workers

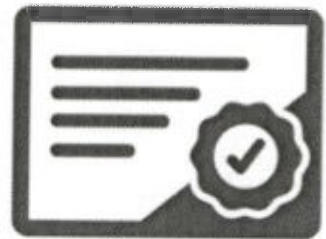
5 Only in case of area under jurisdiction of development authority

SBM ODF+ DECLARATION FORMATS

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

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

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



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

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

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

Date:

Seal:

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

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



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

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

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

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

Date:

Seal:

3. Format for declaration to be submitted by schools

I do hereby declare that:

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

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

Date:

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

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



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

Date:

(Attach list of names of SHG members)

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

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

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

Date:

6. Format for self-declaration by citizen representatives

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

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

Address:

Phone Number:

Date:

SWACHH CERTIFICATION FOR SBM ODF+

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

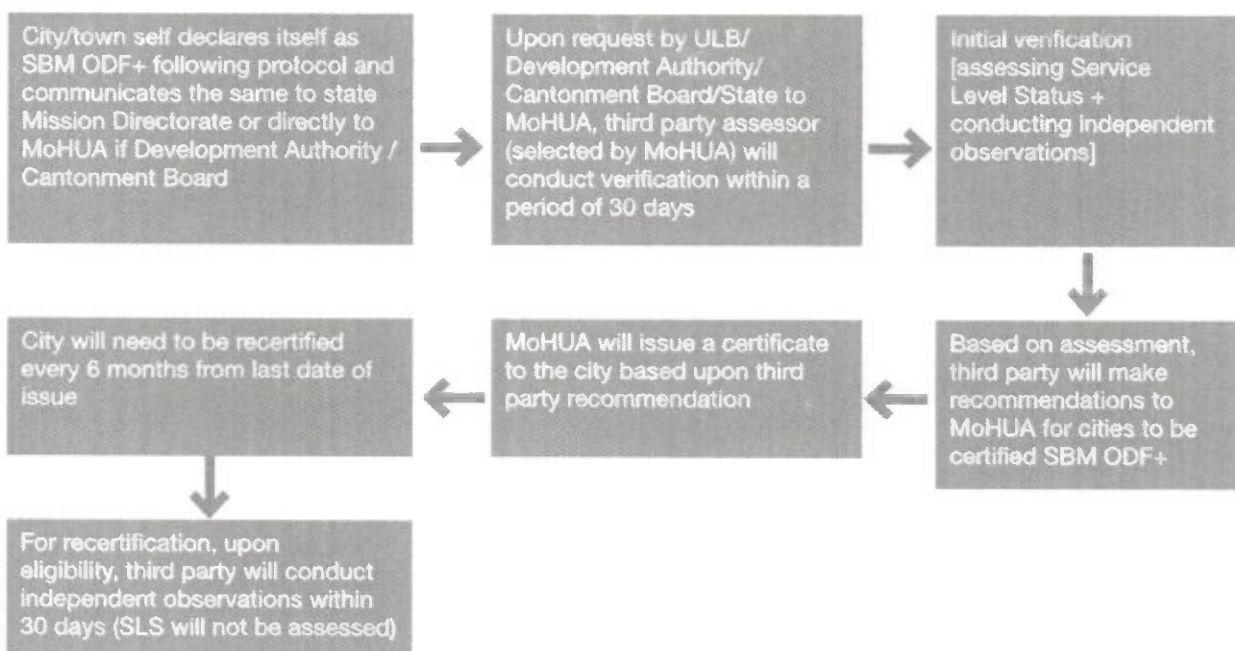
In case of failure in certification, a one-month cooling off period (from date of certification failure) shall be applicable before the respective city may again request for SBM ODF+ certification.

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

Protocol to be followed for Swachh Certification for SBM ODF+

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

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





MoHUA for cities to be certified SBM ODF+.

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

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

Methodology for Swachh Certification for SBM ODF+

The verification process will be conducted in two parts:

- i. Service Level Status
- ii. Independent Observations

a. Service Level Status :

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



b. Independent Observations :

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

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

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

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

SBM ODF++: DEFINITIONS AND NECESSARY CONDITIONS

Definition of SBM ODF++ city / ward

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

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

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

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

systems prescribed by CPHEEO or under SBM-Urban Mission Guidelines),

with regular emptying, treatment and/or safe disposal of septage from these toilets managed as per conditions given in Annexure 7.

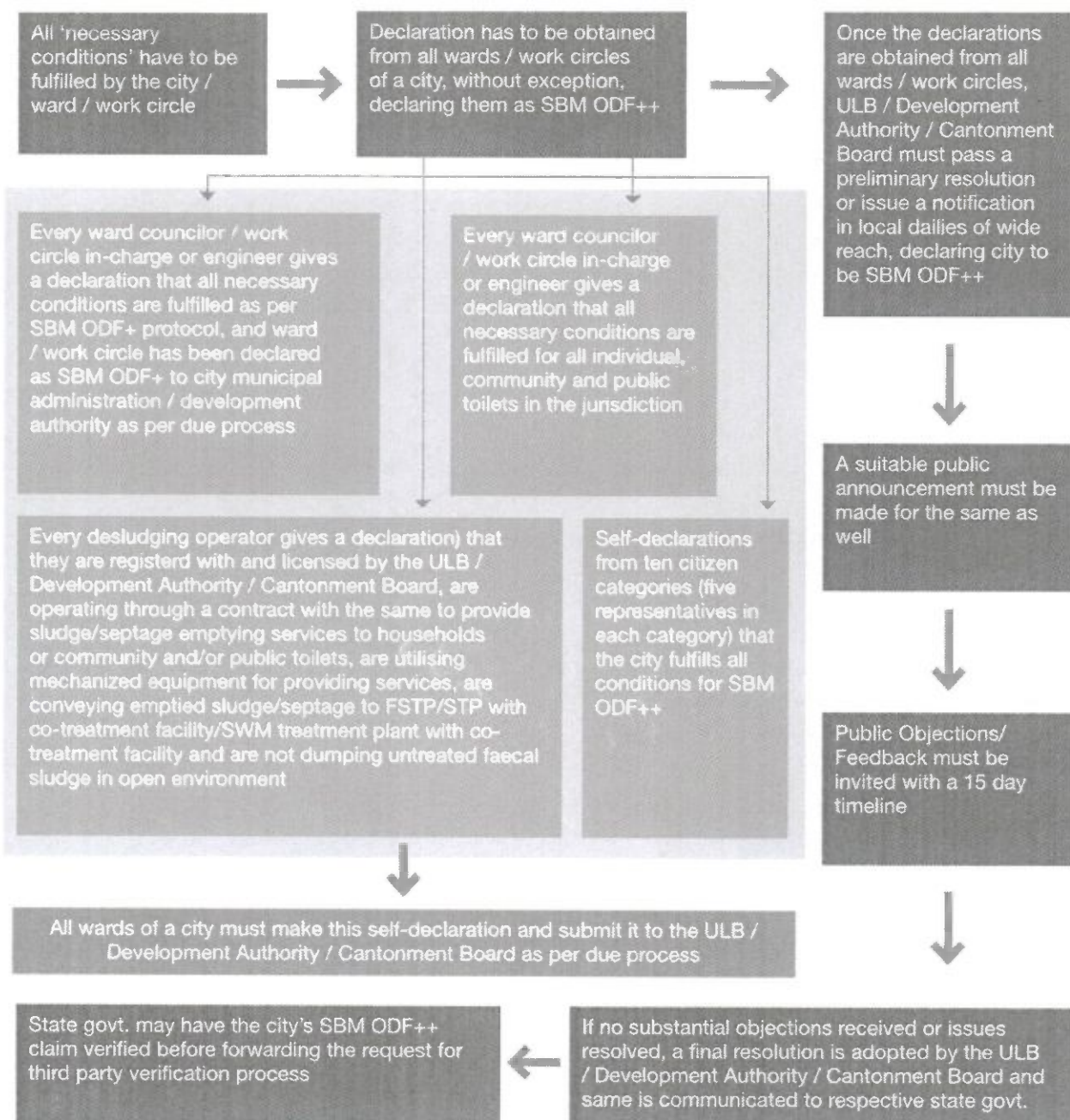
- 3) All septic tank cleaning service providers are registered with and licensed by ULB / Development Authority / Cantonment Board, operate through contract with the respective administration or authority in allotted areas and are utilising well-maintained mechanized equipment².
- 4) The city has issued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

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

² As per recommendation of National Policy on FSSM

SBM ODF++ DECLARATION PROTOCOL

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



The protocol is elaborated below:

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

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

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

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

2 Only in case of area under jurisdiction of development authority

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

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

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

SBM ODF++ DECLARATION FORMATS

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

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

1) Following sub-conditions have been met:

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

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

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

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

4. Ibid

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

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

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

Date:

Seal:

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

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

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

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

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

Date:

Seal:

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

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

3. Format for self-declaration by citizen representatives

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

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

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

Address:
Phone Number:
Date:

SWACHH CERTIFICATION FOR SBM ODF++

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

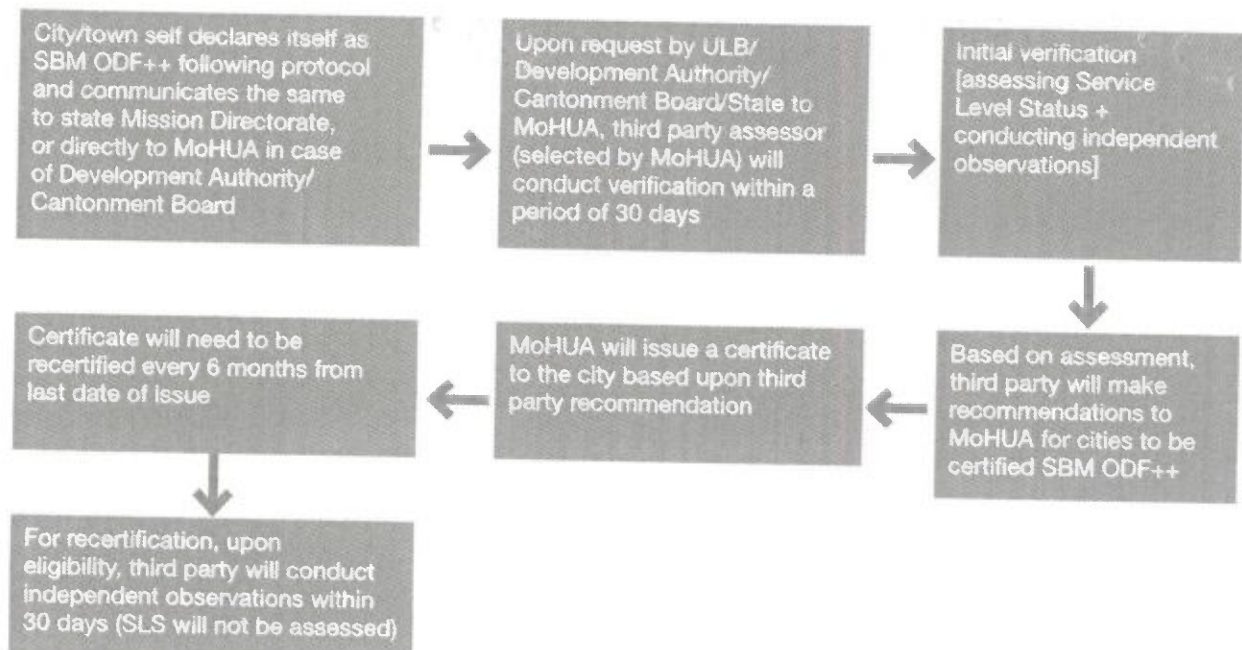
In case of failure in certification, a one-month cooling off period (from date of certification failure) shall be applicable before the respective city may again request for SBM ODF++ certification.

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

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

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

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



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

Methodology for Swachh Certification for SBM ODF++

The verification process will be conducted in two parts:

- Service Level Status
- Independent Observations

a. Service Level Status :

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

b. Independent Observations :

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

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

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

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

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

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

ANNEXURES

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

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

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

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

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

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

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

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



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

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

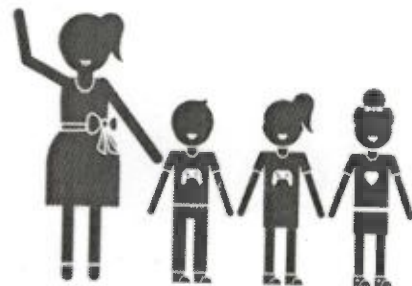
Date:

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

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

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

Date:



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

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

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

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

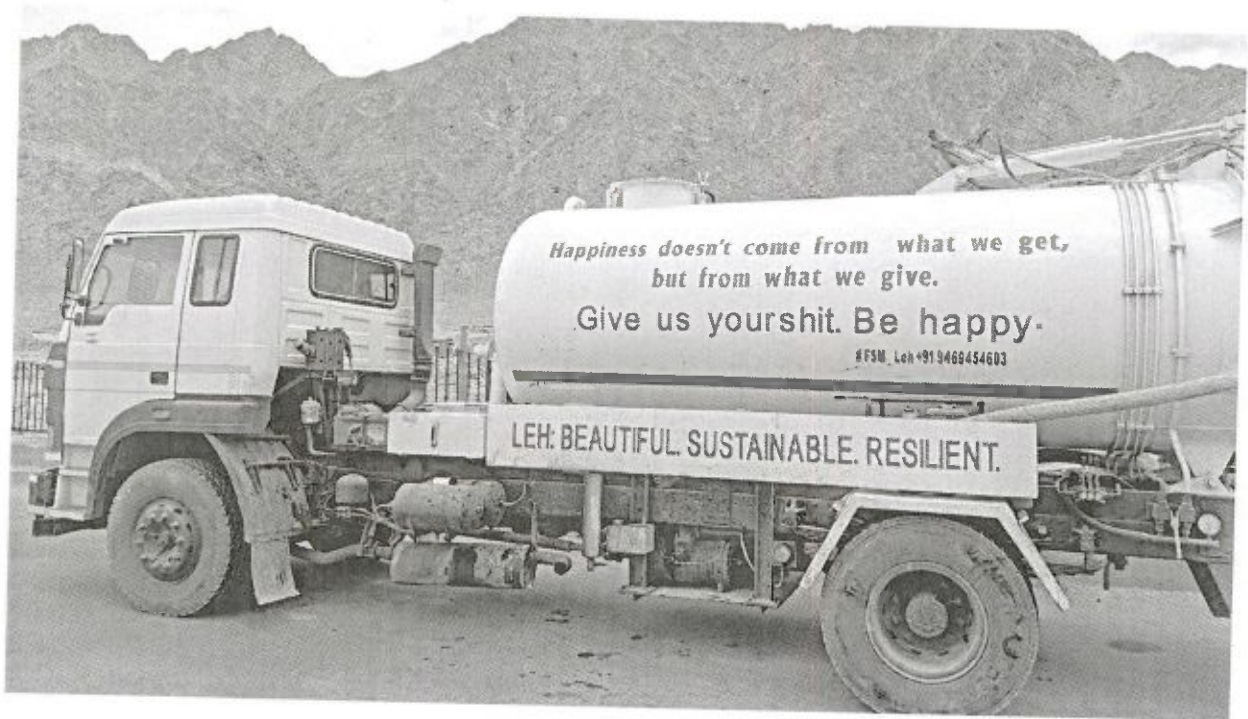
A community / public toilet must score atleast 90% on this framework to qualify as fulfilling the additional conditions under SBM ODF+

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

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

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

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



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

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

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

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

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

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

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

6 *ibid*

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

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

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

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

Registered office address:

Phone number:

Date:

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

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

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

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

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

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

10. Good Practices adopted by ULBs/States

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

Faecal Sludge Treatment Plant in Devanahalli, Karnataka

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

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

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

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

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

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

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

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

Jharkhand's Public Toilets mapped on Google Maps Toilet Locator

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

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



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



www.mohua.gov.in
www.swachhbharaturban.gov.in
www.swachhbharat.mygov.in



एक कदम स्वच्छता की ओर

Declaring your City/Town OPEN DEFECATION FREE

A ready-reckoner for Urban Local Bodies



संघीय तंत्र

Ministry of Urban Development
Government of India





M. Venkaiah Naidu

Minister of Urban Development, Housing & Urban Poverty Alleviation

The Swachh Bharat Mission, launched on 2nd 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 2nd October 2019.

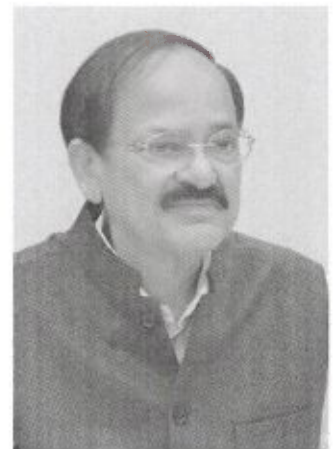


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Background, Objectives & Scope

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.

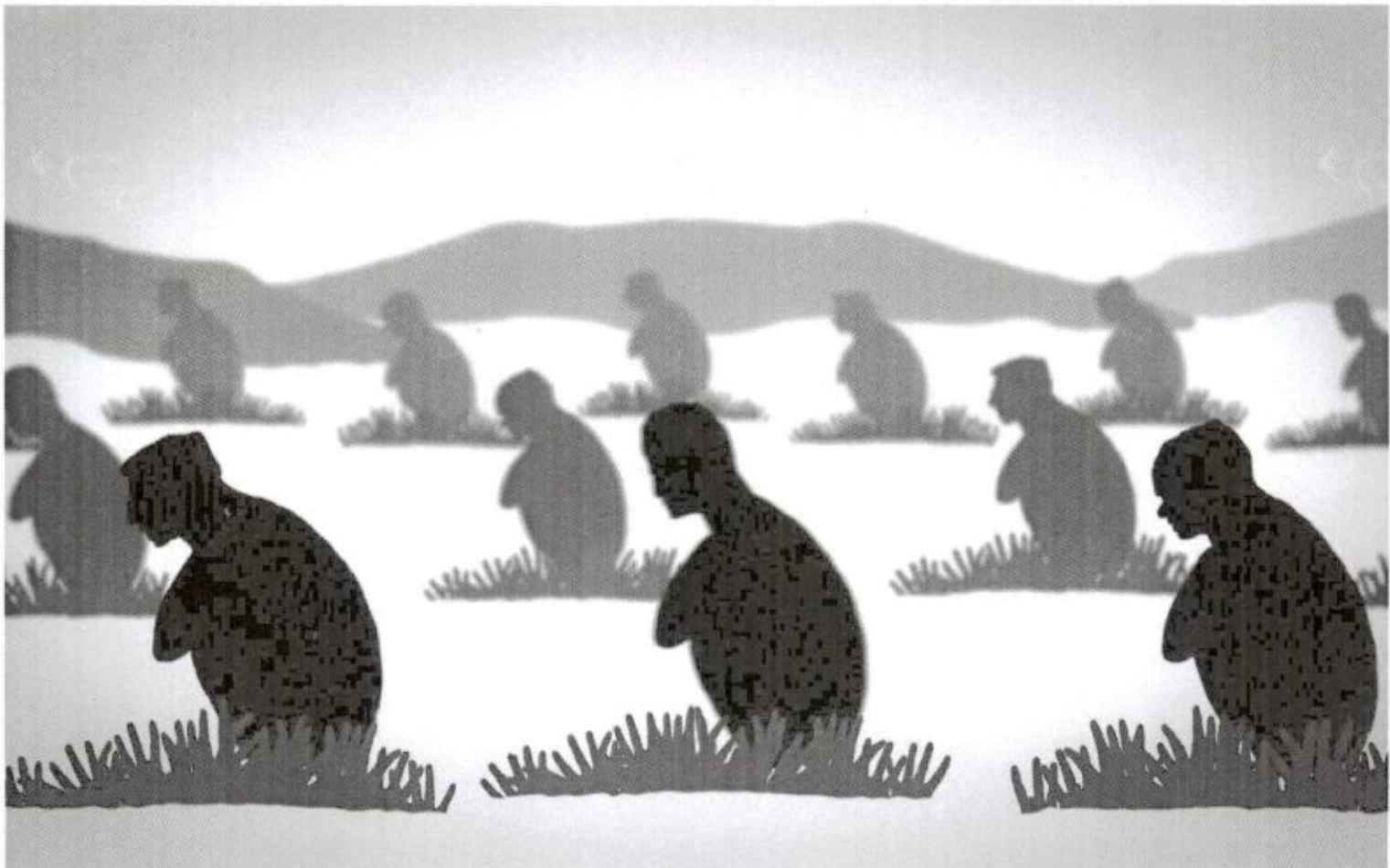
Definitions and Necessary conditions

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.

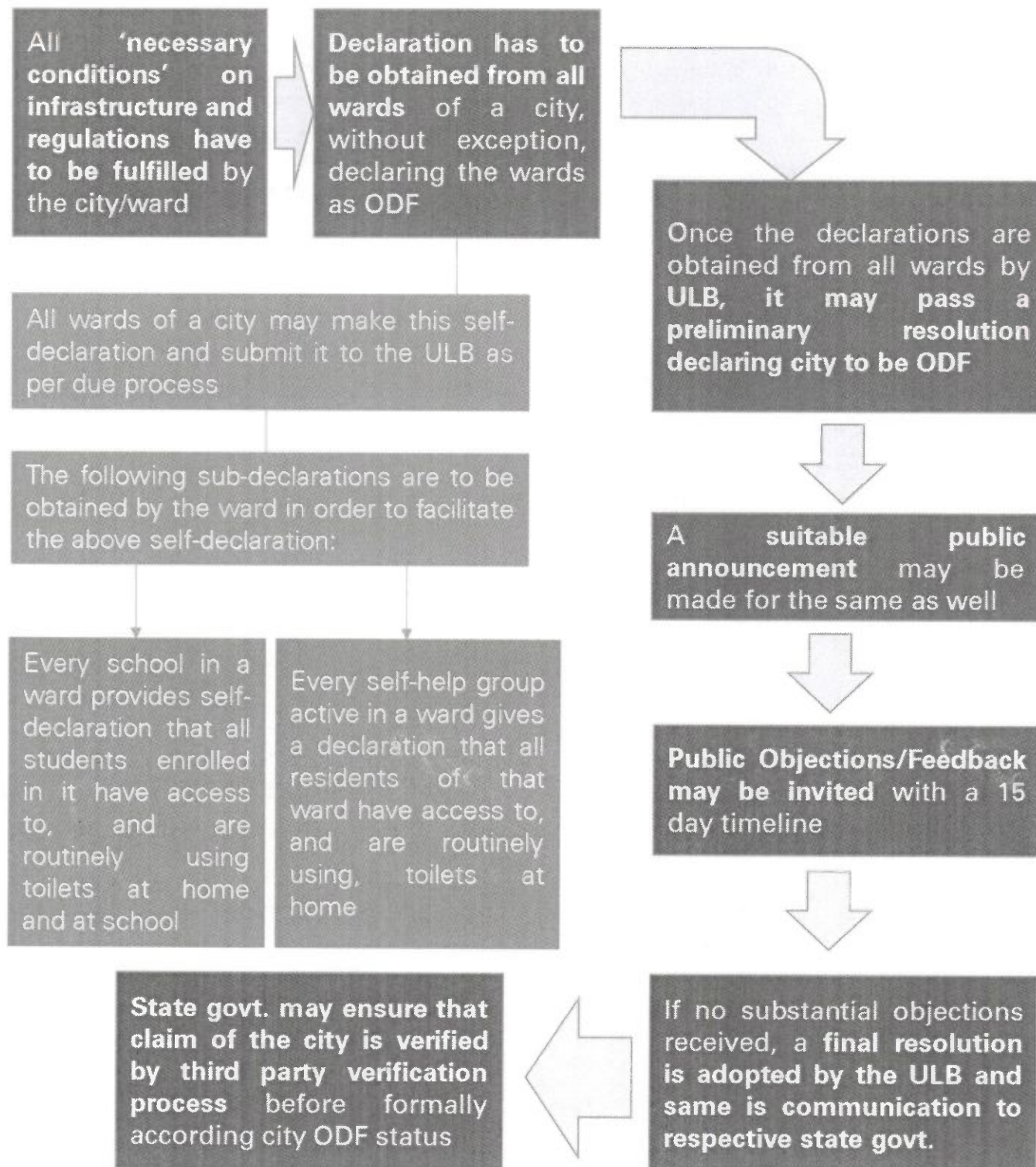
Necessary infrastructure and regulatory conditions to be achieved before declaring a city/ ward as Open Defecation Free:

- 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 fine on people found defecating in the open



ODF Declaration Protocols

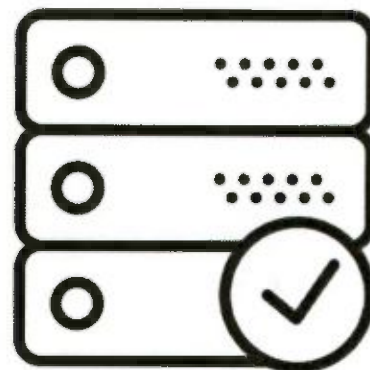
The following protocol is to be adopted for declaring a city / ward as Open Defecation Free (ODF):



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.

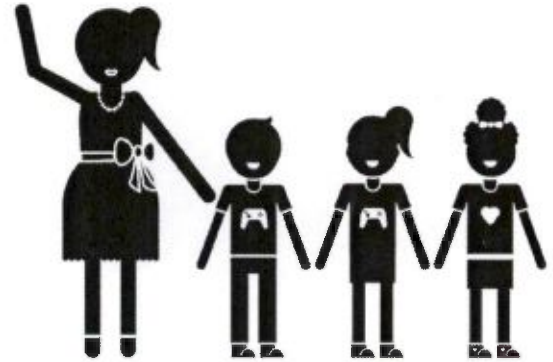


.....
(Signature and Name of student) / (Signature and name of guardian for students of class nursery – class 4)

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)

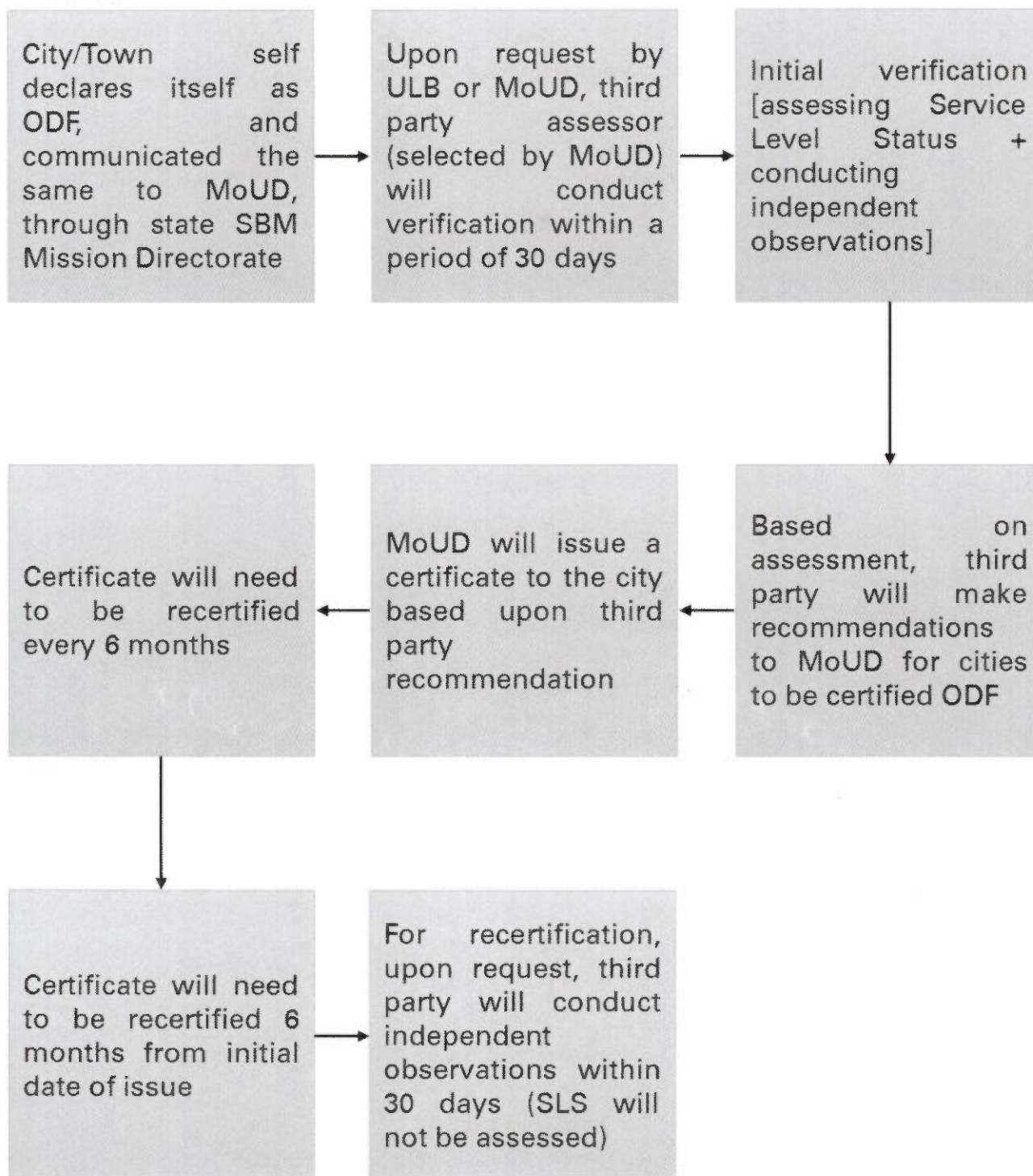
Date:

(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:

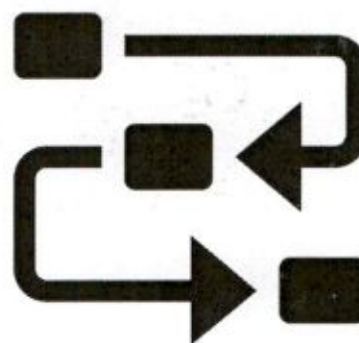
- a. City self-declares itself as "Open Defecation Free" for the first time and communicates the same to MoUD through the state SBM Mission Directorate.
- b. Upon request by ULB or MoUD, a third party (selected by MOUD) will mobilize assessors to conduct the verification within a period of 30 days.
- 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 |
| Total | 5 | 17 | 9 |



सत्यमेव जयते

Ministry of Urban Development
Government of India

www.moud.gov.in
www.swachhbharaturban.gov.in
www.swachhbharat.mygov.in

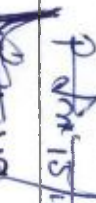
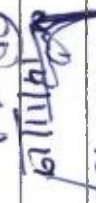
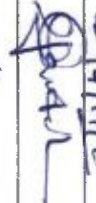


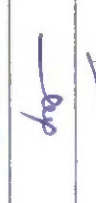


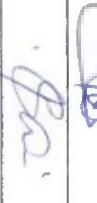





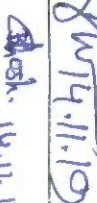
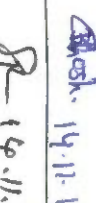
Attendance Sheet

Kick off meeting of Zone-I & II ULBs with ODF and SWM verification agency engaged

Venue: at SUDA Conference Hall

Date: 14.11.2019

Time: ~~11.00 AM~~ 2.00 P.M

| Sl. No | Organisation | NAME OF PERSON (in Block Letter) | Designation | Mobile No | SIGNATURE | EMAIL ID |
|--------|----------------------------------|----------------------------------|--------------------|-------------|---|---------------------------------|
| 1. | Paiskandam Municipal Corpn | RAJINDRA NATH SARKAR | Executive | 9434628194 |  | rajindranath@payskandam.org |
| 2. | Chandrasekhar Municipal Corpn | PARTHA PROTHM DASAS. | SI | 9133107613. |  | chandrasekhar@chandrasekhar.org |
| 3 | " | Gouvaraga Nandani | CO-ORDINATOR | 9193165815 |  | chandrasekhar@chandrasekhar.org |
| 4. | Chandrasekhar Municipality. | CHANDRANATH SARKAR. | S.T.E | 7585059850 |  | chandrasekhar@chandrasekhar.org |
| 5. | Chandrasekhar Municipality. | DIPANKAR DAS. | BO. | 9434154365 |  | chandrasekhar@chandrasekhar.org |
| 6. | Midnapore Municipality | MADHAN MOHAN DEY | E.O. | 9474185501 |  | midnapore@midnapore.org |
| 7. | Midnapore Municipality | HIMALAY KHAN | SAFETY OFFICER | 9439369915 |  | himalaykhan@gmail.com |
| 8 | Chandrasekhar Municipality | SADANATHAN | E.O | 8599322340 |  | chandrasekhar@chandrasekhar.org |
| 9 | Chandrasekhar Municipality | SUBHANKAR POOPIN | S.O.E | 9625980865 |  | chandrasekhar@chandrasekhar.org |
| 10 | Haldaia Municipality | Rabindranath Jana | E.O. | 8900690632 |  | haldaia@haldaia.org |
| 11. | Haldaia Municipality | SANDIP KR. BHOWMIK | S.I. | 8768918998 |  | haldaia@haldaia.org |
| 12. | Nalkai Municipality | SUSHADRITA PRAMANIK. | COMPUTER ASSISTANT | 9851758188 |  | nalkai@nalkai.org |
| 13. | Agar Municipality | BAHA BITARI PATRA | S.I. | 9434415556 |  | agar@agar.org |
| 14 | Agar Municipality | Shyam Sunder Singh Roy | CONVEYOR | 8436691149 |  | agar@agar.org |
| 15 | Agar Municipality | Biswanath Ghosh | S.I | 7550998742 |  | DO |
| 16 | Agar Municipality | Sarada Prasad Bej | E.O | 9874438970 |  | agar@agar.org |

Attendance Sheet

Kick off meeting of Zone-I & II ULBs with ODF and SWM verification agency engaged

Venue: at SUDA Conference Hall

Date: 14.11.2019

Time: 11:00 A.M - 2.00 P.M

| Sl NO | Organisation | NAME OF PERSON (in Block Letter) | Designation | Mobile No | SIGNATURE | EMAIL ID |
|-------|-----------------------------------|----------------------------------|---------------------|-------------|-----------|-------------------------------|
| 17 | Sainikia | SK. HERASTULLA | Exec. Officer | 7431966700 | | sdmunicipality@gmail.com |
| 18 | AO | KALYAN BANERJEE | Sanitary Supervisor | 9153429250 | K.N. | AO |
| 19 | DMC | Propadar Mitra | Commissioner | 6295894735 | | gmdmunicipality@gmail.com |
| 20 | DMC | DEBARATA BISWAS | EXECUTIVE ENGINEER | 945525761 | | bisdeb2009@gmail.com |
| 21 | Burdwan Municipality | SATYAJIT BARUA | Sanitary Assistant | 8013727357 | | satyajitbarua10@gmail.com |
| 22 | DO | ARITRA KESH | JT. CO | 9749908104 | | burdwanmunicipality@gmail.com |
| 23 | Burdwan Municipality | TUSHAR KANTI MUKHERJEE | S.I | 9474492084 | | burdwanmunicipality@gmail.com |
| 24 | Burdwan Municipality | Abhishek S. Debbarma | S.I. Assst. | 9641600730 | | burdwanmunicipality@gmail.com |
| 25 | TRAKESHWAR MUNICIPALITY | Pradhas Jena. | S.A.E | 9434436005 | | pradhasjena@gmail.com |
| 26 | Hooghly - Chatterjee Municipality | BISWANATH BERA | EO | 9733489239 | | Hoogol@gmail.com |
| 27 | DO | HIMANU SHU CHAKRABORTY | S.I. | 9804025050 | | chatterjeehimanshu@gmail.com |
| 28 | DO | TANAY SEN GUPTA | Computer Operator | 9163-127898 | | |
| 29 | | | | | | |
| 30 | | | | | | |
| 31 | | | | | | |
| 32 | | | | | | |

Attendance Sheet

Kick off meeting of Zone-I & II ULBs with ODF and SWM verification agency engaged

Venue: at SUDA Conference Hall

Date: 14.11.2019

Time: 10:00 A.M. - 2.00 P.M

| Sl. NO | Organisation | NAME OF PERSON (in Block Letter) | Designation | Mobile No | SIGNATURE | EMAIL ID |
|--------|---------------------------|----------------------------------|---------------------|----------------|-----------|--------------------------------------|
| 1 | Contai Municipality | DILIP CHUAN | AE | 9975277349 | | dhilipchuan@gmail.com |
| 2 | Contai W univ | Hemprasa Choudhary | ELERN | 9434961532 | | |
| 3 | Baidyabati Municipality | KRISHNENDU KUNDU | ST | 9474799666 | | krishnendu050977@gmail.com |
| 4 | Baidyabati municipality | SABUS HALDER | S.A. | 9830350701 | | sbjhalder@gmail.com |
| 5 | Charpary | Shistam Jasmi | S.T. | 8040040459 | | sharparj_ult@gmail.com |
| 6 | Charpary | Ashoke Singh | L.D.C | 7003885290 | | Ashoke_gmail.com |
| 7 | Baidyabati Municipality | Gouram KR. SAEKAR | E.O. | 9163661562 | | baidyabati_municipality@yahoo.com |
| 8 | Dainhat Municipality | Bijit Choudhary | Model, SSN | 888 9948557480 | | Chairman.dh@gmail.com |
| 9 | ArdraMunicipality | Kanta Surotan Kundu. | S.T. | 9475240040 | | DO |
| 10 | Dudhaganjha Municipality | KAMAL KANTI DAS | E.O | 9830204594 | | chaitanya_pur_municipality@gmail.com |
| 11 | Dudhaganjha | Gouri Shankar Mishra | Data Entry Operator | 9434216695 | | Gouri_mishra@gmail.com |
| 12 | Kampharipuri Municipality | BUDDHANBAR LOHAR | S.A.E | 8348495895 | | loharkb1984@gmail.com |
| 13 | DO | MONI SANJIB MANDI | SI | 9832269121 | | monisankarmandi1939@gmail.com |
| 14 | Konwargera Municipality | Ajoke Mukherjee | Building Assst. | 7980829605 | | Konwargera_municipality@gmail.com |
| 15 | Konwargera Municipality | Shyam Prasad Ray | A.F.O. | 9134192085 | | Konwargera_municipality@gmail.com |
| 16 | Konwargera Municipality | Prasenjit Ray | A.O. | 9153259919 | | DO |

* Rajshimpur attained in 1st half

Attendance Sheet

Kick off meeting of Zone-I & II ULBs with ODF and SWM verification agency engaged

Venue: at SUDA Conference Hall

Date: 14.11.2019

Time: 11.00 A.M - 2.00 P.M

| SL NO | Organisation | NAME OF PERSON (in Block Letter) | Disignation | Mobile No | SIGNATURE | EMAIL ID |
|-------|--------------------------------|----------------------------------|----------------|------------|-----------|--|
| 1 | Hydrabad Municipal Corporation | Dr. Chandraya Rao | Secretary | 9888028496 | | chandraya.das@gmail.com |
| 2 | Maidani Municipality | Ramesh Babu / Banneri | E.O. | 9883353903 | | esmaibati17@gmail.com |
| 3 | Haidhambur Municipality | PRAFULLA KUMAR DEY | E.O. | 9433557210 | | Prayanshu@gmail.com |
| 4 | Haidhambur Municipality | MANICK CH. DAS | S.I. | 9831546298 | | manickchtr@gmail.com |
| | Genetic Municipality | Ashu Sslam Malle | S.A | 9933342553 | | |
| | Panwarun Municipality | Ashwini Rajan Rao | S.I. | 9474001540 | | Pans_munici@yahoo.co.in |
| | Panwarun (M) | Patan Chandra Mondli. | S.A. | 9733526114 | | sto |
| | Memashahi Mofy. | Jaya Dore Mjindur | S.A.E. | 9804665446 | | dasjaya.prasenjit@gmail.com |
| | Kannabati Municipality | Rathu Sanku. Babu Babu | S.I. | 9231507954 | | kannabati.municipality@rediffmail.com |
| | Taluk Nandipally | Prithu Mysora | S.I. in charge | 816410608 | | prithuagp088@gmail.com |
| | " | M.D. Ramesh Babu | E.O. | 9874575776 | | rabi.edtm@gmail.com |
| | Udubera Municipality | PLHARAN KR. Gokulam | E.O. | 9240592411 | | udubera.municipality@gmail.com |
| | " | Jayanta Mukherjee | CMR | 9831573291 | | udubera.municipality@gmail.com |
| | Hydrabad Municipality | SUBHENDU SHATTACHARYA | A.E. | 9874333222 | | udubera.municipality@gmail.com |
| | NORTH BANARH PORE | KAMALAKHANTA BAIQI | EG | 9051272677 | | that.09@yahoo.com |
| | North B.K.D. Municipality | SRANTI G. NANANDI | S.I. | 9831399231 | | northbabarcorpnemunicipality@gmail.com |

Attendance Sheet

Kick off meeting of Zone-I & II ULBs with ODF and SWM Verification agency engaged

Venue: at SUDA Conference Hall

Date: 14.11.2019

Time: 11.00 A.M- 2.00 P.M

| Sl NO | Organisation | NAME OF PERSON (in Block Letter) | Designation | Mobile No | SIGNATURE | EMAIL ID |
|-------|------------------------------------|----------------------------------|--------------|-------------|-----------|-----------------------------|
| 17. | Basant | Kishorpramod (KISHORPRAMOD) | C.O | 9830629663 | | kpsrvt.05@gmail.com |
| | Basant | YUDHA JIT SENGUPTA | Staff | 9330860940 | | |
| 18. | Bareillypore | Sudip SARKAR | S.I | 9830348285 | | sbmbkprnudty@gmail.com |
| 19 | Du Du Municipality | PRANATH KR DAS | Asst. S.I. | 99030222652 | | |
| 20 | Kardal | Somnath Parke | SI | 7403111872 | | patnason2002@gmail.com |
| | HABRA | MOUMITA NATH | Manager-NULM | 9831889314 | | sulm.habr@gmail.com |
| | " | Kantik ex. Das | EO | 9003106511 | | habramunicipality@gmail.com |
| | " | Bibhan Patra | SI | 9002397458 | | 80 |
| | " | sandip Kumar Datta | S.A.E. | 9474079888 | | Da |
| | Jamnagar Mozipur | Ditipriya Chakraborty (Roy) | ITC | 7550868455 | | ditipriya24@gmail.com |
| | Bongoor Municipality | Sourangsu Biswas. | E.O. | 9492275072 | | |
| | " | Souranka Sekhar Majumdar | Head Office | 9434668214 | | Chairman from Y. Com |
| | Ashoknagar Kalyanagar Municipality | Mukul Mandal | A.S.I. | 8910489940 | | Chairman - ARN @ |
| | | Paatha Sengupta | Staff | 9735356361 | | |
| | | AMITAVA CHAKRABORTY | I.T. Co. | 9775376076 | | Yehno. Com |

N
Basant

Attendance Sheet

Kick off meeting of Zone-I & II ULBs with ODF and SWM verification agency engaged

Venue: at SUDA Conference Hall

Date: 14.11.2019

Time: 11.00 A.M- 2.00 P.M

| SL NO | Organisation | NAME OF PERSON (in Block Letter) | Designation | Mobile No | SIGNATURE | EMAIL ID |
|-------|-------------------------|----------------------------------|---------------------------|-------------|-----------------|-------------------------------------|
| 1 | Madyangram Municipality | SUPARNA MAJUMDER | Urban Planner | 9433369330 | <i>Suparna</i> | madyangram-municipality@yahoo.co.in |
| 2. | Kanchera Poda | ANJANA NAYEK | Urban Planner | 94333918299 | A. Nayak | anjanakapora@yahoo.com |
| 3. | Piyali M | S. P. PRAMANIK | Exe- Officer | 9002988898 | <i>S.P.</i> | sanjayp@gmail.com |
| 4 | Wahga Panchayat | Barkha Kumar Sarker | Ex- Officer | 9434961423 | <i>B</i> | |
| 5 | - DO - | Sajal Kumar Saha | Secretary & Urban Officer | 9403184415 | <i>SJM</i> | wahgaatalamunicipality@gmail.com |
| 6. | DIH Municipality | NILORJIT DEB | DEO | 7384795003 | <i>Nile</i> | dihamunicipality@gmail.com |
| 7. | Indir Nagar | SHYAMASIS ROY. | EO | 9434246605 | <i>S Roy</i> | shyamasis@gmail.com |
| 8. | Kancharam | TAPAS HANJAN | Exe. Officer | 9932092984 | <i>T Hanjan</i> | Kancharam@yahoo.com |
| 9. | Duan Duan | MANJARI BISWAS | Nodal Officer (SBI/MBGU) | 9831147022 | <i>MJ</i> | chairmanduan@yahoo.com |
| 10 | Kharakh Municipality | BANIBRATA GUPTA | Asst. Engineer | 8334909509 | <i>B Gupta</i> | kharkakhmunicipality@yahoo.com |
| 11 | Baupur Municipality | Sudipta Halder | J.E | 9477059984 | <i>S Halder</i> | baupur07@yahoo.com |
| 12 | Banipur Municipality | SWADESH MONDAL | E.O. | 9434502855 | <i>S Mondal</i> | - DO - |
| 13 | Baishali Municipality | PRAJIT K DAS | E.O. | 9830519134 | <i>P Das</i> | Baishalimunicipality@yahoo.co.in |
| 14 | - DO - | DEBASIS CHAKRABORTY | S.G. | 9163267879 | <i>D Chak</i> | - DO - |
| 15 | - DO - | Debjyoti Chowdhury. | Official. | 9088590744 | <i>D Ch</i> | - DO - |
| 16 | - DO - | TRADESKARANAKAR | DO | 9883550592 | <i>T Kar</i> | - DO - |

HILL INSPIRATION

Attendance Sheet

Kick off meeting of Zone-I & II ULBs with ODF and SWM verification agency engaged

Venue: at SUDA Conference Hall Date: 14.11.2019 Time: 11.00 A.M- 2.00 P.M

| Sl No | Organisation | NAME OF PERSON (in Block Letter) | Designation | Mobile No | SIGNATURE | EMAIL ID |
|-------|------------------|----------------------------------|--------------|------------|-------------------------|--------------------------------|
| 1. | | | | | | |
| 2. | HILL INSPIRATION | DEBASISH BASU | ADMIN | 9903170289 | <i>[Signature]</i> | basubhasu@gmail.com |
| 3 | DO | PATRALEKHA SEN DAS | Staff | 8697517813 | P. Sen Das | patralekha7@gmail.com |
| 4 | Go | DEBASISH GHOSH | " | 8334007406 | <i>[Signature]</i> | debasishghosh1957@gmail.com |
| 5 | " | POULAMI PATRA | " | 801445929 | P. Patra | poulami.inspiration@gmail.com |
| 6 | " | SUMIT SAHA | " | 9432885022 | <i>[Signature]</i> | sumitsaha@gmail.com |
| 7 | DO | SOUVIKA CHATTERJEE | | 9874629045 | S. Chatterjee | souvikachatterjee@gmail.com |
| 8 | DO | SOUMITRA BHATTACHARYA | | 9674828902 | Soumitra Bhattacharya | soumitrabhattacharya@gmail.com |
| 9 | - DO - | AKASHDEEP KARMAKAR | STAFF | 9230534285 | Akashdeep.K.K@gmail.com | akashdeep@gmail.com |
| | | 777 AM DEY | Prog. Coord. | 9830525452 | <i>[Signature]</i> | amdey@gmail.com |

**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 – 313/2015/৭২৪০

তারিখ

02.11.2019

From : Director, SUDA

To : Dr. Chandreyee Das,
Hijli Inspiration,
GC-1, 2nd 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 Urban Local Bodies Of West Bengal for Zone –I”.

Ref. : Request for Proposal No: SUDA – 313/2015/6873 dated 01.10.2019

Sir/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.3,475/- (Rupees Three Thousand Four Hundred & Seventy Five Only) per ward has been accepted and you are now requested to take up the work with consultation with the respective ULB's.

You are hereby requested to please execute a formal agreement in triplicate 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:

- **1st 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.
- **2nd 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.

দূরভাষ : ২৩৫৮ ৬৪০৩ / ৫৭৬৭, ফ্যাক্স : ২৩৫৮ ৫৮০০

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

Account Section : 2358 6408

**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

তারিখ

- 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.

Thanking you,

Yours faithfully,

Director, SUDA

SUDA – 313/2015/7280/1 / (2)

Date 02.11.2019

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.

Director, SUDA

দূরভাষ : ২৩৫৮ ৬৪০৩ / ৫৭৬৭, ফ্যাক্স : ২৩৫৮ ৫৮০০

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

Account Section : 2358 6408

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 - 313/2015/7281তারিখ
02.11.2019

From : Director, SUDA

To : Dr. Chandreyee Das,
Hijli Inspiration,
GC-1, 2nd 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 Urban Local Bodies Of West Bengal for Zone -II”.**Ref. :** Request for Proposal No: SUDA - 313/2015/6874 dated 01.10.2019

Sir/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 -II”, amounting Rs.3385/- (Rupees Three Thousand Three Hundred & Eighty Five Only) per ward has been accepted and you are now requested to take up the work with consultation with the respective ULB's.

You are hereby requested to please execute a formal agreement in triplicate 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:

- **1st 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.
- **2nd 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 alongwith a compendium on best practices found in the ULBs in this regard.

দুরভাষ : ২৩৫৮ ৬৪০৩ / ৫৭৬৭, ফ্যাক্স : ২৩৫৮ ৫৮০০

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

Account Section : 2358 6408

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

- 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.

Thanking you,

Yours faithfully,



Director, SUDA

SUDA – 313/2015/ 7281/1 / (2)

Date 02.11.2019

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.



Director, SUDA



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 – 313/2015/ 7282

তারিখ
02.11.2019

From : Director, SUDA

To : Dr. Chandreyee Das,
Hijli Inspiration,
GC-1, 2nd 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 Urban Local Bodies Of West Bengal for Zone –III”.

Ref. : Request for Proposal No: SUDA – 313/2015/6875 dated 01.10.2019

Sir/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 –III”, amounting Rs.3,295/- (Rupees Three Thousand Two Hundred & Ninety Five Only) per ward has been accepted and you are now requested to take up the work with consultation with the respective ULB's.

You are hereby requested to please execute a formal agreement in triplicate 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:

- **1st 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.
- **2nd 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.

দূরভাষ : ২৩৫৮ ৬৪০৩ / ৫৭৬৭, ফ্যাক্স : ২৩৫৮ ৫৮০০

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

Account Section : 2358 6408

**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

তারিখ

- 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.

Thanking you,

Yours faithfully,

Director, SUDA

SUDA – 313/2015/ 7282/1 /(2)

Date 02.11.2019

Copy forwarded for kind information to:

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

Director, SUDA

দূরভাষ : ২৩৫৮ ৬৪০৩ / ৫৭৬৭, ফ্যাক্স : ২৩৫৮ ৫৮০০

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

Account Section : 2358 6408

Financial Evaluation Sheet

Name of The Work :- Request for proposal for ODF Facilitation, Verification and Certification of the Urban Local Bodies Of West Bengal For Zone - II

Ref Memo No :- SUDA - 313/2015/687A dated 01.10.2019

| SL NO | Name of The Organisation | Rate Offered per ward excluding all taxes | Position | Remarks |
|----------|---|---|------------|---|
| 01 / 03. | Datamation Consultancy Pvt.Ltd. Plot No - 503, UDYOG VIHAR, Phase - V, Gurugram - 122016 (Harayana) | Rs, 4,000.00 | 2nd Lowest | |
| 02 / 03. | All India Institute of Local Self Government, New Delhi, 22,23 Institutional Area, Janakpuri, D Block, Pankha Road, New Delhi -110058 | Rs, 78,499.00 | 3rd Lowest | |
| 03 / 03. | HIJLI INSPIRATION GC-1, 2nd Floor, Salt Lake City, Kolkata-700106 | Rs, 3,385.00 | 1st Lowest | Lowest rate offered by my HIJLI INSPIRATION and may be accepted. |

Handwritten signature and date:
 05/10/2019

Handwritten signature and date:
 01.11.2019

Handwritten signature and date:
 01/11/19



Technical Evaluation Sheet

| Name of The Work :- Request for proposal for ODF Facilitation, Verification and Certification of the Urban Local Bodies Of West Bengal For Zone - II | | | | | | | | | | | | | | | |
|--|---|----------------------|----------------------|-----------|-------|-------|---------------|-------|-------|----------------------------------|-----|-----|-----------------------------------|------------|-------------------------|
| Ref Memo No :- SUDA - 313 /2015/687A dated 01.10.2019 | | | | | | | | | | | | | | | |
| Opening Date :- 22.10.2019 at 2:00 pm | | | | | | | | | | | | | | | |
| SL NO | Name of The Organisation | Organisation Profile | Office Address Proof | IT Return | | | Balance Sheet | | | Required And Mandatory Documents | | | Manpower / Work Plan/ Methodology | Credential | Remarks |
| | | | | 19-20 | 18-19 | 17-18 | 18-19 | 17-18 | 16-17 | PAN | GST | TAN | | | |
| 01/09. | Datamation Consultancy Pvt.Ltd. Plot No - 503, UDYOG VIHAR, Phase - V, Gurgaon - 122016 (Harayana) | Yes | Yes | Y | Y | Y | Y | Y | Y | Y | Yes | Yes | No | Yes | May be Recommended. |
| 02/09. | APEX Business Software Consultants. Salt Lake City, Sector - 1, Kol - 064 | Yes | Yes | N | N | N | Y | Y | Y | Y | Yes | No | No | No | May Not be Recommended. |
| 03/09. | DYNAMIC SYSTEMS, 94/E, Dharmatala Road, P.O - Belur Math, Howrah-711202 | Yes | Yes | Y | N | N | N | N | N | N | Yes | Yes | No | No | May Not be Recommended. |
| 04/09. | HILL INSPIRATION 1, 2nd Floor, Salt Lake City, Kolkata - 700106 | Yes | Yes | Y | Y | Y | Y | Y | Y | Y | Yes | Yes | No | Yes | May be Recommended. |
| 05/09. | Society for Socio-Economic Studies and Services(SSESS), Bhawani Complex, Block-M, Baroaratala, Krishnapur Road, Kolkata-700102 | Yes | Yes | N | N | N | Y | Y | Y | Y | Yes | Yes | No | No | May Not be Recommended. |
| 06/09. | Consortium For Training research & Development. 381/23, Maharaja Tagore Road, Kolkata-700031 | Yes | Yes | Y | Y | Y | Y | Y | Y | Y | Yes | Yes | No | Yes | May Not be Recommended. |
| 07/09. | All India Institute of Local Self Government, New Delhi, 22,23 Institutional Area, Janakpuri, D Block, Pankha Road, New Delhi -110058 | Yes | Yes | Y | Y | Y | Y | Y | Y | Y | Yes | Yes | Yes | Yes | May be Recommended. |
| 08/09. | JUSTROJGAR INDIA PVT.LTD. 102, D211, Laxmansingh Complex I, Munirka, New Delhi 110067 | Yes | Yes | N | N | Y | N | Y | N | N | Yes | Yes | No | No | May Not be Recommended. |
| 09/09. | BITAN Skyline Apartment Block-E 1A& 1B 79 ,K.D.Mukherjee Road, Behala, Kolkata-700060 | Yes | Yes | N | N | N | N | Y | Y | Y | Yes | Yes | No | Yes | May Not be Recommended. |

S.K. Das
21/11/19

(Signature)

Financial Evaluation Sheet

Name of The Work :- Request for proposal for ODF Facilitation, Verification and Certification of the Urban Local Bodies Of West Bengal For Zone - I

Ref Memo No :- SUDA - 313/2015/6873 dated 01.10.2019

| SL NO | Name of The Organisation | Rate Offered per ward excluding all taxes | Position | Remarks |
|--------|---|---|------------|--|
| 01/03. | Datamation Consultancy Pvt.Ltd. Plot No - 503, UDYOG VIHAR, Phase - V, Gurgaon - 122016 (Harayana) | Rs, 3,800.00 | 2nd Lowest | |
| 02/03. | All India Institute of Local Self Government, New Delhi, 22,23 Institutional Area, Janakpuri, D Block, Pankha Road, New Delhi -110058 | Rs, 57,329.00 | 3rd Lowest | |
| 03/03. | HILLI INSPIRATION GC-1, 2nd Floor, Salt Lake City, Kolkata-700106 | Rs, 3,475.00 | 1st Lowest | Lowest rate offered by the HILLI INSPIRATION and may be accepted. |

Handwritten signature and name: Datamation Consultancy

Handwritten signature and date: 01.11.19

Handwritten signature and date: 01/11/19



Handwritten signature and date: S.K. Mishra 01/11/19

Technical Evaluation Sheet

Name of The Work :- Request for proposal for ODF Facilitation, Verification and Certification of the Urban Local Bodies Of West Bengal For Zone - I

Ref Memo No. :- SUDA - 313/2015/6873 dated 01.10.2019

Opening Date :- 22.10.2019 at 2:00 pm

| SL NO | Name of The Organisation | Organisation Profile | Office Address Proof | IT Return | | | Balance Sheet | | | Required And Mandatory Documents | | | Manpower/ Work Plan/ Methodology | Credential | Remarks |
|--------|---|----------------------|----------------------|-----------|-------|-------|---------------|-------|-------|----------------------------------|-----|-----|----------------------------------|------------|-------------------------|
| | | | | 19-20 | 18-19 | 17-18 | 18-19 | 17-18 | 16-17 | PAN | GST | TAN | | | |
| 01/09. | Datamation Consultancy Pvt.Ltd. Plot No - 503, UDYOG VIHAR, Phase - V, Gurugram - 122016 (Harayana) | Yes | Yes | Y | Y | Y | Y | Y | Y | Y | Yes | Yes | No | Yes | May be Recommended. |
| 02/09. | APEX Business Software Consultants. Salt Lake City, Sector - 1, Kol - 064 | Yes | Yes | N | N | N | Y | Y | Y | Y | Yes | No | No | No | May Not be Recommended. |
| 03/09. | DYNAMIC SYSTEMS, 94/E, Dharmatala Road, P.O - Belur Math, Howrah-711202 | Yes | Yes | Y | N | N | N | N | N | N | Yes | Yes | No | Yes | May Not be Recommended. |
| 04/09. | HILLI INSPIRATION 1, 2nd Floor, Salt Lake City, Kolkata - 700106 | Yes | Yes | Y | Y | Y | Y | Y | Y | Y | Yes | Yes | No | Yes | May be Recommended. |
| 05/09. | Society for Socio-Economic Studies and Services(SSSES), Bhawan Complex, Block-M, Baroaria, Krishnapur Road, Kolkata-700102 | Yes | Yes | N | N | N | Y | Y | Y | Y | Yes | Yes | No | Yes | May Not be Recommended. |
| 06/09. | Consortium For Training research & Development. 381/23, Maharaja Tagore Road, Kolkata-700031 | Yes | Yes | Y | Y | Y | Y | Y | Y | Y | Yes | No | Yes | No | May Not be Recommended. |
| 07/09. | All India Institute of Local Self Government, New Delhi, 22/23 Institutional Area, Janakpuri, D Block, Pankha Road, New Delhi -110058 | Yes | Yes | Y | Y | Y | Y | Y | Y | Y | Yes | Yes | Yes | Yes | May be Recommended. |
| 08/09. | JUSTROJGAR INDIA PVT.LTD. 102, D211, Laxmansingh Complex I, Munirka, New Delhi 110067 | Yes | Yes | N | N | Y | Y | Y | N | N | Yes | No | Yes | No | May Not be Recommended. |
| 09/09. | BITAN Skyline Apartment Block-E 1A& 1B 79, K.D.Mukherjee Road, Behala, Kolkata-700060 | Yes | Yes | N | N | N | N | Y | Y | Y | Yes | No | Yes | No | May Not be Recommended. |

S.K. Nigra

S.K. Nigra
01/11/19

Financial Evaluation Sheet

Name of The Work :- Request for proposal for ODF Facilitation, Verification and Certification of the Urban Local Bodies Of West Bengal For Zone - III

Ref Memo No :- SUDA - 313/2015/6875 dated 01.10.2019

| SL NO | Name of The Organisation | Rate Offered per ward excluding all taxes | Position | Remarks |
|----------|---|---|------------|--|
| 01 / 03. | Datamation Consultancy Pvt.Ltd. Plot No - 503, UDYOG VIHAR, Phase - V, Gurgaon - 122016 (Harayana) | Rs, 4,000.00 | 2nd Lowest | |
| 02 / 03. | All India Institute of Local Self Government, New Delhi , 22,23 Institutional Area, Janakpuri, D Block , Pankha Road , New Delhi -110058 | Rs, 67,056.54 | 3rd Lowest | |
| 03 / 03. | HILLI INSPIRATION GC-1, 2nd Floor, Salt Lake City, Kolkata- 700106 | Rs, 3,295.00 | 1st Lowest | Lowest rate offered by the HILLI INSPIRATION and may be accepted. |

Handwritten notes:
 1. State machine and cash book.
 2. 01/11/2019

Handwritten signature:
 S.K. Mishra
 01/11/19

Handwritten signature and date:
 01.11.19

Handwritten signature and date:
 01/11/19



Technical Evaluation Sheet

Name of The Work :- Request for proposal for ODF Facilitation, Verification and Certification of the Urban Local Bodies Of West Bengal For Zone - III

Ref Memo No :- SUDA - 313/2015/6875 dated 01.10.2019

Opening Date :- 22.10.2019 at 2:00 pm

| SL NO | Name of The Organisation | Organisation Profile | Office Address Proof | IT Return | | | | Balance Sheet | | Required And Mandatory Documents | | | Manpower / Work Plan/ Methodology | Credential | Remarks |
|--------|---|----------------------|----------------------|-----------|-------|-------|-------|---------------|-------|----------------------------------|-----|-----|-----------------------------------|------------|-------------------------|
| | | | | 19-20 | 18-19 | 17-18 | 18-19 | 17-18 | 16-17 | PAN | GST | TAN | | | |
| 01/09. | Datamation Consultancy Pvt Ltd. Plot No - 503, UDYOG VIHAR, Phase - V, Gurugram - 122016 (Hararyana) | Yes | Yes | Y | Y | Y | Y | Y | Y | Y | Yes | Yes | No | Yes | May be Recommended. |
| 02/09. | APEX Business Software Consultants. Salt Lake City, Sector - 1, Kol - 064 | Yes | Yes | N | N | N | Y | Y | Y | Y | Yes | No | No | No | May Not be Recommended. |
| 03/09. | DYNAMIC SYSTEMS, 94/E, Dharmatala Road, P.O - Belur Math, Howrah-711202 | Yes | Yes | Y | N | N | N | N | N | N | Yes | Yes | No | Yes | May Not be Recommended. |
| 04/09. | HILL INSPIRATION 1, 2nd Floor, Salt Lake City, Kolkata - 700106 | Yes | Yes | Y | Y | Y | Y | Y | Y | Y | Yes | Yes | No | Yes | May be Recommended. |
| 05/09. | Society for Socio-Economic Studies and Services(SSESS), Bhawani Complex, Block-M, Baroaitala, Krishnapur Road, Kolkata-700102 | Yes | Yes | N | N | N | Y | Y | Y | Y | Yes | Yes | No | Yes | May Not be Recommended. |
| 06/09. | Consortium For Training research & Development. 38/23, Maharaja Tagore Road, Kolkata-700031 | Yes | Yes | Y | Y | Y | Y | Y | Y | Y | Yes | No | Yes | No | May Not be Recommended. |
| 07/09. | All India Institute of Local Self Government, New Delhi, 22, 23 Institutional Area, Janakpuri, D Block, Pankha Road, New Delhi - 110058 | Yes | Yes | Y | Y | Y | Y | Y | Y | Y | Yes | Yes | Yes | Yes | May be Recommended. |
| 08/09. | JUSTROJGAR INDIA PVT.LTD. 102, D211, Laxmansingh Complex I, Munirka, New Delhi 110067 | Yes | Yes | N | N | Y | N | Y | N | N | Yes | No | Yes | No | May Not be Recommended. |
| 09/09. | BITAN Skyline Apartment, Block-E 1A& 1B 79 ,K.D.Mukherjee Road, Behala, Kolkata-700060 | Yes | Yes | N | N | N | N | Y | Y | Y | Yes | No | Yes | No | May Not be Recommended. |

S.K. Mukherjee
01/11/19

S.K. Mukherjee
01/11/19

FINANCIAL PROPOSAL: ODF FACILITATION, VERIFICATION & CERTIFICATION
OF URS OF WEST BENGAL ZONE-III (III)

DIRECTOR

STATE URBAN DEVELOPMENT AGENCY (SUDA)

KOLKATA - 700 106

1/3

From: Datarnation

Udyog Vikas, Phase-II

503 Udyog

Udyog Vikas, Gurgaon-122 016



- Business Re-Engineering
- Knowledge Re-Engineering
- Social Re-Engineering

Datamation Consultants Pvt. Ltd.

(MEMBER OF DATAMATION GROUP OF COMPANIES)

No 503, Udyog Vihar Phase V Gurgaon 122016 (Haryana)

Phone : +91-9266664226

email : info@datamationinternational.com web site : http://www.datamationinternational.com

ANNEXURE - 2

PRICE BID FORM FOR ZONE- III

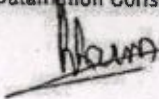
| | | |
|---|--|---|
| 1 | NAME OF TENDER | ODF FACILITATION, VERIFICATION AND CERTIFICATION OF THE URBAN LOCAL BODIES OF WEST BENGAL |
| 2 | TENDER REF. | MEMO : SUDA-313/2015/6532, DATED 19.09.2019 |
| 3 | NAME OF TENDERER (EMPANELLED AGENCY) | M/s cs Datamation Research Services Pvt. Ltd |
| 4 | ADDRESS OF AGENCY FOR COMMUNICATION WITH EMAIL ID | Plot No 503, Udyog Vihar Phase V, Gurugram 122 026 (Haryana) Phone No - 91-124 4720333 Email: csharma@datamationinternational.com / csharmadm@gmail.com |
| 5 | NAME AND ADDRESS OF PERSON WHO IS AUTHORISED TO SIGN BID DOCUMENT AND COMMIT ON BEHALF OF THE TENDERER WITH EMAIL ID | Chetan Sharma - Founder & CEO Phone No - 91-124 4720333 / 9811039482 Email: csharma@datamationinternational.com / csharmadm@gmail.com |
| 6 | STATEMENT OF ACCEPTANCE FOR PERFORMANCE SECURITY | YES |
| 7 | CONSULTANCY FEE PER WARD:(IN FIGURE AND IN WORDS) FOR ZONE- I | RS. 4000/- PER WARD <i>MS</i> |
| | TAXES & DUTIES, IF ANY IN INR (WITH EACH OF THE QUOTED RATE) | GST @ 18% |

Please feel free to contact us in case you need any additional information.

Thanking you,

Yours sincerely, For Datamation Consultants Pvt. Ltd

For Datamation Consultants Pvt. Ltd.


Director

Chetan Sharma
Founder & CEO

3/3



All India Institute of Local Self-Government (AIIILSG)

Head Office

M.N. Roy Human Development Campus,
Plot No-6, "F" Block, TPS Road No-12,
Bandra (East), Mumbai - 400 051
Tel: 91-22-26571713, 26571714, 26571715
Fax: 91-22-26572115 Website: www.aillsg.org
E-mail: dg@aillsg.org / dgaiillsg@gmail.com

Regional Centre

Bharat Ratna Sardar Vallabhbhai Patel Bhavan,
22-23, Institutional Area, D Block,
Pankha Road, Janakpuri, New Delhi - 110 058
Tel: 91-11-28521783, 28525465
Fax: 91-11-28522117
Email: delhi@aillsg.org

RANJIT CHAVAN
PRESIDENT

RAJIV AGARWAL, I.A.S (Retd.)
DIRECTOR GENERAL

RAVI RANJAN GURU
DEPUTY DIRECTOR GENERAL

Ref. No. _____

Appendix-II

Date: _____

Price Bid Form

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 | All India Institute of Local Self Government, New Delhi |
| 4 | Address of Agency for Communication with email ID | 22,23 Institutional Area, Janakpuri, D Block, Pankha Road, New Delhi – 110058 Email - delhi@aillsg.org Telephone No.: 011-28525465 |
| 5 | Name and address of person who is authorised to sign bid document and commit on behalf of the tenderer with email ID | Mr. Ravi Ranjan Guru Deputy Director General All India Institute of Local Self Government 22,23 Institutional Area, Janakpuri, D Block, Pankha Road, New Delhi – 110058 Email - delhi@aillsg.org Telephone No.: 011-28525465 |
| 6 | Statement of acceptance for performance security | YES |
| 7 | A | Consultancy fee per ward:(In figure and in words) For Zone- III |
| | B | Taxes & Duties, if any in INR (with each of the quoted rate) |
| Total | | ₹ 79,126.00 INR per ward for Zone III |



Ravi Ranjan Guru

Signature of Tenderer with seal

- Mumbai - Fort, Bandra & Andheri • Ahmedabad • Akola • Aurangabad • Bangalore • Belgaum • Bhopal • Bhubaneswar • Cochin
- Delhi - Janakpuri & Narela • Jodhpur • Jammu • Lucknow • Solapur • Kolhapur • Navi-Mumbai • Nashik • Nagpur • Pune • Rajkot
- Surat • Thiruvananthapuram • Vadodara • Visakhapatnam

Financial Proposal

ZONE - 3



2/3

Institute for Planning, Innovative Research, Appropriate Training and Extension

Dr. Chandreyee Das

Secretary, Hijli INSPIRATION

Date: 21st October 2019
No: INSP/ODF-SUDA/19/053f

To
The Director,
State Urban Development Agency (SUDA),
ILGUS Bhawan, HC Block, Sector III,
Salt Lake City, Kolkata - 700106,
West Bengal, India.

Subject: Submission of Financial Proposal for ODF Facilitation, Verification and Certification of the Urban Local Bodies of Zone III in West Bengal

Dear Sir / Madam,

This is with reference to the Revised RFP issued vide Memo No. SUDA-313/2015/6875 dated 01.10.2019- inviting proposal for ODF Facilitation, Verification and Certification of the Urban Local Bodies of West Bengal.

We are submitting financial proposal for the Zone III.

I look forward to a positive response and an opportunity to work with you.

With Regards,

Chandreyee Das
(Chandreyee Das)
Secretary

Registered Name: Hijli INSPIRATION

✉ GC-1, 2nd 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

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

Sub: Response to Notice inviting Revised Request for Proposal (RFP) for ODF Facilitation, Verification and Certification of the Urban Local Bodies of West Bengal for Zone-III ULBs

Your reference: MEMO NO. SUDA-313/2015/6875 DATE: 01.10.2019

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 | HIJLI INSPIRATION | |
| 4 | 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 | |
| 5 | 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 E mail: chandreyee.das@gmail.com Fax No. : (033)-23349945 | |
| 6 | Statement of acceptance for performance security | Yes | |
| 7 | A | Consultancy fee per ward:(In figure and in words) For Zone- III | 3295 INR (RUPEESS THREE THOUSAND TWO HUNDRED NINETY FIVE ONLY) |
| | B | Taxes & Duties, if any in INR (with each of the quoted rate) | As per applicable Govt. rates |
| Total | | | 19,80,295 INR (RUPEESS NINETEEN LAKHS EIGHTY THOUSAND TWO HUNDRED AND NINETY FIVE ONLY) exclusive of GST |


Signature of Tenderer with seal

Registered Name: Hijli INSPIRATION

✉ GC-1, 2nd 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



INSPIRATION

GC-1, 2nd Floor
Sector-III, Salt Lake City,
Kolkata-700 106
Tel : 23587241/23592969/65408669
Fax No. : 23349945

**Financial Proposal
for ODF Facilitation, Verification and Certification of the
Urban Local Bodies of West Bengal for
Zone-III ULBs**

FINANCIAL

PROPOSAL: ODF FACILITATION, VERIFICATION & CERTIFICATION OF UBS OF WEST BENGAL ZONE-I

DIRECTOR

STATE URBAN DEVELOPMENT AGENCY (SUOA)

JLGHS BHAWAN, BLOCK-HC, SECTOR-III

SALT LAKE CITY

KOLKATA-700 106

Im: Datanmentris
Sd/- Udyog Vibhas - Phase II
Gurgaon-122016 (Haryana)

1/3



- Business Re-Engineering
- Knowledge Re-Engineering
- Social Re-Engineering

Datamation Consultants Pvt. Ltd.

(MEMBER OF DATAMATION GROUP OF COMPANIES)

No 503, Udyog Vihar Phase V Gurgaon 122016 (Haryana)

Phone : +91-926664226

email : info@datamationinternational.com web site : http://www.datamationinternational.com

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) | M/s cs Datamation Research Services Pvt. Ltd |
| 4 | ADDRESS OF AGENCY FOR COMMUNICATION WITH EMAIL ID | Plot No 503, Udyog Vihar Phase V, Gurugram 122 026 (Haryana) Phone No – 91-124 4720333 Email: csharma@datamationinternational.com / csharmadm@gmail.com |
| 5 | NAME AND ADDRESS OF PERSON WHO IS AUTHORISED TO SIGN BID DOCUMENT AND COMMIT ON BEHALF OF THE TENDERER WITH EMAIL ID | Chetan Sharma - Founder & CEO Phone No – 91-124 4720333 / 9811039482 Email: csharma@datamationinternational.com / csharmaqm@gmail.com |
| 6 | STATEMENT OF ACCEPTANCE FOR PERFORMANCE SECURITY | YES |
| 7 | CONSULTANCY FEE PER WARD: (IN FIGURE AND IN WORDS) FOR ZONE-I/ TAXES & DUTIES, IF ANY IN INR (WITH EACH OF THE QUOTED RATE) | Rs. 3800/- PER WARD GST @ 18% |

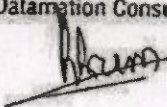
Please feel free to contact us in case you need any additional information.

Thanking you,

Yours sincerely,

For Datamation Consultants Pvt. Ltd.

For Datamation Consultants Pvt. Ltd.


Director

Chetan Sharma
Founder & CEO



All India Institute of Local Self-Government (AIIISG)

Head Office

M.N. Roy Human Development Campus,
Plot No-8, "F" Block, TPS Road No-12,
Bandra (East), Mumbai - 400 051
Tel.: 91-22-26571713, 26571714, 26571715
Fax: 91-22-26572115 Website: www.aillsg.org
E-mail: dg@aillsg.org / dgaiillsg@gmail.com

Regional Centre

Bharat Ratna Sardar Vallabhbhai Patel Bhavan,
22-23, Institutional Area, D Block,
Pankha Road, Janakpuri, New Delhi - 110 058
Tel.: 91-11-28521783, 28525465
Fax: 91-11-28522117
Email: delhi@aillsg.org

RANJIT CHAVAN
PRESIDENT

RAJIV AGARWAL, I.A.S (Retd.)
DIRECTOR GENERAL

RAVI RANJAN GURU
DEPUTY DIRECTOR GENERAL

Ref. No. _____

Appendix-II
Price Bid Form

2/3

Date: _____

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-313/2015/6873 Dated 01.10.2019 | |
| 3 | Name of Tenderer | All India Institute of Local Self Government, New Delhi | |
| 4 | Address of Agency for Communication with email ID | 22,23 Institutional Area, Janakpuri, D Block, Pankha Road, New Delhi – 110058 Email - delhi@aillsg.org Telephone No.: 011-28525465 | |
| 5 | Name and address of person who is authorised to sign bid document and commit on behalf of the tenderer with email ID | Mr. Ravi Ranjan Guru Deputy Director General All India Institute of Local Self Government 22,23 Institutional Area, Janakpuri, D Block, Pankha Road, New Delhi – 110058 Email - delhi@aillsg.org Telephone No.: 011-28525465 | |
| 6 | Statement of acceptance for performance security | YES | |
| 7 | A | Consultancy fee per ward:(In figure and in words) For Zone- I | In Figure ₹ 57,328.00 INR per ward for Zone I In Words – Fifty Seven Thousand Three Hundred Twenty Eight Only. |
| | B | Taxes & Duties, if any in INR (with each of the quoted rate) | ₹ 10,319.00 INR (18% GST) |
| Total | | | ₹ 67,647.00 INR per ward for Zone I |



Ravi Ranjan Guru

Signature of Tenderer with seal

Financiak EuroPSal

ZONE 1



Institute for Planning, Innovative Research, Appropriate Training and Extension

Dr. Chandreyee Das
Secretary, Hijli INSPIRATION

3/3

Date: 21st October 2019
No: INSP/ODF-SUDA/19/053d

To
The Director,
State Urban Development Agency (SUDA),
ILGUS Bhawan, HC Block, Sector III,
Salt Lake City, Kolkata - 700106,
West Bengal, India.

Subject: Submission of Financial Proposal for ODF Facilitation, Verification and Certification of the Urban Local Bodies of Zone I in West Bengal

Dear Sir / Madam,

This is with reference to the Revised RFP issued vide Memo No. SUDA-313/2015/6873 dated 01.10.2019- inviting proposal for ODF Facilitation, Verification and Certification of the Urban Local Bodies of West Bengal.

We are submitting financial proposal for the Zone I.

I look forward to a positive response and an opportunity to work with you.

With Regards,


(Chandreyee Das)
Secretary

Registered Name: Hijli INSPIRATION

✉ GC-1, 2nd 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

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

Sub: Response to Notice inviting Revised Request for Proposal (RFP) for ODF Facilitation, Verification and Certification of the Urban Local Bodies of West Bengal for Zone-I ULBs

Your reference: MEMO NO. SUDA-313/2015/6873 DATE: 01.10.2019

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-313/2015/6873 Dated 01.10.2019 |
| 3 | Name of Tenderer | HIJLI INSPIRATION |
| 4 | 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 |
| 5 | 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 |
| 6 | Statement of acceptance for performance security | Yes |
| 7 | A Consultancy fee per ward:(In figure and in words) For Zone- I | 3475 INR (RUPEESS THREE THOUSAND FOUR HUNDRED SEVENTY FIVE ONLY) |
| | B Taxes & Duties, if any in INR (with each of the quoted rate) | As per applicable Govt. rates |
| Total | | 12,54,475 INR (RUPEESS TWELVE LAKHS FIFTY FOUR THOUSAND FOUR HUNDRED AND SEVENTY FIVE ONLY) exclusive of GST |


Signature of Tenderer with seal

Registered Name: Hijli INSPIRATION

✉ GC-1, 2nd 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



INSPIRATION

GC-1, 2nd Floor

Sector-III, Salt Lake City,

Kolkata-700 106

Tel : 23587241/23592969/65408669

Fax No. : 23349945

**Financial Proposal
for ODF Facilitation, Verification and Certification of the
Urban Local Bodies of West Bengal for
Zone-I ULBs**



- Business Re-Engineering
- Knowledge Re-Engineering
- Social Re-Engineering

Datamation Consultants Pvt. Ltd.

(MEMBER OF DATAMATION GROUP OF COMPANIES)

No 503, Udyog Vihar Phase V Gurgaon 122016 (Haryana)

Phone : +91-926664226

email : info@datamationinternational.com web site : http://www.datamationinternational.com

ANNEXURE – 2

PRICE BID FORM FOR ZONE-II

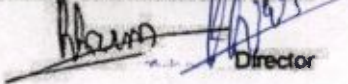
| | | |
|---|--|---|
| 1 | NAME OF TENDER | ODF FACILITATION, VERIFICATION AND CERTIFICATION OF THE URBAN LOCAL BODIES OF WEST BENGAL |
| 2 | TENDER REF. | MEMO : SUDA-313/2015/6532, DATED 19.09.2019 |
| 3 | NAME OF TENDERER (EMPANELLED AGENCY) | M/s cs Datamation Research Services Pvt. Ltd |
| 4 | ADDRESS OF AGENCY FOR COMMUNICATION WITH EMAIL ID | Plot No 503, Udyog Vihar Phase V, Gurugram 122 026 (Haryana) Phone No – 91-124 4720333 Email: csharma@datamationinternational.com / csharmadm@gmail.com |
| 5 | NAME AND ADDRESS OF PERSON WHO IS AUTHORISED TO SIGN BID DOCUMENT AND COMMIT ON BEHALF OF THE TENDERER WITH EMAIL ID | Chetan Sharma - Founder & CEO Phone No – 91-124 4720333 / 9811039482 Email: csharma@datamationinternational.com / csharmadm@gmail.com |
| 6 | STATEMENT OF ACCEPTANCE FOR PERFORMANCE SECURITY | YES |
| 7 | CONSULTANCY FEE PER WARD:(IN FIGURE AND IN WORDS) FOR ZONE-II | RS. 4000/- PER WARD |
| | TAXES & DUTIES, IF ANY IN INR (WITH EACH OF THE QUOTED RATE) | GST @ 18% |

Please feel free to contact us in case you need any additional information.

Thanking you,

Yours sincerely, For Datamation Consultants Pvt. Ltd

For Datamation Consultants Pvt. Ltd.


Director

Chetan Sharma
Founder & CEO



Government (AIIISG)

Centre
 Dr. Saroj, Vallabh Bai Patel Bhavan,
 Additional Area, D Block,
 Janakpuri, New Delhi - 110 058
 21783, 28525465
 22117
 aiiisg.org

RAVI RANJAN GURU
 DEPUTY DIRECTOR GENERAL

Date : _____

Ref. No. _____

Handwritten:
 Information
 503 Noida, Gurgaon-122 016
 Phase-V

Handwritten:
 FINANCIAL PROPOSAL: ONE FACILITATION, VERIFICATION & CERTIFICATIONS
 OF CLBS OF WEST BENGAL ZONE-II
 DIRECTOR URBAN DEVELOPMENT AGENCY (DUA)
 STATE KOLKATA-700 101

| | |
|--------------|--|
| 1 | |
| 2 | |
| 3 | Name |
| 4 | Address & Communicatio |
| 5 | Name and address of p authorised to sign bio and commit on beha tenderer with email ID |
| 6 | Statement of acceptance fo performance security |
| 7 | A Consultancy fee per ward: In figure and in words) |
| | B Taxes & Duties, if any in INR with each of the quoted rate |
| Total | |

enderer with sea

CENTRES

- Mumbai - Fort, Bandra & Andheri • Ahmedabad • Akola • Aurangabad • Bangalore • Gaum • Bhopal • Bhubaneshwar • Cochin
- Delhi - Janakpuri & Narela • Jodhpur • Jammu • Lucknow • Solapur • Kolhapur • Navi-Mumbai • Nashik • Nagpur • Pune • Rajkot
- Surat • Thiruvananthapuram • Vadodara • Visakhapatnam

Financial Proposal

ZONE - 2



Institute for Planning, Innovative Research, Appropriate Training and Extension

Dr. Chandreyee Das

Secretary, Hijli INSPIRATION

Date: 21st October 2019
No: INSP/ODF-SUDA/19/053e

To
The Director,
State Urban Development Agency (SUDA),
ILGUS Bhawan, HC Block, Sector III,
Salt Lake City, Kolkata - 700106,
West Bengal, India.

Subject: Submission of Financial Proposal for ODF Facilitation, Verification and Certification of the Urban Local Bodies of Zone II in West Bengal

Dear Sir / Madam,

This is with reference to the Revised RFP issued vide Memo No. SUDA-313/2015/6874 dated 01.10.2019- inviting proposal for ODF Facilitation, Verification and Certification of the Urban Local Bodies of West Bengal.

We are submitting Financial proposal for the Zone II.

I look forward to a positive response and an opportunity to work with you.

With Regards,

(Chandreyee Das)
Secretary

Registered Name: Hijli INSPIRATION

✉ GC-1, 2nd 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

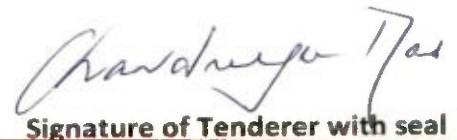
To
The Director
Office of The State Urban Development Agency,
ILGUS Bhavan, HC Block, Sector III,
Salt Lake City, Kolkata -700106

Sub: Response to Notice inviting Revised Request for Proposal (RFP) for ODF Facilitation, Verification and Certification of the Urban Local Bodies of West Bengal for Zone-II ULBs

Your reference: MEMO NO. SUDA-313/2015/6874 DATE: 01.10.2019

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-313/2015/6874 Dated 01.10.2019 |
| 3 | Name of Tenderer | HIJLI INSPIRATION |
| 4 | 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 |
| 5 | 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 E mail: chandreyee.das@gmail.com Fax No. : (033)-23349945 |
| 6 | Statement of acceptance for performance security | Yes |
| 7 | A | Consultancy fee per ward:(In figure and in words) For Zone- II |
| | B | Taxes & Duties, if any in INR (with each of the quoted rate) |
| Total | | 3385 INR (RUPEESS THREE THOUSAND THREE HUNDRED EIGHTTY FIVE ONLY) As per applicable Govt. rates 28,12,935 INR (RUPEESS TWENTY EIGHT LAKHS TWELVE THOUSAND NINE HUNDRED AND THIRTY FIVE ONLY) exclusive of GST |


Signature of Tenderer with seal

Registered Name: Hijli INSPIRATION

✉ GC-1, 2nd 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



INSPIRATION

GC-1, 2nd Floor
Sector-III, Salt Lake City,
Kolkata-700 106
Tel : 23587241/23592969/65408669
Fax No. : 23349945

Financial Proposal
for ODF Facilitation, Verification and Certification of the
Urban Local Bodies of West Bengal for
Zone-II ULBs

OFFICE of THE
STATE URBAN DEVELOPMENT AGENCY

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

E- mail: sbn.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

Dr. S. Mithal
✓

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 2nd 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 2nd 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

- **1st 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.
- **2nd 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.
- **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, 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