



Lr.No.AS(G)/1/SBM-2017



Dated 12<sup>th</sup> July, 2017

**Sub: Implementation of Online Real Time User Feedback System for Public Toilets and Commercial Toilets i.e. Swachh Poll - Reg**

Dear Sir/Madam,

Swachh Bharat Mission is focused towards providing best possible sanitation facilities to the country. In this regard, the Ministry of Housing and Urban Affairs (MoHUA) has been taking innovative steps by promoting the use of ICT solutions in sanitation and solid waste management.

2. The Municipal Commissioners (MCs) of Urban Local Bodies (ULBs) are not only responsible for construction of community and public toilets but are also responsible for ensuring proper maintenance and cleanliness of toilets located in establishments such as petrol pumps, malls, commercial complexes, district centres etc. Hence there is a need to provide a platform such that the MCs and various stakeholders can continuously monitor the cleanliness of toilets by seeking feedback from users.

3. In view of this, MoHUA envisages the implementation of an ICT-based solution to capture real-time feedback from community and public toilets including private establishments used by public in all cities. The solution allows citizens to directly give feedback from the toilet location that they visit and would provide the following functionalities:

i. Communicate feedback back to stakeholders at Urban Local Bodies, State and National level and;

ii. Display real-time feedback data on online dashboard

4. In this regard, **M/s ITI Limited**, a Govt. of India Undertaking under Ministry of Communication can be engaged for implementation of the ICT

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based solution for monitoring of community and public toilets. M/s ITI Limited will charge Rs 945 per device per month for providing the solution (exclusive of applicable taxes). The cost includes all capital and operational expenditures.

5. The Urban Local Bodies (ULBs) under the NCT of Delhi, and states of Haryana and Uttar Pradesh forming a contiguous zone as part of the National Capital Region (NCR) can engage M/s ITI Limited for implementation of the solution. The work order for the same may be issued preferably before July 20th, 2017.
6. This project which has been selected under the Swachh Bharat Mission is to be presented before the Hon'ble Prime Minister as part of the training of Assistant Secretaries of the 2015 batch of IAS officers who have been posted in various ministries in the Government of India for three months. Therefore, it is expressly desired that the project is completed within the timeframe of next two months, preferably by the end of August.
7. The payment terms and service levels can be mutually agreed between the ULB and ITI Limited and the contract period has to be minimum 3 years. ITI Limited will implement the solution within 6 - 8 weeks of placement of the work order by the ULB. The payment to M/s ITI Limited can be made from the capacity building fund of SBM allocated to the ULB.
8. For queries you may contact Mr. Geromic George IAS, Assistant Secretary, Ministry of Housing and Urban Affairs (MoHUA) (Phone: 08138097377, Email: geromic@gmail.com), who has been given charge of this project.

With regards,

Yours sincerely

  
(Praveen Prakash)

Municipal Commissioners, NCR