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संयुक्त सचिव एवं मिशन निदेशक

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भारत सरकार
आवासन और शहरी कार्य मंत्रालय

निर्माण भवन

GOVERNMENT OF INDIA
MINISTRY OF HOUSING AND URBAN AFFAIRS
NIRMAN BHAWAN

नई दिल्ली-110011, तारीख 20

New Delhi-110011, dated the 20



D.O. No. 15/42/2017 – SBM I

7th November 2017

Dear State Mission Directors,

As you are aware, one of the objectives of the Swachh Bharat Mission – Urban (SBM - U) is to provide sanitation coverage through the construction of Community & Public toilet facilities across cities in India for achieving Open Defecation Free status. With 30% of cities already having achieved ODF status, and other cities gearing up towards the same, there is now a need to ensure that the ODF status is sustained through continuous usage and proper maintenance.

2. In this regard, Ministry of Housing and Urban Affairs (MoHUA) has partnered with Google Maps to allow all citizens to locate community/ public toilets in their cities and also provide feedback. MoHUA has already successfully run the program across 40 plus cities for locating all community and public toilets in a city including municipal toilets and other publicly accessible toilets located in Fuel Stations, Railway Stations, Bus Stands, Malls, Government Hospitals, etc.

3. Please refer to the **D.O No. 17/5/2017 – SBM I** dated **18th May 2017**, regarding scaling up of this initiative further to cover more cities. **Quality Council of India (QCI)**, has now agreed for alternative payment terms which may substantially reduce the charges/fee (**Please refer Annexure 2 for details**).

4. Please note that ULBs will be evaluated in **Swachh Survekshan 2018** based on the availability of data and feedback submitted on public toilets on Google Maps. Hence, cities are advised to proactively work with QCI to map data of their public toilets on a priority basis.

.....2/-

6. The **revised terms and conditions** to implement the initiative such as Process & Deliverables, Service Level Agreements, Payment terms, QCI's Roles & Responsibilities etc. are enclosed as Annexures to this letter. The payment to QCI can be made from the State Capacity Building fund of SBM allocated to the ULB.

7. For any queries, you may contact Mr. Aditya Khanduja, QCI (+91 8383035521, sbm.toiletmapping@qcin.org) / Angela Sharma, QCI (+91 9582151025), Aditya Jain, PMU, MoHUA (+91 9560539898, sbmurban.moud@gmail.com).

Enclosures:

1. Annexure 1 - Process & Deliverables
2. Annexure 2 - Payment Options
3. Annexure 3 - Service Level Agreements
4. Annexure 4 - QCI's Roles & Responsibilities
5. Annexure 5 -Pre-requisites for ULB to facilitate uploading the data on Google maps
6. Annexure 6 -Template for sign-off of the work from ULB
7. Annexure 7 - Link to download video of Google Toilet locator

Yours sincerely



(V. K. JINDAL)

All State Mission Directors with a request to disseminate it further to ULBs in their state

Copy to:

1. Chairman, QCI,
2. Secretary General, QCI

A handwritten signature in blue ink, appearing to read 'V. K. Jindal', with a horizontal line extending from the end of the signature.

(V. K. JINDAL)

Annexure 1 – Process & Deliverables

The table below includes the entire step by step process:

#	Process to complete the Task
1	Issue of Letter to State/Cities by MoHUA
2	State/ULB to agree with given Terms & Condition
3	State/ULB to contact QCI (sbm.toiletmapping@qcin.org) keeping MoHUA in CC (sbmurban.moud@gmail.com to be marked in all communications)
4	ULB to be ready with Training Pre-Requisites (Please Refer Annexure #5)
5	QCI to ensure that ULB has put in place all training pre-requisites/other essential requirements and confirm the travel dates to ULB
6	ULB to issue the work order and abide by the payment terms (Please refer Annexure #2)
7	QCI team to reach the ULB within 30 Days of receiving the Work Order (Please refer Annexure #2)
8	QCI team to reach ULB as per the schedule and train the resources
9	QCI to visit 5 number of toilets along with the surveyor as part of the training. List of those toilets needs to be shared with MoHUA (sbmurban.moud@gmail.com)
10	<p>QCI to visit 10% of the Toilets (based on the Excel Random Generator Function) post the data is captured by ULB staff and needs to verify the toilets located. QCI to share the number of these toilets visited with MoHUA along with the error rate:</p> <p>Note:</p> <ol style="list-style-type: none"> 1) 5 Toilets visited before and 10% Toilets visited after by QCI must not be the same 2) List must be sorted before doing final Quality check by visiting 10% Toilets 3) Error Rate Calculation - (Number of Toilets Visited with Bad Data/Total Number of Toilets Visited) * 100 <p>Bad Data Definition:</p> <ol style="list-style-type: none"> 1) If the Latitude & Longitude is wrongly marked 2) If the Image taken of the toilet is not according to the Google standards 3) if the Opening or Closing Time is wrong
11	In case the error rate is found to be greater than 5% then ULB team to do the entire exercise at and QCI team to need to provide handholding support at defined in "Repeat Exercise Cost" (Please Refer Annexure #2)
12	Once the exercise is completed then Municipal Commissioner has to give the undertaking to MoHUA (Please Refer Annexure #6)
13	QCI must ensure that the application must be available with ULB staff until the entire process with all ULB gets completed
14	The data will be shared with MoHUA after 10 days of data collection in the ULB
15	The data will be prepared in the desired Google format and submitted in batches of 10 ULBs
16	Random Audits to be done by Google & PMU, MoHUA Team

The table below includes the Deliverables by ULB and QCI:

#	Deliverables	To be Delivered by
1	Sign off Acknowledgment by ULB in the Form (Please Refer Annexure #6)	ULB
2	Data Captured by QCI (It needs to be cleaned data) to be submitted to MoHUA	QCI
3	Uploading of the clean / sanitized data on Google Maps application for further processing	QCI (Helpdesk)/Google

Please Note:

The on-field data collection activity will be undertaken by the ULB and its staff-members post training by the QCI team.

QCI shall only be responsible for overall program management and help-desk support* to the ULB.

***helpdesk support – ULB staff training, access to mobile-application, quality check & data handling, preparing final deliverables for submission to MoHUA & Google Maps.**

Annexure 2 - Payment Options (based on number of toilets)

Commercial terms of the Project (Payment to QCI by the ULB/State)

Model – I: Individual Cities

No. of Toilets per City	Total Cost (INR)*
Less than 25	32480
Between 26-50	42560
Between 51-100	52640
Between 101-200	73920
Between 201-500	94080
Between 501-800	114240
More than 800	123200

*Taxes shall be extra

Model – II: State level/Group of Cities – A group of cities/state provide unique economies of scale. The states are encouraged to opt for a state-wide engagement with QCI awarding them multiple cities at once. Both State & QCI will be able to leverage economies of scale and may complete the exercise at a reduced cost-structure than stated in the individual city model.

The final costing in this scenario is a function of both Man-Days effort and No. of toilets in the state. The state & QCI may mutually reach to a final cost structure independently, informing MoHUA of the final arrangement agreed upon by both parties.

Payment terms

- The ULB has to release 100% advance payment along with the issue of Work-Order to QCI.
- In case of State Level engagement, the payment can be done in the following installments.
- These costs include all capital and operational expenditures (such as cost of IT platform / mobile app, helpdesk service, travel of the team, accommodation, out of pocket expenses, admin charges etc.)

Payment Milestone	Percentage of Contract value
On Signing of Agreement with QCI on Confirmation on resource procurement and Municipality Visit by QCI	80%
On Completion of Field Visit	20%

Repeat Exercise Cost

Repeat Exercise shall be applicable in two cases

Case 1: On the final day of training, if it is found that the sample of 10% toilets surveyed, have a greater than 5% error rate (i.e. more than 5% of the audited toilets fall under the category of "Bad Data" (already defined above)

Case 2: In case of surprise audits performed by MoHUA, if the error rate is found to be greater than 5%

QCI Team shall facilitate the entire exercise again for the ULB (for both the above cases) at the 50% of agreed rate. The cost includes all capital and operational expenditures (such as cost of IT platform / mobile app, helpdesk service, travel of the team, accommodation, out of pocket expenses, admin charges etc.). The payment to be made on the final day of the exercise completion.

Please Note: Work Orders issued before **7th November 2017** shall adhere the previous terms and conditions.

Annexure 3 –Service Level Agreements

The below table includes the various Service Level Agreements and their corresponding penalties, in case of non-compliance

#	Task	Penalty
1	QCI to visit the ULB within 30 after receiving the Work Order from ULB	In case of delay by QCI, ULB will get a discount of 1,000 INR Per Day until 5 Days i.e. maximum discount ULB can get in case of delay by QCI can be 5,000 INR.
2	QCI to ensure that the captured Data must be within the error range of 5% error for each ULB	If data is found to be more than 5% faulty then QCI has to support the entire exercise again for that ULB at an extra cost. (Please refer Annexure #2)
3	Random Audit of data uploaded can be done by PMU, MoHUA and Google team	In case, the data error rate is found to be more than 5% then the ULB has to repeat the exercise again and QCI has to support the entire exercise again for that ULB at an extra cost. (Please refer Annexure #2)

Annexure 4 – QCI Checklist

It includes all the Pre-requisites which QCI shall adhere to before, during and after their visit to ULB

#	Before QCI Visit/ Training Pre-Requisite
1	QCI to estimate the list of public toilets (non ULB toilets) in the city which includes toilets at Malls, petrol pumps, hospitals, bus stand, metro stations, railway stations etc. to estimate the number of toilets in the ULB.
2	QCI to establish a Helpdesk throughout the completion of Task
3	QCI to follow up with ULBs to initiate the process
4	QCI to assist & follow up with ULB for training requirement
5	QCI to be available for any query of ULB
6	QCI to manage the entire IT Platform
7	QCI to act as a coordinator between ULB, PMU & Google
8	QCI to be updated with all current information about this plan
9	QCI shall share the Data of L1 & L2 Support with Dedicated Email IDs & Mobile Number to MoHUA and ULBs.
10	QCI to determine the number of staff required to complete the number of toilets within the desired tenure of 3/4/5 days (Assumption: One Person can tag minimum 25 toilets per day)
#	During/After QCI Visit
1	QCI to clean the data after it is received from the ULB (Check for Spelling, Lat. & Long, Data Accuracy Check, Picture Correctness Check, Opening or Closing Time of the Toilet)
2	QCI to ensure that the mobile App will be available with the ULB for continuous update of data. QCI should ensure that the application with all functionalities is available to the ULB until the entire exercise is completed by ULB.
3	QCI to share the data to Google in their required format
4	QCI to generate reports for MoHUA on daily basis

Annexure 5 – ULB Checklist

It includes all the Pre-requisites which ULB shall adhere to before, during and after the visit of QCI

#	Before QCI Visit/ Training Pre-Requisite
1	ULB to arrange space and other Training requirements like Projector, Room etc.
2	ULB to arrange the requisite personnel on-field for collection of data. Kindly Note: The person must be able to use the mobile application and understand basic android application usage
3	ULB to arrange Mobiles/tabs with the required App/Data Collection tool for the all the staff members on-field for collection of data. Kindly Note: These are required only for fetching the data during the exercise being performed.
4	ULB to give the following list to QCI. ULB to paint each CT/PT with the below details <ol style="list-style-type: none"> 1. Unique ID – e.g. ULBName/Ward#/PT/001 2. Name of ULB under which the toilet is mapped 3. Category of Toilet – Community Toilet/Public Toilet 4. Maintained responsibility – if maintained by ULB or any other organization with its name 5. Supervisor Name and Contact details 6. Specify the category of people who can use this facility i.e. Men/Women/Physically handicapped/Only Urinals etc.
5	ULB to also provide the approximate number of toilets other than Municipal build Toilet such as the total count of toilets including Toilets in Hospital/Malls/Bus Stands/Trains Station/Metro Stations etc.
6	ULB to arrange the number of staff required to complete the number of toilets within the desired tenure of 3/4/5 days (Assumption: One person can tag minimum 25 toilets per day)
7	ULB to arrange at least one person to be deployed by the ULB who understands Hindi/English to avoid any translation and language barriers
#	During/After QCI Visit
1	ULB to ensure that QCI is able to deliver the training in a desired manner
2	ULB to ensure that staff members have full attendance of the selected candidates
3	Once the exercise is completed then ULB has to give the undertaking to MoHUA (Please Refer Annexure #6)

Annexure 6 – Template for sign-off of the work

**A) Below is the template for the Acknowledgement Form to be submitted by
Municipal Commissioner Post the successful completion of the exercise**

Subject - Completion of Data Collection for Toilets Location Exercise for Swachh Bharat Mission

This is to confirm that the my ULB has completed the exercise of locating the toilets with Quality Council of India and the error rate is not more than 5%. Hence this Data can be uploaded on the Google Maps.

Following are the details

ULB name

Number of days taken

Number of people deployed for the exercise.....

Number of Toilets Tagged

Regards

Your Name

Designation

Date

Annexure 7 - Link to download video of Google Toilet locator

<https://youtu.be/HofpqE58-5A>

OR

<https://drive.google.com/file/d/0B6UJAcYCGFRMX01VZjN0Ri1uMkE/view>