

वी० के० जिन्दल

संयुक्त सचिव एवं मिशन निदेशक

V. K. JINDAL, ICoAS

Joint Secretary & Mission Director

Swachh Bharat Mission

Tel.: (011) 23061630

E-mail: vk.jindal@nic.in



सत्यमेव जयते



एक कदम स्वच्छता की ओर

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. 15/37/2017-SBM-1

15th November, 2017

Dear State Mission Directors,

Under the Swachh Bharat Mission, Community Toilets and Public Toilets play a key role in ensuring achievement of Open Defecation Free (ODF) towns/cities. Due to this, the special cleanliness drive for CTs and PTs is being launched in cities. To ensure that the drive is effective, citizens must have access to a grievance redressal mechanism, as well as be aware of basic information about the toilets they wish to use.

2. In view of this, as well as for record keeping purpose, you are requested to identify all public access toilets and community toilets in your city, provide each of these with unique identification numbers in the format given below and prominently display **all** the information listed below at the entrance for each toilet block:

- i) Toilet Identification Number – refer to **ANNEXURE 1** for numbering style to be used.
- ii) Name of ULB under which jurisdiction the toilet is covered.
- iii) Ward Number within which the toilet is located.
- iv) Maintenance authority i.e. name of ULB, if maintained by it, or of organization with the contract.
- v) Type of facilities available i.e. who may use the toilets – Men/Women/Third Gender/Persons with Disabilities/Children/ Only Urinals.
- vi) Name and contact of Supervisor/Toilet Incharge.
- vii) Grievance reporting mechanism – Please specify that the following can be used to report issues or give feedback w.r.t. conditions of the toilet;
 - a) Swachhata App – Complaint
 - b) Google Maps Application (if the toilet is mapped on Google Maps) – Feedback.
 - c) Supervisor (detailed mentioned above) – Complaint and feedback.
 - d) For any other query, they may call at Swachhata Helpline (1969) – Complaint.

...2/-

// 2 //

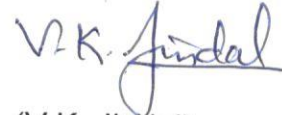
Templates for displaying the above information, for display at CTs and PTs both have been provided at ANNUEXURE - 2

3. Please note that during Swachh Survekshan 2018, you will be required to submit all the above information to assessors visiting your city as part of the assessment and verification process. Hence, kindly conduct the identification and numbering exercise now for ease during that time.

4. You are requested to conduct the identification and numbering exercise and upload complete details of all CTs and PTs in your city (in the format provided at ANNEXURE - 3) at swachhataurban@gmail.com with State and City name in the subject line.

With regards,

Yours sincerely,



(V.K. Jindal)

Encls : As stated

To:

**ALL STATE MISSION DIRECTORS WITH A REQUEST TO
DISSEMINATE IT FURTHER TO ULBS IN THEIR STATE.**

Copy to:

MUNICIPAL COMMISSIONERS OF 4302 CITIES.

Annexure 1

Numbering style for CTs and PTs

To allot **Toilet Identification Number/Unique ID**, the following style is to be adhered to:

Name of ULB / Ward Number /Type of Toilet / Facilities available for / Toilet Number
For e.g. **ABC** Municipal Corporation has total 50 Toilets in the ULB but it has **23rd** Toilet in Ward number -**12** which is **Public Toilet** and it can be given Unique ID as **ABC / 012 / PTB / 023**

The details of each part of the number/unique ID are given below:

1. **Name of ULB** has to be 3 alphabets which can be the abbreviated form For e.g. New Delhi Municipal Council can be named as NDM
2. **Ward Number** has to be a 3 Digit Number for e.g. 001, 021, 311 etc.
3. **Toilet Type** has to contain 3 alphabets, according to the location of toilet:
 - a. Community Toilet Block (in or near residential area) – CTB
 - b. Public Toilet Block (stand-alone block) – PTB
 - c. Railway Station Unit – RSU
 - d. Highways – HIG
 - e. Hospitals – HPT
 - f. Hotels- HTL
 - g. Malls - MLL
 - h. Fuel and Service Stations – FSS
 - i. Miscellaneous – MIS
 - j. Other – OTH
4. **Toilet Number** – This is a unique number (or simply a serial number) which will not be repeated within ULB. For. e.g. – if ULB has 20 wards and each ward has 10 toilets each then this number will be starting from 001 and will go up to 200

Annexure 3
Template for toilet (CT and PT) details
 (First row filled in as example)

State Name		Name of the State						
ULB Name		ABC Municipal Corporation						
Total Number of Toilets		200						
Serial #	Toilet Type	Toilet Identification Number/Unique ID	Ward Number	Maintained By	Timings	Facilities Available	Supervisor Name	Supervisor Contact Number
23	PTB	ABC / 012 / PTB / 023	12	DEF Toilet Organization Pvt Ltd	8: 00 AM - 10:30 PM	Male / Female / Third Gender/ Different Abled	Sh. Ram Mohan Sharma	9812345678, 9812345679