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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: 17/03/2021-SBM-1

Date: 28th June 2021

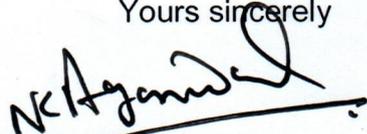
Dear Mission Directors,

As part of MoHUA's continuing efforts to encourage cities to improve the status of urban sanitation under the ambit of Swachh Bharat Mission (Urban), we had released the ODF, ODF+, ODF++ and Water+ protocols to evaluate Urban Local Bodies (ULBs) on standardized parameters of sustainable sanitation.

2. The Water+ Certification which is currently the highest certification that a city can achieve in sanitation aims to ensure that no untreated wastewater is discharged into water bodies/ open environment.
3. The Water+ protocol has now been further detailed out. The detailed requirements for achieving Water+ certification, and the Scoring Matrix to be used by the third-party assessor for evaluating ULBs is attached at Annexure 1 and Annexure 2 respectively.
4. This is to request you to kindly circulate these revised conditions among all your ULBs and motivate them to work towards this highest certification,

Encl: As above

Yours sincerely


(Naveen Kumar Agarwal)

State Mission Directors – SBM-U: All States/ UTs

Annexure -1

Necessary infrastructure and regulatory conditions to be achieved before declaring a ULB/Development Area/ Cantonment Area as SBM Water+

1. To qualify for consideration of Water+ certification, the provisions of ODF+ and ODF++ need to be adhered to. In case of cities applying directly from ODF/ ODF+ to SBM Water+ protocol, they will be examined by third party agency for fulfilling the ODF++ protocols also
2. The following necessary conditions are to be met in the ULB (*Municipal Commissioner/ Chief Executive Officer/ Commanding Officer/ designated City Engineer to give a declaration in the prescribed format confirming these conditions*):
 - a. Sewage released from all toilets in the ULB/ Development Authority/ Cantonment Board Area is being discharged into a sanitary outlet i.e. an underground sewer or a septic tank with soak pit or a twin pit latrine (TPL).
 - b. Any additional sullage (greywater) and/ or effluent from septic tank leaving the household premises is also being collected and discharged into a continuous municipal drain and/ or sewer which is further connected to STP for treatment and safe disposal;
 - c. The functional capacity of sewage treatment plant is sufficient to treat 500 litres per day per household (or 100 liters per person) of sewage through a decentralized or centralized treatment plant for atleast 70% of current population of the town which is either connected with sewer network and/ or municipal drains; Remaining 30% population (mainly in fringe area of the town) are having safe disposal of black and greywater through soakpits or community-based sewage treatment plants;
 - d. Further, septage from unsewered area is also being treated in the existing/ upcoming STP through co-treatment or at newly constructed STP cum FSTP. However, where FSTPs are existing septage can be treated at the facility, provided STP is constructed for sewage treatment;
 - e. Sufficient number of vehicles with haulage capacity exists within the ULB to meet the requirement of emptying septic tanks and management of their contents at regular interval of 3 years for the area not covered under sewer network. This shall be monitored with the help of geo-tagging of the septic tanks in the ULB/ Development area/ Cantonment area;

- f. This is applicable for towns satisfying above criteria on cluster basis as well;
- g. Adequate infrastructure available for mechanized cleaning of sewers, machineholes and septic tanks exits as per CPHEEO norms including PPE and safety gears/equipment. (In case any manual entry deemed necessary, the same may be done with adequate safety kits/ PPE and due approval by the competent authority);
- h. Log for verification of manual entry in sewers/ septic tanks with soak pits with safety gears/ equipment and approval of competent authority, even in case of 100% sewerage and septic tank with soak pit should be maintained;
- i. A minimum of 20% domestic treated wastewater is being reused after treatment at ULB level or in Development area or Cantonment Area viz. horticulture, agriculture, industrial use, cleaning roads etc. The re-use of treated water within the jurisdiction of ULB is also acceptable;
- j. A schedule exists to repair, clean and desilt all municipal drains both pre and post monsoon (Supporting documentation needs to be maintained);
- k. Trash arrestor like bar screen, wooden mesh, etc. are placed before the outfall of the major drains into the water bodies/ river at all open municipal drains which receive sullage and a schedule exists to remove accumulated solids on daily basis. In addition to this trash arrestors are also placed at regular interval of 1000 m or intersection of road & drain or the confluence of secondary drains, whichever is observed first. Trash (solid waste, plastic, etc.) should not be visible in the drains at any point of length;
- l. Municipal drains receiving sullage are well maintained, continuous and connected to each other and do not peter out in an unplanned way. It should be connected to disposal system. No untreated sullage should be directly disposed of into water bodies;
- m. All machineholes are covered to avoid any accident and garbage dumping and no overflow from conveyance system in particular machinehole observed;
- n. Sewers and machinehole are being cleaned at least once in a year as routine maintenance. However, the same shall also be cleaned at any time based on the hotspot identified and complaint received (Supporting documentation needs to be maintained);
- o. Operation and Maintenance costs of sewer networks/ STPs/ FSTPs are

being recovered through dedicated revenue streams like user charges, sale of by product and conservancy tax (part of property tax) etc., to ensure sustainability of assets. Those cases will also qualify where State/ ULB has entered into a long-term agreement with a private party for sustainable O&M of assets; however, those cases of case-to-case O&M funding from State/ 15th Finance Commission Grants which are not tied on long term basis will not be accounted under revenue generation by ULB.

- p. Swachhata/ ULBs app used for complaints pertaining to choking and leakage of sewers/ water logging, septic tank cleaning, uncovered machineholes, drain cleaning - are being addressed within SLA;
- q. The above-mentioned conditions would also apply for industrial establishments situated within municipal limits.

Annexure – II

Water+ Scoring Matrix										
Service Indicators (Maximum Score –250 Marks)										
Service Indicator 1										
Applicable for	Indicators	Max Marks	Option 1	Marks	Option 2	Marks	Option 3	Marks	To qualify	Max Marks
All Cities	Safe discharge of sewage or septage (faecal sludge) from CT/PT/IHHL	50	More than 70% HHs is connected to sewer network (cities with 100% sewerage connection to be given full marks)	30	More than 50% HHs is connected to sewer network	20	Less than 50% HHs is connected to sewer network	0	30	50
			Out of remaining 30% HHs (mostly fringe areas) more than 20% (overall on city basis more than 90% i.e. >20%+ 70% sewerage) are connected either with Septic Tank with Soak-pit (STS) or Twin Pit Latrine (TPL) for blackwater and also greywater is safely discharged into individual or community soakpit/ trenches or channelized through open drains to STPs or sewerage	20	Out of remaining 25% HHs (mostly fringe areas) more than 15% (overall on city basis more than 75% i.e. >25% +50% sewerage) are connected either with Septic Tank with Soak-pit (STS) or Twin Pit Latrine (TPL) for blackwater and also greywater is safely discharged into individual or community soakpit/ trenches or channelized through open drains to STPs or sewerage	10	Out of remaining 25% HHs (mostly fringe areas) less than 15% (overall on city basis more than 75% i.e. > 25% + 50% sewerage) are connected either with Septic Tank with Soak-pit (STS) or Twin Pit Latrine (TPL) for blackwater and also greywater is safely discharged into individual or community soakpit/ trenches or channelized through open drains to STPs or sewerage	0		

Verification Indicators

1. Direct interviews with citizens
2. Direct observation of septic tank with soak pit and/or twin pit
3. HHs connected with sewer network
4. If connected to sewer pipeline, what is the pipeline further connected to?
5. What is the last point of sewage disposal?

Sample Size

5 HHs per slum/residential area. Sampling based on number of locations as prescribed in the SBM Water+ protocol.

Service Indicator 2												
Applicable for	Indicators	Max Marks	Option 1	Marks	Option 2	Marks	Option 3	Marks	Option 4	Marks	To qualify	Max Marks
All cities	Safe cleaning of Sewer and Septic tanks through mechanised equipment and availability of PPEs/ safety equipment in case manual entry in unavoidable (with due approval from competent authorities)	20	76-100% mechanised equipment and PPE/ Safety equipment available	20	50-75% mechanised equipment and PPE/ safety equipment available	15	25-59% mechanised equipment and PPE/ safety equipment available	5	Less than 25% mechanised equipment and PPE/ safety equipment available	0	15	20

Verification Indicators

1. Documentation of Cleaning equipment
2. Log of user charges collected for desludging of septic tanks of households by ULBs/ Log of user charges collected for desludging of septic tanks of households by outsourced agency, registered with ULB
3. Desludging/Decanting points and treatment plant logs of emptying of vehicles
4. Maintaining of log for verification of manual entry in sewers/septic tank with safety gears and approval of competent authority, even in case of 100% sewered and septic tank with soak pit approval of competent authority
5. All manholes to be properly covered and no overflow is observed
6. Citizens feedback on mechanized cleaning practice of septic tanks and sewers in city

Sample Size

All equipment's

Service Indicator 3

Applicable for	Indicators	Max Marks	Option 1	Marks	Option 2	Marks	Option 3	Marks	Option 4	Marks	To qualify	Max Marks
All cities	<p>Sufficient capacity of desludging vehicles and jetting machines for cleaning of septic tanks with soak pits and sewers respectively in the city (Only registered/licensed vehicles to be considered apart from those owned/ leased by municipality)</p> <p>(Sufficiency of desludging vehicles will be calculated based on CPHEEO's requirement of emptying septic tank every once in 3 years and atleast once in a year for main/ trunk sewers) Desludging may also be made based on hotspot identified and complain received.</p> <p>(All cities having sufficient capacity of desludging vehicle to cater present demand so that current year demand of desludging vehicle may be counted for verification of this indicator.)</p>	10	75%-100% of required capacity for mechnised cleaning (desludging and jetting vehicles) of sewers and septic tank with soak pit is adopted	10	50%-74% of required capacity for mechnised cleaning (desludging and jetting vehicles) of sewers and septic tank with soak pit is adopted	5	25%-49% of required capacity for mechnised cleaning (desludging and jetting vehicles) of sewers and septic tank with soak pit is adopted	5	Less than 25% of required capacity for mechnised cleaning (desludging and jetting vehicles) of sewers and septic tank with soak pit is adopted	0	5	10

Verification Indicators

- Documentation of desludging vehicles (vehicles which are on loan from another department may also be considered)
- Log of cleaning schedule of septic tanks/ Sewers maintained by city. Minimum 25 % septic tanks with soak pits should have been cleaned in the year of application of Water

Sample Size

- 10% of all vehicles on random basis in towns with above 50,000 population
- All vehicles in case of towns with less than 50,000 population

Service Indicator 4												
Applicable for	Indicators	Max Marks	Option 1	Marks	Option 2	Marks	Option 3	Marks	Option 4	Marks	To qualify	Max Marks
All cities	Adequate treatment capacity of STP (adequate treatment capacity will be arrived at multiplying current/ base year population with 100 litre per capita per day)	50	76-100% adequacy	25	50-75%	15	25-49%	10	Less than 25%	0	15	50
	Operational efficiency (sewage treated with respect to STP Capacity)		76-100%	25	50-75%	15	25-49%	10	Less than 25%	0	15	

Verification Indicators

1. Documentation of the treatment plant for capacity
2. Availability of lab testing report of last 3 months (Only NABL accredited Labs to be taken)
3. Proof of running of STP with pump house/ plant electricity consumption (how many hours pump was functioning)
4. Log of manpower deployed at STP/FSTP for operation & maintenance.

Service Indicator 5												
Applicable for	Indicators	Max Marks	Option 1	Marks	Option 2	Marks	Option 3	Marks	Option 4	Marks	To qualify	Max Marks
All cities	Re-use of treated water	15	More than 20%	15	20-10%	10	Less than 10%	5	No-resue	0	10	15

Verification Indicators

1. Treatment plant log
2. Documentation of re-use agreement (In case the ULB is re-using the water for its own purposes, a declaration on the same may be considered)
3. Location of re-use
4. Re-use infrastructure (pipes, tankers to transport treated water, channel or drains for transport of treated water)

Service Indicator 6												
Applicable for	Indicators	Max Marks	Option 1	Marks	Option 2	Marks	Option 3	Marks	Option 4	Marks	To qualify	Max Marks
All cities	Municipal drains (in length) receiving sullage should be well maintained, continuous, linked with each other and leading to STP/ Water Bodies/ interception point within jurisdiction	30	75-100% of municipal drains	20	50-75% of municipal drains	15	25-50% of municipal drains	10	Less than 25% of municipal drains	0	15	30
	Bar Screens/ trash arrester are placed at strategic locations (For towns with population 1 Lakh and above all Drains with width more than 1 metre and at the junction of major secondary to primary drains and major drains meeting water bodies/rivers. For towns with population with less than 1 Lakh drains with width 0.5 meter and above)		75-100% of strategic location	10	50-75% of strategic location	10	25-50% of strategic location	5	Less than 25% of strategic location	0	10	

Verification Indicators

1. No overflow and no broken drains
2. No peter out of drains
3. Cross sectional area not to be silted more than 50% depth.
4. Desilting (O&M) should be done at regular interval of time (at least once in a year)
5. Trash arrester/ screens to be placed at strategic locations as per SBM Water+ Protocol
6. GVPs around drains (To be via direct observation)
7. Cleanliness of trash arrester/ screens (To be via direct observation)
8. Cleaning log of drains
9. O&M of drains
10. Record of photographs at major locations of drains

Service Indicator 7

Applicable for	Indicators	Max Marks	Option 1	Marks	Option 2	Marks	Option 3	Marks	Option 4	Marks	Option 5	Marks	To qualify	Max Marks
All cities	100 % Operations and Maintenance costs of sewer networks / STPs / FSTPs are being recovered through dedicated revenue streams/ users (Apart from 15th Finance Commission Fund and O&M allocated in State Plans)	40	100% O&M cost recovered	40	75-100% O&M cost recovered	30	50-75% O&M cost recovered	20	25-50% O&M cost recovered	10	Less than 25% O&M cost recovered	0	30	40

Verification Indicators

1. Notification of user charges by ULB
2. Record of revenue collection/ received by State/ UT
3. Expenditure on sewage/ faecal sludge conveyance and treatment other than salary
4. Any other Documentation shared by the ULB in support of O&M

Service Indicator 8

Applicable for	Indicators	Max Marks	Option 1	Marks	Option 2	Marks	Option 3	Marks	Option 4	Marks	Option 5	Marks	To qualify	Max Marks
For all cities	Complaint mechanism available for choked sewers, leakage of sewage, water logging, septic tank cleaning, uncovered manholes, drain cleaning and log is maintained by the ULB (complaints received from existing mechanism with ULB including 14420 duly integrated)	15	ICT based Complaint mechanism available, and complete log maintained	10	ICT based Complaint mechanism available but log is not maintained	7	Manual complaint mechanism available and log is maintained	5	Complaint mechanism available but not functional	2	Complaint mechanism not available/Log is not maintained	0	7	15
	Complaint redressal status		90%-100% complaint resolved	5	75%-89% complaint resolved	3	50%-74% complaint resolved	2	25%-49% complaint resolved	1	Less than 25% complaint resolved	0	3	

Verification Indicators

1. Complaint mechanism present
2. Log is maintained
3. Complaint being resolved within SLA
4. Record of total complained received
5. Maintain log of complaint resolved

Service Indicator 9

Applicable for	Indicators	Max Marks	Option 1	Marks	Option 2	Marks	Option 3	Marks	Option4	Marks	Option 5	Marks	To qualify	Max Marks
All cities	Availability of RSA and SRU as per MoHUA guidelines	20	State has notified RSA and Districts have setup SRUs	20	State has notified RSA and some districts have setup by SRUs	15	State has notified RSA but no SRUs have been setup by Districts	10	Neither RSA notified nor SRU setup	0			15	20

S.No	If found, city fails straightway
1	Open Defecation
2	Open urination
3	Discharge/ disposal of untreated faecal sludge/ sullage in open
4	Machinehole overflow
5	Discharge of sullage directly into water body
6	Manual entry for cleaning of septic tanks/ sewers without proper safety gear and authorized letter from competent authority