Ministry of Housing and Urban Affairs

Government of India

स्वच्छ भारत
एक कदम स्वच्छता की ओर

SWACHH SURVEKSHAN 2018

From 4th January 2018

SURVEY TOOLKIT

स्वच्छता की ज्योत जागी है!

गीला कचरा

SWACHH SURVEKSHAN 2018

Guidelines for Urban Local Bodies

SWACHH BHARAT MISSION (URBAN)

स्वच्छता की ज्योत जागी है!

Foreword

NARENDER SINGH TOMAR
Minister of Housing and Urban Affairs

In order to pay a tribute to Mahatma Gandhi on his 150th birth anniversary, India has pledged to become Open Defecation Free and clean by 2nd October 2019. It is under the mandate of the Swachh Bharat Mission (SBM), launched on 2nd October 2014, that this objective is slowly but steadily being pursued and achieved, while gradually evolving into a 'jan andolan' in the process.

A multi-pronged strategy is being used by the Ministry to implement SBM-Urban which includes creation of an enabling environment for states and cities to roll out SBM at their levels by empowering and building their capacities, while simultaneously encouraging citizens and other stakeholders to actively participate in the Swachh Bharat Mission. In this regard, a key initiative undertaken by my Ministry that effectively caters to both these components has been the launch of the 'Swachh Survekshan'- a survey conducted to rank cities on various sanitation and cleanliness parameters. Swachh Survekshan 2016 was conducted among 73 top cities of India followed by Swachh Survekshan 2017 covering 434 AMRUT cities. Emboldened

by the success of the initiative, we will now be conducting the third round of Swachh Survekshan in January-February 2018, covering all 4041 statutory towns in India.

This time around, we are taking a far more proactive approach, and have planned various capacity building initiatives for cities so that they are fully prepared and empowered to perform well in the survey. In this regard, I am delighted to see Swachh Survekshan 2018 survey brochure covering survey methodology and assessment parameters serving as a guiding document and ready reckoner to help cities prepare well and step up their service delivery levels to get a high score during the survey.

I wish all participating cities the very best of luck in preparing themselves for the Swachh Survekshan 2018, and hope that they are able to make the best possible use of these guidelines to build up their capacities.

Let us work together to win the final race – the race towards a "Swachh Bharat" by 2nd October 2019.

Foreword

RAO INDERJEET SINGH
Hon'ble Minister of State,
Ministry of Housing and Urban Affairs

When the results of the Swachh Survekshan 2017 survey were announced in May this year, the excitement and anticipation among cities was palpable – a testimony to the way the survey has captured the mindspace of cities and citizens alike.

Given the spirit of healthy competition that has been generated among cities around 'swachhata', it is a matter of pride for me to release this survey brochure for Swachh Survekshan 2018. Given that the survey this year will cover all 4041 Urban Local Bodies in the country, this early release of survey indicators will help cities immensely in not only preparing themselves well ahead of the actual survey in January 2018 but also help in improving the overall quality of life for their citizens through enhanced service levels towards sanitation and cleanliness.

I wish all cities the very best of luck for Swachh Suvekshan 2018, and look forward to another healthy competition to take forward the mandate of 'swachhata' in Urban India.

Foreword

DURGA SHANKER MISHRA
Secretary, Ministry of Housing
and Urban Affairs

The objective of the Swachh Survekshan survey is to encourage citizen participation, increase city capacities for sustainable ODF and sanitation measures and to create awareness amongst all sections of society about the importance of collective action to contribute in India's journey towards a 'Swachh Bharat'.

The success of Swachh Sarvekshan in 2017 covering 434 cities have made us more determined to actively work with cities to build their capacities and improve their service delivery to citizens for Swachh Sarvekshan 2018. I am delighted to see the Swachh Sarvekshan 2018 parameter guidelines which will be paramount in helping the participating cities and towns. Additionally, this year

the survey will be covering all 4041 towns which is a massive leap from last year. In order to meet the challenge of better quality of the survey and the large-scale conduct across 4041 cities this year's methodology and parameters have advanced along with systematic document verification and validation measures. Innovation- 5 categories.

Swachh Sarvekshan has become a significant measure of India's sanitation status and I believe these guidelines will help the participating cities adequately prepare for the 2018 Swachh Sarvekshan.

Table of Contents

Executive Summary

As a prelude to encouraging cities to improve urban sanitation, Minister of Housing and Urban Affairs (formerly Ministry of Urban Development) had conducted 'Swachh Survekshan-2016' survey for the rating of 73 cities in January 2016 followed by 'Swachh Survekshan-2017' conducted in January-February 2018 ranking 434 cities. In a bid to scale up the coverage of the ranking exercise and encourage towns and cities to actively implement mission initiatives in a timely and innovative manner, MoHUA now proposes to conduct its third survey to rank all 4041 cities based on assessment of progress from January 2017 till December 2017 under Swachh Bharat Mission-Urban (SBM-U).

The objective of the survey is to encourage large scale citizen participation and create awareness amongst all sections of society about the importance of working together towards making towns and cities a better place to live in. Additionally, the survey also intends to foster a spirit of healthy competition among towns and cities to improve their service delivery to citizens, towards creating cleaner cities.

In order for cities to reap the maximum developmental benefits from the survey, concerted efforts are being taken to strengthen the capacities of the cities to understand the modalities and spirit of the survey. In addition to giving towns and cities more time to prepare for the survey, there will be intensive interactions with ULBs to familiarize them with the survey methodology, survey process and output indicators, and also clarifying their expectations from the survey.

Since citizen participation is a very crucial component of this survey, social media and other traditional media channels will be used strategically at both national, state and city levels in order to educate citizens about the objectives of the survey and survey methodology, as well as to reinforce the importance of their participation in the survey, in order to ensure significantly higher levels of participation from all citizens.

Survey Methodology
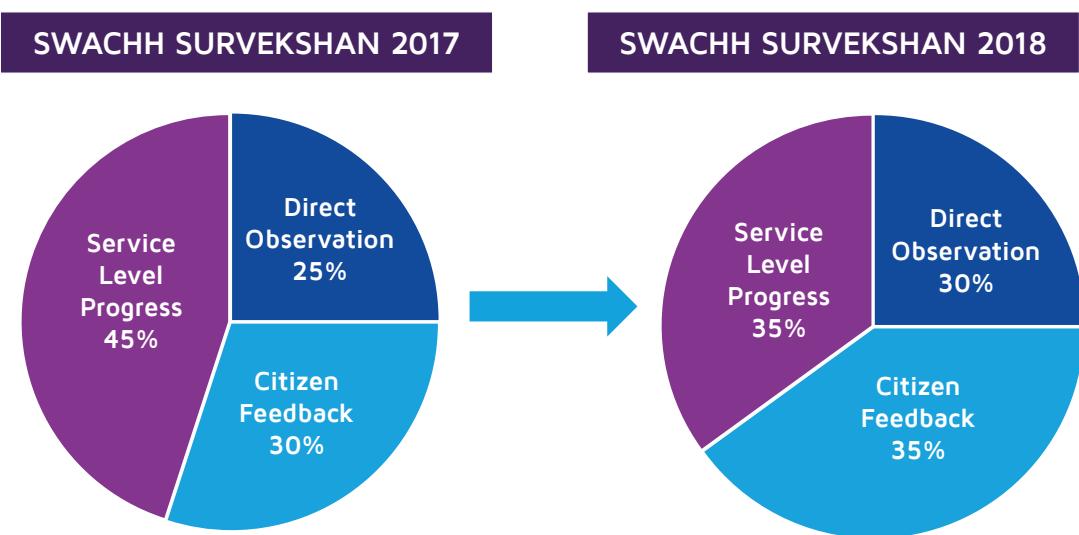
Sources and Methods of Data Collection
The data to be collected for ranking of the cities shall be segregated into 3 main areas:
1. Collection of data from and interactions with Municipal Body
2. Collection of data from Direct Observation
3. Collection of data from Citizen Feedback
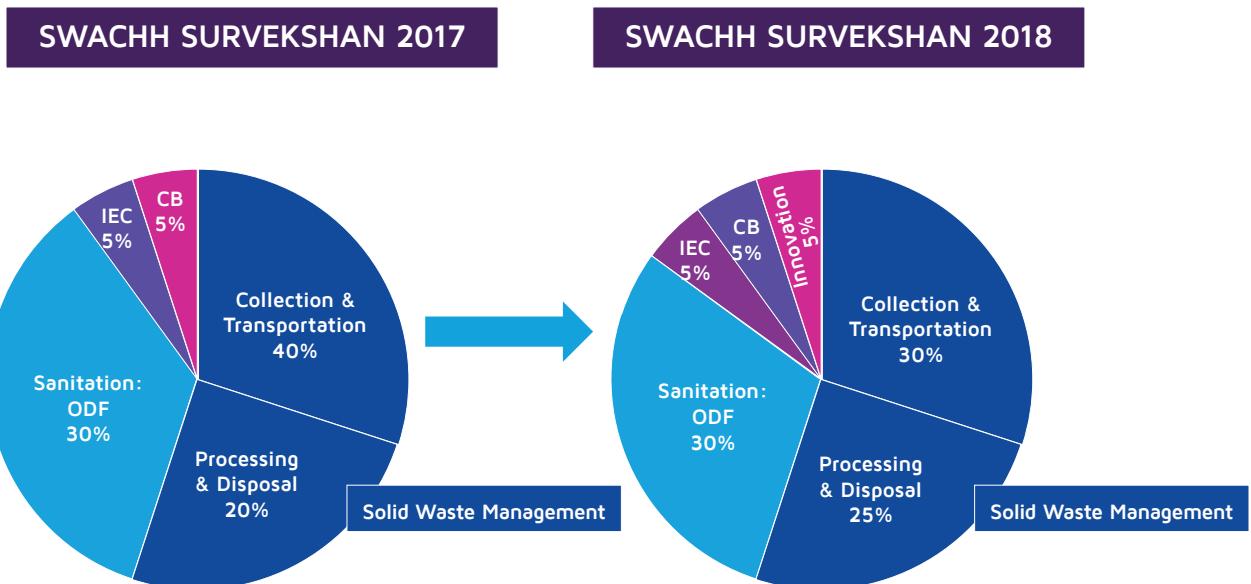
The survey indicators/questionnaire will carry total 4000 marks. For 'Swachh Survekshan-2018' assessments, the Ministry of Urban Development (MoUD) has revised the weightage for the overall assessment and components of Swachh Bharat Mission. These modifications are produced below:

Changes in Component Weightages

SWACHH SURVEKSHAN 2017	SWACHH SURVEKSHAN 2018

- Focus on the Outcomes
- Substantiation by citizens and on-ground scrutiny

Changes in Component Weightages

- Focus on Processing and Innovation

METHODOLOGY FOR CITY RANKING

- **Part-A:** Service Level Progress (Collection and verification of data from municipal body and interactions with officials): The Municipal Commissioner/Nodal Officer of the ULB have to prepare and provide data/documents required as per Swachh Survekshan-2018 indicators/questions. Further, The Municipal Commissioner/Nodal Officer will also self-assess the performance of the city as per survey indicators/questions. The assessor/survey agency will verify each and every document and validate the self-assessment claim. Part-1 assessment will be signed-off by the Municipal Commission/Nodal Officer to avoid any ambiguity/disagreement at later stage. Care needs to be taken by the survey agencies that they collect and systematically analyse the data following the protocol set out below, and the process is independent and unbiased. The survey agency will use simple handheld device (Tab)/recording formats to record their observations and findings along with Photographs/videos, wherever necessary.

- **Part-B:** Direct Observation (On-field independent observation and Collection of data): The collection of data from Direct Observation shall be based on physical observation of the survey agency. The questionnaire shall be used as the tool for observation and data collection. The survey agency will use maps and simple handheld device/recording formats to record their observations and findings along with Photographs/videos, wherever necessary. The survey agency will systematically collect photos as evidence for field observations. These must be properly documented with date/ time/ location parameters and presented to the MoUD as a part of their contractual submissions, along with data
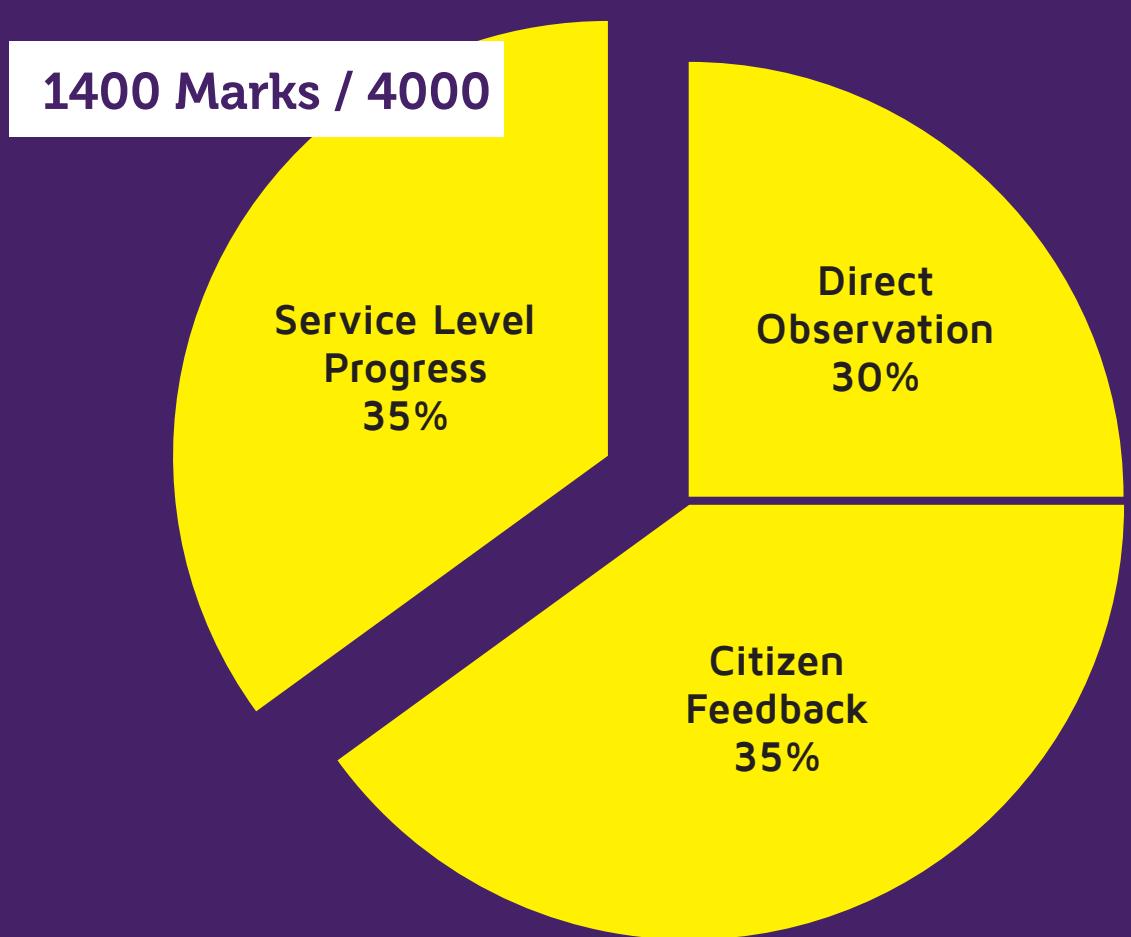
and reports for each of the cities. As a part of direct observation, the survey agency shall be visiting the following places: in each zone in each city.

- Slum areas: informal settlements and urban villages across the different parts of the city. (Slum settlement to be randomly picked in each zone i.e. North, South, East and West)
- Neighbourhoods (non-slum locations) including
~ Planned colony under municipal jurisdiction (Planned colony to be randomly picked in each zone i.e. North, South, East and West)
~ Unplanned colony (Unplanned colony to be randomly picked in each zone i.e. North, South, East and West)
- Commercial/Main public locations:
~ Main market area (Market areas to be randomly picked in each zone i.e. North, South, East and West)
~ Religious Places (Religious places to be randomly picked in each zone i.e. North, South, East and West)
~ Main Bus Station (Largest Bus station in the city)
~ Main Railway Station (Largest Railway station in the city)
- Bulk waste generators viz. hotels, banquet halls, weekly vegetable market areas (one of them) (Bulk generator in each zone i.e. North, South, East and West to be randomly picked)
- Community Toilets (2 community toilets to be randomly picked in each zone i.e. North, South, East and West)

- Public Toilets (2 public toilets to be randomlypicked in each zone i.e. North, South, East and West)

- **Part-C:** Citizen Feedback (to be collected from Citizens directly and SwachhataApp) – Sample size to be 0.1% of city's population. Discussions with local citizens to be carried out to ascertain and confirm data on certain indicators. The questionnaire shall be used as the tool for data collection. The database of phone numbers shall be provided by the ULB. In absence of sufficient data from ULB, a third party vendor's database may be used for the town / city. Feedback from citizens can be obtained using tools such as social media, IVR based surveys, etc.
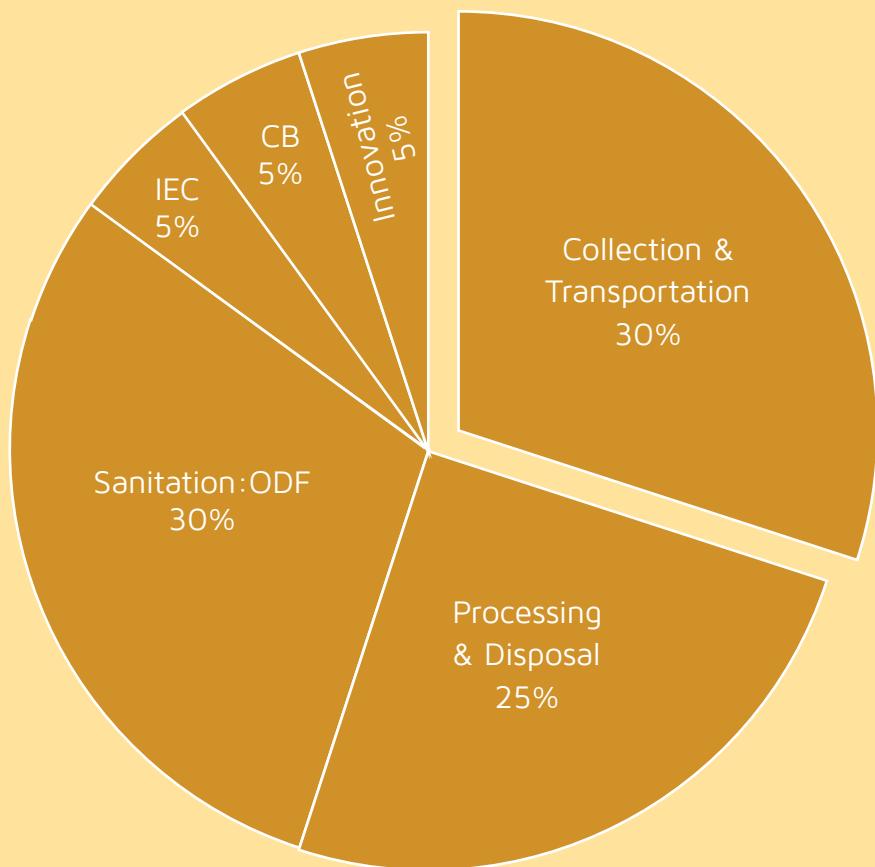
PART-1
SERVICE LEVEL PROGRESS

1400 Marks / 4000

Service Level Progress 35%

Direct Observation 30%

Citizen Feedback 35%

1
Collection and Transportation

Collection & Transportation 30%

Processing & Disposal 25%

Sanitation:ODF 30%

IEC 5%

CB 5%

Innovation 5%

Total Number of Questions: 13

420 Marks / 1400 Marks

SWM: Collection and Transportation

1.1 — Of the total waste generated, what percentage is segregated into Wet and Dry?

Marks 48

PURPOSE AND JUSTIFICATION

The waste should be given to the collector in segregated manner as per the SWM rules, 2016 (which mandates segregation of waste into bio degradable, non-bio-degradable and hazardous domestic waste)

MEANS OF VERIFICATION

- Number of vehicles with partition for carrying Dry and Wet waste or number of vehicles deployed separately for dry and wet collection
- Waste carrying capacity of these vehicles and number of trips
- Total number of Wet/Dry waste generated daily as per population criteria or real data available with the ULB
- Log books of transfer stations/processing plant (centralized or decentralized) indicating daily tonnage of dry and wet wastes received and processed

Scheme of Ranking	Marks
100% of the waste	48
80-99%	40
60-79%	32
40-59%	24
20-39%	16
1-19%	8
0%	0

SWM: Collection and Transportation

1.2 — Percentage of RWAs/Bulk Garbage generators practicing on-site processing for organic waste

Marks 48

PURPOSE AND JUSTIFICATION
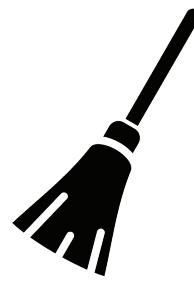
This parameter assesses the extent of decentralized management of waste generated by bulk generators in residential areas. The hierarchy of gradation of marks is such that the city in which the generator is managing their own waste, gets the highest marks

MEANS OF VERIFICATION

- Copy of list of RWAs and Bulk Garbage Generators
- Copy of list of such RWAs and bulk generators doing on site processing with quantity of waste generated and treated
- Copy of resolution/letter by the ULB to inform RWAs and bulk garbage generators about initiating on-site processing
- Any incentive scheme linked to on-site processing and details of such bulk generators provided such incentives.

Scheme of Ranking	Marks
100% of RWAs/Bulk Garbage Generators processing	48
80 - 99%	40
60 - 79%	32
40 - 59%	24
20 - 39%	16
1 - 19%	8
0%	0

SWM: Collection and Transportation & Sweeping

1.3	Percentage of Commercial areas undertaking daily sweeping and cleaning (twice a day, including night sweeping)	Marks 34

PURPOSE AND JUSTIFICATION

This parameter is to examine whether all the commercial areas in the city are swept at different intervals of the day (with mandatory night sweeping). This includes festivals and Sundays.

MEANS OF VERIFICATION

- Ward wise list of notified commercial areas
- Evidence of sweeping commercial areas twice a day and night sweeping 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 twice a day and night sweeping should be provided.

Scheme of Ranking	Marks
100% of the Commercial Areas	34
80-99%	28
60-79%	22
40-59%	14
20-39%	8
1-19%	2
0%	0

SWM: Collection and Transportation

| 1.4 | Percentage coverage of area (wards) under door-to-door collection system | Marks 32 |

PURPOSE AND JUSTIFICATION

This parameter examines whether your ULB has a system in place for door-to-door collection of waste. The score is based on the percentage of wards that are fully covered by door-to-door collection system. Coverage of wards means each households covered in the particular ward(s).

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 last two quarters of 2017.
- Copy of contract and payment/ activity report if this service has been outsourced. Contract should be signed before 31th October, 2017.

Scheme of Ranking	Marks
100% of the wards are fully covered	32
80-99%	26
60-79%	20
40-59%	14
20-39%	8
1-19%	2
0%	0

SWM: Collection and Transportation

1.5 | Percentage of collected waste transported to processing unit for disposal within the same day | Marks 32

PURPOSE AND JUSTIFICATION

SWM 2016 rules emphasize the timely collection and transportation of waste within a ULB. Therefore, this indicator assesses the efficiency of collection and transportation of solid waste by the ULB. The entire solid waste generate by the city in a particular day should be collected and transported the same day.

MEANS OF VERIFICATION

- To verify generation of waste –
- In the absence of data available for total waste generated daily, calculate the total waste generation on the basis of per capita benchmark (500 gram per capita per day X city population [Population as per 2011 census x 10% growth])
- To verify collection of waste –
- Records of waste collected from the city on a daily basis. This should include records of various waste streams from the weigh bridges or record number of trips to processing/disposal site through various vehicles from the last quarter.

Scheme of Ranking	Marks
100% of the waste	32
80 - 99%	26
60 - 79%	20
40 - 59%	14
20 - 39%	8
1 - 19%	2
0%	0

SWM: Collection and Transportation

1.6	Percentage of Informal Waste Pickers formally integrated into Solid Waste Management (SWM) in the city (as per SWM 2016 rules)	Marks 32

PURPOSE AND JUSTIFICATION

Formally engaging the self-employed waste pickers / waste collectors and other urban poor (informal economy) plays a key role in strengthening door-to-door-collection (DTDC) of waste. This indicator would assess to what extent ULB has engaged Informal Waste Pickers to manage SWM.

MEANS OF VERIFICATION

- Copy of survey report of on-field assessment or any study for identification of waste pickers in the city
- Ward-wise List of waste pickers with the ID numbers issued to them
- Copy of contract, if waste pickers have been integrated with an outsourced form OR Copy of contract with SHGs (Self Help Groups) that have enrolled informal waste pickers in their groups
- List of ward allocations by waste pickers

Scheme of Ranking	Marks
100% Informal Waste Pickers	32
80 - 99%	26
60 - 79%	20
40 - 59%	14
20 - 39%	8
1 - 19%	2
0%	0

SWM: Collection and Transportation

1.7	Transformation of Garbage Vulnerable Points (GVPs)	Marks 32

PURPOSE AND JUSTIFICATION

Garbage heaps within the city gives the first impression about the city towards Swachh Bharat Mission. ULBs are identifying GVPs in the city, eliminating them, and transforming them into clean areas.

MEANS OF VERIFICATION

- Survey indicating total garbage heaps/ dumps which have not been attended in the daily collection schedule.
- Before and after photographs of such points.

Scheme of Ranking	Marks
Transformation of 100% GVPs	32
Transformation 75-99% GVPs	24
Transformation of less than 50-74% GVPs	16
Transformation in less than 50% GVP/No Activity	0

SWM: Collection and Transportation

1.8	GPS/RFID based Vehicle Tracking – Recognition of best performing drivers [Permanent/Contractual] [% of waste picking vehicles/auto tippers follows daily route for waste collection]	Marks 30

PURPOSE AND JUSTIFICATION

This indicator examines the process by which the ULB tracks movement of its garbage trucks and vehicles to bring-in efficiency in waste transportation system.

MEANS OF VERIFICATION

- To qualify for marks for this indicator, monthly recognition must be given to best performers in waste collection
- Copy of documentation with number of vehicles deployed by the ULB (either own/ outsourced) along with documents supporting number of vehicles fleet with GPS/RFID
- Copy of Drivers Report card – capturing monthly performance
- Supporting documents recognizing drivers for giving the best performance
- Copy of GPS/RFID log, manual entry log and activity report from the last month for each vehicle
- Copies if any penalties are levied by the ULB based on underperformance being tracked by GPS (eg. Certain POIs left out of the collection route)
- Screen shot of website page where this is available in public domain.

Scheme of Ranking	Marks
100% of the vehicle	30
80 - 99%	26
60 - 79%	22
40 - 59%	18
20 - 39%	12
1 - 19%	8
0%	0

SWM: Collection and Transportation

1.9 — Placement of compartmentalized bins or twin bins at every 500m in commercial areas and emptied daily (as per SWM Rules 2016)

Marks 30

PURPOSE AND JUSTIFICATION

This indicator examines if the ULB has provided facilities/options for citizen to throw Wet/Dry waste in Green/Blue bines in public areas and that the bins are labeled accordingly.

MEANS OF VERIFICATION

- Number of Waste bins required as per SWM Management Manual 2016 (relevant page attached)
- Copy of the installation log of litter bin, or Copy of the document/map showing bin locations/numbers
- Copy of the list of commercial areas that are covered by door to door collection and directly transfer the collected waste to the processing/disposal
- Image of bins displaying clearly the labels/stickers

Scheme of Ranking	Marks
100% coverage of twin bins and emptied	30
100% coverage of twin bins and not emptied	26
75-99% coverage and emptied	22
75-99% coverage and not emptied	18
50-74% coverage and emptied	14
50-74% coverage and not emptied	10
<50% coverage and emptied	6
<50% coverage and not emptied	2
No twin bin coverage	0

SWM: Collection and Transportation

1.10	**Whether ICT based staff attendance system linked with payroll is in place**	**Marks 28**

PURPOSE AND JUSTIFICATION

This indicator analyses whether Swachh Bharat Mission (SBM) staff payroll is linked with ICT based system in your ULB. For contractual staff, similar criteria be followed by releasing the monthly salary basis the attendance reigstered in the ICT based attendance system. This will encourage all staff (regular or contractual) to mark their attendance through ICT based attendance system

MEANS OF VERIFICATION

ICT system generated staff attendance report for two months prior to the survey and Copy of payroll/payout for two months that can be verified with the attendance

Scheme of Ranking	Marks
ICT based system in place and connected to payroll	28
ICT based system in place and 100% of staff are using the system	14
ICT based attendance system not in place/not used by 100% attendance	0

SWM: Collection and Transportation

1.11	Spot Fine –Notification issued and fine collected	Marks 28

PURPOSE AND JUSTIFICATION

The indicator assesses regulatory and penal measures put in place by the ULB to check littering/open defecation/urination.

MEANS OF VERIFICATION

- To qualify the minimum number of fine collections in the city must be no less than the sum of OD + Litter + Urination spots.
- List of OD, Litter and Urination spots. This will be cross-checked through independent observation
- Copy of notification of spot for littering
- Copy of fines collected post release of spot fine notification
- Copy of chalaan/receipt books for collecting fines

Scheme of Ranking	Marks
Byelaws in place and enforced	28
Byelaws in place but not enforced	14
No byelaws	0

SWM: Collection and Transportation

1.12	Percentage of city parks and gardens (maintained by government/public department) practicing on-site composting of garden waste	Marks 28

PURPOSE AND JUSTIFICATION

The objective is to promote on-site processing of the waste to reduce external dependency for processing the waste.

MEANS OF VERIFICATION

- List of parks and gardens/Survey document or equivalent specifying total number of parks within the city
- Detailed report on total garden/park waste generated .
- Number of parks/gardens practicing on site composting and the mechanism adopted.
- Document specifying procurement of composting machine for garden waste for each park
- Monthly logbook of compost produced in each park

Scheme of Ranking	Marks
100% of Parks/Gardens processing waste	28
80 - 99%	24
60 - 79%	20
40 - 59%	16
20 - 39%	12
1 - 19%	8
0%	0

SWM: Collection and Transportation

| 1.13 | Provision of personal protection equipment (including uniform, fluorescent jacket, hand gloves, raincoats, appropriate foot wear and masks) to all workers handling solid waste and the same are used by the workforce | Marks 18 |

PURPOSE AND JUSTIFICATION

MSW 2016 mandates provision of protective equipment to all workers involved in handling solid waste.
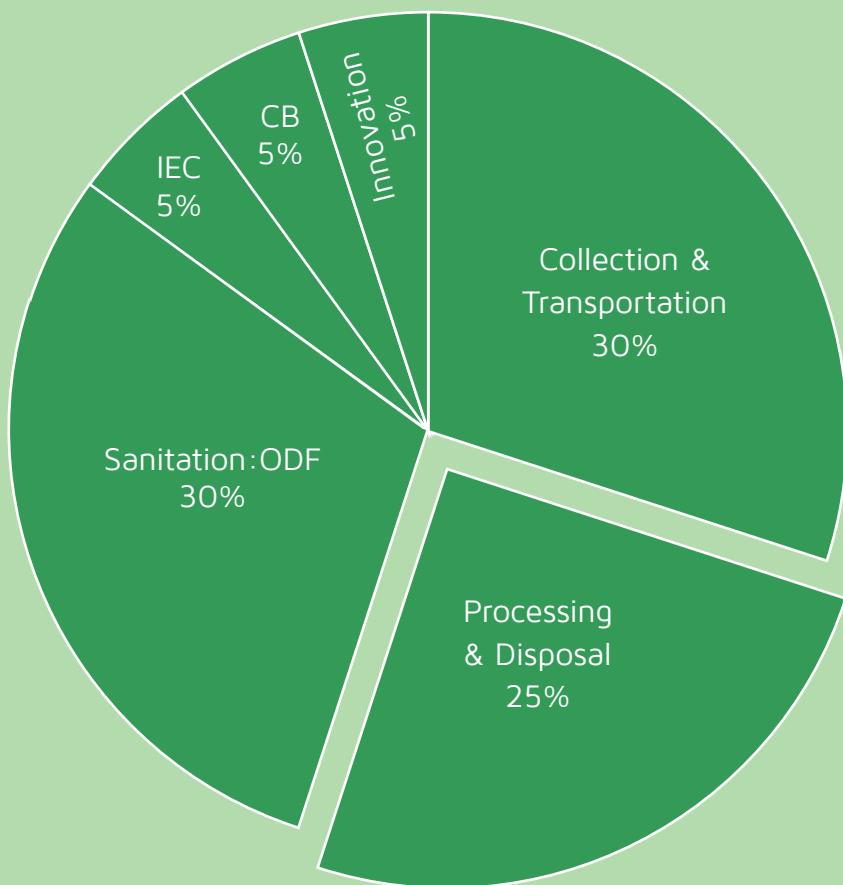
MEANS OF VERIFICATION

- Document indicating total staff deployed for handling solid waste
- Copy of procurement mechanism for personal protection equipments
- Evidence of personal protective equipment handed over to workers
- Pictorial evidence of personal protective equipment being used by the workers on daily basis
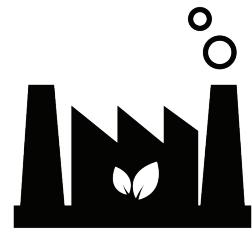
Scheme of Ranking	Marks
All personal protection equipment provided and used	18
All personal protection equipment provided but not used	14
Some personal protection equipment provided and used	10
Some personal protection equipment provided and not used	6
No personal protection equipment provided	0

2
Processing & Disposal

Collection & Transportation 30%

Processing & Disposal 25%

Sanitation:ODF 30%

IEC 5%

CB 5%

Innovation 5%

Total Number of Questions: 8

350 Marks / 1400 Marks

2.1

What percentage of the operational cost of Solid Waste Management is covered by Property Tax and User Charges?

Marks 60

PURPOSE AND JUSTIFICATION

To make the SWM system financially sustainable

MEANS OF VERIFICATION

- Amount of property tax collected
- Total number of households and the user charges per each for solid waste management
- Total operational cost of SWM activities in the ULB e.g. collection costs, salaries, equipment and capital costs, transportation costs, processing costs

Scheme of Ranking	Marks
100% of the cost	60
80-99%	50
60-79%	40
40-59%	30
20-39%	20
1-19%	10
0% 0	0

SWM: Treatment and Processing

2.2 — Is the landfill in the city a sanitary landfill?

Marks 60

PURPOSE AND JUSTIFICATION
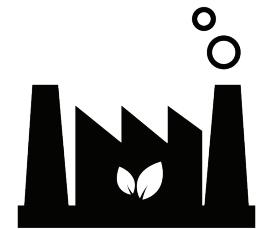
This parameter assesses whether the land fill site of the ULB is scientific/planned in nature or in accordance with SWM 2016 rules

MEANS OF VERIFICATION

- If landfill is operational, 'photo of the landfill site with date' as evidence OR DPR/any other document regarding scientific management (safe containment and leachate treatment and gas capture and treatment, etc.) of landfill in place and functional.

- Documentation/log books of amount of waste being dumped in the landfill site
- If landfill is under development, copy of the agreement with agency who is developing the landfill and pictorial evidence of the construction work should be submitted
- Copy of agreement, if work is yet to be started
- Copy of tenders, if identification of agency is being done for development of the land fill site

Scheme of Ranking	Marks
Sanitary landfill available and being used	60
Sanitary landfill under development	50
Agreement for development done but work not commissioned	40
Tenders called for development of sanitary landfill site	30
Land is identified	20
No action taken	0

SWM: Treatment and Processing

2.3 Percentage of Wet Waste treated either by decentralized or centralized processing

Marks 50
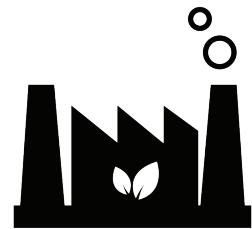
PURPOSE AND JUSTIFICATION

This indicator assesses the extent of decentralized and centralized management of wet waste generated.

MEANS OF VERIFICATION

- Total Wet Waste generated daily as using per capita criteria
- Total number of decentralized waste processing units in the city – Waste processing capacity and Waste processed per day (including RWAs and Bulk Generators)
- Evidence of centralized waste processing facility in the city. Total waste processed per day
- Waste processing capacity to be taken for only functional processing units

Scheme of Ranking	Marks
100% of the waste	50
80-99%	40
60-79%	30
40-59%	20
20-39%	10
1-19%	5
0%	0

SWM: Treatment and Processing

| 2.4 | Percentage of Dry Waste collected/ treated by either decentralized or centralized processing | Marks 50 |
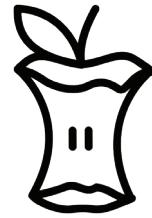
PURPOSE AND JUSTIFICATION

This indicator assesses the extent of dry waste being diverted for recycling or RDF and WtE plants.

MEANS OF VERIFICATION

- SWM DPR or action plan indicating quantity of segregated collection of waste.
- Survey report indicating total ragpickers in the and dry waste collection centers in the city
- Evidence of WtE and RDF facility in the city. Total waste processed per day
- Evidence of contract with external vendors that process dry waste
- Evidence of reuse of dry waste (e.g. plastics) in road construction

Scheme of Ranking	Marks
100% of the waste	50
80-99%	40
60-79%	30
40-59%	20
20-39%	10
1-19%	5
0%	0

SWM: Treatment and Processing

| 2.5 | Percentage Biodegradable waste coming to the landfill | Marks 40 |

PURPOSE AND JUSTIFICATION

This indicator would assess the extent of biodegradable waste that does not get treated

MEANS OF VERIFICATION

- SWM DPR indicating total biodegradable waste generated and collected .
- Total waste diverted by means of dry waste centers/decentralized composting.
- Log book of landfill/centralized processing facility indicating total waste intake

Scheme of Ranking	Marks
0% of the waste	40
1-19%	34
20-39%	30
40-59%	24
60-79%	20
80-99%	10
100%	0

SWM: Treatment and Processing

2.6	Remediation of existing dumpsites undertaken and the stage of the same	Marks 40

PURPOSE AND JUSTIFICATION

This parameter assesses whether remediation and scientific capping is being practiced or whether the city is dumping waste in an unplanned manner as per the SMW 2016 rules.

MEANS OF VERIFICATION

- Assessor would verify the claim by referring DPR/ EOI/RFP/ Agreement signed to confirm the status/progress made.

Scheme of Ranking	Marks
Remediation process started at landfill site	40
Agreement for remediation completed or in progress	30
Tenders called for remediation work	20
No process started	0

SWM: Treatment and Processing

2.7 Sale of city compost (as a % of production) in the last two quarters of 2017

Marks 30

PURPOSE AND JUSTIFICATION

This Indicator tracks whether compost manufacturer(s) functioning towards production and marketing of city compost

MEANS OF VERIFICATION

- Details of compost manufacturers (including ULB manufacturer)
- Production details by compost manufacturers
- Sales logbooks by compost manufacturers for the last two quarters of 2017 (this can also include sales to city parks by the ULB manufacturers)

Scheme of Ranking	Marks
More than 90% production sold	30
More than 80% production sold	20
More than 50%	10
Less than 50%	0

SWM: Treatment and Processing

2.8 — Has the designated compost manufacturer(s) in the city registered on the mFMS portal and are they logging production details?

Marks 24

PURPOSE AND JUSTIFICATION

This Indicator tracks whether compost manufacturer(s) functioning towards production and marketing of city compost.
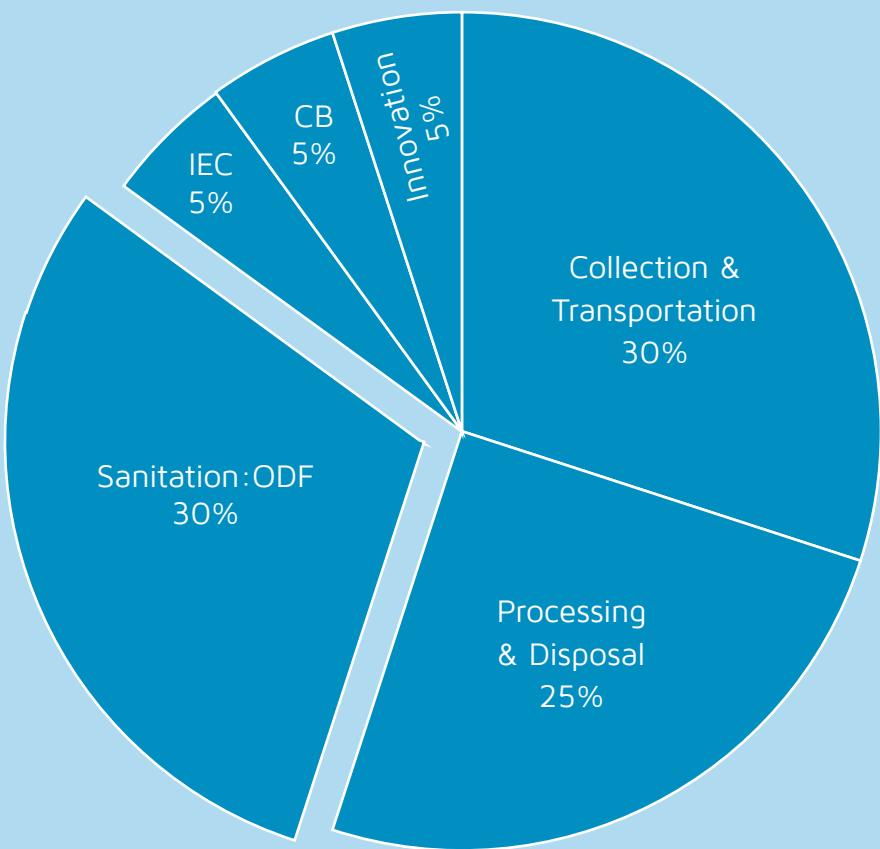
MEANS OF VERIFICATION

- List of compost manufacturers within the ULB
- Production details of each compost manufacturer within the ULB

Scheme of Ranking	Marks
All of the plants are registered and logging production	20
Not all of the plants are registered and logging production	0

3
Sanitation: ODF

Collection & Transportation 30%

Sanitation:ODF 30%

Processing & Disposal 25%

IEC 5%

CB 5%

Innovation 5%

Total Number of Questions: 11
420 Marks / 1400 Marks

Sanitation: ODF

| 3.1 | ODF Status | Marks 110 |

PURPOSE AND JUSTIFICATION

To encourage cities to become ODF (as per SBM Mission guidelines), this indicator would assess city's ODF status - whether city already certified ODF/recertified ODF/failed ODF recertification/Self-declared city as ODF and request sent for certification OR >75% Wards declared ODF

MEANS OF VERIFICATION

• Copy of ODF Certificate or Notification in the Newspaper for ODF self declaration along with other documents as per ODF protocol

Scheme of Ranking	Marks
City is ODF Certified	110
City is recertified ODF	110
City failed recertification process	55
City self-declared ODF – request sent for certification	55
City has not self-declared ODF as per ODF protocol	0

3.2 — Community/Public Toilets(CT/PTs) – What percentage of the Operation and Maintenance Cost has been covered by revenue streams?

Marks 56
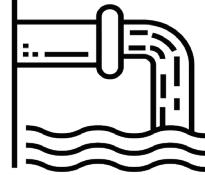
PURPOSE AND JUSTIFICATION

Functional and properly maintained Community/Public Toilets are critical to their regular usage. To sustain CT/PTs, ULBs need to focus on the revenue streams that can support the operation & maintenance cost of the CT/PT. ULBs have created innovative models to ensure regular income by monetizing the land (CTPT) viz. Outdoor Media/ATM/Any commercial outlet, as well as user charges.

MEANS OF VERIFICATION

- Number of seats/latrines available
- Operation and Maintenance charges/ User charges
- Types of monetization strategies and revenue from each (e.g. SHGs/NGOs collecting user charges)
- Documents supporting revenue collected for supporting O&M cost

Scheme of Ranking	Marks
100% of the cost	56
80 – 99%	46
60 – 79%	36
40 – 59%	26
20 – 39%	16
1 – 19%	6
0%	0

Sanitation: ODF

| 3.3	Are de-sludging operators registered and being monitored (e.g. by the ULB)	Marks 42
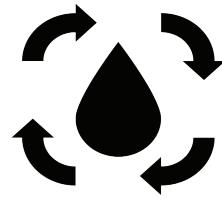
PURPOSE AND JUSTIFICATION

This will help us know the number of septic tank cleaner/operators in the city and whether they are registered or not. Their number can help us extrapolate whether the city has adequate number of operators vis-à-vis number of HHs not connected to sewerage.

MEANS OF VERIFICATION

- Regulatory framework will include- licensing of truck operators, defining user charges, ensuring safe containment and disposal of sludge, Personal protective equipment.
- Mapping of registered and un-registered (if possible) septic tank cleaners/private operators
- Reports from registered vehicles
- Logbook details from registered vehicles

Scheme of Ranking	Marks
Vehicles are registered and they are offloading all waste to the treatment plant. All activities are reported to the ULB or City is 100% covered by sewerage system	42
Vehicles are registered and are offloading all waste to the treatment plant. However, not reports are made	21
Vehicles are registered but are not offloading all waste to treatment plant	10
No data is available	0

Sanitation: ODF

3.4 — Does your city have liquid waste processing infrastructure (FSTP or STP with co-treatment facility or septage)?

Marks 42

PURPOSE AND JUSTIFICATION

This indicator would assess city's infrastructure towards liquid waste management.

MEANS OF VERIFICATION

- Detail of working/functional STPs in the city
- Detail about Treatment of Sewage treated per day versus capacity to treat per day (in MLD)
- Location of the STPs and the distance from the city

Scheme of Ranking	Marks
Yes, wihin city	42
Yes but outside city	21
No infrastructure available.	0

Sanitation: ODF

3.5	IHHL – What percentage of toilets have been constructed out of the verified applications?	Marks 32

PURPOSE AND JUSTIFICATION

The parameter is for assessing whether the ULBs have ensured construction of toilets to improve the access to IHHL. Such construction directly impacts reduction in Open Defecation in the area.

MEANS OF VERIFICATION

- The ULBs should provide the following documents as evidence:
- List of applications verified Vs Toilets constructed
- List of toilets constructed on the SBM portal with location details and photographic evidence

Scheme of Ranking	Marks
100% of the toilets have been constructed	32
80 – 99%	28
60 – 79%	24
40 – 59%	20
Less than 40%	16
0%	0

Sanitation: ODF

3.6	IHHL – What percentage of completed toilets have water connections?	Marks 32

PURPOSE AND JUSTIFICATION

For any household to use the toilet, water supply is the minimum requirement. The ULB need to make sure that each household with a toilet must have functional water connection so that people should not defecate in the open. This will also help in achieving and sustaining the ODF status.

MEANS OF VERIFICATION

• The ULBs should provide the following documents as evidence:
• List of households with toilets
• List of households with functional water connection and copy of the water bills

Scheme of Ranking	Marks
100% of the applications are approved	32
80 – 99%	28
60 – 79%	24
40 – 59%	20
20 – 39%	16
1 – 19%	12
0%	0

Sanitation: ODF

3.7 — IHHL – Percentage of applications that have been uploaded on the SBM portal?

Marks 22

PURPOSE AND JUSTIFICATION

The parameter is for assessing whether the ULBs have updated the information regarding the number of applications for individual toilets that are received, on the SBM portal. ULBs should answer 'yes' only if they have updated the information to date.

MEANS OF VERIFICATION

- ULBs should provide the following documents as evidence:
- List of applications for IHHL,
- List of applications uploaded on SBM portal

Scheme of Ranking	Marks
100% of the applications	22
80 – 99%	18
60 – 79%	14
40 – 59%	10
Less than 40%	6
0%	0

### 3.8 — IHHL – What percentage of applications have been verified on the SBM portal?

Marks 22

PURPOSE AND JUSTIFICATION

The parameter is for assessing whether the ULBs have updated the information regarding the number of application for individual toilets verified, on the SBM portal. ULBs should answer 'yes' only if they have updated the information to date.

MEANS OF VERIFICATION

- The ULBs should provide the following documents as evidence:
- List of applications verified,
- List of applications verified and updated on the SBM portal

Scheme of Ranking	Marks
100% of the applications	22
80 – 99%	18
60 – 79%	14
40 – 59%	10
Less than 40%	6
0%	0

Sanitation: ODF

| 3.9 | Percentage of Community Toilets completed vs target (Data to be taken from the Portal as of 31st December 2017) | Marks 22 |

PURPOSE AND JUSTIFICATION

To make city open defecation free, ULB should ensure that all households in the wards have access to either an individual toilet or to a community toilet within 500 mt. from their settlement/ habitation. ULB must ensure that Community toilets targets are met before 31st Decemeber 2017.

MEANS OF VERIFICATION

- The ULB should provide the following document as evidence:
- List of community toilets targeted to be constructed in different parts of the city – supported by DPR/Survey/study conducted

Scheme of Ranking	Marks
100% construction completed	22
80-99%	18
60-79%	14
40-59%	10
20-39%	6
1-19%	0
0%	

Sanitation: ODF

| 3.10 | Percentage of Public Toilets completed vs target (Data to be taken from the Portal as of 31st December 2017) | Marks 22 |

PURPOSE AND JUSTIFICATION

The purpose of this parameter is to assess whether the ULB has a strategy for building public toilets for the floating population as per the targets. The gradation of marks is based on whether ULB has identified land and tendered/completed the work

MEANS OF VERIFICATION

- The ULB should provide the following document as evidence:
- All commercial areas should have public toilets within a distance of 1 kilometre
- Total number of Public Toilets to be constructed as per target
- Total number of Public Toilets constructed – with location details

Scheme of Ranking	Marks
100% construction completed	22
80 – 99%	18
60 – 79%	14
40 – 59%	10
20 – 39%	6
1 – 19%	2
0%	0

Sanitation: ODF

3.11 Has the city notified that general public can access toilets in all Fuel Pumps in the city?

Marks 18

PURPOSE AND JUSTIFICATION

This indicator would assess whether a city has issued notifications allowing citizens to access toilets by parternering with Fuel Pumps.
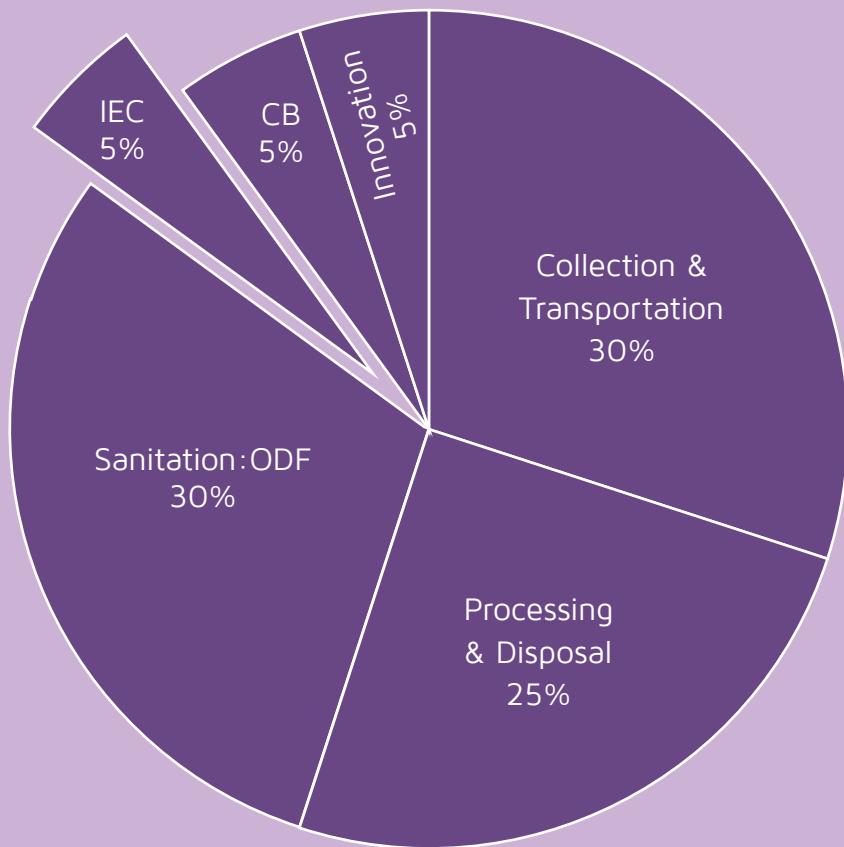
MEANS OF VERIFICATION

- Copy of the notification issued
- Total number of Fuel Pumps in the city
- Total number of Fuel Pumps that have provided access to toilets for citizens
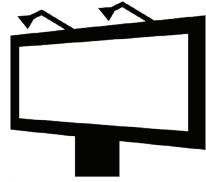
Scheme of Ranking	Marks
Yes	18
No	0

4
IEC & Behavior Change

Total Number of Questions: 7

70 Marks / 1400 Marks

IEC & Behaviour Change

4.1	Whether rankings of Swachh Hotel, School, Hospital, RWA/Mohalla and Market Association conducted	Marks 20

PURPOSE AND JUSTIFICATION

A sense of competition for cleanliness among Hotels, Schools, RWAs/Mohalla and registered Market Associations will lead to improved the overall experience of places with maximum footfall of citizens.

MEANS OF VERIFICATION

- List of all hotels, schools, RWAs/Mohalla and Market Associations
- Swachh Ranking documents with approach and methodology
- Assessment papers/documents supporting conducting rankings
- Announcement of results – pictures and media coverage

Scheme of Ranking	Marks
Swachh Ranking done for all Fives above	20
Swachh Ranking done for any Four above	16
Swachh Ranking done for any Three above	12
Swachh Ranking done for any Two above	8
Swachh Ranking done for any one above	4
Swachh Ranking not done for any of the above	0

IEC & Behaviour Change

| 4.2 | ICT Based Monitoring of Community and Public Toilets | Marks **16** |
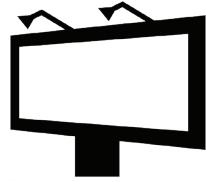
PURPOSE AND JUSTIFICATION

Quality and functionality is very critical for the usage of Public Toilet. This indicator examines whether a ULB provide citizens a platform to locate toilets and give feedback about the functionality of the toilet, through an ICT mechanism such as the Google Toilet Locator and Feedback Monitoring System (Wall-Mounted).

MEANS OF VERIFICATION

- List of all CT/PTs
- To be tracked/monitored through Google server at the backend by the survey agency
- To be tracked/verified through server at the backend (ULB/Service Provider) by the survey agency.
- Review of feedback received (for latest two months) post installation of the device
- Documentation support of Google Toilet Locator
- Contract supporting procurement/ installation of feedback system.

Scheme of Ranking	Marks
100% toilets have both ICT based systems	16
60-99% have both ICT based systems	12
100% toilets have one ICT based system	8
60-99% have one ICT based system	6
60-99% have no ICT based system	4
All toilets have no ICT based systems	0

IEC & Behaviour Change

4.3	2017 SBM campaigns designed by the Ministry promoted in the city i.e. Source Segregation, Swachh Shauchalaya etc.	Marks 11

PURPOSE AND JUSTIFICATION

The purpose of this parameter is to assess the extent of Ministry of Housing and Urban Affairs IEC campaign through big hoardings is undertaken by the ULB.

MEANS OF VERIFICATION

- List of RWAs and CTs/PTs in the city
- Source Segregation campaign ran in all RWAs – pictures and media coverage
- Swachh Shauchalaya hoardings in all CT/PTs – pictures and media coverage

Scheme of Ranking	Marks
All campaigns run in 100% of the locations	11
All campaigns run in 75-99% of the locations	9
All campaigns run in 50-74% of the locations	7
All campaigns run in less than 50% of the locations	5
No campaigns run	3

IEC & Behaviour Change

4.4	SBM Brand Ambassadors - formally engaged for community engagement activities	Marks 6

PURPOSE AND JUSTIFICATION

As Swachh Bharat Mission is envisaged as a Jan-Andolan, involvement of all sections of the city is vital for the achieving the mission objective. This parameter would assess the involvement of SBM Brand Ambassadors with the ULB.

MEANS OF VERIFICATION

• Total number of Brand Ambassadors engaged by the ULB
• Evidence of activities undertaken by the ULBs in collaboration with the Brand Ambassadors – Media Clippings of last two quarters or photographic evidence
• Minimum 1 activity / month between August – December 2017
• Independent activities undertaken by the Brand Ambassadors ,if any

Scheme of Ranking	Marks
100% Brand Ambassadors conducted monthly SBM related activities	6
75-99% Brand Ambassadors conducted monthly SBM related activities	4
50-74% Brand Ambassadors conducted monthly SBM related activities	2
No activities undertaken	0

IEC & Behaviour Change

| 4.5 | Quarterly meetings held with RWAs, Religious Leaders, SHGs, to ensure messaging and activities for source segregation and decentralized composting | Marks **6** |
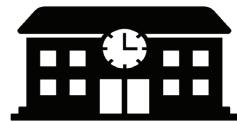
PURPOSE AND JUSTIFICATION

As Swachh Bharat Mission is envisaged as a Jan-Andolan, involvement of all sections of the city is vital for the achieving the mission objective. This parameter would assess the involvement of RWAs ,religious leaders and SHGs towards BCC for source segregation and decentralized composting

MEANS OF VERIFICATION

• Document indicating total number of RWAs, Religious Leaders, SHGs that have agreed to collaborate with the ULB for promoting source segregation and decentralized composting
• Minutes of the Meetings held with above mentioned stakeholders and outcomes of previous meeting

Scheme of Ranking	Marks
Quarterly meetings are held with all stakeholders	6
Quarterly meetings are held with some stakeholders	4
Irregular meetings are held	2
No meetings are held	0

IEC & Behaviour Change

4.6 Swachhata Committees functioning in all schools

Marks 6

PURPOSE AND JUSTIFICATION

This parameter assess the extent of cleanliness related activities and focus of school in the city towards cleanliness and hygiene in the premises.

MEANS OF VERIFICATION

- Document indicating total number of schools in the city.
- Documentary evidence indicating formation of Swachhata Committee in the school
- Evidence of activities undertaken by the Swachhata Committee towards cleanliness and hygiene in the school premises.

Scheme of Ranking	Marks
Swachhata Committee functioning in 100% schools	6
Swachhata Committee functioning in 75% - 99% schools	4
Swachhata Committee functioning in 50% - 75% schools	2
Swachhata Committee functioning in <50% schools	0

IEC & Behaviour Change

| 4.7 | Facilitation of Farmer outreach programmes, Awareness drives and demonstrations for promotion of city compost within the ULB or in the surrounding villages | Marks 5 |

PURPOSE AND JUSTIFICATION

This indicator encourages the use of compost that is manufactured within the ULB locally so as to reduce transportation costs and lower carbon footprints.
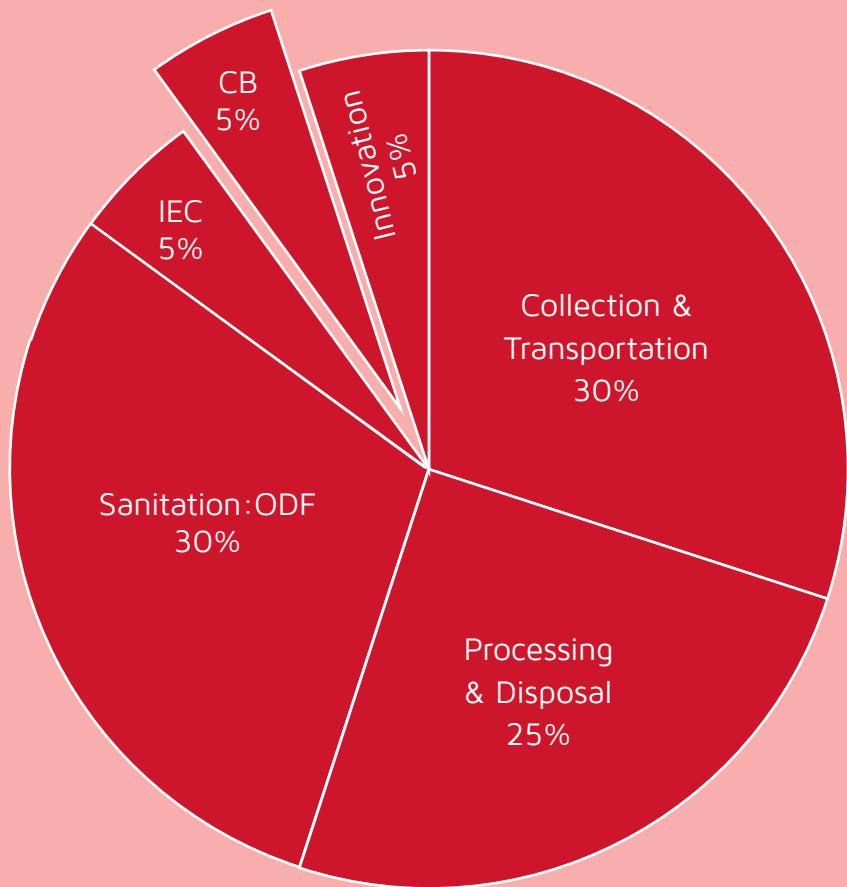
MEANS OF VERIFICATION

- Proof of compost purchase by farmers from compost produced in the ULB level
- List of Farmers that have purchased compost and their contact information
- List of Farmers by ULB/Surrounding Villages (in a 100km radius of the ULB)
- Press clipping and photographic evidence of outreach programmes

Scheme of Ranking	Marks
Above 50% of the farmers are purchasing city compost	5
Less than 50% of the farmers are purchasing city compost	4
No farmers are purchasing city compost but outreach programmes present	2
No activity undertaken	0

5
Capacity Building

Collection &
Transportation
30%

Processing
& Disposal
25%

Sanitation:ODF
30%

IEC
5%

CB
5%

Innovation
5%

Total Number of Questions: 4
70 Marks / 1400 Marks

Capacity Building

5.1	City Program Implementation Unit (PIU) established - with at least IEC & MIS experts	Marks 30

PURPOSE AND JUSTIFICATION

Additional dedicated resources assisting in IEC, MIS etc. will help the city to fast track the progress under SBM. As advised by the minister or as per requirements, the city can hire professional/technical resource to add value in their efforts under SBM.

MEANS OF VERIFICATION

- List of PIU members
- Documents supporting the hiring process
- Proof of Payments/salary paid to the resources

Scheme of Ranking	Marks
PIU established of minimum 2 members	30
PIU not established	0

Capacity Building

| 5.2 | Number of ULB staff sent for exposure visits/attending workshops in other cities | Marks **16** |

PURPOSE AND JUSTIFICATION

This parameter would assess the number of ULB staff (who work in health or sanitation related fields or are key decision makers) who have attended exposure visits to other cites towards the best practices.

MEANS OF VERIFICATION

- Details of staff who were sent to exposure visits.
- Verification to be done from the host city as well towards participation of assess city

Scheme of Ranking	Marks
>10 staff visited/attended workshops (if population is <5 Lakh)	16
>15 staff visited/attended workshops (if population is >5 Lakh)	16
8-9 staff visited/attended workshops (if population is <5 Lakh)	12
10-15 staff visited/attended Workshops (if population is >5 Lakh)	12
5-7 staff visited/attended Workshops (if population is <5 Lakh)	8
6-9 staff visited/attended Workshops (if population is >5 Lakh)	8
3-4 staff visited/attended Workshops (if population is <5 Lakh)	4
3-5 staff visited/attended Workshops (if population is >5 Lakh)	4
1-2 staff visited/attended Workshops (if population is <5 Lakh)	2
1-2 staff visited/attended Workshops (if population is >5 Lakh)	2
No staff attended the workshop	0

Capacity Building

| **5.3** | **eLearning Platform – Number of certifications undergone by ULB staff on the e-courses platform on SBM portal (Sanitary Inspector and Above)** | **Marks 12** |

PURPOSE AND JUSTIFICATION

This parameter assess the ULBs staff on capacity building initiatives undertaken by the ULBs. The staff is required to undergo video tutorials on the portal followed by a set of questions that need to answered in order to be certified.

MEANS OF VERIFICATION

- Course wise list of employees who have completed the elearning courses to be verified by the assessor from data available with the MoUD
- List of staff - Sanitary Inspector and above.

Scheme of Ranking	Marks
100% of the staff completed at lease 10 courses*	12
75 – 99% of the staff completed at lease 10 courses*	8
50 – 79% of the staff completed at lease 10 courses*	4
Less than 50% of the staff completed at lease 10 courses*	2
No staff is certified of the staff completed at lease 10 courses*	0

Note: For ULBs with >5 Lakh population Minimum 15 courses required

*Among the 10 courses, five courses (>5 lac population) or three courses (<5 lac population) from following categories are mandatory:
1. IEC in Religious Places
2. Use of ICT by ULBs to improve governance
3. Waste to Compost
4. Google Map Toilet Locator
5. Faecal Sludge Management and Waste Water Treatment

Capacity Building

5.4	eLearning Platform – Number of certifications undergone by ULB staff on the e-courses platform on SBM portal (Asst/Jr.Engineer and Above)	Marks 12

PURPOSE AND JUSTIFICATION

This parameter assesses the ULBs staff on capacity building initiatives undertaken by the ULBs. The staff is required to undergo video tutorials on the portal followed by a set of questions that need to answered in order to be certified

MEANS OF VERIFICATION

- Course wise list of employees who have completed the eLearning courses to be verified by the assessor from data available with the MoUD
- List of staff - Sanitary Inspector and above.

Scheme of Ranking	Marks
100% of the staff completed at lease 10 courses*	12
75 – 99% of the staff completed at lease 10 courses*	8
50 – 79% of the staff completed at lease 10 courses*	4
Less than 50% of the staff completed at lease 10 courses*	2
No staff is certified	0

Note: For ULBs with >5 Lakh population Minimum 15 courses required
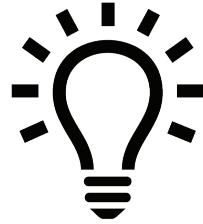
*Among the 10 courses, five courses (>5 lac population) or three courses (<5 lac population) from following categories are mandatory:
1. IEC in Religious Places
2. Use of ICT by ULBs to improve governance
3. Waste to Compost
4. Google Map Toilet Locator
5. Faecal Sludge Management and Waste Water Treatment

6
Innovation and Best Practises

Innovation 5%

CB 5%

IEC 5%

Collection & Transportation 30%

Sanitation:ODF 30%

Processing & Disposal 25%

70 Marks / 1400 Marks

6	Innovation and Best Practises	Marks 70

**Ministry of Housing & Urban Affairs (MoHUA) will award cities with outstanding performance and practises in the following categories:**

1. Sustainable Solutions
2. IEC & Behaviour Change
3. Community Engagement
4. Waste Management
5. Community and Public Toilets

All cities are requested to send in applications for their projects in the aforementioned categories to assessors. Comprehensive documentation and imaging for your project or initative will make a stronger case for your city.

Last date of Application:
31st December, 2017

Scheme of Ranking	Marks
Implementation	14
Novelty (Is your idea original?)	14
Scalability	14
Financial Sustainability	14
Impact	14

PART-2A
INDEPENDENT VALIDATION

'INDEPENDENT VALIDATION'

will validate the progress against all indicators confirmed by the ULB under Part-1. There will be negative marking if on-field validation does not confirm the status as provided under Part-1 (among the samples selected).

1.1 Of the total waste generated, what percentage is segregated into Wet and Dry?

VALIDATION METHODOLOGY

• A sample of 10 households from 4 zones to be randomly selected from the list of wards where source segregation is in place.

• If 3 or more households answer is 'No' for source segregation, then the ULB will receive -16 score for this indicator.

Scheme of Ranking	Marks
Yes	Remain as in Part 1
No	-16

SWM: Collection and Transportation
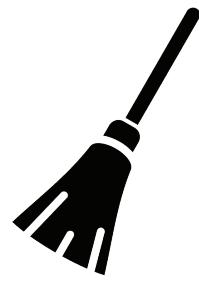
1.2 | Percentage of RWAs/Bulk Garbage generators practicing on-site composting for processing organic waste

VALIDATION METHODOLOGY

- A sample of 9 RWAs/Bulk Generators are to be randomly selected from the list of parks practicing on-site composting. RWAs or Bulk Generator owners are to demonstrate the the practice of composting on site.

- If two or more RWAs/Owners fail to do so, then the ULB will receive -16 score for this indicator.

Scheme of Ranking	Marks
Yes	Remain as in Part 1
No	-16

SWM: Collection and Transportation & Sweeping

1.3 Percentage of Commercial areas undertaking daily sweeping and cleaning (twice a day, including night sweeping)

VALIDATION METHODOLOGY

- A sample of 9 vendors/shopkeepers to be randomly selected from the commercial area from different zones in which daily sweeping occurs.

- If 2 or more shopkeepers/vendors say 'No', then the ULB will receive -11 score for this indicator.

Scheme of Ranking	Marks
Yes	Remain as in Part 1
No	-11

SWM: Collection and Transportation

1.4 Percentage coverage of area (wards) under door-to-door collection system

VALIDATION METHODOLOGY

- A sample of 7 wards (from 4 zones) are to be randomly selected from the list of wards that are completely serviced by door-to-door collection system. In each ward 2 households are to be randomly asked if their waste is being collected.

- If 3 or more households answer is 'No', then the ULB will receive -11 score for this indicator.

Scheme of Ranking	Marks
Yes, within range	Remain as in Part 1
Deviation >5%	-11

SWM: Collection and Transportation

1.5 Percentage of collected waste transported to processing unit for disposal within the same day

VALIDATION METHODOLOGY

- The Assessor will visits the processing plant(s) to verify waste transported to/collected in last three days.

- Average waste received should match (- + 5%) the data shared by the ULB.

- For deviation > 5%, then the ULB will receive -11 score for this indicator.

Scheme of Ranking	Marks
Yes, within range	Remain as in Part 1
Deviation >5%	-11

SWM: Collection and Transportation

1.6 Percentage of Informal Waste Pickers formally integrated from SWM in the city (as per SWM 2016 rules)

VALIDATION METHODOLOGY

- A sample of 6 waste pickers are to be randomly selected from the list of registered waste pickers to ask whether they have received an ID and have a contract/work order.

- If 2 or more waste pickers answer 'No', then the ULB will receive -11 score for this indicator.

Scheme of Ranking	Marks
Yes	Remain as in Part 1
No	-11

SWM: Collection and Transportation

1.7 | Elimination of Garbage Vulnerable Points (GVPs)

VALIDATION METHODOLOGY

- A sample of 8 Garbage Vulnerable Points to be randomly selected from the list shared by the ULB.

- If 2 or more GVP found dirty/not clean , then the ULB will receive -11 score for this indicator.

Scheme of Ranking	Marks
Yes	Remain as in Part 1
No	-11

SWM: Collection and Transportation

1.8	GPS/RFID based Vehicle Tracking – Recognition of best performing drivers [Permanent/Contractual] [% of waste picking vehicles/auto tippers follows daily route for waste collection]

VALIDATION METHODOLOGY

- A sample of 6 Best Performing Drivers to be randomly selected from the list shared by the ULB.

- If 2 or more drivers does not acknowledges the appreciation/recognition from the ULB, then the ULB will receive -9 score for this indicator.

Scheme of Ranking	Marks
Yes	Remain as in Part 1
No	-9

SWM: Collection and Transportation

1.9

Placement of compartmentalized public bins or twin bins at every 500m and emptied daily (as per SWM Rules 2016*)

VALIDATION METHODOLOGY

- A sample of 8 locations with litter bins are to be randomly selected from the map of bin locations. In each site, the assessor will verify whether compartmentalized twin bins are present at every 500m.

- If 2 or more locations do not have twin bins at every 500m , then the ULB will receive -9 score for this indicator.

Scheme of Ranking	Marks
Yes	Remain as in Part 1
No	-9

SWM: Collection and Transportation

1.10 Whether ICT based staff attendance system linked with payroll is in place

VALIDATION METHODOLOGY

- A sample of 6 sanitary workers/staff to be randomly selected from the list of absentees taken from previous months attendance and verify if their salary was deducted.

- If 2 or more worker/staff's answer is 'No', then the ULB will receive -9 score for this indicator.

Scheme of Ranking	Marks
Yes	Remain as in Part 1
No	-9

SWM: Collection and Transportation

1.11 Spot Fine –Notification issued and fine collected

VALIDATION METHODOLOGY

- A sample of 9 Challans/receipts to be randomly selected from the Challan book with name and contact details of the offender.

- If two or more offenders deny the challan/receipt then the ULB will receive -9 score for this indicator.

Scheme of Ranking	Marks
Yes	Remain as in Part 1
No	-9

SWM: Collection and Transportation

1.12 | Percentage of city parks and gardens (maintained by government/public department) practicing on-site composting of garden waste

VALIDATION METHODOLOGY

- A sample of 9 parks and gardens are to be randomly selected from the list of parks practicing on-site composting. Park officials are to demonstrate the the practice of composting on site.

- If two or more park officials fail to do so, then the ULB will receive -9 score for this indicator.

| Scheme of Ranking	Marks
Yes	Remain as in Part 1
No	-9

SWM: Collection and Transportation

1.13
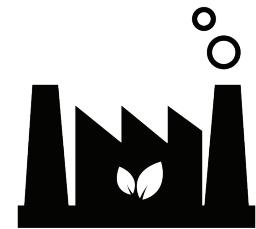
Provision of personal protection equipment (including uniform, fluorescent jacket, hand gloves, raincoats, appropriate foot wear and masks) to all workers handling solid waste and the same are used by the workforce

VALIDATION METHODOLOGY

- A sample of 6 workers are to be randomly selected from the list of all SWM workers. Each will be checked whether they are wearing personal protection equipment

- If two or more workers say 'No', then the ULB will receive -6 score for this indicator.

Scheme of Ranking	Marks
Yes	Remain as in Part 1
No	-6

SWM: Treatment and Processing

2.1 What percentage of the operational cost of Solid Waste Management is covered by Property Tax and User Charges?

VALIDATION METHODOLOGY

• The Solid Waste Management Plant/Processing Unit is to be visited.

• Assessor will assess the monthly operational cost of the plant/unit.

• If any discrepancies are found (against what claimed by the ULB), then the ULB will receive -20 score for this indicator

Scheme of Ranking	Marks
Yes	Remain as in Part 1
No	-20

SWM: Treatment and Processing
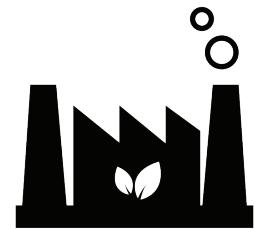
2.2 Is the landfill in the city a sanitary landfill?

VALIDATION METHODOLOGY

- The landfill is to be visited if available and under development. If not, the land that is identified is to be visited.

- If any discrepancies are found, then the ULB will receive -20 score for this indicator.

Scheme of Ranking	Marks
Yes	Remain as in Part 1
No	-20

SWM: Treatment and Processing
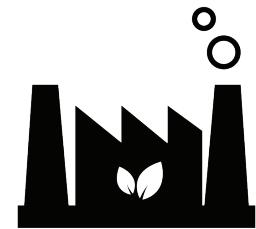
2.3 Percentage of Wet Waste treated either by decentralized or centralized processing

VALIDATION METHODOLOGY

- A sample of 2 waste processing units (ideally one decentralized and one centralized) are to be randomly selected from the list of all SWM workers. Each will be asked how much waste is processed per day.

- If the value that any unit declares is less than the ULB reported value , then the ULB will receive -17 score for this indicator.

| Scheme of Ranking	Marks
Yes	Remain as in Part 1
No	-17

SWM: Treatment and Processing

2.4 Percentage of Dry Waste collected/ treated either by decentralized or centralized processing

VALIDATION METHODOLOGY

• A sample of 2 waste processing units (ideally one decentralized and one centralized) are to be randomly selected from the list of all SWM workers. Each will be asked how much waste is processed per day.

• If the value any unit declares is less than the ULB reported value , then the ULB will receive -17 score for this indicator.

Scheme of Ranking	Marks
Yes	Remain as in Part 1
No	-17

SWM: Treatment and Processing

2.5 Percentage Biodegradable waste coming to the landfill

VALIDATION METHODOLOGY

- The registered landfill will be visited in the city. The log books will be cross-checked to see if the values reported are correct and a rough gauge will be made visually.

- If the biodegradable waste is more than the ULB reported value, then the ULB will receive -13 score for this indicator.

Scheme of Ranking	Marks
Yes	Remain as in Part 1
No	-13

SWM: Treatment and Processing

2.6 Remediation of existing dumpsites undertaken and the stage of the same

VALIDATION METHODOLOGY

• The landfill is to be visited if under remediation. If not, agreements or tenders are to be produced during the in-person visit.

• If any discrepancies are found, then the ULB will receive -13 score for this indicator.

Scheme of Ranking	Marks
Yes	Remain as in Part 1
No	-13

SWM: Treatment and Processing

2.7

Sale of city compost (as a % of production) in the last two quarters of 2017 as logged into the mFMS portal

VALIDATION METHODOLOGY

- A sample of 1-3 compost producers are to be randomly selected from the list of all manufacturers. Each will be asked to show logs for the sales for the past two months.

- If the value that any producer declares is less than the value reported by the ULB, then the ULB will receive -10 score for this indicator.

Scheme of Ranking	Marks
Yes	Remain as in Part 1
No	-10

SWM: Treatment and Processing

2.8

Has the designated compost manufacturer(s) in the city registered on the mFMS portal and are they logging production details?

VALIDATION METHODOLOGY

- A sample of 1-3 compost manufacturers in the ULB will be visited and asked how much production they have logged in the past two quarters.

- If any declare an amount lower than the ULB does, then the ULB will receive -7 score for this indicator.

Scheme of Ranking	Marks
Yes	Remain as in Part 1
No	-7

Sanitation: ODF

| 3.1	ODF Status

VALIDATION METHODOLOGY

- If City is Certified ODF, no validation is required.

- If City has claimed number of wards are ODF – a sample of 5 wards will be selected to spot open defecation

- If one or more selected ward found OD, then the ULB will receive -36 score for this indicator.

Scheme of Ranking	Marks
Yes	Remain as in Part 1
No	-36

Sanitation: ODF
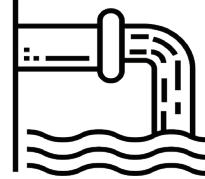
3.2 CT & PT – What percentage of the Operation and Maintenance Cost has been covered by land monetization strategies?

VALIDATION METHODOLOGY

- The assessor will randomly select 6 CT/PT from 4 zones and visit there to verify if the land has been monetized (advertisement, ATM or any commercial activity point)

- If no such revenue generating activities found out in one or more CT/PT, then the ULB will receive -18 score for this indicator.

Scheme of Ranking	Marks
Yes	Remain as in Part 1
No	-18

Sanitation: ODF
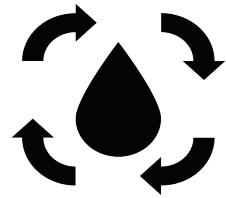
3.3 | Are de-sludging operators registered and being monitored (e.g. by the ULB)

VALIDATION METHODOLOGY

• A sample of 4 de-sludging operators will be selected from the list and asked if they are registered and which treatment plant they offload waste to.

• If one or more operators are unable to answer either, then the ULB will receive -14 score for this indicator.

Scheme of Ranking	Marks
Yes	Remain as in Part 1
No	-14

Sanitation: ODF

3.4

Does your city have liquid waste processing infrastructure (FSTP or STP with co-treatment facility or septage) within 100 kms of the source?

VALIDATION METHODOLOGY

• A site visit to the FSTP OR STP will be made.

• If plant is not operational, then the ULB will receive -14 score for this indicator.

Scheme of Ranking	Marks
Yes	Remain as in Part 1
No	-14

Sanitation: ODF

3.5

IHHL – What percentage of toilets have been constructed out of the verified applications?

VALIDATION METHODOLOGY

• Assessor will collect a list of all toilets constructed out of verified applications.

• Randomly 6 toilets will be selected from the list for a site visit

• If one or more selected toilets are not constructed, then the ULB will receive -11 score for this indicator.

Scheme of Ranking	Marks
Yes	Remain as in Part 1
No	-11

Sanitation: ODF

3.6 — IHHL – What percentage of completed toilets have water connections?

VALIDATION METHODOLOGY

- A sample of 9 Households with IHHL (from 4 zones) are to be randomly selected from the list of all IHHL with water connections and verified for such a connection.

- If no water connection is present in two or more IHHLs, then the ULB will receive -11 score for this indicator.

Scheme of Ranking	Marks
Yes	Remain as in Part 1
No	-11

Sanitation: ODF
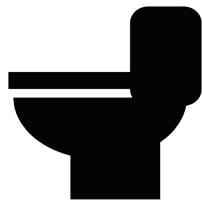
3.7 | IHHL – Percentage of applications that have been uploaded on the SBM portal?

VALIDATION METHODOLOGY

• Assessor will collected list of all applications

• Randomly 6 applicants will be selected from the list to verify if those applications are uploaded on the SBM portal.

• If one or more selected applications are not found on the portal, then the ULB will receive -7 score for this indicator.

Scheme of Ranking	Marks
Yes	Remain as in Part 1
No	-7

Sanitation: ODF

3.8 IHHL – What percentage of applications have been approved on the SBM portal?

VALIDATION METHODOLOGY

- Assessor will collect a list of all applications approved.

- Randomly 6 applicants will be selected from the list to verify if those applications are showing approved on the SBM portal.

- If one or more selected applications are not found on the portal, then the ULB will receive -7 score for this indicator.

Scheme of Ranking	Marks
Yes	Remain as in Part 1
No	-7

Sanitation: ODF

3.9   Percentage of Community Toilet (CT) completed vs target (Data to be taken from the Portal as of 31st December 2017)

VALIDATION METHODOLOGY

- A sample of 9 Community Toilet's from 4 zones are to be randomly selected from the list of all toilets that are fully constructed to verify if they are such.

- If two or more CT is found to be under construction or not available, then the ULB will receive -7 score for this indicator.

Scheme of Ranking	Marks
Yes	Remain as in Part 1
No	-7

Sanitation: ODF

3.10	**Percentage of Public Toilet(PT) completed vs target (Data to be taken from the Portal as of 31st December 2017)**

VALIDATION METHODOLOGY

- A sample of 9 Public Toilet's from 4 zones are to be randomly selected from the list of all toilets that are fully constructed to verify if they are such.

- If more than two PTs are found to be under construction or not available, then the ULB will receive -7 score for this indicator.

Scheme of Ranking	Marks
Yes	Remain as in Part 1
No	-7
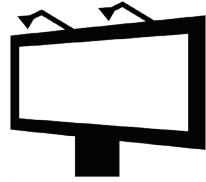
3.11 Has the city notified that general public can access toilets in all Fuel Pumps in the city?

VALIDATION METHODOLOGY

- 5 Fuel Pumps should be randomly selected from the list of all fuel pumps in the city and asked whether they have installed some signage/hoarding to notify general public of toilet access.

- If one or more fuel pump is not notifying citizens, then the ULB will receive -6 score for this indicator.

Scheme of Ranking	Marks
Yes	Remain as in Part 1
No	-6

IEC & Behaviour Change

4.1	Whether rankings of Swachh Hotel, School, Hospital, RWA/Mohalla and Market Association conducted

VALIDATION METHODOLOGY

- A mixed sample of 8 Hotels/Schools/Hopsitals/RWA and Market Association to selected to assess if they participated in the ranking

- If there is no evidence in two or more locations, then the ULB will receive -7 score for this indicator.

Scheme of Ranking	Marks
Yes	Remain as in Part 1
No	-7

IEC & Behaviour Change
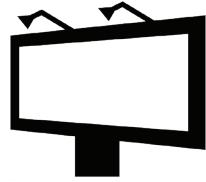
4.2 ICT Based Monitoring of Community and Public Toilets

VALIDATION METHODOLOGY

- A sample of 8 CT/PTs will be randomly selected and each will be examined to see if they have the ICT based systems

- If two or more do not , then the ULB will receive -5 score for this indicator.

Scheme of Ranking	Marks
Yes	Remain as in Part 1
No	-5

IEC & Behaviour Change

4.3 | 2017 SBM campaigns designed by the Ministry promoted in the city i.e. Source Segregation, Swachh Shauchalaya etc.

VALIDATION METHODOLOGY

• A sample of 10 locations will be randomly selected and each will be examined to see if there is evidence for SBM campaigns

• If there is no evidence in 2 or more locations, then the ULB will receive -4 score for this indicator.

• These 10 locations will be different than locations selected by assessor for Independent Observation.

Scheme of Ranking	Marks
Yes	Remain as in Part 1
No	-4

IEC & Behaviour Change

4.4 SBM Brand Ambassadors - formally engaged for community engagement activities

VALIDATION METHODOLOGY

• 5 brand ambassadors are to be randomly selected and asked which community engagement activities they have participated in.

• If one or more ambassadors provide answers different than ULB documentation, then the ULB will receive -2 score for this indicator.

Scheme of Ranking	Marks
Yes	Remain as in Part 1
No	-2

IEC & Behaviour Change
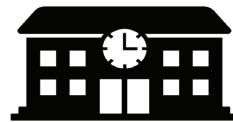
4.5 — Quarterly meetings held with RWAs, Religious Leaders, SHGs, to ensure messaging and activities for source segregation and decentralized composting

VALIDATION METHODOLOGY

• A sample of 5 participants (randomly selected) in the quarterly meeting should be called to check if they attended the meeting.

• If one or more participant says 'No', then the ULB will receive -2 score for this indicator.

Scheme of Ranking	Marks
Yes	Remain as in Part 1
No	-2

IEC & Behaviour Change

4.6 Swachhata Committees functioning in all schools

VALIDATION METHODOLOGY

• A sample of 8 committees will be randomly selected from 8 schools in 4 zones. The Assessor will visit these school and will verify whether they are active and what activities they have led.

• If there is mismatch from what has been claimed by the ULB by two or more committees, then the ULB will receive -2 score for this indicator.

Scheme of Ranking	Marks
Yes	Remain as in Part 1
No	-2

IEC & Behaviour Change

4.7 Launch of Farmer outreach programmes, Awareness drives and demonstrations for promotion of city compost within the ULB or in the surrounding villages

VALIDATION METHODOLOGY

• A sample of 5 farmers will be randomly selected and each will be asked if they have purchased city compost

• If one or more answers 'No', then the ULB will receive -2 score for this indicator.

Scheme of Ranking	Marks
Yes	Remain as in Part 1
No	-2

Capacity Building

5.1 City Program Implementation Unit (PIU) established

VALIDATION METHODOLOGY

- A sample of 2 employees will be randomly selected from the list of PIU staff that will be asked for the role they are playing and since when they are working.

- If any employee is unable to answer, then the ULB will receive -10 score for this indicator.

Scheme of Ranking	Marks
Yes	Remain as in Part 1
No	-10

Capacity Building

| 5.2 | Number of ULB staff sent for exposure visits/ attending workshops in other cities |

VALIDATION METHODOLOGY

- A sample of 8 employees will be randomly selected from the list of ULB staff that have gone on exposure visits and each will be asked about their takeaways from the workshops.

- If two or more employees is unable to answer, then the ULB will receive -5 score for this indicator.

Scheme of Ranking	Marks
Yes	Remain as in Part 1
No	-5

Capacity Building
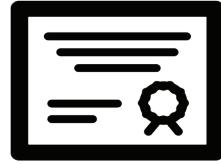
5.3	eLearning Platform – Number of certifications undergone by ULB staff on the e-courses platform on SBM portal (Sanitary Inspector and Above)

VALIDATION METHODOLOGY

- A sample of 5 employees will be randomly selected from the list of certified sanitary inspectors and each will be asked about the course they completed.

- If one or more employees is unable to answer, then the ULB will receive -4 score for this indicator.

Scheme of Ranking	Marks
Yes	Remain as in Part 1
No	-4

Capacity Building

5.4 — eLearning Platform – Number of certifications undergone by ULB staff on the e-courses platform on SBM portal (Asst/Jr.Engineer and Above)

VALIDATION METHODOLOGY

- A sample of 5 employees will be randomly selected from the list of certified sanitary inspectors and each will be asked about the course they completed.

- If one or more employees is unable to answer, then the ULB will receive -4 score for this indicator.

Scheme of Ranking	Marks
Yes	Remain as in Part 1
No	-4

PART-2B
DIRECT OBSERVATION

1200 Marks / 4000

Direct
Observation
30%

Service Level
Progress
35%

Citizen
Feedback
35%

Direct Observation
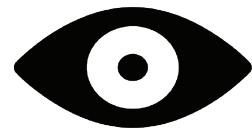
1. Is the Area Clean?
(Residential Areas—Slum/Old City/Unplanned Area/ Planned Area)

METHODOLOGY

- Assessors will visit 3 residential area in each zone = total 12 residential areas in a city (if population is <5 lacs)
- Assessors will visit 6 residential area in each zone = total 24 residential areas in a city (if population is >5 lacs)
- Assessors will move around the residential area and observe/assess if the area is 100% clean, not
- 100% but largely clean or Not clean (<50% area clean)
- Assessors will not interact with anyone. It will be purely their assessment of the situation
- Assessors will click the pictures to support their observation/assessment

Scheme of Ranking	Marks
Yes, 100% clean (zero waste spot)	50
Yes, but not 100% clean (waste spotted in 1-5 points/locations)	25
Not clean (Waste spotted in >5 points/locations)	0

Direct Observation
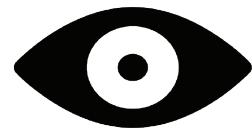
2. Are Public/Community Toilets gender friendly (Separate section for Men and Women), child friendly and catering well to differently abled people?

METHODOLOGY

- Assessors will randomly visit 3 CT/PT in each zone = total 12 CT/PT in a city (If population is <5 Lakh)
- Assessors will randomly visit 5 CTs/PTs in each zone= total 20 CTs/PTs in a city (if population is >5 Lakh).
- Assessors will not interact with anyone. It will be purely their assessment of the situation
- Assessors will click the pictures to support their observation/assessment

Scheme of Ranking	Marks
Yes to all 3	70
Yes to any 2	50
Yes to just 1	30
None	0
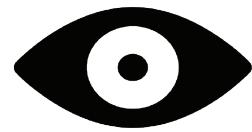
3. Are Public/Community Toilets well lit (no dark areas), ventilated, connected to water supply/flush and attached to an electricity connection?

METHODOLOGY

- Assessors will randomly visit 3 CT/PT in each zone = total 12 CT/PT in a city (if population is <5 Lakh)
- Assessors will randomly visit 5 CT/PT in each zone = total 20 CT/PT in a city (If population is >5 Lakh)
- Assessors will not interact with anyone. It will be purely their assessment of the situation
- Assessors will click the pictures to support their observation/ assessment

Scheme of Ranking	Marks
Yes to all 4	90
Yes to any 3	70
Yes to any 2	50
Yes to any 1	30
None of the above	0
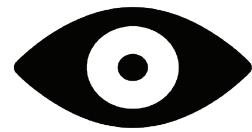
4. Is the public/community toilet connected with onsite safe disposal system or sewer network – no open drainage/no manual scavenging/no pit latrines

METHODOLOGY

- Assessors will randomly visit 3 CT/PT in each zone = total 12 CT/PT in a city (if the population if <5 Lakh)
- Assessors will randomly visit 5 CT/PT in each zone = total 20 CT/PT in a city (if the population is >5 Lakh)
- Assessors will not interact with anyone. It will be purely their assessment of the situation
- Assessors will click the pictures to support their observation/assessment

Scheme of Ranking	Marks
Yes	50
No	0

5. Are Public/Community Toilets carrying IEC Messages designed by the Ministry in 2017 (Hoardings/ Banners/ Wall Paintings/Writing)

METHODOLOGY

- Assessors will randomly visit 3 CT/PT in each zone = total 12 CT/PT in a city (if population is <5 Lakh)
- Assessors will randomly visit 5 CT/PT in each zone = total 20 CT/PT in a city (if population is >5 Lakh)
- Assessors will not interact with anyone. It will be purely their assessment of the situation
- Assessors will click the pictures to support their observation/assessment

Scheme of Ranking	Marks
Yes	50
No	0
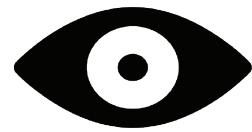
6. Is the Commercial Area Clean?

METHODOLOGY

- Assessors will visit 2 biggest Commercial Area in each zone = total 8 in a city (if population is < 5 Lakh)
- Assessors will visit 4 biggest Commercial Area in each zone = total 16 in a city (if population is < 5 Lakh)
- Assessors will not interact with anyone. It will be purely their assessment of the situation
- Assessors will click the pictures to support their observation/assessment

Scheme of Ranking	Marks
Yes, 100% clean (Zero waste spot)	50
Yes, but not 100% clean (waste spotted in 1-5 points/locations)	30
Not clean (Waste spotted in >5 points/locations)	0
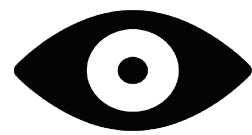
7. Vegetable/Fruit/Meat/Fish Market –
On Site Composting/Waste Transfer Stations/
Primary waste collection centers - Cleanliness

METHODOLOGY

- Assessors will visit 2 biggest Vegetable/Fruit/Meat market in each zone = total 8 in a city (if population is <5 Lakh)
- Assessors will visit 4 biggest Vegetable/Fruit/Meat market in each zone = total 16 in a city (if population is >5 Lakh)
- Besides their observations, assessors may also interact with vendors/shopkeepers to arrive at a final conclusion Assessors will click the pictures to support their observation/ assessment

Scheme of Ranking	Marks
Area is clean/ Litter bins available/ No Transfer Stations - Waste being transported through vehicles/centralized composting OR On Site Composting being done	50
Partially dirty/Partially maintained/Odour is there but acceptable	30
Not Clean/Not well-maintained/High odour	0
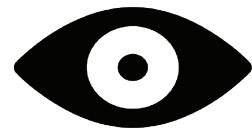
8. Vegetable/Fruit/Meat/Fish Market – Are there Big/Visible messaging signage's about cleanliness in the area?

METHODOLOGY

- Assessors will visit the 2 biggest Vegetable/Fruit/Meat market in each zone = total 8 in a city (if population is <5 lakh)
- Assessors will visit 4 biggest Vegetable/Fruit/Meat market in each zone = total 16 in a city (if population is >5 Lakh)
- Assessors will not interact with anyone. It will be purely their assessment of the situation
- Assessors will click the pictures to support their observation/assessment

Scheme of Ranking	Marks
1 signage within 100 meters	90
1 signage within 200 meters	70
1 signage within 300 meters	50
1 signage within 400 meters	30
1 signage within 500 meters	10
No signage within 500 meters	0

Direct Observation

9. Is the Main (biggest) Railway Station of the city – the Catchment Area Clean?
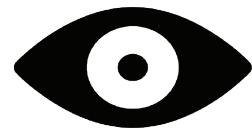
METHODOLOGY

- Assessors will visit catchment area around the biggest Railway Station in the city
- Assessors will not interact with anyone. It will be purely their assessment of the situation
- Assessors will click the pictures to support their observation/assessment

Scheme of Ranking	Marks
Yes, very clean (if 100% - zero waste spots)	70
Yes, but not not 100% clean (1-5 waste spots)	35
Not clean (if >5 waste spots)	0

Note: If no Railway Station in the city, then assessor will visit the second biggest Bus Station

10. Main Railway Station Catchment Area – Are litter bins placed in each shop in Main Railway Station? (Catchment and surrounding areas)
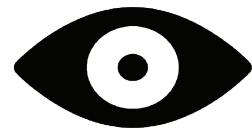
METHODOLOGY

- Assessors will visit catchment area around the biggest Railway Station in the city
- Assessors will not interact with anyone. It will be purely their assessment of the situation
- Assessors will click the pictures to support their observation/assessment

Scheme of Ranking	Marks
100% shops with litter bins	70
50-99% shops with litter bins	50
<50% shops with litter bins	30

Note: If no Railway Station in the city, then assessor will visit the second biggest Bus Station

11. No OD spot on the railway track – either 500 meters before or after the platform ends (Main Railway Station/Catchment Area)

METHODOLOGY

- Assessors will visit 500 meters either side of the Railway platform
- Assessors will not interact with anyone. It will be purely their assessment of the situation
- Assessors will click the pictures to support their observation/assessment

Scheme of Ranking	Marks
Yes	90
No	0

Note: If no Railway Station in the city, then assessor will visit the Main/biggest Bus Station and look out for OD spots in the catchment area
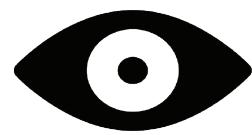
12. Main Bus Station - Is the Catchment Area Clean?

METHODOLOGY

- Assessors will visit catchment area around the biggest Bus Station in the city
- Assessors will not interact with anyone. It will be purely their assessment of the situation
- Assessors will click the pictures to support their observation/assessment

Scheme of Ranking	Marks
Yes, very clean (if 100% - zero waste spots)	70
Yes, but not not 100% clean (1-5 waste spots)	35
Not clean (if >5 waste spots)	0
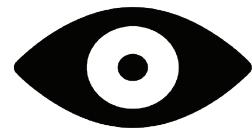
13. Main Bus Station catchment area - Litter Bins are placed in each shop in the Main Bus Station

METHODOLOGY

- Assessors will visit catchment area around the biggest Bus Station in the city
- Assessors will not interact with anyone. It will be purely their assessment of the situation
- Assessors will click the pictures to support their observation/assessment

Scheme of Ranking	Marks
100% shops with litter bins	70
50-99% shops with litter bins	50
<50% shops with litter bins	30
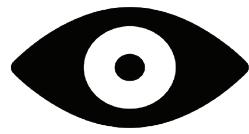
14. Main Bus Station Catchment area - Public Toilet is gender friendly (Separate section for Men and Women), child friendly and caters well to differently abled people

METHODOLOGY

- Assessors will visit Public Toilet in the catchment area around the biggest Bus Station in the city
- Assessors will not interact with anyone. It will be purely their assessment of the situation
- Assessors will click the pictures to support their observation/assessment

Scheme of Ranking	Marks
Yes to all 3	70
Yes to any 2	50
Yes to just 1	30
None	0
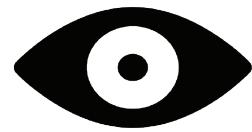
15. Main Bus Station Catchment Area - Public toilet is well lit (no dark areas), ventilated, water supply/flush and has electricity connection in Main Bus Station

METHODOLOGY

- Assessors will visit Public Toilet in the catchment area around the biggest Bus Station in the city
- Assessors will not interact with anyone. It will be purely their assessment of the situation
- Assessors will click the pictures to support their observation/assessment

Scheme of Ranking	Marks
Yes to all 4	90
Yes to any 3	70
Yes to any 2	50
Yes to any 1	30
None of the above	0
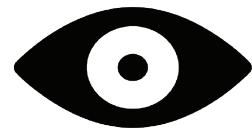
16. Main Bus Station Catchment area - Is the public toilet connected with onsite safe disposal system or sewer network i.e. no open drainage/no manual scavenging/no pit latrines

METHODOLOGY

- Assessors will visit Public Toilet in the catchment area around the biggest Bus Station in the city
- Assessors will not interact with anyone. It will be purely their assessment of the situation
- Assessors will click the pictures to support their observation/assessment

Scheme of Ranking	Marks
Yes	50
No	0

Direct Observation
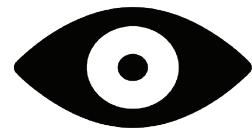
17. Main Bus Station Catchment area - Public/Community toilet is carrying Ministry's SBM related campaign created in 2017 (Hoardings/Banners/Wall Paintings/Writing)

METHODOLOGY

- Assessors will visit Public Toilet in the catchment area around the biggest Bus Station in the city
- Assessors will not interact with anyone. It will be purely their assessment of the situation
- Assessors will click the pictures to support their observation/assessment

Scheme of Ranking	Marks
Yes	50
No	0

Direct Observation

18. Swachh Survekshan – at least one hoarding is in place in Waste Treatment/Processing Plant
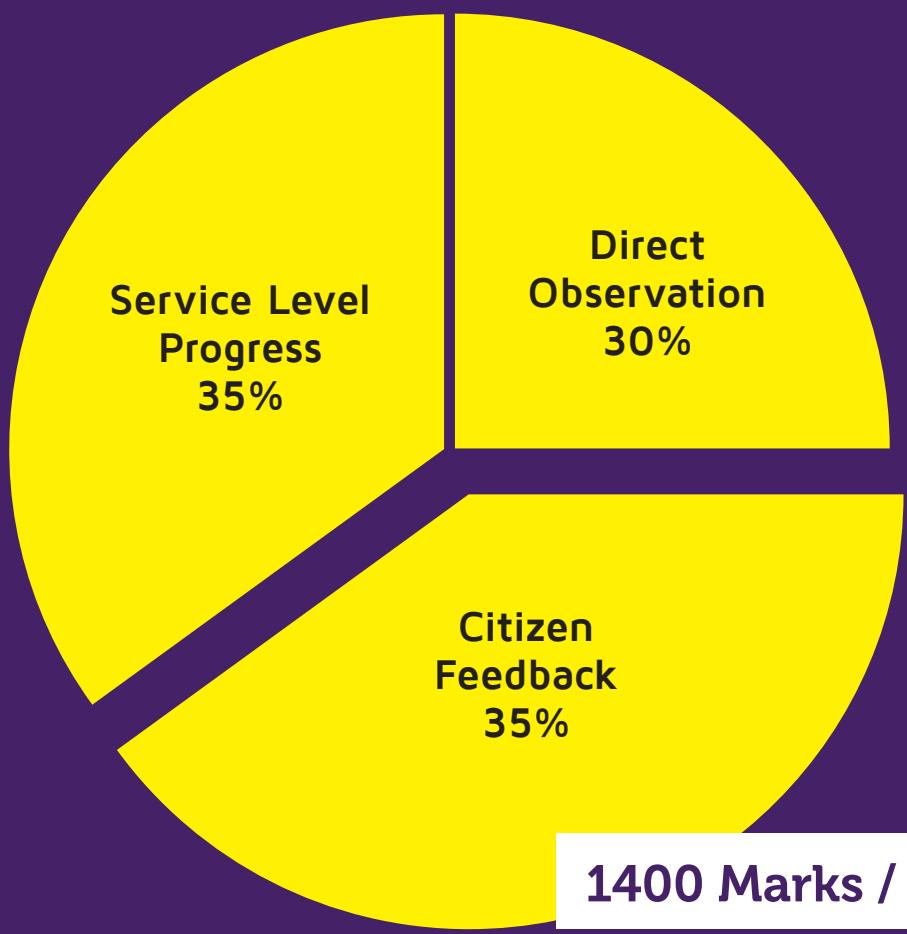
METHODOLOGY

- Assessors will visit the biggest Waste treatment/processing Plant in the city
- Assessors will not interact with anyone. It will be purely their own assessment of the situation
- Assessors will click the pictures to support their observation/assessment

Scheme of Ranking	Marks
Yes	70
No	0

PART-3
CITIZEN FEEDBACK

Direct
Observation
30%

Service Level
Progress
35%

Citizen
Feedback
35%

1400 Marks / 4000

1. Are you aware that your city is participating in Swachh Survekshan 2018 for Swachhata Ranking? (To assess if city promoted Swachh Survekshan by reaching out to citizens)

Scheme of Ranking	Marks
Yes	175
No	0

2. Did you find your area cleaner than last year?
(To assess if citizens feel the visible improvement in cleanliness)

Scheme of Ranking	Marks
Yes - very clean or no complaints	175
Yes, better than last year	135
Yes, slightly better than last year	90
No change – status quo	45
No, worse than last year	0

3. This year, have you started utilizing litter bins placed in public areas?
(To assess if ULB has placed litter bins in the critical locations – commercial/residential areas)

Scheme of Ranking	Marks
Yes, much greater utilization	150
Yes, slightly more	70
Not much	30
Not at all	0

4. Are you satisfied with segregated door to door waste collection from your house this year?
(To assess if segregation at source is happening)

Scheme of Ranking	Marks
Yes, much better than last year/ no complaints	175
Yes, slightly better	90
Not much change – status quo	45
Door to door collection not in practice	0

5. Do you think the number of urinals/ toilets have gone-up in comparison to last year thus decreasing open urination/ defecation in the city (To assess if citizens spot urinals/toilets in public places)

Scheme of Ranking	Marks
Yes, very much	150
Yes, slightly	70
Not much change	30
No urinal/public toilet available	0

6. Are CT/PTs are now more clean and accessible?
(This indicator assesses whether citizens feel comfortable using public conveniences)

Scheme of Ranking	Marks
Yes, much better	175
Yes, slightly better	135
Not much improvement	90
Not better – status quo	45
Worst than last year	0

> # 1. Number of 'Swachhata App' download between Jan'17 – Dec'17 (% of households=Total population / 5x10%) in your city (e.g. if population is 5 lacs then 5 lac/5=1 Lac. So, to get max marks > 10 thousand people should download the app)

Scheme of Ranking	Marks
>10% household	150
6-10% households	70
2-5%	30
<2%	0

2. What percentage of complaints are resolved within SLA (Service Level Agreement) time frame

Scheme of Ranking	Marks
100% complaints resolved	150
Between 80-99%	75
Between 60-79%	50
Between 40-59%	25
<40%	0

3. Is your city featured in top-20 cities under 'Swachhata App' dynamic ranking (resolution rate) anytime between April and December 2017

Scheme of Ranking	Marks
Rank 1 to 20	100
Rank 21 to 40	80
Rank 41 to 60	60
Rank 61 to 80	40
Rank 81 or above	20

Ministry of Housing and Urban Affairs

Government of India