आज़ादी का अमृत महोत्सव

Ministry of Housing and Urban Affairs
Government of India

स्वच्छ भारत
एक कदम स्वच्छता की ओर

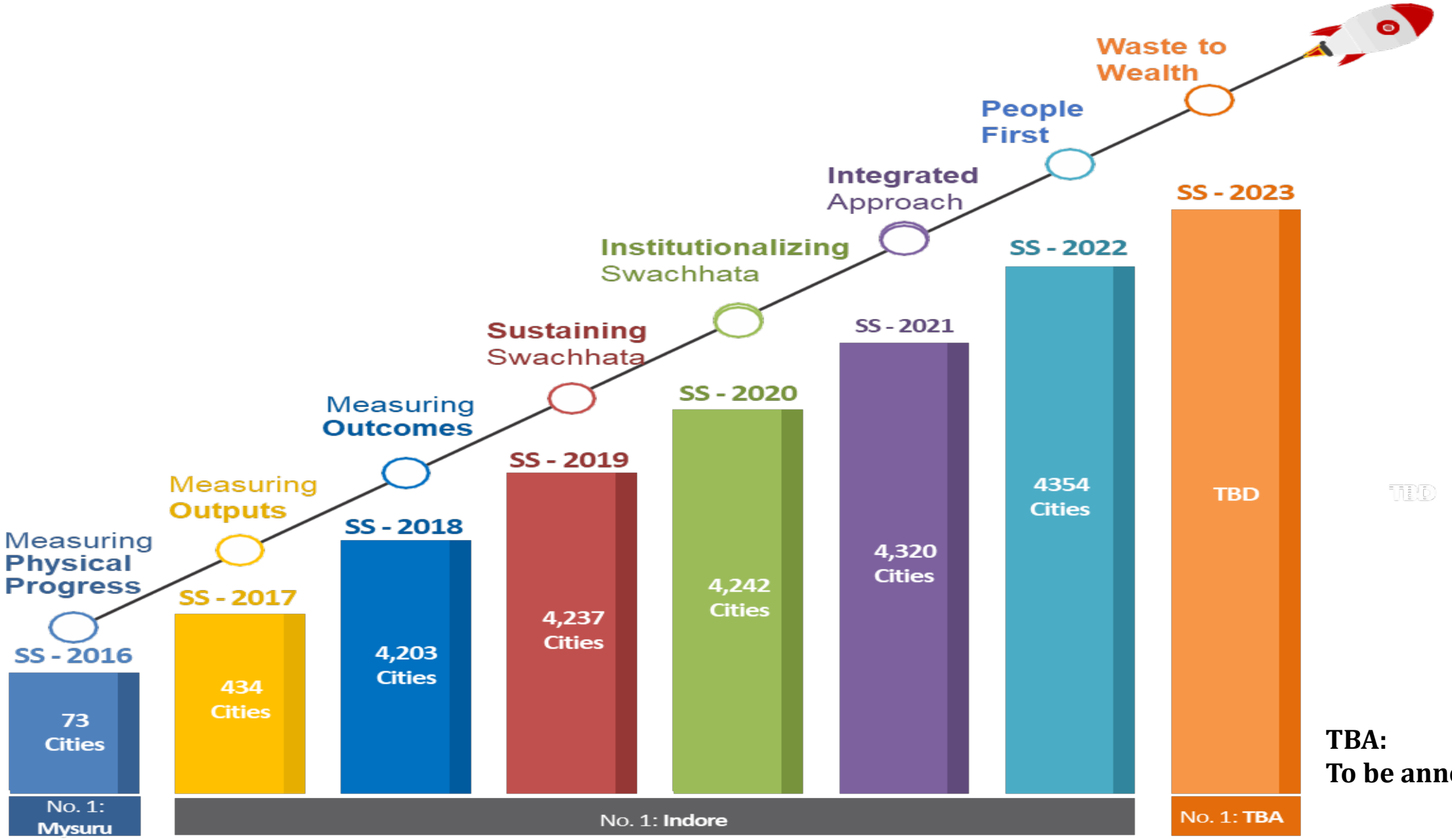
SWACHH SURVEKSHAN

#Mera Shahar, Meri Pehchan 2023

WASTE TO WEALTH

Toolkit

Evolution of Swachh Survekshan (SS)



TBA:
To be announced

Key objectives of Swachh Survekshan

Annual urban sanitation survey conducted by MoHUA through a 3rd Party Assessment Agency

Objectives

1. **Act as enabler for Mission acceleration in the cities**
2. **Foster healthy competition among cities** to improve their performance on sanitation parameters
3. **Encourage large scale citizen participation** and create awareness about importance of Swachhata
4. **Improved sanitation services delivery by cities** to its citizens

Emerged as the largest urban sanitation survey in the world

Key points to note for SS 2023

1	**ULBs formed on or before 31st Dec'21 will be assessed** in SS 2023.
2	**ULBs formed after 31st Dec'21 may be included** on formal request to MoHUA from the respective State/UT.
3	The period to be covered under the assessment of **Phase-4 shall be October 2022 to March 2023*.**
4	**Always maintain complete and accurate data** on Swachhatam Portal, as it will be used for conducting field assessment (discrepancies will attract –ve marking).
5	**Always maintain updated contact details** of the respective ULB representatives, on the Swachhatam Portal.
6	**Failure to provide supporting documents** may lead to losing marks in the respective indicator

**except for those indicators where any other specific date is mentioned*

Summary of all amendments made in SS 2023 Toolkit (till date)

1. Indicator 1.1 on ‘segregated waste collection’ of 600 marks has been divided into 2 separate indicators - one on ‘door-to-door waste collection’ and the other on ‘source segregation’ of waste, with 300 marks allocated to each.
2. Indicator 1.5 on ‘ban on SUP’ has been modified. The sub-indicators on ‘comprehensive action plan preparation’ and ‘1 tender approved’ have been removed and the marks reallocated within other indicators.
3. The following indicators have been removed:
   i. Indicator no. 1.6(a) & 1.6(b)- 100% Staff Completed minimum 4 Courses through e-Learning platform of Swachh Bharat Mission (U) & Skill Development Training
   ii. Indicator no. 1.7(a) - Reusable cutlery used, and 200 ml water bottled stopped in all functions where catering services are provided by them.
4. Indicator 1.7 (b) on ‘promoting establishment of sustainable enterprises driven by 3R principles’ has been modified into ‘promotion of Reduce Reuse and Recycle’ and placed at indicator 1.6.

Summary of all amendments made in SS 2023 Toolkit (till date)

5. Indicator 1.7 (c) on ‘Waste to Wonder Park’ and ‘waste to art sculptures’ has been modified to at least one of either of the above, in the ULB.
6. Indicator 1.7 (d) on ‘Zero waste events’, the scheme of marking has been modified.
7. Indicator 1.9 on ‘Swachh Tulip’ added as a new indicator primarily for >1 lakh population cities.
8. Indicator 2.6 on C&D waste management has been bifurcated into two sub-indicators – 2.6A for non-NCAP cities and 2.6B for NCAP cities.
9. Indicator 2.9 on ‘remediation of legacy dumpsites’ has been modified – an additional band added in the ‘work completion’ under scheme of marking.
10. Indicator 2.10 on ‘whether the landfill in the city is a sanitary landfill’ has been modified for >1lakh and <1 lakh cities and placed at 2.7A and 2.7B.
11. Indicator 2.11 on ‘onsite processing of wet waste by non-bulk waste generators’ has been modified and moved to the ‘citizen voice’ section.

Summary of all amendments made in SS 2023 Toolkit (till date)

12. The bands of scheme of marking for the indicators under 'processing and disposal' component have been made equivalent to the ones in GFC Star Rating Protocol, to extent possible.
13. The indicator on 'CTs & PTs prominently displaying SBM-U messages' has been moved from 'citizen voice' component to indicator 3.4 under 'UWM & Safaimitra Suraksha' component.
14. The total marks on 'Safaimitra Suraksha' has been increased to 750, as each city needs to saturate themselves in this component on priority.
15. As was indicated to the Cities earlier 'participation in campaigns driven by MoHUA' has been added as a new indicator with 100 marks under Citizen Voice.
16. Under the indicator on grievance redressal 'Swachhata App & Local App', only one sub indicator has been retained, i.e., '%age of complaints resolved'.
17. The final scores for ranking of Ganga Towns will be calculated based on the scoring of Ganga Towns (ULB's score in SS 2023) and the Ganga Ghats.

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Methodology

Evaluation parameters

SS-2023 Total Marks 9,500

SS-2022 Total Marks 7,500

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Service Level Progress Indicators

Total 4,830 Marks

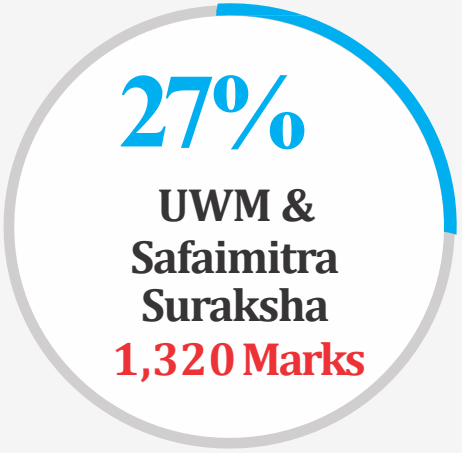
SS 2023 - Assessment to be done in 4 phases

Ph-1 Apr - May	**SS-2022 Indicators** Ph-1	**Ph-1** **338 Marks** (7% of 4,830)	**On-Call Validation**
Ph-2 June - July	**SS-2022 Indicators** Ph-2	**Ph-2** **483 Marks** (10% of 4,830)	**On-Call Validation**
Ph-3 Aug - Sep	**SS-2023 Indicators** Ph-3	**Ph-3** **1739 Marks** (36% of 4,830)	**On-Field visit to processing facilities**
Ph-4 Oct'22 – Mar'23	**SS-2023 Indicators** Ph-4	**Ph-4** **2,270 Marks** (47% of 4,830)	**On-Field Validation** **(All indicators to be validated)**
		Total **4,830 marks**	

Note: Ph-1 & 2 will be assessed on the basis of Service Level Progress indicators designed for SS-2022

Changes in Service Level Progress Marks

SS-2023 Total Marks 4,830



SS-2022 Total Marks 3,000

SLP scoring methodology

Each indicator of the Service Level Progress is cross validated with the data retrieved from a combination of all or few of the following :

- **Direct Observation/On Field Assessment**
- **Citizen Validation in field**
- **On Call Citizen Validation**
- **Data from Swachhatam Portal**

Incorrect claims by ULB(s) in the SLP will invoke negative marking through **Independent Validation Matrix.**

State Ranking: Performance Parameters

Two Categories: (1) States with >100 ULBs; and (2) States with <100 ULBs | Max: 6000 Marks

15% Weightage (900 Marks)
Support from State to ULBs
(As on 31st March 2023)

1. **State led policy initiatives** to promote comprehensive waste management in ULBs, e.g. Land to be given on priority for Solid Waste Management. (300)

2. **State directive(s) to ULBs** for Safaimitra Suraksha. (300)

3. What percentage of ULBs have **uploaded CSAP and CSWAPs** on SBM-U 2.0 MIS (Swachhatam Portal)? (300)

20% Weightage (1200 Marks)
GFC and ODF+/++/Water+

1. **Garbage Free City** for Star Rating - **% of cities** in the State are certified (600 Marks)
   a. >= 5 Star
   b. 3 Star
   c. 1 Star

2. **Open Defecation Free - % of cities** in the state are certified (600 Marks)
   a. Water+
   b. ODF++
   c. ODF+

30% Weightage (1800 Marks)
State Level Key Performance Indicators

1. State Level Percentage of **Door-to-Door Collection** percentage (400 Marks)
2. State Level Percentage of **segregation of waste** (three categories) (500 Marks)
3. Availability of **designed capacity for processing** of waste (Wet, Dry, Sewage, Faecal Sludge, C&D) (400 Marks)
4. Percentage of ULBs declared as **Safaimitra Surakshit Seher** (500 Marks)

35% Weightage (2100 Marks)
Performance in SS-2023
(SLP + Citizen Voice)

1. **Average Marks scored by the state in SS2023 in Service Level Progress (SLP) + Citizen Voice** Section.

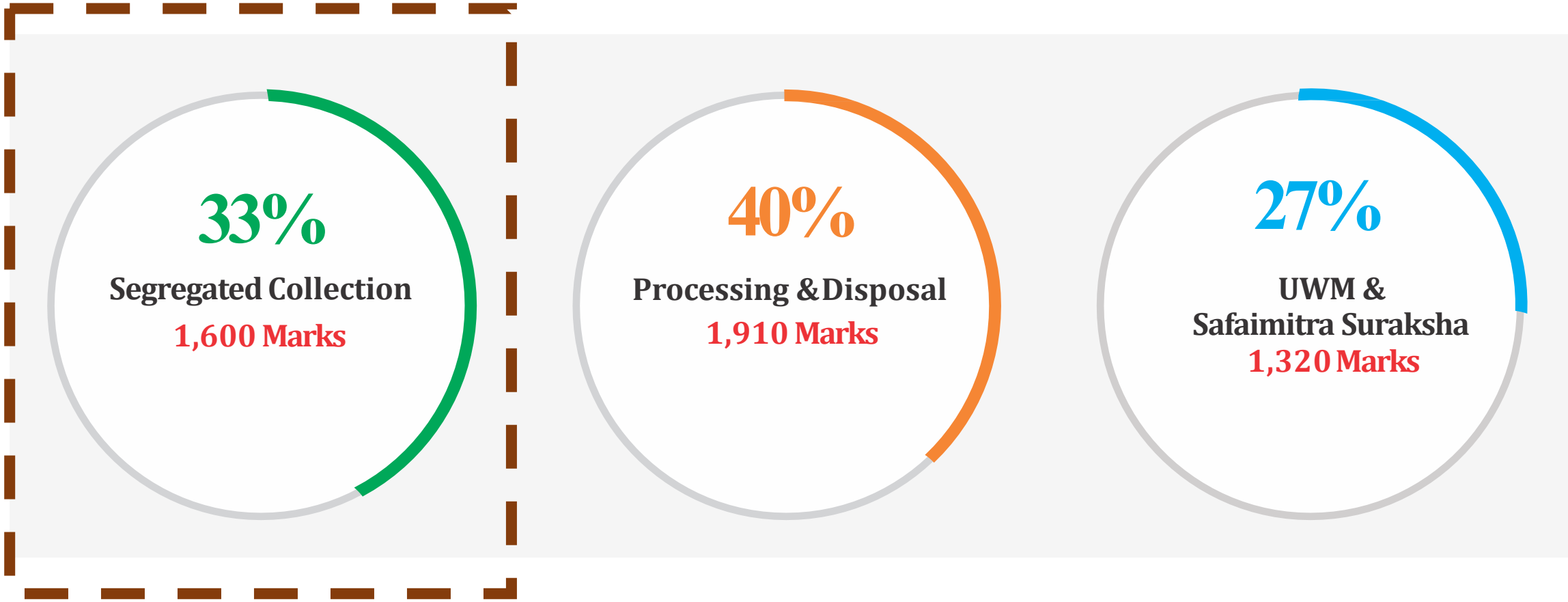
Note:
a) Certification Section will be excluded while calculating the marks for this section

Points to Remember

- ULBs are advised to update their MIS/City Profile on the basis of **electoral wards only** – **administrative wards will not be considered**. In all such cases, where electoral wards are not in place, administrative wards will be considered upon approval by MoHUA
- A **declaration** (section wise) from the **Executive Officers** confirming the monthly progress 'claimed' will be considered as a documentary support for **first two phases for ULBs with >1 L population.**
- The **declaration from Administrator** will be included if ULB has been dissolved and Administrator has been appointed by the State (wherever applicable).
- **Commercial area** in residential areas under **'Mixed-land Use'**
  - Commercial area is real estate intended for use by for-profit businesses, such as office complexes, shopping malls, service stations and restaurants.
  - Please note, number of shops (floor wise or in a row and either side or only one side of the road), as per following criteria, **in residential area shall be qualified as commercial area**

ULB's Population Category	Up to 25K	Between 25K - 50K	Between 50K - 1 Lakh	Between 1 Lakh – 3 Lakh	Above 3 Lakh
Number of Shops	10	20	50	75	100

1. SEGREGATED COLLECTION



Total Number of Indicators: 10

1,600 Marks / 4,830 Marks

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Summary – Section 1

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No.	Indicator	Marks
1.1	Door-to-door Collection	300
1.2	Segregation at Source	300
1.3	Cleanliness of Public Areas	300
1.4	Clean SWDs/Nallahs & Waterbodies	75
1.5	Ban on Single Use Plastic	150
1.6	Promotion of RRR Centers	80
1.7	Waste to Wonder Park/Sculpture	100
1.8	Zero Waste Events	90
1.9	Swachh Tulip	75
1.10	Benefits to the Sanitary Workers & Informal Waste Pickers	130
	Total (Segregated Collection)	**1,600**

1.1 %age of wards covered with 100% door-to-door waste collection

Marks 300

(Coverage of wards means every unit of household/gates , commercial establishment and shops in the ward).
This parameter examines whether ULB has a system in place for door-to-door collection of waste.

Scheme of Marking	Marks
Door-to-door collection in 100% Wards	300
Door-to-door collection in at least 90% Wards	200
Door-to-door collection in at least 70% Wards	150
Door-to-door collection in at least 50% Wards	100
Door-to-door collection in < 50% Wards	0

1.2 %age of Wards covered with 100% Segregation of Waste at source (wet, dry, sanitary & domestic hazardous)

Marks 300

(Coverage of wards means every unit of household/gates , commercial establishment and shops in the ward).
This parameter examines whether ULB has a system in place for door-to-door collection of waste.

Scheme of Marking	Marks
Segregated Waste collected in at least 90% Wards	300
Segregated Waste collected in at least 80% Wards	200
Segregated Waste collected in at least 60% Wards	150
Segregated Waste collected in at least 40% Wards	50
Segregated Waste collected in < 40% Wards	0

1.1 and 1.2 Key definitions & notes

- **Wet waste** to be collected on daily basis.
- **ULBs may also opt for collection of dry waste on alternate days/twice or once in a week basis.**
- **100% waste generated is to be collected in wards covered under this indicator** excluding bulk waste generators and non-bulk waste generators practicing on-site processing.
- **Gate:** Point from where the waste collector collects waste. For independent houses, the door will be considered as a gate whereas in residential societies, generally there is a single point from where these collectors collect their waste.
- **Sanitary waste :** Menstrual waste and diapers.
- **Domestic Hazardous waste:** Discarded paint drums, pesticide cans, CFL bulbs, tube lights, expired medicines, broken mercury thermometers, used batteries, used needles and syringes and contaminated gauge, etc., generated at the household level – *which can be collected on a weekly basis.*
- **>1 Lakh population cities** advised to collect segregated waste separately from households, mandi, streets/commercial areas/litter bins, hotel/restaurants, parks/horticulture waste and religious places.

1.1 & 1.2 Validation methodology

- The data filled in Swachhatam MIS portal will be validated through Citizen Validation conducted in Residential and Commercial Areas in each ward on sampling basis.
- Questions related to Segregated Collection of waste and the frequency of collection by the ULBs will be asked to citizens and validated accordingly.
- On Field assessors will visit households/shops randomly and conduct the independent citizen validation.

1.3 Cleaning of Public Areas

Marks 300

This parameter is to examine whether all the commercial areas and transportation hubs in the city are swept at least twice a day including festivals and Sundays (with mandatory night sweeping , elimination of GVPs), daily sweeping in all residential wards, and city is Bin-free city.

Scheme of Marking	Marks
1. **Twice a day sweeping** (including night sweeping) **in all** Public & commercial areas roads and streets, and other relevant areas – **cleanliness maintained.**	30
2. **Once a day sweeping in all residential areas – cleanliness maintained.**	30
3. **All back lanes of Commercial/Residential areas** are clean - no water logging, drainage system not choked, no solid waste floating and walls properly maintained	120
4. **No storage bins (>100 Litre size)** in all wards, all empty plots are free from C&D/solid waste dump and the **waste is not burnt** in any part of the city	20
5. **Zero** Garbage Vulnerable Points in ULB's jurisdiction	20
6 **Zero 'Red Spots' (Spitting in Commercial/Residential areas) in ULB's Jurisdiction**	80

Key definitions

- **Public & commercial areas** includes market areas (Vegetable/Fruit and Meat/Fish Markets including Mandi (APMC) and weekly market), railway stations, bus stations, other transport hubs, schools, colleges, hospitals, offices, religious areas, industrial areas, institutional areas, ULB managed parking areas, City parks & gardens), roads and streets, and other relevant areas.
- **ULBs are expected to maintain cleanliness in the back side** of the commercial buildings/office complexes, back side of houses, religious places or any building in the city which generally is not covered under daily cleaning and maintenance.
- Mechanized cleaning for 4-lane roads in ULBs with >10L population and water spray/sprinkling in cities <10L Population

1.3 Validation methodology

- Direct Observation and citizen validation in residential and commercial areas will be carried out by the Assessors

Residential Area Clean

← **100% clean (zero waste spotted)**

← **Not clean**

Back lanes of the residential area clean

Clean (Back lanes of the residential area)

Back lanes not clean

Residential Area Bin Free

Twin Bin

Twin Bins are acceptable, even encouraged.

Not bin free

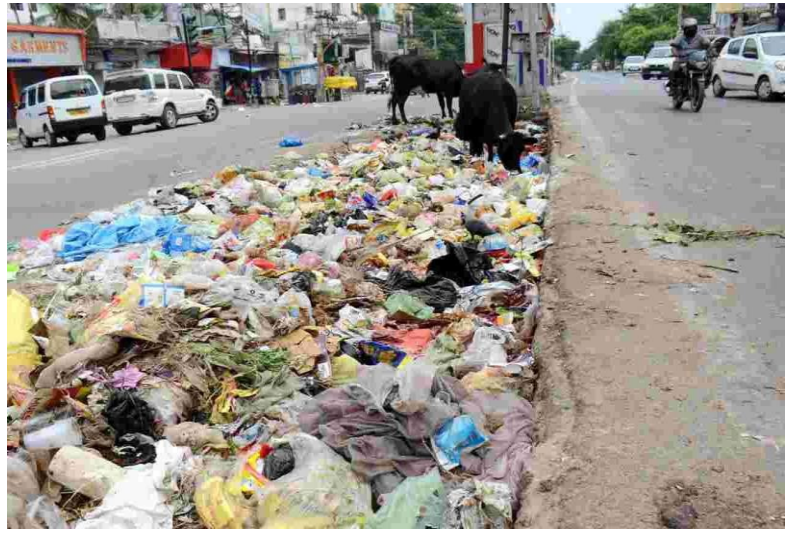
Secondary Storage bin such as these are discouraged

Photograph of clean street

Photograph of unclean street

GARBAGE VULNERABLE POINT

Garbage Vulnerable Points (GVP) are those areas where the garbage gets piled up because of the constant dumping of garbage by the local residents, travelers, or passerby.

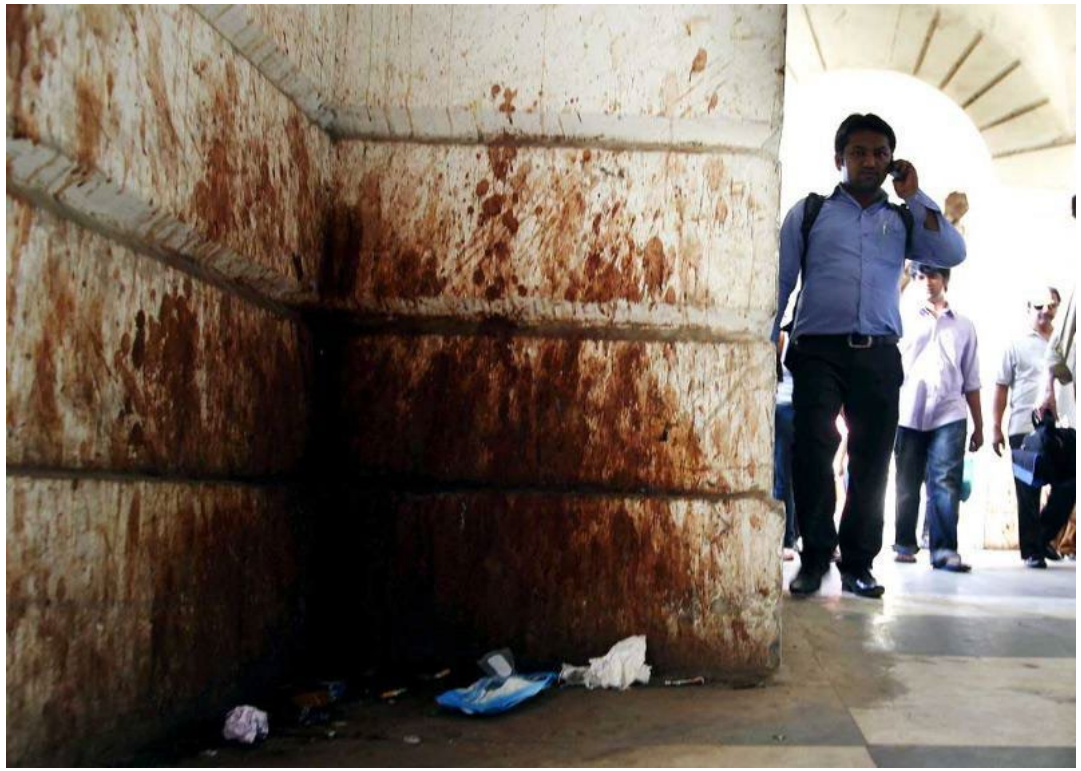


Photograph of GVP near residential area

Photograph of GVP near commercial area

Red Spots

Red Spots are those areas where walls and roads of residential and commercial areas get stained red due to the constant spitting of Gutka/Paan/Tobacco by the local residents, travelers, or passerbys.



1.4

No visible solid waste in and **zero encroachment around -**

1. **Storm Water Drains/Nallah** *
2. **Water bodies*** (not limited to ponds, lakes, tanks, rivers etc.)

Marks 75 (50+25)

Storm Water Drains/Nallahs	Marks – 50
100% Storm water drains/Nallah (Secondary/Tertiary) should have screens/filters at a suitable distance: • At points of discharge into other water-bodies • For cities with more than 10 Lakh population: Automated/Mechanical screens on Secondary Nallahs for collection and cleaning of waste	10
No solid waste floating/visible in 100% of the areas	10
Boundary existing around all Storm water drains/Nallah should be well maintained	10
No encroachment around storm water drains/Nallah	10
No sewage/septic tank effluent discharged/disposed	10

Water Bodies	Marks – 25
No solid waste floating/visible in 100% of area	5
No open dumpsites present near the water bodies	5
Sweeping & Cleaning arrangements are in place & No Garbage Vulnerable Points(GVP) present near water bodies	5
Adequate twin-litterbins placed in every 50 meters of water bodies & Placement of Anti-littering message every 50 meters	5
No sewage/septic tank effluent discharged/disposed	5

Key definitions/notes

- **Storm water drains/nallahs** are designed to drain excess rain and ground water from impervious surfaces such as paved streets, car parks, parking lots, footpaths, sidewalks, and roofs. They vary in design from small residential dry wells to large municipal systems. ULBs are expected to ensure that storm water drains are not choked with solid waste for free flow of the water.
- **Water bodies** (not limited to ponds, lakes, tanks, rivers etc.) are an integral part of eco-system and need to be protected from waste with scheduled cleaning and maintenance work.
- There should be no encroachment around water bodies and storm water drains/nallahs
- Assessment of litter bin in every 50 meters of water body will be limited to the places where public pathway is there or accessible for the public.

1.4 Validation Methodology – Direct observation by the assessor.

STORM WATER DRAIN (SWD)

Storm Water Drains are closed conduits or open channels that receive runoff (rainwater) and convey the run-off (rainwater) to some point.

Photograph of SWD with no visible/floating solids

Photograph of SWD with visible/floating solids

Photograph screens on Storm Water Drains

NALLAHS

A nallah is a natural drain that exists due to the topography of the terrain.

Photograph of nallah with no visible/floating solids

Photograph of nallah with visible/floating solids

Nallah With Solid Waste Floating

Photograph screens on Nallahs

WATER BODIES

Water bodies include lakes, ponds, rivers, tanks, etc.

Photograph of water body with no visible/floating solids

Photograph of water body with visible/floating solids

1.5 Ban on Single Use Plastic

Marks 150

Scheme of Marking	Marks
Ban notified	30
Ban notification enforced and fine collected	40
At least 1 processing facility set up for Plastic Waste processing (MRF, SLRM etc.)	80

Key definitions/notes

- Single-use plastics, or daily disposable plastics, are used only once before they are thrown away or recycled. These items include plastic bags, straws, coffee stirrers, plates, cups, glasses, spoons, Styrofoam used for hoardings etc.
- This indicator would assess the extent of enforcement for discouraging one time use ‘Plastic’ in the city.
- Considering the environmental degradation caused by one-time use plastics, cities should work towards discouraging its citizens from using single-use plastics.

1.5 Validation Methodology

- Assessors will visit residential and commercial areas and carry out random citizen validation and direct observation

Any plastic bags, straws, coffee stirrers, plates, cups, glasses, spoons, Styrofoam (Single Use Plastics or Daily disposable Plastics) being used in Residential or Commercial Areas.

Assessor will observe whether Single Use Plastics or Daily disposable Plastics are being used or not

1.6	Promotion of Reduce Reuse Recycle (RRR)	Maximum score: 80

S. No.	Indicator	Marks
1	**Awareness of citizens about the RRR center in their ULB**	20
2	**Collection mechanism for sourcing in RRR center**	20
3	**At least 1 permanent RRR center in the ULB**	20
4	**Forward linkages established for disposal, reuse, recycling, repair of items collected**	20

1.6 Validation Methodology

- The complete address along with geolocation of the permanent RRR center to be uploaded on Swachhatam Portal.
- Direct observation of the RRR center in the ULB by the Assessor.
- Citizen validation by the Assessor about awareness regarding RRR centers.

1.7	**Waste to Wonder Park:** ULBs to develop ‘waste to wonder’ park and/or installation of ‘waste to art’ sculptures	**Marks 100**

Scheme of Marking	Marks
At least one park developed as ‘Waste to Wonder’ park or ‘waste to art’ sculptures installed in at least one location within the ULB and geotagged picture uploaded on the Swachhatam Portal (IEC module)	100

1.7 Validation Methodology

- In ULBs/Wards/Areas where there is lack of space and/or prohibition orders for constructing a park cities can install sculptures from waste material at any location within the ULB
- Direct observation by the Assessor.
- The address along with geotagged picture of Waste to Wonder park or Waste to Wonder sculpture to be uploaded on Swachhatam Portal.

1.8

Zero Waste Events/Weddings/Social or Religious Functions : City/citizen is/are expected to manage **at least ONE Zero Waste Functions in each month** between **October 2022-June 2023** with zero waste coming out of the Venue.

Marks 90

Note: All events should be conducted as per the **SOP for zero waste event available on the Swachhatam Portal**

Scheme of Marking	Marks
At least one Government program conducted as zero waste event	20
At least one Social/Religious program conducted as zero waste event	20
At least one Social Campaign conducted as zero waste event	20
At least one awareness campaign regarding zero waste events in the ULB	30

Note:
Zero Waste Events/Functions claim to be documented with pictures and other details to justify zero waste event
*Also applicable for functions held in premises owned by ULB's

Validation Methodology-Document validation by the Assessor

1.9	Promoting youth participation – Swachh Tulip (for ULBs with >1Lakh population*)	Maximum score: 75

The Urban Learning Internship Programme

The youth (graduates and above by qualification) can be engaged as interns by the ULBs and the State departments for supporting implementation of campaigns, citizen centric behavior change and IEC initiatives, monitoring of sanitation and waste management facilities, grievance redressal, adoption of IT solutions or other fields as defined by the ULB, falling under the mandate of the Mission.

For ULBs with **<1 Lakh population** who have inducted at least 1 Tulip intern will get full marks in this indicator, for those ULBs(<1Lakh) who have not inducted Tulip interns, the assessment will be done as per indicator **1.10B**

S. No.	Population category of ULB	Criteria
1	1 lakh- 3 lakh	At least 3 interns
2	3 lakh-10 lakh	At least 5 interns
3	>10 lakh	At least 7 interns

Key definitions/notes

- The Swachh TULIP initiative was launched by MoHUA in September 2022 as a key initiative for encouraging youth participation and human resource augmentation at the ULB level for programmatic interventions planned under SBM-U 2.0.
- The details on the program along with the key modalities for engaging students can be referred to using the Swachh TULIP guidelines.
- An internship will be considered valid and eligible for SS2023 assessment only if each intern is engaged for a period of minimum of 2 weeks (e.g.- for a campaign or IEC initiative). The interns can also be engaged for longer durations depending on the ULB's requirements.

1.9 Validation Methodology

- Internship offer letter issued by the ULB and accepted by students on the AICTE internship portal **before 15th July 2023.**

1.10 A	Benefits to workers (only for ULBs with >1Lakh population)	Maximum score: 130

Benefits extended to sanitary workers and informal waste pickers.

S. No.	Scheme of marking	Sanitary workers	Informal waste pickers
1	PPE kits given; old non-usable kit replaced	20	20
2	Linkages established with at least three eligible Government Schemes *(linkage with Health scheme and Annual health Check-up is mandatory for Sanitary workers and with Health, Insurance & Education schemes for informal waste pickers)*	20	20
3	Monthly recognition of best performing workers in each Ward	10	-
4	Complete details of all sanitary workers and informal waste pickers updated in Swachhatam Portal MIS	10	10
5	Identity Card issued to informal waste pickers	-	20

The above marking scheme will also be followed for those <1Lakh population ULBs who have scored full marks in indicator 1.9

1.10 B	Benefits to workers (only for ULBs with <1Lakh population who have NOT scored marks in indicator 1.9)	Maximum score: 205

Benefits extended to sanitary workers and informal waste pickers.

S. No.	Scheme of marking	Sanitary workers	Informal waste pickers
1	PPE kits given; old non-usable kit replaced	30	30
2	Linkages established with at least three eligible Government Schemes *(linkage with Health scheme and Annual health Check-up is mandatory for Sanitary workers and with Health, Insurance & Education schemes for informal waste pickers)*	30	30
3	Monthly recognition of best performing workers in each Ward	15	-
4	Complete details of all sanitary workers and informal waste pickers updated in Swachhatam Portal MIS	20	20
5	Identity Card issued to informal waste pickers	-	30

1.10 Validation Methodology

- Based on details provided by the ULB in Swachhatam MIS, Sanitary workers and informal waste pickers are called to enquire about availability of PPE, recognition, integration with schemes, etc. for validation.

Key definitions/notes

- Female sanitation workers to be linked to schemes which specifically focus on women's welfare. Suggested themes that must be focused on include women's health such as Janani Shishu Suraksha Karyakaram (JSSK) focusing on the health of pregnant women and newborns and financial empowerment such as the Rashtriya Mahila Kosh. Any other state identified or sponsored schemes that focus on women's welfare may be considered for this inclusion.
- Schemes for the third gender (such as Garima Greh (in Gujarat), Sweekruti Scheme by Odisha govt) may also be considered as part of this indicators.

Key definitions/notes

- For monthly recognition of best performing workers, one Male and one Female worker to be recognized in each Ward.
- **Provision of personal protection equipment (PPE) -** including new uniform , fluorescent jacket, hand gloves, raincoats, appropriate footwear and masks, to all workers handling solid waste. New pair of gloves to be given once old pairs are unusable.
- SWM Rules 2016 mandates provision of Personal Protective Equipment(PPE) to all workers involved in handling solid waste (engaged under Jaagirdari, SHG, NGO, private Agency, regular/casual workers etc.).
- Wrong/no contact details of the worker would lead to non-compliance/non-performance.
- Informal workers to be integrated with private contractors working with ULB, entrepreneurship opportunities either through convergence or providing soft loans through NSKFDC or under any other scheme.
- Name of each scheme linkage facilitated by the ULB for each individual needs to be provided in the MIS portal.

2. PROCESSING & DISPOSAL

Total Number of Indicators: 11

1,910 Marks / 4,830 Marks

Summary – Section 2

No.	Indicator	Marks
2.1	Wet waste processing capacity of the ULB	155
2.2	Wet waste processing percentage of the ULB	280
2.3	Dry waste processing capacity of the ULB	155
2.4	Dry waste processing percentage of the ULB	280
2.5	Treatment of Sanitary and DHW in the ULB	130
2.6	C&D Waste Management	120
2.7	Is the landfill in ULB a sanitary landfill	150
2.8	Percentage of waste sent to sanitary landfill	160
2.9	Remediation of legacy waste dumpsites	230
2.10	Onsite wet waste processing by Bulk Waste Generators (BWG)	100
2.11	Collection & Transportation cost recovery through user charges	150
	Total (Processing & Disposal)	**1,910**

2.1 Percentage of Wet waste **processing capacity** of **functional plants** (out of the total wet waste generated**)

Marks 155

The indicator would assess whether a city has adequate facility/infrastructure to process the wet waste collected. City will provide the actual waste collection figure where door to door collection is in place.




Processing capacity of functional plants	Marks
100%	155
At least 80%	125
At least 60%	75
< 60%	0

** Bulk waste generators or non-bulk waste generators managing on-site processing of the wet waste are not included (except cities with <1L population)

Geo coordinates (GIS details) in terms of ULB boundaries, ward number, ward boundaries, landmark etc of all Wet Waste Processing Plants to be mapped and updated on SBM portal as per the prescribed details (to be given by MoHUA) to qualify for marks

2.2

Percentage of **wet waste being processed** out of **total wet waste generated** and **finished products (output) further sold.**

(ULBs are encouraged to engage Women/SHGs/Transgenders in waste processing facilities)

Marks 280 (220+60)

This indicator assesses the extent of **decentralized and centralized** processing of wet waste collected. The amount of wet waste being sent to the landfill should be minimized. *Records are maintained for quantity of wet waste received, processed, disposed at landfill and revenue generated by sale of finished products (from wet waste). Finished products consumed/absorbed by the ULB* will be considered as revenue generated besides actual sale of the finished products. The revenue (self-consumption) will be calculated on the basis of commercial rate that ULB charges for supplying/selling compost/methane.

Processing of Wet Waste	
Scheme of Marking	**Marks**
100%	220
At least 90%	160
At least 70%	120
At least 50%	75
< 50%	0

Monthly Sale of finished products	
Scheme of Marking	**Marks**
>75% finished product(s) sold/Consumed	60
>50% finished product(s) sold/consumed	30

2.1 & 2.2 Validation Methodology

- Direct Observation
- To ascertain the progress, the assessor will interact with the officials in the plant. The assessor will check the electricity bill and monitor other activities in the plant to ascertain the functionality of the plant.
- He will also check the output/sent to dumpsite (including process rejects) on the basis of the input received (10% variation acceptable)
- On the basis of observation and verification of log book and electricity bills Senior assessors at the back end will arrive at the efficiency level of the plant(s) and indicator wise marks will be given. The agency may further seek clarification from the ULB by asking documents maintained by the ULB.
- In case of sale of finished products /used by the horticulture or other departments, sale receipts required - free distribution is not encouraged (e.g. farmers/citizens)

WASTE TO COMPOSTING PLANTS

Composting is a process of controlled decomposition of the organic waste, typically in aerobic conditions, resulting in the production of stable humus-like product, i.e., compost

Composting Technologies:

- **windrow composting**
- **aerated static pile composting**
- **in-vessel composting**
- **decentralised composting (bin and box composting)**
- **vermicomposting.**

-

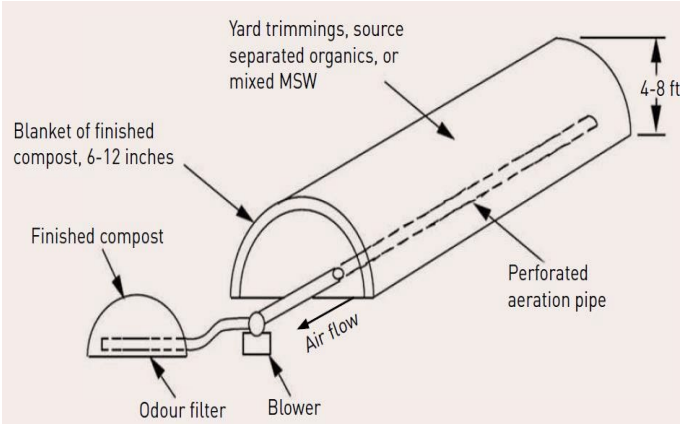
COMPOSTING TECHNOLOGIES

Windrow Composting

Box Composting

Pit Composting

Aerated Stack Pile Composting



Vermi Composting

Composting Facility

Signage

Wet-waste Collection Area

Composting Facility

Compost

A composting Facility will have the above given components which shall be assessed by the on field assessor

Compost Sale Receipt

Log book

Electricity Bill

Photograph of Composting facility

Photograph of crate composting facility

Composting Facilities

BIO-METHANATION PLANTS

Bio-methanation is the anaerobic (in the absence of free oxygen) fermentation of biodegradable matter in an enclosed space under controlled conditions of temperature, moisture, pH, etc.

Biogas Plants

2.3

Whether **capacity** of **dry waste processing facility**/facilities in the city is matching with the total **dry waste generated in the city**?

Marks 155

The indicator would assess whether a city has adequate facility/infrastructure to process the total dry waste generated.

Processing capacity of functional plants	Marks
100%	155
At least 80%	125
At least 60%	75
< 60%	0

Geo coordinates (GIS details) in terms of ULB boundaries, ward number, ward boundaries, landmark etc of all Dry Waste Processing Plants to be mapped and updated on SBM portal as per the prescribed details (to be given by MoHUA) to qualify for marks

2.4 Linearity to Circularity

Marks 280

Dry waste being **processed** out of total dry waste generated (excluding sanitary and domestic hazardous waste) through MRF, RDF or Waste To Energy plants etc. (ULBs are encouraged to engage Informal Waste Pickers/Women/SHGs/Transgenders in MRF Centres)

This indicator assesses the extent of decentralized and centralized management of dry waste generated. Is the dry waste of the city being recycled or reused? Dry waste sold to cement plants, used for road construction and other use of non-recyclable dry waste should be explained. **ULBs need to ensure that in MRFs** – ***(a)*** *Dry Waste is further segregated* ***(b)*** *Recyclables are sold to recyclers or scrap dealers, and* ***(c)*** *Records are maintained for quantity of waste received, segregated, recycled/ processed, sold, disposed at landfill and revenue generated by sale of recyclables (dry waste directly collected by scrap dealers or informal workers)*

Scheme of Marking	Marks
At least 95%	280
At least 90%	200
At least 70%	150
At least 50%	75
< 50%	0

Note: Recyclables sold to be documented in terms of revenue generated and details of buyers for validation.
Non-recyclables sent to the **cement factory** will also be considered under processing. Informal Waste Pickers, if available should be given first right to collect & sell recyclables – Receipts can be documented.

2.5

Percentage of total **sanitary** and **domestic hazardous waste (*menstrual waste and baby/adult diapers and others**) generated** is **treated**, either by ULB or through third party managing bio-medical waste. Hazardous waste from Hospitals, Nursing homes/clinics/Labs etc. **not considered**.

Cluster infrastructure within 50 km shall be considered.

Marks 130

Scheme of Marking	Marks
At least 90%	130
At least 75%	100
At least 50%	60
At least 25%	40
< 25%	0

**to be processed through incineration process*

Discarded paint drums, pesticide cans, CFL bulbs, tube lights, expired medicines, broken mercury thermometers, used batteries, used needles and syringes and contaminated gauge, etc., generated at the household level – **to be given to authorized recyclers

2.3
2.4
&
2.5

Whether **capacity** of **dry waste processing facility**/facilities in the city is matching with the total **dry waste generated in the city**?

Dry waste being **processed** out of total dry waste generated (excluding sanitary and domestic hazardous waste) through MRF, RDF or Waste To Energy plants etc.

Percentage of total **sanitary** and **domestic hazardous waste (menstrual waste and baby/adult diapers and others*) generated** is **treated**, either by ULB or through third party managing bio-medical waste. Hazardous waste from Hospitals, Nursing homes/clinics/Labs etc. **not considered**.

Methodology for Validation

100% Direct Observation

1. The assessor will visit all plant(s)/processing facilities updated in the MIS.
2. To ascertain the progress, the assessor will also interact with the officials in the plant
3. The assessor will ask for the electricity bill and see other activities in the plant to verify the functionality of the facility. The assessor will also see if any hazardous waste is dumped/stored within the facility – should be treated separately.
4. On the basis of observation and verification of log book and electricity bills Senior assessors at the back end will arrive at the efficiency level of the plant(s) and indicator wise marks will be given.

2.3, 2.4, 2.5 Validation Methodology

- Direct Observation
- To ascertain the progress, the assessor will interact with the officials in the plant. The assessor will check the electricity bill and monitor other activities in the plant to ascertain the functionality of the plant.
- He will also check the output/sent to dumpsite (including process rejects) on the basis of the input received (10% variation acceptable)
- On the basis of observation and verification of log book and electricity bills Senior assessors at the back end will arrive at the efficiency level of the plant(s) and indicator wise marks will be given. The agency may further seek clarification from the ULB by asking documents maintained by the ULB.
- In case of sale of finished products /used by the horticulture or other departments, sale receipts required - free distribution is not encouraged (e.g. farmers/citizens)

MATERIAL RECOVERY FACILITY (MRF)

A facility where non-combustible solid waste can be temporarily stored by the urban local body or any person authorized by the urban local body **to facilitate segregation, sorting and recovery of various components** of waste by informal sector of waste pickers or any other work force engaged for the purpose before the waste is delivered or taken up for its processing or disposal.

Material Recovery Facility (MRF)

Material Recovery Facility

Compartments for dry waste

Compartments for dry waste

Compartments for dry waste

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RDF(REFUSED DERIVED FUEL) PLANTS

Segregated combustible fraction of solid waste other than chlorinated plastics in the form of **pellets or fluff produced** by **drying, shredding, dehydrating and compacting** combustible components of solid waste that can be **used as fuel**.

RDF

Waste collection & Segregation

RDF Briquette Machine

RDF

Waste Shredder

RDF Briquette

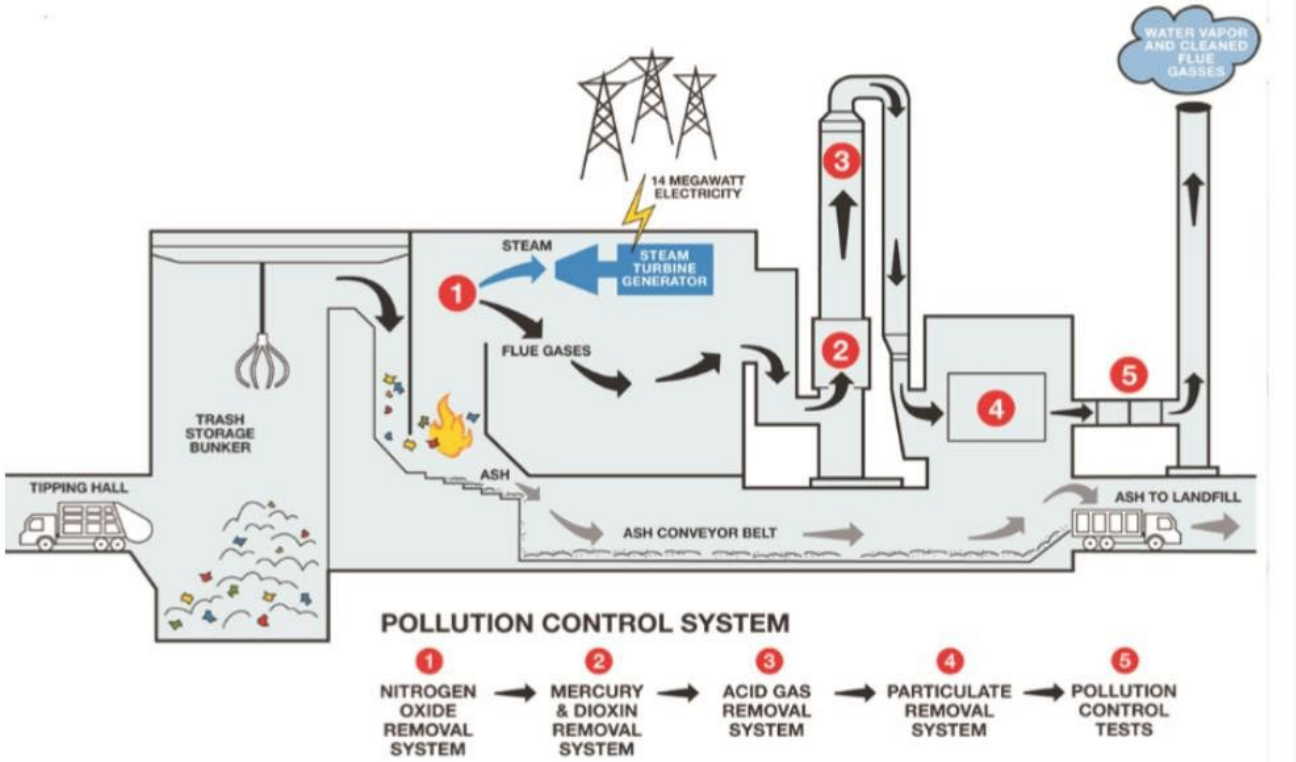
RDF

SLRM CENTRES

Solid Liquid Resource Management (SLRM) centres

WASTE TO ENERGY(WtE) PLANTS

Waste To Energy (WtE) refers to the process of generating energy in the form of heat or electricity from municipal solid waste.



WtE Plants

Waste storage in the plant

Conveyor belt

Dry waste segregation

SANITARY & DOMESTIC HAZARDOUS WASTE (DHW) PLANTS

- **Sanitary Waste**:
  - Wastes comprising **of used diapers, sanitary towels or napkins, tampons, condoms, incontinence sheets** and any other similar waste.

- **Domestic Hazardous Waste (DHW)**:
  - Domestic hazardous waste comprises of any solid waste or a combination of solid wastes that **requires special handling and disposal as it harmful to human health and environment**.

E.g. Discarded paint drums, pesticide cans, CFL bulbs, tube lights, expired medicines, broken mercury thermometers, used batteries, used needles and syringes and contaminated gauge.

Domestic Hazardous Waste (DHW)

Protected & isolated area

Incinerator

Storage area

Incinerator

2.6 C&D waste management (MoHUA Non-NCAP ULBs)

Marks 120

Scheme of Marking	Total Marks 120
Availability of Mobile collection unit for citizens. (on call basis C&D waste collection facility)	30
Designated collection points duly geo-tagged within reasonable distance for C&D waste generator to bring and deposit	30
Notification of charges (including in-built charges at the time of permission for construction) for Collection & Transportation and Processing & Disposal of C&D Waste notified and enforced	30
Campaign conducted to promote C&D waste collection from household or site for processing.	30

2.6 C&D waste management (MoHUA NCAP ULBs)

Marks 120

Scheme of Marking	**Total Marks 60**
Mobile collection unit for citizens. (on call basis C&D waste collection facility - weekly schedule) available **along with designated collection points duly geo-tagged** within reasonable distance for C&D waste generator to bring and deposit	25
Notification of charges (including in-built charges at the time of permission for construction) for Collection & Transportation and Processing & Disposal of C&D Waste notified and enforced	20
Are the citizens aware that C&D waste can be collected from their household or site for processing.	15
Processing and selling of C&D waste collected from non-bulk and bulk generators (within city or at a cluster level)	**Total Marks 60**
>50% C&D waste either processed in the facility by making products or raw-material re-used – **sold (with sale receipt)**	60
40% -50% C&D waste either processed in the facility by making products or raw-material re-used – **sold (with sale receipt)**	50
30% -39% C&D waste either processed in the facility by making products or raw-material re-used – **sold (with sale receipt)**	40
20% -29% C&D waste either processed in the facility by making products or raw-material re-used – **sold (with sale receipt)**	30
10% -19% C&D waste either processed in the facility by making products or raw-material re-used – **sold (with sale receipt)**	20
<10% C&D waste either processed in the facility by making products or raw-material re-used – **sold (with sale receipt)**	0

2.6 Validation Methodology

- The assessor will visit collections points and all plant(s) and processing facilities updated in the MIS.
- To ascertain the progress, the assessor will also interact with the officials in the plant
- The assessor will ask for the electricity bill and see other activities in the collection centre/ processing plant to verify the functionality of the facility.
- Assessor will also observe if C&D waste is kept segregated in 5 categories
- On the basis of observation and verification of log book/electricity bills Senior assessors at the back end will arrive at the efficiency level of the plant(s) and sub-indicator wise marks will be given.

C&D WASTE

Construction and Demolition Waste:

Cement and concrete, bricks, cement plaster, steel (from reinforced concrete, door or window frames, roofing support, railings of staircase, etc.), rubble, stone, timber or wood Minor components. pipes (GI, iron, plastic, panels (wooden, laminated), glazed tiles, glass panes, etc.

C&D WASTE COLLECTION CENTRE

C&D WASTE PROCESSING PLANT

C&D Waste Plant

Weigh Station

Crushed bricks

C&D Waste Processing Facility

Weigh Station

Segregated C&D waste

Concrete blocks

2.7 A

Is the landfill in the city a **sanitary landfill**?
(ULBs with >1 Lakh population)

Marks 150

WHY

This parameter assesses whether the landfill site of the ULB is scientific/ planned in nature or in accordance with SWM 2016 rules. Inerts can be used in low lying areas, road construction etc.

Scheme of Marking	Marks
Sanitary landfill available and being used / Zero landfill	150
Landfill is required but not available/functional	0

Geo coordinates (GIS details) in terms of ULB boundaries, ward number, ward boundaries, landmark etc of all Sanitary Landfills to be mapped and updated on SBM portal as per the prescribed details (to be given by MoHUA) to qualify for marks.

2.7 B

Is the landfill in the city a **sanitary landfill**?
(ULBs with <1 Lakh population)

Marks 150

WHY

This parameter assesses whether the landfill site of the ULB is scientific/ planned in nature or in accordance with SWM 2016 rules. Inerts can be used in low lying areas, road construction etc.

Scheme of Marking	Marks
Sanitary landfill available and being used / Zero landfill	150
OR	
Action Plan submitted on Swachhatam portal and approved by MoHUA for Sanitary Landfill	75
Tender published	75

Geo coordinates (GIS details) in terms of ULB boundaries, ward number, ward boundaries, landmark etc of all Sanitary Landfills to be mapped and updated on SBM portal as per the prescribed details (to be given by MoHUA) to qualify for marks.

2.7

Is the landfill in the city a **sanitary landfill**?

Methodology for Validation

100% Direct Observation

The assessor will visit the landfill site(s) to check if the landfill is a sanitary landfill

DIFFERENCE BETWEEN DUMPSITE AND LANDFILL

Feature	Dumpsite	Sanitary Landfill (also known as Landfill)
Leachate collection	Not done	Done in a collection well
Methane production	Not tapped	Collected
Geo-textile layer	Absent	Present

2.8 Percent (%) of total waste generated (process rejects/unprocessed) going to the sanitary landfill

Marks 160 (150+10)

City has to make sure that all waste generated should be processed. Only process rejects should go to the sanitary landfill. Unprocessed waste should only be sent to the sanitary landfill if city doesn't have processing capacity matching the total wet/dry waste collected.

Scheme of Marking	Marks
Not more than 10%	150
Not more than 15%	100
Not more than 25%	50
Not more than 45%	25
> 45%	0

Geo coordinates (GIS details) in terms of ULB boundaries, ward number, ward boundaries, landmark etc of all Sanitary Landfills to be mapped and updated on SBM portal as per the prescribed details (to be given by MoHUA) to qualify for marks

10 Marks

2.8 Percent (%) of total waste generated (process rejects/unprocessed) going to the sanitary landfill

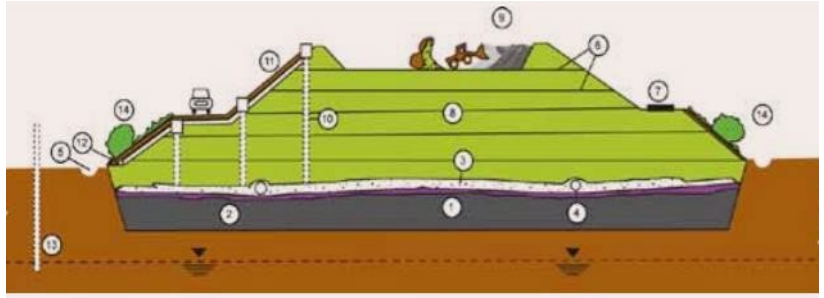
Methodology for Validation

100% Direct Observation

1. The assessor will visit the sanitary landfill site(s) as updated in the MIS.
2. To ascertain the progress, the assessor will also interact with the officials on the site
3. ULB will have log-book/register capturing at least last 3 month's record ready and available for the agency to check the daily entry of the trucks (with waste load) entered inside the site
4. He will report the progress verified basis documents provided by the ULB to the agency.
5. The senior assessor will also derive the total waste generated Vs processed in the city and try to reconcile the waste sent daily to the landfill

SANITARY LANDFILL

The **final and safe disposal of residual solid waste and inert wastes on land** in a facility designed with protective measures against pollution of ground water, surface water and fugitive air dust, wind-blown litter, bad odour, fire hazard, animal menace, bird menace, pests or rodents, greenhouse gas emissions, persistent organic pollutants slope instability and erosion.



1. Geological barrier
2. Impermeable base liner
3. Drainage layer
4. Leachate collection system
5. Storm - water drain ditch
6. Bordering dams
7. Circulation roads
8. Landfill body
9. Filling and compacting in layers
10. Gas venting system
11. Protective cover system
12. Gas collectors
13. Groundwater control
14. Re-planting

LEACHATE COLLECTION SYSTEM

Sanitary Landfill

Leachate Collection Well

Leachate Collection Well

2.9 Remediation of all identified dumpsites

Marks 230 (170+50+10)

Condition	Marks
Legacy Waste Dumpsites Remediation Action Plan (Module-2) submitted on Swachhatam Portal	50

If Legacy waste is **less than 1 lakh ton**

Work completed as per remediation action plan	Marks
25%	100
50%	130
75%	150
90%	170

If Legacy waste is **between 1-2 lakh tons**

Work completed as per remediation action plan	Marks
20%	100
45%	130
65%	150
85%	170

If Legacy waste is **between 2-5 lakh tons**

Work completed as per remediation action plan	Marks
15%	100
35%	130
55%	150
80%	170

If Legacy waste is **more than 5 lakh tons**

Work completed as per remediation action plan	Marks
10%	100
25%	130
50%	150
75%	170

Geo coordinates (GIS details) in terms of ULB boundaries, ward number, ward boundaries, landmark etc of all Dumpsites mapped and updated on SBM portal as per the prescribed details (given by MoHUA)

10 Marks

2.9

Remediation of all identified dumpsites no legacy waste (dumpsite)/**Zero landfill city**

(**Assessment benchmark:** Progress made on the last progress claimed to be assessed – land recovered after January 2022. Marks will not be given on the same progress…..and already claimed in SS-2022)

Methodology for Validation

100% Direct Observation

The assessor will visit the legacy dumpsite(s) in the city and check whether remediation work has completed as per the claim made by the city in the MIS. The reference point during the validation will the progress made from the progress claimed in SS-2022.

Legacy Waste Dumpsites Remediation Action Plan (Module-2) to be submitted & approved by State Mission Director.

Module 2: Legacy Waste Dumpsites Remediation Action Plan

M2.1 ULB's Dumpsite Remediation Plan (applicable only if ULB has an existing dumpsite(s))

Total quantity of existing legacy waste in tonnes	
Land occupied by the dumpsite, Acres	
Proposed method for remediation*	
Action plan for recoverable material	
Indicative Uses/ Utilization of Segregated Material	
Land to be recovered, Acres (extent of land from which waste is completely removed)	
End uses of remediated dumpsite area	
Estimated Cost for Remediation	
Most likely date for complete remediation (not beyond 31.3.2023 for ULBs < 10 lakhs and 31.3.2024 for ULBs > 10 lakhs)	

** to be compliant with extant NGT and Court orders*

M2.2 State/ UT– Consolidated Financial Action Plan for Dumpsite Remediation:Financials in Rs. Crore

	FY 2021-22	FY 2022-23	TOTAL (equal to SBM 2.O allocation for dumpsite remediation for the State / UT)
Action Plan Amount			
No. of ULBs covered*			All ULBs in the State/ UT
Action Plan approvals to be obtained by 31.3.2022 for all ULBs <10 Lakh and by 31.3.2023 for all ULBs >10 lakh * *Detailed ULB-wise, dumpsite-wise Action Plan statement is to be furnished*			

M2.3 State/ UT – Consolidated Dumpsite Remediation Implementation Action Plan

Remediation	Before SBM 2.O	By 31.7.2022	By 31.3 2023	By 31.3.2024	TOTAL
No.ofULBscompleting remediation					All ULBs in the State/ UT to complete remedi-ation by 31.3.2024

DUMPSITE REMEDIATION

Remediation of Dumpsite

Remediation facility for Legacy waste

Remediation in process

Remediated site

Remediated site

2.10

Bulk Waste Generators (i) doing **onsite processing** of wet waste generated, including kitchen and garden waste or organic waste or getting wet waste collected and processed by private parties authorized by ULB. (ii) Handing over **segregated dry waste to authorized waste pickers** or waste collectors.

Marks 100

- A BWG will be considered as one that generates more than 100 kg of total waste per day (or as defined by ULB/state) for more than 15 days a month
- Community Hall/Function Hall/Marriage Hall/Public gathering waste generators shall be considered as BWG if the holding capacity is more than 200 pax

Note:

1. ULBs in <1 lakh population cities are allowed to process the waste of Bulk Waste Generators provided all Bulk Waste Generators are identified and commercial rates are charged
2. If city's population is >1 Lakh, ask BWGs for on-site processing or outsource processing to private operators

Scheme of Marking	Marks
100%	100
At least 80%	80
At least 60%	60
<60%	0

Geo coordinates (GIS details) in terms of ULB boundaries, ward number, ward boundaries, landmark etc of all Bulk Waste Generators to be mapped and updated on SBM portal as per the prescribed details (to be given by MoHUA) to qualify for marks

2.10

Bulk Waste Generators (i) doing **onsite processing** of wet waste generated, including kitchen and garden waste or organic waste or getting wet waste collected and processed by private parties authorized by ULB. (ii) Handing over **segregated dry waste to authorized waste pickers** or waste collectors.

Methodology for Validation

100% Direct Observation

1. On-field assessor will randomly visit the housing societies/RWAs/vendors in wards claimed under on-site processing of wet waste – sample size will follow as per the population.
2. Question will be asked and personally observed if on-site processing being practiced
3. On the basis of on-field verification, **Independent Validation Matrix (IVM)** will be applied and final marks given). Final marks = Marks claimed – marks adjusted as per IVM

BULK WASTE GENERATOR (BWG) PROCESSING ON-SITE

As per Solid Waste Management Rules 2016, **"Bulk Waste Generator"** means and includes buildings occupied by the Central Government Departments or Undertakings, State Government Departments or Undertakings, Local Bodies, Public Sector Undertakings or Private Companies, Hospitals, Nursing Homes, Schools, Colleges, Universities, other Educational Institutions, Hostels, Hotels, Commercial Establishments, Markets, Places of Worship, Stadia and Sports Complexes etc having an **average waste generation rate exceeding 100 kg per day** (of all waste streams put together).

Organic waste composter

Bulk waste generator are those where,
Gathering >= 200 Pax, Waste generation >= 100 kg/day for more than 15 days a month

Hospital, railway station, Airport, Sport complex, Club, shopping mall, etc.

Pit composting

Drum composting

Onsite Bio-methanation

Khamba composting

Drum composting

Onsite Bio-methanation

2.11

What percentage of the **operational cost (Collection & Transportation)** of Solid Waste Management is covered by **ONLY USER CHARGES** (for SWM related services) **collected directly** or **user charges collected through Property Tax/Water/Electricity Bill** etc. (SWM sub head)?

Salary expenses to Daily wagers, contractual or outsourced staff through service providers(against vacant posts) will be added along with cost

Expenses related to sweeping of public/commercial areas **and** expenses related to processing of waste & disposal are **NOT** covered.

Marks 150

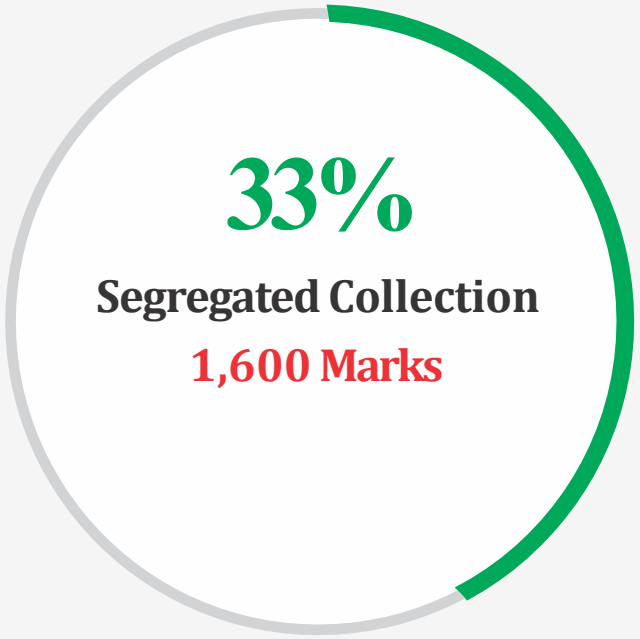
To assess extent of cost recovery in solid waste management services

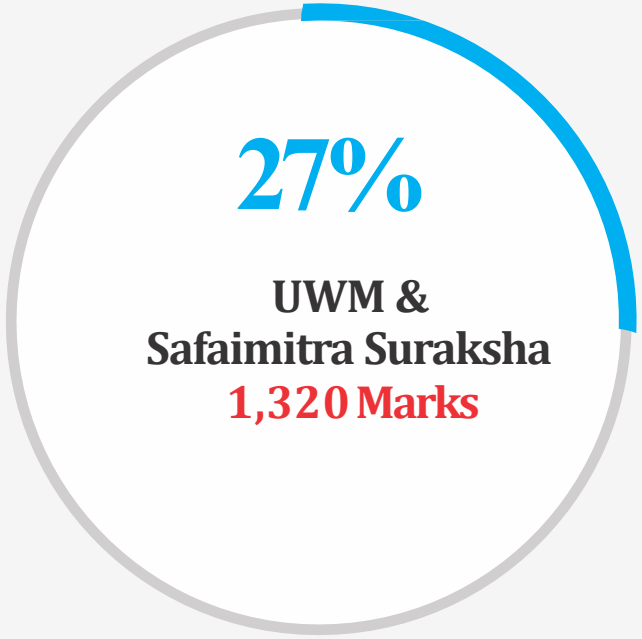
Note:

- City should either maintain a detailed statement or Chartered Accountant's certificate to support their claim.
- In addition to quarterly performance, performance can also be assessed for total revenue collected till 31st December 2022 Vs cumulative operational cost incurred till 31st Dec 2022 – best performance will be applied when giving marks in the Ph-1 and Ph-2

Scheme of Marking	Marks
At least 60% of the cost	150
At least 50%	120
At least 40%	90
At least 30%	50
<30%	0

3. UWM and Safaimitra Suraksha





Total Number of Indicators: 8

1,320 Marks / 4,830 Marks

Summary

No.	Indicator	Marks
3.1	Connection to sewerage, septic tank, twin pit, etc.	50
3.2	FSTP/STP capacity	100
3.3	Faecal sludge & sewage treatment & reuse	170
3.4	Cleanliness of CT, PT, Urinals & feedback	250
3.5	Safaimitra Suraksha – Core Parameters	320
3.6	Safaimitra Suraksha – Eco-system Parameters	180
3.7	Safaimitra Suraksha – IEC	80
3.8	Safaimitra Suraksha – Capacity Building & Empowerment	170
	Total (UWM & Safaimitra Suraksha)	**1,320**

**In addition to the above, the agency may ask for any other relevant document for ascertaining appropriate marks eligibility of the ULB.*

3.1

What percentage of **Households, Commercial Institutions, Establishments and Public area CTs/PTs are connected to a closed system such as sewerage, septic tank + soak pit, twin-pit system** etc. (no open system/connection/flow/discharge)

Marks 50

This indicator will ascertain whether the city has adequate coverage of sewerage network or septic tanks

Scheme of Marking	Marks
>95 % households/commercial establishment /CT&PT are connected to sewerage system or have septic tanks + Soak Pit	50
80-94% households/commercial establishment / CT & PT with Sewerage/Septic tank + Soak Pit	45
60-79% households/commercial establishment / CT & PT with Sewerage/Septic tank + Soak Pit	35
< 40-60% households/commercial establishment / CT & PT with Sewerage/Septic tank + Soak Pit	25
< 40% households/commercial establishment / CT & PT with Sewerage/Septic tank + Soak Pit	10

Note: City to also confirm if areas where households are not connected to a closed system having sewerage system in place

3.1

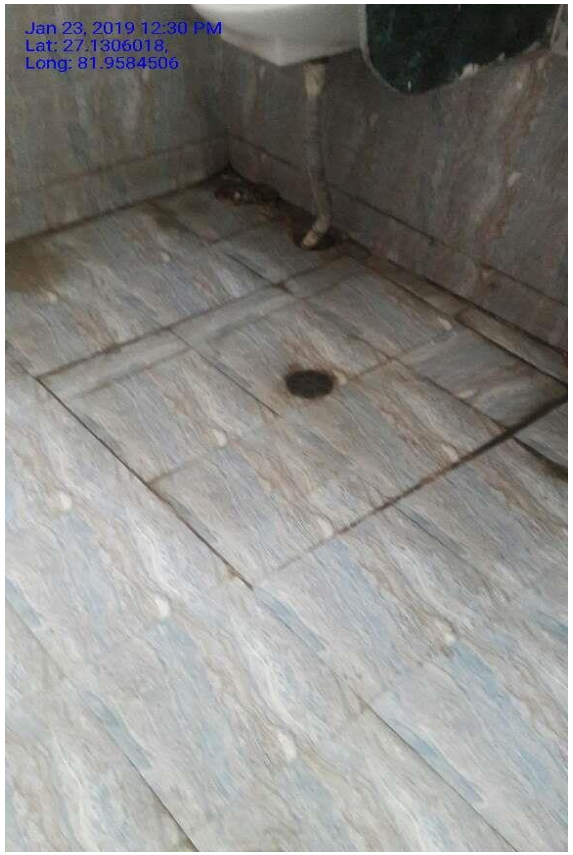
What percentage of Households, Commercial Institutions, Establishments and Public area CTs/PTs are connected to a closed system such as sewerage, septic tank + soak pit, twin-pit system etc. (no open system/connection/flow/discharge)

Methodology for Validation

100% Direct Observation

1. The on-field assessor will randomly visit the different parts of the city, as per coverage claimed, to check if there is any open discharge
2. On the field observation, **Independent Validation Matrix (IVM)** will be applied and final marks given). Final marks = Marks claimed – marks adjusted as per IVM

Connected with septic tank (with no overflow) or with sewer network - no open drainage/ No Open Discharge



Safe Disposal

3.2

Whether **capacity*** of FSTP and STP in the city is matching with the total faecal sludge and sewage which is **collected/generated** in the city?

* Capacity under cluster approach will be considered provided the distance upto 50 km from the city boundary

Marks 100 (90+10)

This indicator would assess whether the infrastructure to treat entire faecal sludge and sewage generated in the city is available or on cluster basis (upto 50 km)

Scheme of Marking	Marks
At least 70% capacity matching with total faecal sludge and sewage generated	90
At least 50%	80
At least 25%	60
<25%	0

Geo coordinates (GIS details) in terms of ULB boundaries, ward number, ward boundaries, landmark etc of all Wastewater treatment Plants (FSTP/STP) mapped and updated on SBM portal as per the prescribed details (given by MoHUA)

10 Marks

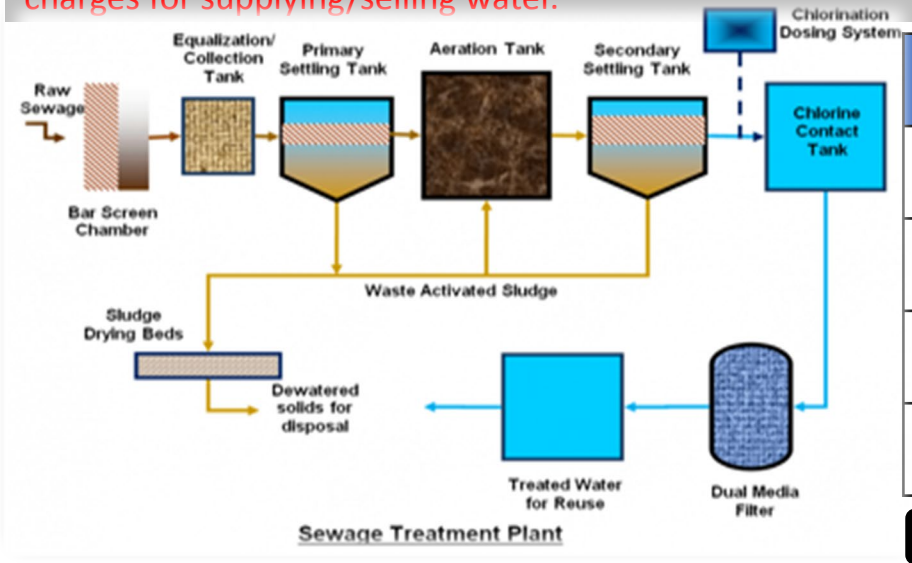
3.3

Linearity to Circularity

What percentage of faecal sludge **collected or sewage generated** from Households/Commercial Establishments/ CTs/PTs is **treated** at FSTP/STP - Scientific processing of faecal **sludge and sewage** - Whether **treated used-water** from **STP reused/recycled** and **revenue generated** ?

Marks 170 (115+55)

This indicator will ascertain whether majority of the faecal sludge and sewage in the city is being processed scientifically and not being discharged in the open – and whether city reuse/recycle the treated wastewater from STP/FSTP. Treated wastewater utilization and consequent revenue saved by using the treated used-water will be considered as revenue generated besides actual sale of the treated used-water. The revenue will be calculated on the basis of commercial rate that ULB charges for supplying/selling water.



Sewage Treatment Plant

Scheme of Marking - Treatment	Marks
At least 70% Faecal sludge/Sewage treated	115
At least 50%	80
At least 25%	40
<25%	0

Whether treated waste water is **reused/recycled? (**to reduce the burden on fresh water)

Scheme of Marking	Marks
>20% treated used-water is reused/recycled	55
20% - 10% treated used-water is reused/recycled	40
< 10% treated used-water is reused/recycled	30
No treated used-water is reused/recycled	0

3.2 & 3.3

Whether **capacity*** of FSTP /STP in city is matching with total faecal sludge and sewage which is **collected**?

* Capacity under cluster approach will be considered provided the distance upto 50 km from the city boundary

What percentage of faecal sludge **collected** from Households/Commercial Establishments/ CTs/PTs is **treated** at FSTP/STP - Scientific processing of faecal **sludge and sewage** - Whether **treated usedwater** from **STP/FSTP reused/recycled**?

As per Generation:

Designed Input Capacity of STP (In MLD) + Designed Input Capacity of FSTP (in KLD to be converted in MLD)

Estimated Quantity of sewage generated in Million litres per day (MLD) (can be taken as 80 % of water supplied) + Estimated quantity of septage to be de-sludged from these septic tanks (Faecal Sludge Generation)

As per Collection:

Quantity of sewage collected through sewers in MLD + Quantity of sewage received from drains in MLD+ quantity of sewage collected through sewers in MLD + Actual Quantity of septage desludged from septic tank with or without soakpits (Quantity available from record book / database) by (i) ULB (ii) Private Desludging Operators Registered with ULB (monthly)

Designed Input Capacity of STP (In MLD) + Designed Input Capacity of FSTP (in KLD to be converted in MLD)

100% Direct Observation

Methodology for Validation

1. On the basis of the list of the processing facilities/plants (STP/FSTP) updated by the ULB in the MIS, the assessor will visit all plants
2. To ascertain the progress, the assessor will also interact with the officials in the plant
3. The assessor will ask for the log-book capturing at least last 3 month's record and electricity bill to verify the functionality of the facility
4. The assessor will also check if the treated usedwater is being re-used as claimed.
5. On the basis of observation and verification of log book/electricity bills Senior assessors at the back-end will arrive at the efficiency level of the plant(s) and indicator wise marks will be given.

Water reuse generally refers to the process of using treated wastewater (reclaimed water) for beneficial purposes such as agricultural and landscape irrigation, industrial processes, non-potable urban applications (such as toilet flushing, street washing, and fire protection), groundwater recharge, recreation, and direct or undirected water supply

SEWAGE TREATMENT PLANT (STP) / FAECAL SLUDGE TREATMENT PLANT (FSTP)

Blackwater: Wastewater generated from **toilets**.

Grey water: Wastewater generated from **bathing, kitchen and all other household activities except toilets.**

Sewage: Combined grey and black water generated from household.

Faecal Sludge : The accumulated semi-solid or solid portion that settled at the bottom of the septic tank which comprises 20% - 50% of the total septic tank volume is termed as faecal sludge.

SEWAGE TREATMENT PLANT (STP)

TREATMENT TECHNOLOGIES USED

a) Waste Stabilisation Ponds (WSP)

b) Activated Sludge Process (ASP)

c) Extended Aeration Process (EAP)

d) Sequencing Batch Reactor (SBR)

e) Moving Bed Biological Reactor (MBBR)

f) Fluidized Aerated Bed (FAB)

g) Membrane Bioreactors (MBR)

h) Up flow anaerobic sludge blanket (UASB)

i) Phyto rid/Reedbed/Wetland Processes/DEWATS

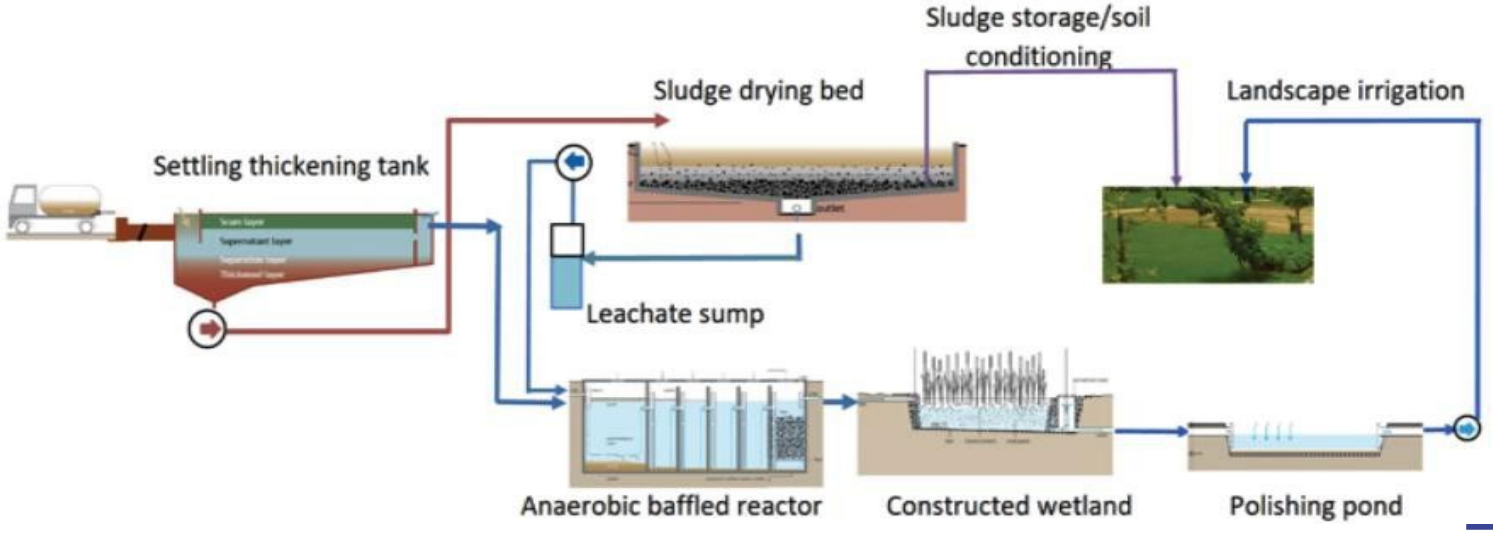
FAECAL SLUDGE & SEPTAGE MGT. (FSSM)

Source: Water, Sanitation and Hygiene, BMGF, 2010.

FSSM Value Chain

CONTAINMENT	EMPTYING	TRANSPORT	TREATMENT	REUSE / DISPOSAL
Human waste is contained in an on-site system, possibly together with grey water. Waste is partially treated due to the time it is contained, and is known as faecal sludge or septage depending on the system used.	The system is emptied, typically by a desludging vehicle truck with a vacuum mechanism.	Faecal sludge or septage is transported safely in a closed vehicle truck.	Faecal sludge and or septage can be treated either at a Faecal Sludge Treatment Plant (FSTP), or co-treated with sewage at a Sewage Treatment Plant (STP)	The treated waste can now be safely reused or disposed.

Process Flow Diagram of FSTP Facility



Sewage Treatment Plant (STP)

Pumping station

Screens

Decanting/Settling

Photograph of Signage of STP plant

Photograph of inlet sewage

Photograph of STP plant

Photograph of STP plant

Photograph of grit or sludge from STP

Photograph of outlet treated wastewater

Photograph of Test Report maintained at the plant

ENVIRO CONTROL ASSOCIATES (I) PVT. LTD.
245 MLD STP, Indore Kabitkhedi
Lab. Analysis Report of Sep 2018
Module-II

DATE	RAW SEWAGE								FINAL TREATED SEWAGE								Remarks
	pH	COD	BOD	TSS	TKN	NH_3-N	TP	FC	pH	COD	BOD	TSS	DO	TKN	NH_3-N	TP	FC
		ppm	ppm	ppm	ppm	ppm	ppm			ppm	ppm	ppm	ppm	ppm	ppm	ppm	
1-Sep-18	7.07	368	120	336					7.71	44	9	9	4.2				
2-Sep-18	7.04	384	125	400	36	18	4.2	1600	7.20	48	7	9	4.3	4.1	1.2	1.4	80
3-Sep-18	7.05	304	100	348					7.68	42	8	7	4.0				
4-Sep-18	7.01	362	120	309					7.24	46	7	8	4.4				
5-Sep-18	7.06	348	115	355					7.26	40	8	7	4.3				
6-Sep-18	7.04	380	125	315					7.21	42	7	8	4.1				
7-Sep-18	7.03	316	105	292					7.25	36	9	7	4.3				
8-Sep-18	7.08	294	700	306					7.20	40	8	9	4.4				
9-Sep-18	7.02	306	108	215	30	16	3.8	900	7.29	42	7	8	4.2	4.0	1.1	1.2	79
10-Sep-18	7.08	274	95	197					7.22	40	8	7	4.3				
11-Sep-18	7.04	328	110	309					7.25	42	7	9	4.4				
12-Sep-18	7.05	320	105	276					7.22	48	9	10	4.1				
13-Sep-18	7.00	318	195	206					7.26	46	8	9	4.3				
14-Sep-18	7.01	430	145	344					7.24	44	7	8	4.8				
15-Sep-18	7.02	418	140	269					7.20	40	8	7	4.2				
16-Sep-18	7.06	378	135	380	35	22	4.4	1600	7.25	36	7	8	4.3				
17-Sep-18	7.04	416	150	315					7.23	48	9	9	4.4				
18-Sep-18	7.01	424	175	400					7.28	46	10	8	4.1				
19-Sep-18	7.02	396	140	200					7.27	48	8	9	4.2				
20-Sep-18	7.04	418	150	238					7.20	46	9	10	4.3				
21-Sep-18	7.01	408	145	288					7.24	44	7	8	4.2				
22-Sep-18	7.03	316	115	306					7.24	40	6	7	4.4				
23-Sep-18	6.99	382	125	300	36	24	4.6	1600	7.20	48	10	9	4.3				
24-Sep-18	7.03	316	110	302					7.22	50	10	11	4.4				
25-Sep-18	6.89	408	148	224													
26-Sep-18	7.00	324	115	280													
27-Sep-18	7.89	526	190	494													
27-Sep-18	7.04	328	120	268													
29-Sep-18	7.01	336	175	320													
30-Sep-18	7.02	432	150	402													

Photograph of Test certificate issued from CPCB/SPCB

Regional Laboratory
M. P. Pollution Control Board
Plot No. 1, Scheme No. 78, Part-II, Aranya, Indore – 452 010
☎ 0731 – 2554337, Fax : 0731- 4061255 ; E mail: regional.labindore@yahoo.com

TEST CERTIFICATE
LIQUID SAMPLE ANALYSIS REPORT

Sample From:	245 MLD Indore		
Sample Description:	Untreated domestic water at STP Inlet	Test Report No. :	1558
Date of Collection :	03/10 /2018	Type of Sample : Grab	Sampling Method : APHA 1060 A & B
Date of Receipt :	03/10/2018	Sample collected & Analysed by :	Shri A. Kotiya, Sci. Shri S.K. Gupta, Chemist
Period of Analysis :	03/10/18-08/10/18		Sample volume 1 L

S. No.	Parameters	Unit	Result	Method
01	Appearance	--	Blackish Turbid	—
02	Odour	--	Unpleasant	—
03	pH*	pH Unit	7.67	APHA, 4500-H⁺ B
04	Total Solids*	mg / L	1134	APHA, 2540 B
05	Total Dissolved Solids*	mg / L	1057	APHA, 2540 C
06	Suspended Solids*	mg / L	77	APHA, 2540 D
07	Chloride*	Mg / L	250.70	APHA, 4500-Cl⁻ B
08	B.O.D. (3 days, 27 °C) *	mg / L	40	IS 3025,1993
09	C.O.D. *	mg / L	107.80	APHA, 5220 B
10	Specific Conductivity*	µmho/cm	1620.0	APHA 2510 B

OTE : * - These parameters are covered under the scope of NABL
The report shall not be reproduced except in full, without permission of Regional Lab, M.P. Pollution Control Board, Indore.
No statutory liability accepted for sample not collected by MPPCB.
The result relate only to the sample tested.
Sample will be destroyed after 10 days from the date of issue of test report unless otherwise specified.

Chief Chemist & Lab Head
Regional Lab, Indore
(Dr. D. K. Wagela)
Authorised Signatory (NABL)
Regional Lab,
M.P. Pollution Control Board, Indore

Photograph of logbook maintained at the plant

ENVIRO CONTROL ASSOCIATES(I) PVT LTD
245 MLD STP, INDORE
Module -I
Flow record Oct 2018

Sr. No	Date	RAW SEWAGE FLOW(M³)		TREATED SEWAGE FLOW(M³)	
		Stream -I	Stream -II	Stream -I	Stream -II
1	1-Oct-18	46506	46506	47626	47626
2	2-Oct-18	46855	46855	47817	47817
3	3-Oct-18	40495	40495	39225	39225
4	4-Oct-18	33854	33854	31703	31703
5	5-Oct-18	33577	33577	25355	25355
6	6-Oct-18	38538	38538	38880	38880
7	7-Oct-18	37975	37975	37901	37901
8	8-Oct-18	36560	36560	34704	34704
9	9-Oct-18	34570	34570	36367	36367
10	10-Oct-18	23638	23638	24224	24224
11	11-Oct-18	30654	30654	29837	29837
12	12-Oct-18	26499	26499	28410	28410
13	13-Oct-18	23590	23590	22964	22964
14	14-Oct-18	27047	27047	25802	25802
15	15-Oct-18	25718	25718	26690	26690
16	16-Oct-18	24817	24817	24892	24892
17	17-Oct-18	24068	24068	23897	23897
18	18-Oct-18	23560	23560	22397	22397
19	19-Oct-18	23640	23640	24435	24435
20	20-Oct-18	22969	22969	22966	22966
21	21-Oct-18	23641	23641	23718	23718
22	22-Oct-18	19066	19066	18683	18683
23	23-Oct-18	24093	24093	23945	23945
24	24-Oct-18	22364	22364	23520	23520
25	25-Oct-18	23250	23250	19819	19819
26	26-Oct-18	20754	20754	22481	22481
27	27-Oct-18	20150	20150	21548	21548
28	28-Oct-18	20268	20268	19648	19648
29	29-Oct-18	11214	11214	12770	12770
30	30-Oct-18	5952	5952	4167	4167
31	31-Oct-18	19148	19148	19879	19879

Photograph of electricity bill of STP plant

BSES

BSES Rajdhani Power Limited

Bill of Supply for Electricity

Due Date(देय तिथि): 12-06-2018

SMT.KARUNA UPADHYAY
DR.DINESH CHANDRA UDADHYAY I.35 T/F KH NO.433 I-BLOCK MOHAN GARDEN UTTAM NAGAR NEW DELHI NEAR KUMAR DAIRY DELHI 110059
9540071111
Mohan Garden
MIJ020035A1AS
JUN-18
25-05-2018

Sanctioned Load : 2.00 (KW)
Contract Demand :
M D I : 3.58 (KW)
Power Factor : 1.000
Pole No. : VKPPPJ07S1
Meter Reading Status : DL
Cycle No. : 14
Tariff Category : Domestic [Residential]

CA No. : 150130599
Energisation Date : 25-06-2011
Meter Type : 1PSK
Supply Type : LT
Bill No. : 100214041204
Bill Basis : Actual

Customer Care Centre No.(ग्राहक सेवा केन्द्र का नंबर) 39 99 97 07

Meter No.	Unit	Billed Consumption (Current) Date of Meter Reading	Billed Consumption (Current) Reading	Billed Consumption (Previous) Date of Meter Reading	Billed Consumption (Previous) Reading	Multiplication Factor	Current Consumption Days	Current Consumption Unit
24443252	KWH	22-05-2018	23138.00	26-03-2018	21656.00	1.00	57	1482.00
24443252	KW	22-05-2018	3.58	26-03-2018		1.00		3.58

Billing Details(बिल का विवरण)
Current Period Charges (वर्तमान अवधि का शुल्क) (27-03-2018 to 22-05-2018)

Fixed Charge="A"	Consumption Measured During	Energy Units Consumed / Billed	Slabwise Energy Charge Units Rate	Slabwise Energy Charge Amount = "B"	PPAC % on B	PPAC Amount = "C"	TOD % on "B"	TOD Surcharge/ Rebate Amount = "D"	Surcharge @ 9% on (Energy Charge + Fixed Charge - Rebate) = "E"	Electricity Tax @ 1% on Energy Charge, PPAC amount & TOD Surcharge/Rebate amount = "H"	Total Amount (I = A+B+C+D+E+F+G+H)
280.75		374.00	3.09	1154.00	0.57	6.58			637.51	418.51	9375.01
		375.00	4.63	1735.35	0.57	9.87					
		729.00	6.57	4789.70	0.59	28.33					
		4.00	7.28	29.10	1.89	0.55					
2.74									302.02		
	Total Units = 1482			Total (B)= 7708.15		Total (C)= 45.33		Total (D)=			

Adopt e-bill, Save trees. Provide email details to us through website/call/email.

st Dues / Refunds / Subsidy (पिछला बकाया / वापसी / सब्सिडी)

Arrears / Refunds (बकाया / वापसी) Amount (राशि)	Period to which it relates (जिस अवधि से संबद्ध है)	Late Payment Surcharge (LPSC) (देरी से भुगतान पर अधिभार)	Other Charges, if any* (अन्य शुल्क, यदि हो तो)	Total Charges Payable (कुल देय शुल्क)	Rebate / Subsidy* (छूट / सब्सिडी)	Net Amount Payable (कुल देय राशि)
(1167.65)	Since APR-18	6.27		8213.63		8213.63

ount not immediately payable, ny. (राशि जो तुरंत देय नहीं है, यदि हो तो) ₹ Reasons (कारण)

ice line cum Development Charges paid ₹3000.00 Security Deposit with DISCOM ₹ 1200.00
rest accrued for FY 2017-18 , already adjusted in bill No. ₹ (170.83)
862871955 (generated for the period 27-03-2018 to 20-04-2018)
est for FY 2018-19 will be adjusted in your first bill to be generated in FY 2019-20

ayment ₹ 1250.00 received on

Bill Amount Payable
(बिल देय राशि)
₹ 8210.00
Due Date of Payment
(भुगतान देय तिथि) 12-06-2018
If payment is made after the due date, LP for the delay, shall be charged in the next (निर्धारित तिथि के बाद भुगतान करने पर इस कि हेतु अगले बिल में एलपीएससी जोड़ दिया जाए

Faecal Sludge Treatment Plant (FSTP)

3.4

Are **Public Toilets, Urinals and Community Toilets clean** and **user friendly** - each performance indicator **to be answered with either YES or NO.**

Marks 250 (85+85+60+20)

This indicator would assess the functionality of the CT/PTs/Urinals in the city with number of features in place to ensure that the citizens are comfortable for using the toilet. Yes will get full marks and No will get zero marks provided for each sample.

Public Toilet (PT)

Scheme of Marking	Marks
Separate section for Men & Women	10
Dry and clean	10
Running water – Tap & Flush working	10
Well lit – electric/natural light	5
Functional bolting on all doors	5
*Caretaker is present for maintenance	5
Open between 6am – 10pm	5
User friendly for differently able people	30
Sanitary napkin dispensing system in place	5

*to motivate women to join the workforce and provide them with a secure livelihood opportunity, O&M by women SHG members and appointment of women/ third-gender caretakers for PTs is strongly encouraged (during day-shift only)

Community Toilet (CT)

Scheme of Marking	Marks
Separate section for Men & Women	10
Dry and clean	10
Running water – Tap & Flush working	10
Well lit – electric/natural light	5
Functional bolting on all doors	5
Institutional arrangements in place for maintenance/cleaning	5
24 Hours Open	5
User friendly for differently able people	30
Sanitary napkin dispensing system in place	5

CTs & PTs prominently displaying SBM messages around usage of Public-Community Toilets, with Swachh Survekshan-2023 logo — **5 Marks**

Urinal

Scheme of Marking5	Marks
Dry and clean	10
Running water for flushing	10
Well lit – natural light and if covered – electric light	5
Institutional arrangements in place for maintenance/cleaning	5
User friendly for differently able people	30

Feedback Mechanism in place in all Public, Community Toilets, Urinals & linked with SBM Portal — **10 Marks**

Geo coordinates (GIS details) in terms of ULB boundaries, ward number, ward boundaries, landmark etc of all CTs, PTs & Urinals mapped and updated on SBM portal as per the prescribed details (given by MoHUA) — **5 Marks**

3.4 Are **Public Toilets, Urinals and Community Toilets clean** and **user friendly** - each performance indicator **to be answered with either YES or NO.**

Methodology for Validation

To be validated in Ph-3 also

100% Direct Observation

1. On the basis of the claim, the assessor will visit the selected CT/PT/Urinals as per sample to validate the claim made. He will also randomly talk to the citizens and ascertain whether citizens are satisfied with functionality of the Community/Public Toilets and Urinals
2. The assessor will only ask this question to citizens using Community/Public Toilets and Urinals
3. During on field validation, this question will be asked only to citizens seen using Community/Public toilets and urinals.
4. On the basis of observation and interaction with citizens/plant official, **Independent Validation Matrix (IVM)** will be applied and final marks given). Final marks = Marks claimed – marks adjusted as per IVM

PUBLIC TOILET (PT)

- Public toilets (PT) is a facility provided for the floating population / general public in places such as markets, train stations or other public areas.
- Public Toilets have an official time which may vary city to city.(6 A.M. - 10 P.M.)

COMMUNITY TOILETS (CT)

Community toilets (CT) facility is a **shared facility** provided for a **defined group of residents** or an **entire settlement / community**.
It is normally located in or near the community area and used by almost community members.

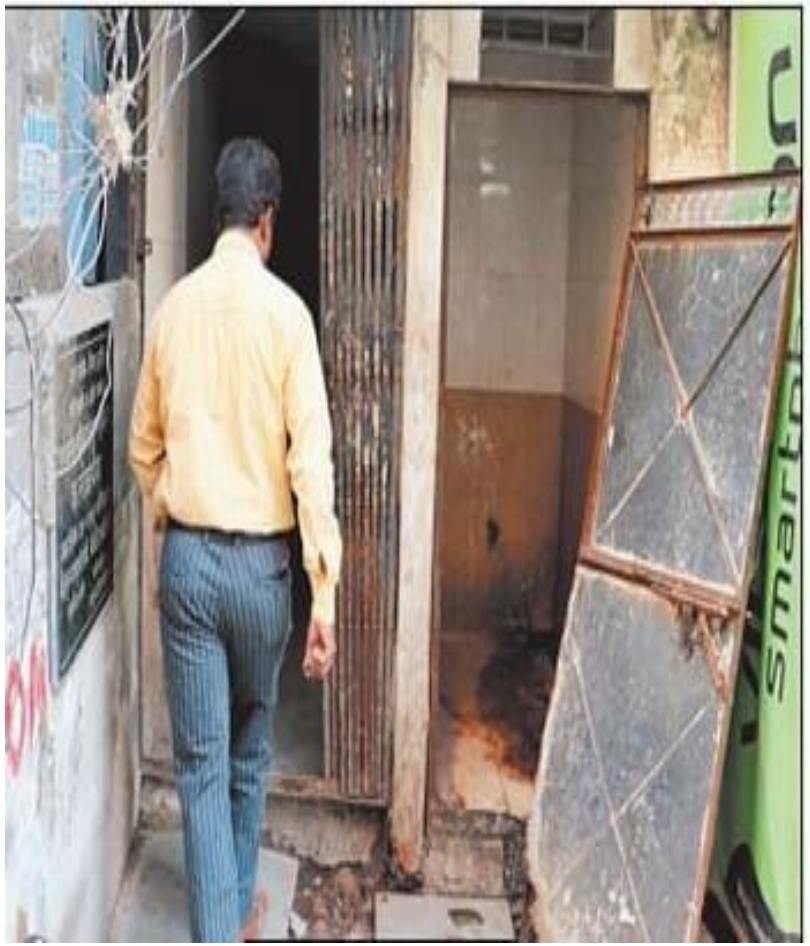
URINALS

A urinal is a sanitary plumbing fixture for urination only.

Separate section for men & women

NO separate section for men & women

No bolting arrangement

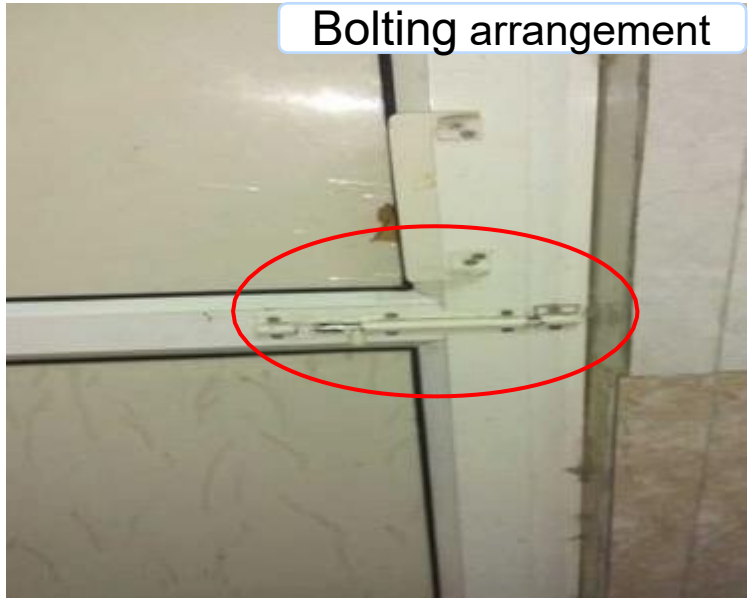


Urinal not clean

Toilet floor is not clean

Caretaker

Bolting arrangement



Running Water or flush

Lighting & Switches

User friendly for the differently abled

Running tap

Photograph of community toilet

Photograph of SBM Message

Assessor will visit Public and Community toilets of the ULB to assess the presence of SBM Messaging and Feedback Mechanism present in the ULB

Photograph of Public toilet

Photograph of SBM Message & toilet timing

SAFAIMITRA SURAKSHA

750 Marks

Mandatory conditions to Claim 750 Marks under Safaimitra Suraksha Indicators
(i) RSA and SRU notified and operations and (ii) Valid ODF+ Certificate

3.5	**Core Parameters**	Machines & Workforce	**320** Marks
3.6	**Eco-system Parameters**	Notification regarding Standardization of Septic Tank, Hazardous sewer entry ban notified, 14420 complaints resolution	**180** Marks
3.7	**IEC**	• **24X7 Helpline** (to seek information, register complaint and track resolution status) • **Public Awareness Campaigns**	**80** Marks
3.8	**Capacity Building & Empowerment**	• **Capacity Building** (In-house/private trained desludging operators/staff – following CPHEEO Manual)	**170** Marks
	Total Marks		**750**

Sanitation Response Unit

Emergency Response Sanitation Unit

Emergency Response Sanitation Unit/ Sanitation Response Unit (SRU)

Why Needed

- ❑Government of India is committed to ensure that no person needs to enter any sewer or septic tank, unless absolutely inescapable in interest of greater public hygiene.
- ❑ More than 50% of households in Urban India dependent on **privately owned** septic tanks. (80-100% in smaller towns)
- ❑Local Municipal Authorities do not take responsibility for construction standard/ periodic maintenance/ emergency repairs of these Private structures
- ❑ Private Septic tank owners are left to deal with unorganised private service providers
- ❑Exploitation of workers from extreme vulnerable community – Poorly trained and Equipped

Emergency Response Sanitation Unit/ Sanitation Response Unit (SRU)

Why Needed

- The Private owner of a septic tank (if the designated **"employer"** under PEMSR Rules, 2013)- may not be in position to assume responsibilities listed under the Rules-
  - With regards to equipping, making safety arrangements and training of sewermen
- Private Owner can only be expected to make a **reasonable payment of fees**.
- There is a **need to combine "Responsibility with Authority"** and enforcement of the Act to stop exploitation of poor.

Objective

Professionally trained, motivated and equipped sewermen and necessary entry equipment needs to be made available at location of a Sewer or Septic Tank emergency within a reasonable timeframe .

Salient Features

An Organisation headed by a nominated **Responsible Sanitation Authority (RSA)**

Sanitation Response Units (SRU)/ ERSU Located in HQ towns of Each District

Scaled at 1 SRU per District - Responsible for Sanitation Emergencies in all ULBs and Panchayats within the district.

Additional SRU for need of each Municipal Corp. in District

Generally based on structure of the Fire Services/ Fire Brigade

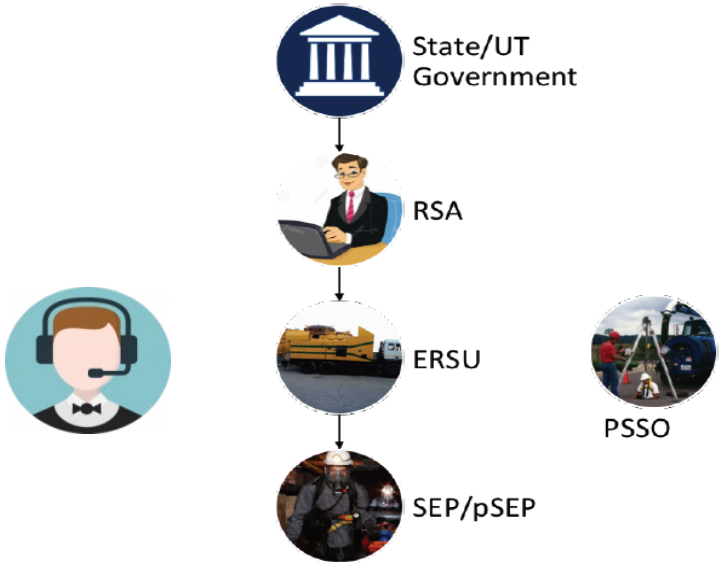
- **5 digit toll free helpline RTN**
- **Special Mobile Response System (SHRAVAN)**

Organisation of the Sanitation Response Unit

- On lines of Fire Services
- Approved by Empowered Group of Ministers
- Scaled at One per Distt + one for each MC in Distt

Composition

S. No.	Officer/ Staff	Mechanism of Appointment	Nature of Appt.
1	**Responsible Sanitation Authority (RSA)**	Nomination through **State Gazette Notification** Disst Collector or Equivalent	Additional Role
2	**Officer In-charge of ERSU**	Through Municipal or Distt **Office Order** Executive Engineer or Eq AEE or Eq for ULBs < 2 Lakh	Additional Role
4	**Duty/ Entry Supervisor**	Through Municipal or Distt **Office Order** Junior Engineer or Sanitary Inspector	Additional Role
5	Administrative Supervisor	Through Municipal or Distt **Office Order** Junior Engineer or Sanitary Inspector or Eq Ministerial	Full Time
6	Call centre Attendant	Through Municipal or Distt **Office Order**	Full Time/ Outsourced
7	Sewer Entry Professionals (**Sewer Commandos**)	Through Municipal or Distt **Office Order** 7% of Municipal sewer men/ beldars or sewer men of parastatal/ PHED or Empanelled PSSO workmen	Additional Role



Safaimitra Suraksha- Marks Distribution

Equipment Requirement	If Meeting Norm fully	If Meeting above 50% Norm (Pro rata)	If < 50% of Norm
(1)	(2)	(3)	(4)
Core Equipment (110)			
HydroVac (Jetting and Suction Vehicle for Sewers)	40	Down to 20	NIL
Machine Hole Dredger	30	Down to 15	NIL
Gully Emptier- (Septic Tank Desludging Vehicles)	40	Down to 20	NIL
Other Equipment (50)			
Sewer Inspection Camera *	10	5	NIL
Hydro Jetting Machines *	10	5	NIL
Power Bucket machine*	10	5	NIL
Hydraulic Sewer Root cutters*	10	5	NIL
Power Rodding Apparatus	10	5	NIL

(1)	(2)	(3)	(4)
PPE (20)			
Reflecting Jackets	4	2	NIL
Safety helmets	4	2	NIL
Normal face masks	2	1	NIL
Hand gloves (pair)	2	1	NIL
Safety Gumboots (pair)	2	1	NIL
Safety body clothing	6	3	NIL
Safety Gear (40)			
Safety Tripod Set	2	1	NIL
Nylon Rope ladder	2	1	NIL
Blower with Air Compressor	4	2	NIL
Gas Monitor (4 Gases)	6	3	NIL
Full body Wader Suit	6	3	NIL
Gas Mask	6	3	NIL
Breathing Apparatus	6	3	NIL
Safety body Harness	2	1	NIL
Air Line Breathing Apparatus	6	3	NIL








Safaimitra Suraksha- Marks Distribution

Workforce Requirement	If meeting Norm fully	If meeting > = 50% Norm (Pro rata)	If meeting < 50% of Norm
Sewermen	40	20	NIL
Sanitary Beldar	40	20	NIL
Trained and Notified Sewer Entry Professionals (SEPs)	20	10	NIL

SLP Documents for Indicator 3.5,3.6,3.7 and 3.8	
1	Detailed list of equipment sheds in the ULB where Liquid waste Management related vehicles (Core and Special Equipment) Safety Gears etc are kept and maintained. (Name of the Area, Address, Landmark, Name, Number of equipment and Registration number of vehicles kept in the shed)
2	Vide. Notification/GO Number of RSA and SRU
3	Office Order Copy of RSA and SRU establishment
4	CPHEEO Calculation Sheet

Core Equipments & Special/other Equipments: List of documents to be submitted by the ULB for desktop assessment.
Photographs of distinct vehicle/equipment along with the registration number (wherever applicable) of all vehicle/equipment claimed by the ULB.
Procurement details of vehicle/equipment owned by the ULB. **1. Tender document of the procurement.** **2. Purchase order/ Tax invoice.**
If Outsourced, provide copy of agreement mentioning the details of the vehicle/equipment.
If the sewage management is carried out by Parastatal Body/ PHED/ State department then provide the documents of procurement details/outsourced details accordingly.
If special equipment shared on the cluster basis, then provide the declaration for that from the Responsible Sanitation Authority mentioning ULB code and ULB name.

Safety Gears: List of documents to be submitted by the ULB for desktop assessment.
Procurement details of all the Safety Gears claimed by the ULB.
Procurement details of Safety Gears owned by the ULB. **1. Tender document of the procurement.** **2. Purchase order/ Tax invoice.**
If Outsourced, provide copy of the agreement mentioning the details of the Safety Gears.
If the sewage management is carried out by Parastatal Body/ PHED/ State department then provide the documents of procurement details/outsourced details accordingly.
If Safety Gears shared on the cluster basis, then provide the declaration for that from the Responsible Sanitation Authority mentioning ULB code and ULB name.

Documents to be submitted by the ULB for evaluation: 3.6
Notification for Ban on Manual hazardous entry(without safety gear)
Notification for levying User Charges for desludging Services
Notification mandating the compulsory Registration ofall Private Sanitation Services Providers whose equipment/ manpower is being projected to meet therequirement under norms.
Notification regarding imposing fines against persons / de-sludging operators dumping untreated faecalsludge in drains and / or open areas
Notification regarding compliance of all Septic Tanks Constructed after 01 January 2021 are as per IS 2470 (Parts 1 & 2)
ULB should submit the detailed statement maintained by it showing the total operational cost incurred and the revenue generated for providing de-sludging services/ Sewerage services.
Please provide sample copies of proof of payment made at the treatment plant after off-loading the waste at the plant for treatment, by the de-sludging operator
Please provide sample challans/fine receipts for dumping faecal sludge in drains/ open areas
Please provide list of septic tanks which are geo-tagged. Also provide screen shots of the tracking and monitoring system in place.

Documents to be submitted by the ULB for evaluation: 3.7
Photographs of the IEC campaigns conducted around availability of 24X7 Helpline 14420 to help citizens in all queries/complaints around cleaning of septic tanks and sewer lines (machine hole)/ stormwater drains or any otherservices provided by the ULB
Photographs of the IEC campaigns conducted to disseminate the messages around scheduled cleaning (oncein every 3 years) of septic tanks?
Photographs of the IEC campaigns to disseminate the messages around penal actions for non-compliance under 'The Prohibition of Employment as Manual Scavengers andtheir Rehabilitation Act (PEMSRA) 2013'
Photographs of the IEC campaigns to disseminate the messages around engagement of ONLY licensed operatorsin all wards and 100% De-sludging Vehicles carrying IEC messages.

Documents to be submitted by the ULB for evaluation 3.8
Photographs of the sanitary workers (involved in liquid waste management) working using the PPE kits provide to them
List of the sanitary workers (involved in liquid waste management) who have been awarded with monthly recognition in the months of November, December and January (Phase 3)
Document specifying the schemes that the sanitary workers have been linked to and the number of the sanitary workers (involved in liquid waste management) enrolled with each scheme.
Photographs of 30% of all Sewermen and Sanitary Beldars (In-house/Private Operator supplied workforce) who have been provided a certified training on safety measures and legal norms, in past 12 Months, related to 1)Occupational Health and Safety 2)Mechanized cleaning of septic tanks, sewer lines, stormwater drains and machine holes 3)Prohibition of Employment as Manual Scavengers and their Rehabilitation Act, 2013.
Document with the list of the Sewer Entry Personnel who have been given the minimum 10% monthly hazardous allowance with salary or risk allowance. The details like Name, Phone Number, and amount provided in the last three months should be provided.

Indicator	Validation Methodology
3.5, 3.6, 3.7 and 3.8	Direct Observation

EQUIPMENT SHED/VEHICLE DEPOT

A location where vehicles/equipments used by the ULB for sewer/septic tank cleaning would be available/parked.

Assessor will Visit Equipment sheds of the ULB and assess the availability of following Vehicles, equipment and Safety Gears.

HydroVac Machine

HydroVac is a combination of **suction** and high-pressure **jetting** machine used for cleaning of sewer lines.

Grabber/Desilter (Machine Hole Dredger)

It consists of a **grab bucket** on a **wire rope**, which is lowered into the manhole in an open condition with the help of a crane and pulley. On reaching the bottom of the manhole, the segments are closed, and the accumulated silt is picked up

Desludging Vehicle

Septic tanks are required to be periodically **desludged (cleaned)** using vacuum loaders with a blow back arrangement **(suction)** to ensure complete evacuation of the faecal matter from the septic tanks.

Safety Gears

Safety Gear for entering into manhole/septic tank to avoid hazards of gases and ensure safety of life

Gas Monitor

Blower with Air Compressor

Safety Body Harness

Airline Breathing Apparatus

Breathing Apparatus

Safety Tripod Set

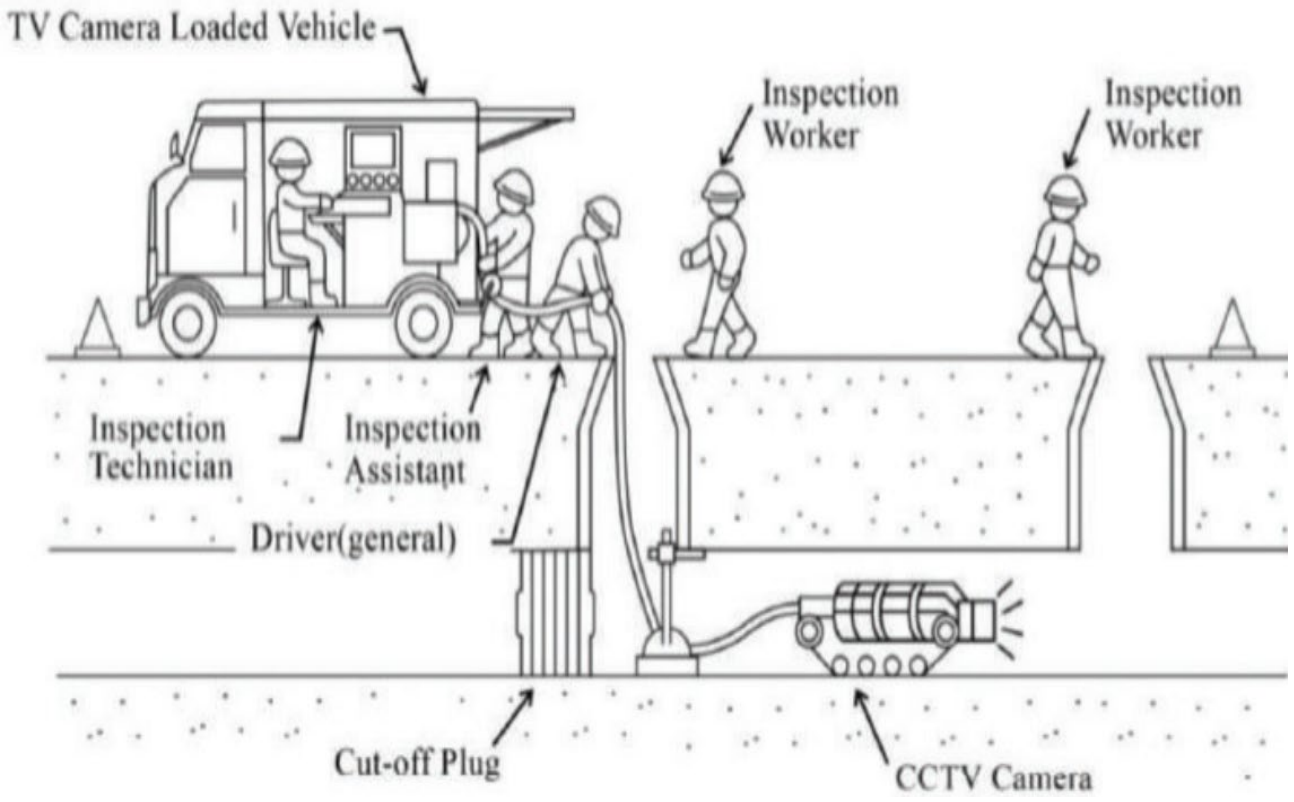
Nylon Rope Ladder

Full Body Wader Suit

Gas Mask

Sewer Inspection Camera Apparatus

Used for inspection of sewer lines for assessing the condition of sewer and planning it cleaning.



Hydro Jetting Machine

- Directs high velocities of water against pipe walls.
- Removes debris and grease build-up, clears blockages, and cuts roots within small diameter pipes.

Power Bucket Machine

Jaws of the power bucket machine open and scrape off the material and deposit it in the bucket. It Partially removes large deposits of silt, sand, gravel, and some types of solid waste

Hydraulic Sewer Root Cutter

Sewer Root Cutters quickly cuts and clear roots and debris from sewer lines. These cutters are worked back and forth in the pipe until the obstruction is cleared.

Other Special Machine

Bandicoot Robot

Citizen Empowerment Measures (IEC)- 80 Marks

	Scheme of Marking	Max Marks
(a)	IEC messages around **availability of 24X7 Helpline 14420** to help citizens in all queries/complaints around cleaning of septic tanks and sewer lines (machinehole)/ stormwater drains or any other services provided by the ULB. The helpline should also address Safaimitra's grievances	20
(b)	IEC messages around **scheduled cleaning** (once in every 3 years) of **septic tanks**	20
(c)	IEC messages around **penal actions** for non-compliance under 'The Prohibition of Employment as Manual Scavengers and their Rehabilitation Act (PEMSRA) 2013'	20
(d)	IEC messages around engagement of **ONLY empanelled operators** in all wards	20

100% Sanitation Vehicles (Municipal, Private enrolled and parastatal/ State Department to carry these IEC messages

Mechanical cleaning – Soft Measures (CB, Safety and Welfare) - 170 Marks

	Scheme of Marking	Marks
(a)	Personal Protection Equipment (PPE) released to 100% Sanitation Workers engaged in liquid waste management – including new uniform as advised by MoHUA,	20
(b)	Monthly recognition being given to best performing workers (Male and Female separately where > 10 work	20
(c)	Whether all Enumerated Skilled Sewer Entry Professionals are given minimum additional 10% monthly hazardous allowance with monthly salary or a lumpsum **Risk Grant** for each confined space entry.	20
(d)	All semi skilled sewermen and beldars (on municipal rolls) have been facilitated to link with at least three eligible government welfare schemes e.g. Ayushman Bharat, Life/Accident Insurance, Education, providing Ration Cards for subsidized food grain etc. (Additional: Quarterly health Check-up is mandatory)	20
(e)	All semi skilled sewermen and beldars (on municipal rolls) as well as registered erstwhile manual scavengers enumerated by MoSJE, have been provided with livelihood opportunities – e.g. employment as sewermen/ beldars, engagement as CT/PT caretakers or supported entrepreneurship model through access to subsidized loan (Loan Mela) and assured engagement of their equipment.	30
(f)	Whether 30% of all Sewermen and Sanitary Beldars (In-house/Private Operator supplied workforce) have gone through a certified training on safety measures and legal norms, in past 12 Months, related to - ▪ Occupational Health and Safety • Mechanized cleaning of septic tanks, sewer lines, stormwater drains and machine holes • Prohibition of Employment as Manual Scavengers and their Rehabilitation Act, 2013. Record maintained for all trainings conducted and attended digitally linked with SBM Portal	36 4
(g)	Digital record being maintained of all Sewermen and Sanitary Beldar including private engaged personnel	20

Eco-System Parameters - 180 Marks

Scheme of Marks		Max Marks
(a) Notifications		**20**
1.	Ban on **Manual hazardous en**try (without safety gear)	4
2.	User Charges for providing at least the **O&M for sewerage and septic tank desludging Services**	4
3.	Compulsory **Registration by appropriate SRU of all Private Sanitation Services Providers* (**whose equipment/ manpower is being engaged to make-up the requirement under norms **by the ULB or Cluster)**	4
4.	Whether ULB has notified **fines against persons / de-sludging operators dumping untreated faecal sludge** in drains and / or open areas	4
5.	All Septic Tanks Constructed after 01 January 2021 are as per **IS 2470 (Parts 1 & 2)**	4
(b) Enforcement		**80**
	Manual hazardous entry (without safety gear) banned in the city – Enforced 100%	16
	More than 75% operational cost in providing sewerage and septic tank de-sludging services recovered from user charges – direct or as part of Utility bill.	16
	Private Sanitation Services Providers are registered* (10 vehicles/ 20 Workers)	16
	Fines being collected from persons dumping faecal sludge in drains/ open areas	16
	Septic tank systems being construction as per provision of IS 2470	16
(c)	Whether Zero incident of Sanitation Related Fatality in the ULB during past 12 Calendar months (Yes/No)	**20**
(d)	Greater than 80% complaints registered through 14420 Helpline have been resolved satisfactorily (Pro-rata marks down to 50% of objective)	**20**
(e)	Whether >50% Septic tanks are geo-tagged for scheduled cleaning? **(Prorata marks down to 50% of objective)**	40

Improved **Robustness of Assessment**

Independent Validation Matrix

Sampling Criteria

Independent Validation Matrix: Population wise respondents

Assessment Area	Population				
	<50 K	50 K - 1 Lakh	1-3 Lakh	3-10 Lakh	>10 Lakh
Sample respondent count (On-Call for Ph-1 & 2)	**200**	**200**	**400**	**800**	**800**
Sample respondent count (On-Field for Ph-3 & Ph-4)	**200**	**200**	**400**	**800**	**800**

Independent Validation – Impact on 'Service Level Progress/Citizen's Voice' Marks claimed

- **Step-1: Adjusted Marks** - % of samples failed will lead to same % of marks deducted from the marks claimed under 'Service Level Progress'
- **Step-2: Negative Marking** - On account of failure of samples from 20% onwards, further negative marking will be applied as per the following table, to calculate **'Final Marks'**

Sample Failure (%)	% of Negative Marking on Total Marks claimed, to be deducted from 'Adjusted Marks'
<20%	0%
20% - 30%	5%
31% - 40%	10%
41% - 50%	20%
51% - 60%	30%
61% - 70%	40%
71% - 80%	50%
81% - 90%	60%
91% - 100%	70%

Example - presenting 3 Scenarios:

Indicator No.	Total Marks	Marks Claimed	% of samples failed	Marks to be deducted as per Step-1	Adjusted Marks (after adjuisting Step-1)	Negative Marking as per Step-2	Final Marks (after adjusting Step-2)
1.1	100	90	15%	14	77	0	77
	100	90	30%	27	63	3	60
	100	90	55%	50	41	12	28

Note: **(a) 40%** of the wards for on-call validation and **100%** for on-field validation will be covered (where progress claimed) under citizens validation.
(b) For segregated Door to door collection indicator, negative marking will be from 10%, 20%,25%, 30%, 40%, 50%, 60%, 70%, 80% sample failure (%)

Certification

CERTIFICATION: 2,500 / 9,500 Marks

Certified GFC Star Rating Status
(as on 31.07.2023)

Scheme of Ranking	Marks
7 Star City (Water+ mandatory)Certified	**1,375**
5 Star City (ODF++ mandatory) Certified	**1,175**
3 Star City (ODF+ mandatory) Certified	**725**
1 Star City (ODF mandatory) Certified	**525**

Certified ODF Status
(as on 31.07.2023)

Scheme of Ranking		Marks
Water+ City	Certified	**1,125**
ODF++ City	Certified	**725**
ODF+ City	Certified	**525**
ODF City	Certified	**325**

Note: All cities, with valid certificate, will be eligible for marks.

Citizens' voice

Summary – Citizens' Voice

No.	Indicator	Marks
1	Citizen Feedback (4 Questions)	600
2	Cleanliness & Maintenance of Monuments	140
3	Atmanirbhar Ward	60
4	Engagement of Local Brand Ambassadors	30
5	Participation of ULBs in campaigns driven by MoHUA	200
6	On-site wet waste processing by non-BWG	70
7	Swachhata Champions recognised	25
8	Swachh Ward Ranking	320
9	Artwork around SS-2023	25
10	Citizen Experience – Aesthetics & city beautification	150
11	Citizen Experience – Reduction of Dust in air	150
12	Social support groups for cleanliness in Slums	100
13	Innovation & Best practices	75
14	Swachh Technology Challenge	125
15	Grievance Redressal through Swachhata App/Local App	100
	Total (Citizen Voice)	**2,170**

CITIZEN'S FEEDBACK – 600/2,170 Marks

Citizen's Feedback will be collected from 1st July 2023 to 16th August 2023

One Citizen One Feedback

5 Channels to Collect Citizens Feedback
Vote for your city App
Vote for your city web portal
MyGov
QR code based
Swachhata App

Citizen Feedback

4 Questions to be answered X 150 marks each = Total 600 Marks

1. Whether **waste collected daily** from your household? **(Yes/No)**

2. Do you give **segregated waste (Wet & Dry)** to **your waste collector? (Yes/No)**

3. Do you find your **neighbourhood** area **always clean? (Yes/No)**

4. Do you know you can search nearest **Public Toilet on Google? (Yes/No)**

By Citizens – For Citizens

Total Indicators - 8

870 / 2,170 Marks

Please note:

All progress to be claimed through MIS (except Indicator No.7) followed by upload on Swachhatam Portal and desired social media platforms. Subject to on-field validation.

By Citizens – For Citizens

Marks 140

1. **Respect to our Freedom Fighters:** All monuments/parks* related with India's Freedom fighters to be cleaned-up and maintained by NCC cadets/NYKS/NSS/citizens/citizens group etc. (*under the jurisdiction of the ULB)

Cities are expected to **engage citizens/citizen groups etc. proactively to ensure all monuments/parks dedicated to our Freedom Fights are clean & well maintained. All awareness campaigns/meetings, cleanliness drives related pictures** to be uploaded on Swachh Survekshan-2023 portal and associated social media channel, Swachhatam Portal and Face Book page of the ULB by **15th June 2023**. **(City name and ULB Code mandatory for entries)**

Scheme of Marks for Cleanliness	Marks	Scheme of Marks for Maintenance	Marks
100% Monuments/Parks are clean	70	100% Monuments/Parks well maintained	70
75% Monuments/Parks are clean	60	75% Monuments/Parks well maintained	60
50% Monuments/Parks are clean	50	50% Monuments/Parks well maintained	50
25% Monuments/Parks are clean	40	25% Monuments/Parks well maintained	40

ULB's which do not have any monuments/parks in the name of freedom fighters will need to submit the declaration mentioning the same.

Note:

1. List of awareness campaign, showing coverage and date of campaign to be uploaded on SBM Portal, Swachhatam Portal and ULB's Facebook page
2. This list will also be used for on-field validation **50% Observation** and **50% Citizens**
3. Direct observation and random interaction with citizens will be conducted to ascertain the claim.

By Citizens – For Citizens

Marks 60

2. Atleast one Atmanirbhar Ward with Zero Collection of Wet Waste by the ULB – With the active role of RWA(s) and citizens, 100% Wet Waste is Processed within the Ward only (ULB may assist with creating processing facility within the ward).

Cities are expected to **engage citizens and RWAs proactively** so that wards become self-sustainable in terms of wet waste management. **All awareness campaigns/meetings and pictures of wet waste management within the ward** to be uploaded on Swachh Survekshan-2023 portal and associated social media channel, Swachhatam Portal and Face Book page of the ULB by **15th June 2023**. **(City name and ULB Code mandatory for entries)**

Atleast one Ward is an Atmanirbhar ward — 60 marks

Mandatory conditions
100% households segregate their Wet, Dry and Hazardous Waste
100% Wet waste is processed within the Ward or RWA(s) – whichever is claimed/applicable
100% Dry Waste is sent to MRF/Processing Facilities OR recycled within the Ward/RWA(s)
Zero Non-compliance to any of the above conditions

Note:

1. List of awareness campaign, showing coverage and date of campaign to be uploaded on SBM Portal, Swachhatam Portal and ULB's Facebook page
2. Detail of RWAs/Ward Committee engaged in this exercise
3. This list will also be used for on-field validation **50% Observation** and **50% Citizens**
4. Direct observation and random interaction with citizens will be conducted to ascertain the claim.

*Ward will cover all RWAs and other colonies where RWAs are not available

By Citizens – For Citizens

Marks 30

3. Engagement of Local 'Brand Ambassador' – Whether ULB has identified and made city-based artist/doctor/teacher/ religious leader/ sportsperson or any influential person as one of their Brand Ambassadors for SS-2023?

Cities are expected to **identify and make local influential citizens from different background as their Brand Ambassadors – including transgenders by 31st March 2023.**

Scheme of Marking	Marks - 30
Yes – City Based Brand Ambassador(s) selected performed their role	30
No	0

Mandatory Conditions:

- Cities with **>10 L Population**: Minimum **3 Brand Ambassadors**
- Cities with **1-10 L Popu**lation: Minimum **2 Brand Ambassadors**
- **Cities with <1 L population** : Minimum **1 Brand Ambassador**

Key activities to be performed by the Brand Ambassador (Oct 2022-March 2023):

1. Monthly meeting with ULB officials to prepare monthly action plan.
2. At least two meeting with citizens covering all wards – asking for change in certain behavioral patterns of citizens
3. Lead by example e.g. practice source segregation, home-composting, using GTL, Swchhata App, giving feedback of CT/PTs , promoting 3R principles etc.

Note:

1. Detail of brand ambassador(s) selected to be maintained and given.
2. Brand Ambassador's work will be validated from citizens on field.

By Citizens – For Citizens

Marks 200

4. Participation of ULB in the following campaigns:

- Indian Swachhata League
- Toilet 2.0
- Swachhata Ke do rang – Campaign on source segregation
- Swachh mashaal
- RRR campaign

Item	Marks
Participated in all 5 campaigns	200
Participated in any 4 campaigns	175
Participated in any 3 campaigns	150
Participated in any 2 campaign	100
Participated in any 1 campaign	50
Did not participate in any campaign	0

5. On-site wet waste processing by non-bulk waste generators -

Awareness generation by the ULBs about on-site wet waste processing (composting/bio-methanation). This may include individual homes (not part of RWAs), commercial and other waste generators.

Marks 70

IEC campaign supported by proper handholding will help citizens to opt for on-site processing, thus taking ownership of their wet waste.

Community Composting done by groups of households at common facility shall also be considered as onsite wet waste processing along with home composting.

Proposed Advisory for technical support by the ULB for on-site waste processing, covers -

- Creation of ward-level whatsapp group – one active ULB staff should be part of this group to address the concerns, resolve issue, share his/her schedule of visits etc.
- Details of residents practicing on-site processing
- List of all facilities provided by the ULB
- At least once-in-a-month visit report by ULB staff
- To ensure suitable mechanism for provision of bio-culture/dry leaves/coco pit and other necessary equipment to facilitate home composting
- Provide composters on payment basis or set-up mart for home composting or any other

Scheme of Marking	Marks
Awareness campaign conducted	70

To be moved to Citizen Voice

By Citizens – For Citizens

Marks 25

6. Identification and **recognition** of **'Swachhata Champions'** – **Man*** and **Woman*** **driving 'Swachh Change' in the ULB –** to be identified **among citizens, citizen groups, ward councilors, CSR, NGOs, SHGs etc. by 31st March 2023 (**To be uploaded on Swachhatam Portal and Social Media page of the ULB. **(City name and ULB Code mandatory for entries).** Recognition will only be given for the performance between **1st February 2022 to 31st March 2023**.

Scheme of Marking	Marks
Yes minimum **3 men** and **3 women** recognized	25
Yes minimum **2 men** and **2 women** recognized	20
Yes minimum **1 man** and **1 woman** recognized	15

Transgenders may also be considered

Note:

1. List of people and contact details with photos and a brief note (max 50 words) describing the work done to be uploaded on the Swachhatam Portal and ULB's Social Media page
2. These entries will also be used for on-call validation. On the basis of contact details these people will be called to understand whether the details provided is matching.

By Citizens – For Citizens

Marks 320

7. Whether SWACHH WARD ranking conducted MONTHLY – covering all hotels, schools, hospitals (Healthcare facility), RWAs/Mohallas, Government offices and market association etc. within the jurisdiction of each ward – results to be uploaded on Swachhatam Portal and social media page of the ULB and Facebook page of the ULB by **31st March 2023**. **(City name and ULB Code mandatory for entries). SOP for conducting SWACHH WARD ranking will be shared.**

Mayor/Chairman of the City to be engaged in monitoring the Swachh Ward evaluation process. and handing over awards to Wards in different Award categories. Please refer the Swachh Ward Ranking SOP designed by MoHUA (annexed)


शहरों को साफ रखने के लिए स्वच्छ वार्ड प्रतिस्पर्धा

Scheme of Marking	Marks
Swachh Ward Ranking conducted for **each month** (between April 2022 to March 2023)	320

Note:

1. List of top-3 wards to be uploaded on SBM portal, Swachhatam Portal and ULBs Facebook page, photographs of the award ceremony to also be uploaded.

By Citizens – For Citizens (Direct Observation)

Marks 25

8. Art Work around **Swachh Survekshan-2023**: Hoardings/Wall Painting/Murals/Mascot/Messaging on Public transports/ Artefacts visible in all commercial/public areas of the city (cities are advised not to make use of plastic for IEC to **get marks)**

ULBs are expected to engage citizens by promoting SS-2023 messages through art work and other means and motivate them to contribute and make their city No.1. **IEC material should be designed in a gender-sensitive and inclusive manner.**

Scheme of Marking	Marks
Yes, extensive promotion in terms of visibility is done (in >95% wards)	25
Yes, but moderate promotion is done (in 75%-94% wards)	20
Yes, but partial promotion is visible (50%-74% sample locations)	15
No or negligible promotion (only in <50% wards)	10

Sampling Criteria

Assessment Area	<50K	50K-1L	1-3L	3-10L	>10L
Sample Category – 1 (SS-2023 promotion)	1	1	1	1	1
Locations to be covered per zone	8	10	10	12	12
Total zones in the city	**2**	**2**	**4**	**4**	**5**
Total locations	**16**	**20**	**40**	**48**	**60**

Assessor will visit various locations in the ULB such as residential area, commercial area, Slums etc and assess promotion of SS2023 in terms of visibility.

Actions improving **Citizen's Experience - Direct Observation**

Number of Indicators- 3 **400/2,170 Marks**

Actions improving **Citizen's Experience** - Direct Observation

1. Prioritizing aesthetics in making city Swachh & Beautiful - beautification of **old city areas, flyovers, public places - (1)** Wall paintings/murals, **(2)**Covered drainage (tertiary and secondary) system with screens **(3)*GVP to** Selfie Point, **(4)**Street Vendor Zones/ hawkers zones are well maintained - zero litter and well organized **(5)** No hanging banners **(6)** Public walls are free from posters/bills (except government notices**) (7)** Treated used-water used in fountains at major intersections**

* Any work where waste was used to create Artefacts or any other form of art work

**at least 5 intersections (roundabouts) in >10 L population cities, at least 4 in 3-10 L population cities, at least 3 in 1-3 Lakh population cities, at least 2 in 50 K-1 Lakh population cities and at least 1 in upto 50K population cities

Methodology

- City need to claim the above progress with location through SS-2023 portal managed by the agency.
- Assessors will visit all of the above-mentioned areas/establishments
- 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 Marking	Max Marks 150
Yes for all 7 above	150
Yes for any 6 above	125
Yes for any 5 above	100
Yes for any 3 above	75
Yes for any 2 above	50
Yes for at least any 1 above	25

Note: Wall paintings/murals if not permitted or prohibited, by an official order, in any part or ward of the city, the same should be informed to the Ministry/ assessment agency with ward number(s) so that such ward(s) is/are kept out of the sampling exercise before on-field validation starts in the city.

Treated used-water used in fountains at major intersections: If there are no fountains at major intersections of the city, document supporting or an undertaking from the Municipal Commissioner/Executive Officer stating that 'treated wastewater is used to maintain the greenery/park at the intersections' to be uploaded, to claim marks.

CLEAN AIR

Actions improving **Citizen's Experience** - Direct Observation

2. Measures undertaken to reduce the level of dust in the air

Note:

- Roads having divider measuring 3-4 feet only should have greenery in the middle.
- Greenery along the road will also be considered
- ***Decongestion** for example movement of traffic controlled or regulated to give pedestrians more open space to walk/move around and hawkers/ vendors's have re-orgnaized their shops to create more open spaces for pedestrians

Methodology

- Assessors will visit all of the above mentioned areas
- 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 Marking	Max Marks 150
All roads and footpaths - **without potholes & broken paver blocks**	30
All **construction areas (buildings) are covered** to avoid dispersion of particulate matter	30
All **construction/maintenance work in public roads/areas are demarcated** and **covered** to avoid dispersion of particulate matter	30
At least one Commercial area is de-congested	40
100% Green road dividers: Plantation of specific types of species which are helpful in pollution control done in all road dividers of the city	20

Assessment Area	Population			
	< 1 Lakh	1-3 Lakh	3-10 Lakh	>10 Lakh
Categories : 6	6	6	6	6
Locations to be covered per zone	1	1	2	2
Total Zones in the city	2	4	4	5
Total Locations	**12**	**24**	**48**	**60**

Actions improving **Citizen's Experience** - Direct Observation

3. Social Support Groups/Committees in 100% Slums (Informal Settlements) falls under the jurisdiction of ULB

Scheme of Marking	Max Marks 100
• 100% slums are covered with **door to door (segregated) waste collection**	20
• **O&M of Community Toilet** and **Zero discharge of wastewater/faecal sludge in open drains**	20
• 100% houses in slums are **maintained** (exterior)	20
• ***Social Support Group/Committee** in each slum created/registered (minimum 10 members) and empowered to facilitate implementation of Government schemes and monitoring of uninterrupted services provided by the ULB	20
• To improve gender equality and inclusiveness, Informal Waste Pickers, **Women, Transgenders** and *Divyang* together are given minimum 33% representation in **such Social Support Groups**	10
• **SHGs** formed in each slum under **3R initiatives**	10

*Community Based Organizations (CBOs) and self-governing local community bodies (LCBs),which include Resident Welfare Associations (RWAs), Housing Societies, Self-Help Groups (SHGs), Special Interest Groups (SIGs), Common Interest Groups (CIGs), Jan Kalyan Samiti, Non-Government Organizations (NGOs) and Slum Development Associations (SDAs)

Methodology

- Assessors will randomly visit slums as per size of the sample
- Assessors may interact with citizens basis the progress claimed.
- Assessors will click the pictures to support their observation/assessment

Assessment Area	Population			
	< 1 Lakh	1-3 Lakh	3-10 Lakh	>10 Lakh
Locations to be covered per zone	1	2	3	4
Total Zones in the city	2	4	4	5
Total Locations	**2**	**8**	**12**	**20**

Innovation & Best Practices

To be validated by Citizens

Total Indicators - 2

200 Marks / 2,170 Marks

‘Innovation & Best Practices’ by ULB

Marks 75

6a. Quality of project submitted by the ULB under **‘Innovation & Best Practices’** among the areas – **Solid/Liquid Waste Management**, **Behaviour Change, sustainable sanitation, Informal Workers** or interventions contributing to proven improvement in **air quality, water conservation, used-water treatment** and its **re-use** or **storm water management, efficient de-sludging/sewer cleaning operations etc.. All Innovations must be uploaded on SS-2023 portal by 31st March 2023.**

Cities may also refer some of the following interventions. However, Innovation areas are not limited to following interventions only -

1. Care & Support System to families/individuals affected by Covid-19
2. Sustainable Solutions
3. Public Private Partnership
4. Convergence across other flagship missions of the Government
5. IEC & Behaviour Change
6. Community Engagement
7. Sale of by-products of processing
8. Menstrual Waste Management
9. Robust faecal sludge management system
10. User friendly Community and Public Toilets
11. Gender-specific solutions – with focus on women and transgenders

Scheme of Marking	Max. Marks
Implementation	20
Novelty (Is your idea original or unique?)	10
Scalability	10
Financial Sustainability	15
Impact	20

Note:

1. *All cities are requested to submit one such project under this indicator. Comprehensive documentation with pictures/video clips for your project or initative will make a stronger case for your city. Further such innovation/best practice to be promoted in the city - to help city during on-field validation*
2. ***Any initiative** introduced under 3R and **claimed under Indicator 1.6** (under Service Level Progress) or under **Indicator No.4** (under Citizen’s Engagement) **‘Swachh Technology Challenge’** will **not be considered** under **‘Innovation & Best Practices’***

Swachh Technology Challenge

Marks 125

6 b. Swachh Technology Challenge : Whether ULB has facilitated conducting Swachh Technology Challenge inviting entries from citizens, NGOs and any other citizens groups etc., to come up with solutions in the areas of social inclusion, Zero Dump (SWM), Plastic Waste Management, Transparency (Digital enablement) for helping the city in efficient SBM operations

- This indicator would assess the ULB's efforts to engage Citizens/NGOs in seeking solutions through an open challenge. **MoHUA will design the evaluation methodology for the Challenge**. The Challenge should be completed by **30th November 2022** and results to be declared **by 15th December 2022**. Details of entries to be maintained along with winning entries with reason/justification on winning the challenge. Winning solution must be submitted for validation to State/UT.

Scheme of Marking	Marks 125
Evaluation criteria given in the next slide	

Note:

1. Contact details of all citizens attempted the challenge along with solutions submitted to be maintained and uploaded.
2. Details of winning entry (solution) to be provided with reason being the best solution.
3. **Solutions/Entries received** under this challenge**, cannot be claimed (again)** under **'Innovations & Best Practices' - Indicator No.6** (under Citizen's Voice).

Swachh Technology Challenge Indicator
Scheme of Marking for ULBs

#	Scheme of Marking	Marks (125)
1	**Whether ULB has constituted the committee/ Jury in the timeframe**	10
2	**Whether the ULB has popularized the challenge at city level via the following mediums/stakeholders:** (Note: a) Collaterals shared by MoHUA to be used. b) ULB to upload the events photos on the IEC module of Swachhatam platform, c) Citizen validation will be done.)	
i)	Social media campaigns/ mid-media engagement platforms	10
ii)	Educational institutions/ technical institutions– by conducting workshops/ event/ any other means of dissemination (online/offline)	10
iii)	Chamber of Commerce or any other similar body or Local Business / Market Associations at City level	10
iv)	Citizen and Citizen groups, CBOs (RWAs, NGOs, Voluntary Organizations etc.) – by conducting workshops/ any other means of dissemination (online/offline)	10
3	**Whether the ULB has provided handholding support to the applicants (individuals/ organizations) during the application process/ at the time of seeking entries**	20

Swachh Technology Challenge Indicator
Scheme of Marking for ULBs

#	Scheme of Marking	Marks (125)
4	**No. of solutions received by ULB:** a) ULBs - **Greater than 10 Lakh** population No. of solutions received • >=15 – 40 marks • >=5 and < 15 – 30 marks • >=3 and <5 – 10 marks b) ULBs - **1 to 10 Lakh** Population No. of solutions received • >=10 – 40 marks • >=5 and <10 – 30 marks • >=3 and <5 – 10 marks c) ULBs - **Less than 1 Lakh** Population No. of solutions received • >=7 – 40 marks • >=5 and <7 – 30 marks • >=3 and <5 – 10 marks	20
5	**Whether ULB has felicitated the wining solutions and disseminated it in the city (Additional marks for women/transgender/differently abled led solutions)**	15

Swachh Technology Challenge Indicator
Scheme of Marking for ULBs

#	Scheme of Marking	Marks (125)
6	**Whether the ULB has established mechanism for the wining solutions for:**	20
i)	Providing Incubation/ mentorship support	
ii)	Setup up incubation/ tinkering lab	
iii)	Supporting Pilot implementation	
iv)	Seeking funding support through collaboration with investors	
v)	Any other support for scaling/ sustaining the solution	

Swachhata App / Local App
100 / 2,170 Marks

Swachhata App/Local App

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

Scheme of Scoring
Maximum score: 100
Percentage as calculated by the formula below will be applied on 'Maximum score' which will become the score for that month.
Final Score of this indicator for SS-2023 will be the average of every month score

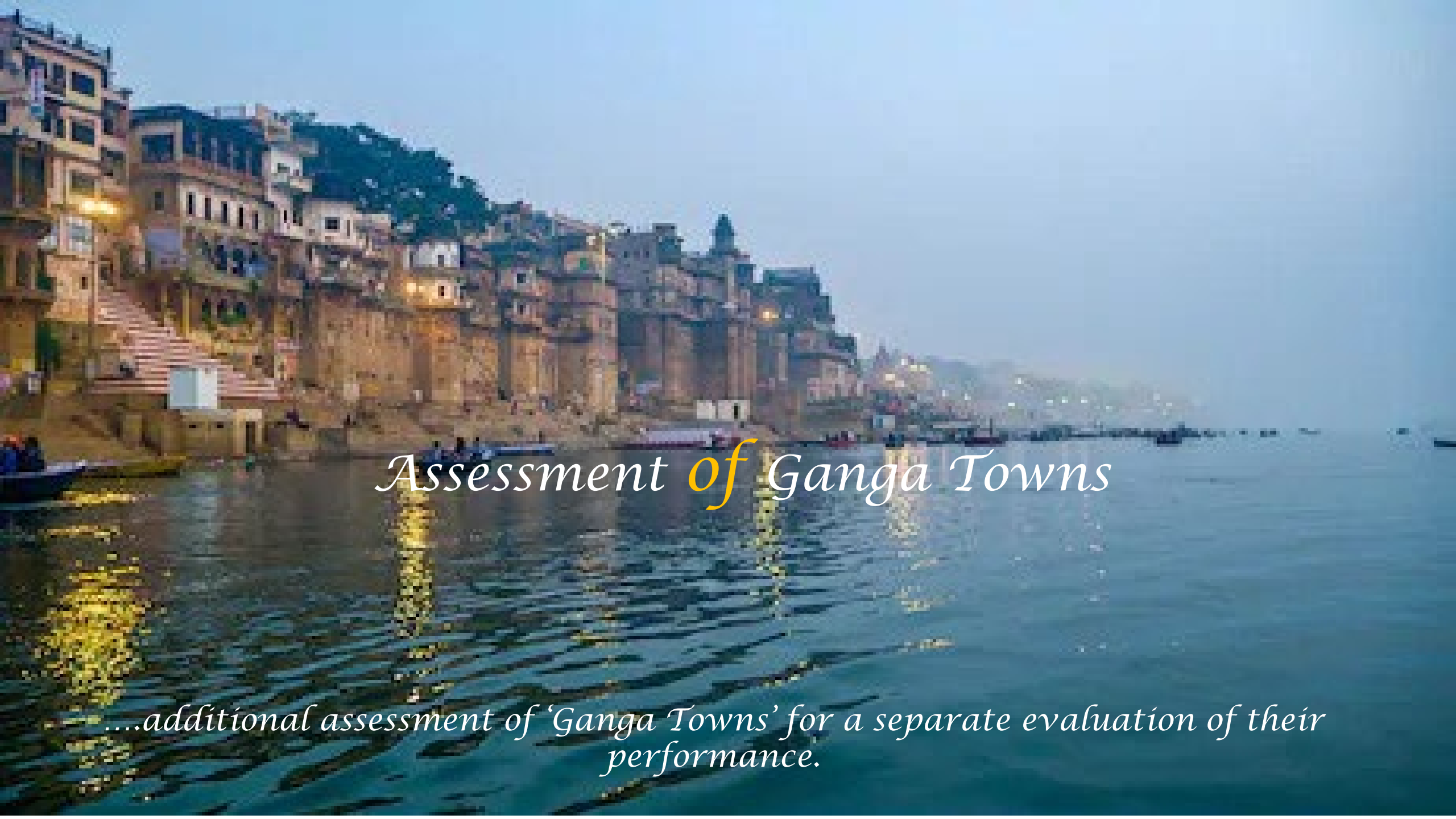
Methodology: Resolution Rate

Formula would be:

$$Resolution\ Rate = \frac{(Number\ of\ Complaints\ Resolved - Reopened\ Complaints - \mathbf{2\ x\ Fake\ Resolutions})}{Total\ Complaints\ in\ the\ city} X\ 100$$

Note: The formula would be applicable only if a city has received a number of complaints equal to 0.05% of the population in that month.

* Final Score of this indicator for Swachh Survekshan 2023 will be the average of every month score from 1st April 2022 till 31st March 2023



Assessment of Ganga Towns

….additional assessment of 'Ganga Towns' for a separate evaluation of their performance.

SURVEY METHODOLOGY

- An inspection of 97 Ganga towns will be done to evaluate:
  - **Performance on sanitation and solid waste management parameters**
- **Direct observation method** is conducted by assessors.
  - The assessors will **visit all the ghats**
  - **Observe/look** at different areas on the ghats
  - Collect evidences such as **photographs and videos**
- The entire survey will be conducted using a **mobile phone application**
- **The final scores and ranking will be calculated based on the scoring of Ganga Towns (ULB's score in SS 2023) and the Ganga Ghats.**

Indicators for Direct Observation : Ganga Ghats

1

Assessment Area	Scheme of Marking	Marks
No. of Open dumpsites at each Ghat or on the riverbank	0 spot	10
	1-3 spots	6
	4-10 spots	3
	>10 spots	0

2

Assessment Area	Scheme of Marking	Marks
No. of Garbage Vulnerable Points (GVPs) at each Ghat or on the riverbank	0 spot	10
	1-3 spots	6
	4-10 spots	3
	>10 spots	0

3

Assessment Area	Scheme of Marking	Marks
No Solid Waste floating on the river (passing through ULB's jurisdiction)	0	10
	1-3 location(s)	6
	4-10 locations	3
	>10 locations	0

4

Assessment Area	Scheme of Marking	Marks
Availability of Anti-Littering messages at each Ghat around Ghats/Riverbanks accessible to citizens	Yes	10
	No	0

5

Assessment Area	Scheme of Marking	Marks
Availability of twin litter Bins (in every 50 meters) at each ghat/Riverbanks accessible to citizens	100% Ghats/Riverbanks	10
	75% - 99% Ghats	6
	50% - 74% Ghats	3
	<50% Ghats/Riverbanks	0

6

Assessment Area	Scheme of Marking	Marks
Sweeping & Cleaning arrangements – at least once a day sweeping/cleaning around all Ghats/Riverbanks	100% Ghats/Riverbanks	10
	75% - 99% Ghats	6
	50% - 74% Ghats	3
	<50% Ghats/Riverbanks	0

7

Assessment Area	Scheme of Marking	Marks
Availability of Screens at the discharge point of Nallahs near the Ghat	Yes, Screens available	10
	No, Screen not available	0

8

Assessment Area	Scheme of Marking	Marks
Cleaning & removal of waste from Nallah Screens (excl. those in STPs)	All nallah screens clean	10
	Nallah screens found choked	0

KEY TERMINOLOGIES

- **GHAT** refers to a series of steps leading down to a body of water, particularly a river
- **BANK** riverbank is the land along the edge of a river
- **GVPs** - Garbage Vulnerable Points are those areas where the garbage gets piled up because of the constant dropping of garbage by the local residents, travellers, or passerby, or these spots must have had dustbins earlier
- **SCREENS** are used at the drains to stop the solid waste (plastic/clothes/trash/suspended matter etc.) from entering river water

Is there any open dumpsite near the ghat(s) or on the riverbank

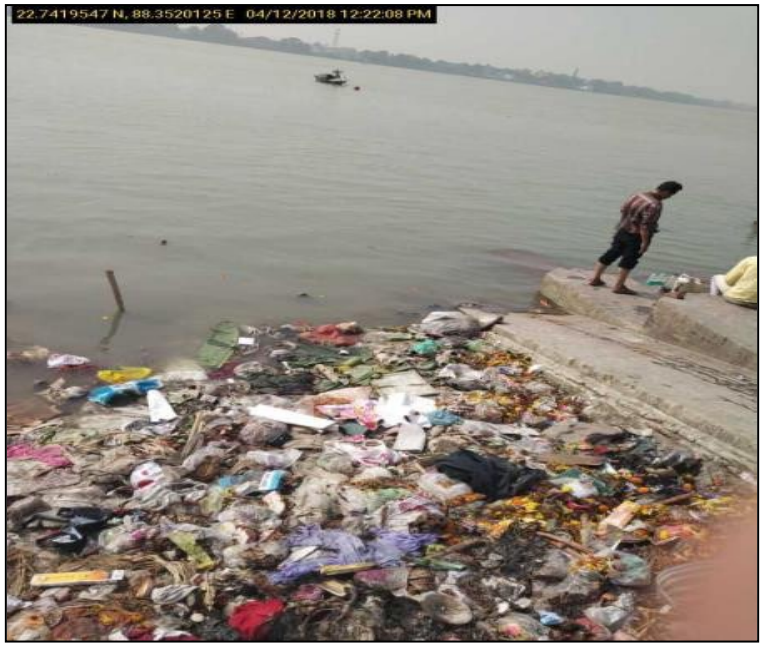
Open dumpsite near water bodies

No open dumpsite near water bodies

Is there any open dumpsite near the ghat(s) or on the riverbank

Is there any garbage vulnerable points near the ghat(s) or on the riverbank

GVP near water bodies



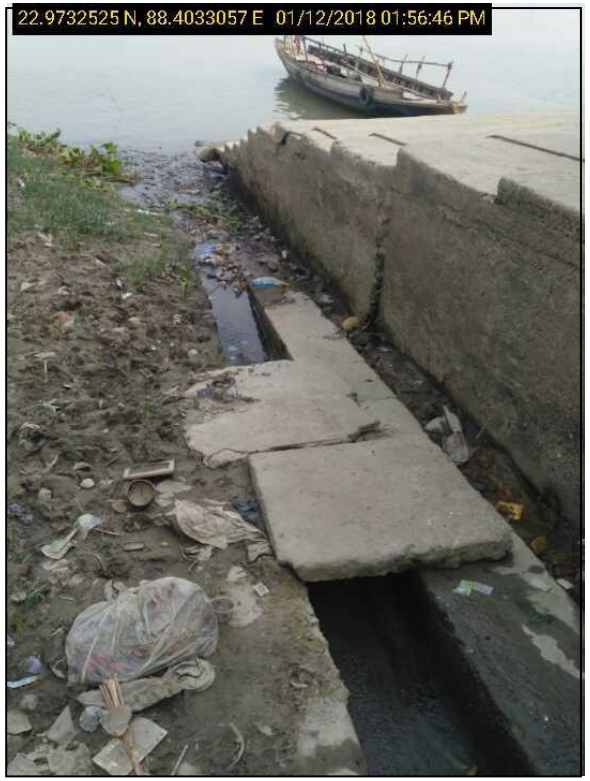
Is there any solid waste floating on the river Ganga (passing through ULB's jurisdiction)

Are there any anti-littering messages around the ghat(s)/riverbanks accessible to the citizens

Is there availability of twin litter bins in every 50 meters around ghat(s)/riverbanks?

Is the twin litter bin accessible to citizens?

Are there nallahs at the ghat?



Is one or more nallahs discharging waste without screens?

Is one or more nallah screens clean?

Is one or more nallah screens choked?

आज़ादी का अमृत महोत्सव

Ministry of Housing and Urban Affairs
Government of India

स्वच्छ भारत
एक कदम स्वच्छता की ओर

SWACHH SURVEKSHAN

#Mera Shahar, Meri Pehchan 2023

All the Best!