

Swachh Bharat Mission - Urban


GARBAGE FREE CITY
STAR RATING



AZADI@75

STAR RATING PROTOCOL OF

GARBAGE FREE CITIES

- TOOLKIT 2022

MESSAGE FROM SECRETARY, MoHUA

दुर्गा शंकर मिश्र
सचिव
Durga Shanker Mishra
Secretary



भारत सरकार
आवासन और शहरी कार्य मंत्रालय
निर्माण भवन, नई दिल्ली-110011
Government of India
Ministry of Housing and Urban Affairs
Nirman Bhawan, New Delhi-110011

FOREWORD

The Swachh Bharat Mission (Urban), launched on 2nd October 2014, laid the foundations of a new paradigm in Urban cleanliness, leading India to an Open Defecation Free (ODF) status. SBM-U 2.0, launched on 1st October 2021 by the Hon'ble Prime Minister with the overall vision of creating "Garbage Free Cities", aims to take Urban India on a new trajectory of growth in an ecosystem of advanced waste management. For achieving this vision, a key objective under SBM-U 2.0 is to make every ULB at least 3-star Garbage Free as per the Star Rating protocol.

Over the last few years, we have seen a consistently upward trend in cities' interest and active participation in the GFC certification exercise. In the recently concluded certification exercise for GFC, nearly 50% of ULBs (i.e. 2,238 cities) participated in the certification exercise, of which a total of 299 cities have been certified - 9 cities rated as 5-star, 143 cities rated as 3-star and 147 cities as 1-star.

Moreover, for both SBM-U 2.0, and 15th Finance Commission, release of Government of India funds has been made conditional, subject to ULBs achieving at least 1-star certification. Hence, there is a need to ensure that every ULB participate in and get themselves GFC certified, to avail Central funds and to achieve the intended objectives under SBM-U 2.0. To do this, it was felt necessary to revamp the existing GFC protocol.

I firmly believe that the revamped, version of GFC protocol will be instrumental in motivating ULBs to participate in the certification process to help in achieving the envisaged outcomes under SBM-U 2.0 in its true spirit, while also strengthening the Solid Waste Management ecosystem across urban India.

(Durga Shanker Mishra)

New Delhi
23rd December, 2021

MESSAGE FROM NATIONAL MISSION DIRECTOR, SBM (URBAN)

रूपा मिश्रा
संयुक्त सचिव एवं मिशन निदेशक
ROOPA MISHRA
Joint Secretary & Mission Director
Swachh Bharat Mission - Urban



भारत सरकार
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NIRMAN BHAWAN, NEW DELHI-110011



Preface

The Swachh Bharat Mission – Urban journey started in 2014 has helped India set and achieve new benchmarks of Swachhata. In this direction, the protocol for Star Rating of Garbage Free cities was launched in January 2018 in order to institutionalize a mechanism for cities to achieve Garbage Free status, and to motivate cities to achieve higher degrees of cleanliness. The star rating protocol builds on aspirations of cities to progress towards higher standards of "Swachhata".

Seeing the impact Star Rating certification has made to improve on-ground waste management scenario of the cities to become 'Garbage Free Cities' and cities' growing participation in this certification, the Swachh Bharat Mission - Urban 2.0, was launched by Hon'ble Prime Minister with the ambitious vision of making all cities "Garbage Free Cities".

To ensure time-bound realization of this vision, it was felt necessary to further streamline the certification processes and evaluation so that cities can accelerate their journey to become 'Garbage Free Cities'. The new protocol has been made simpler with component categorization based on Star Rating category while making it mandatory for all cities to participate. Progressive weightage has been given to the key components such as: source segregation, waste processing & dumpsite remediation etc. To encourage cities to build an ecosystem to strengthen the waste management system, new components such as sale of waste by-products, IEC and capacity building and digital enabled processes etc. have been introduced.

The new protocol has been evolved after multiple rounds of stakeholder consultations, incorporating their feedback. I sincerely hope that the new protocol combined with the introduction of continuous assessment through-out the year, will encourage cities to realise the vision of "Garbage Free Cities"

23/12.
Roopa Mishra

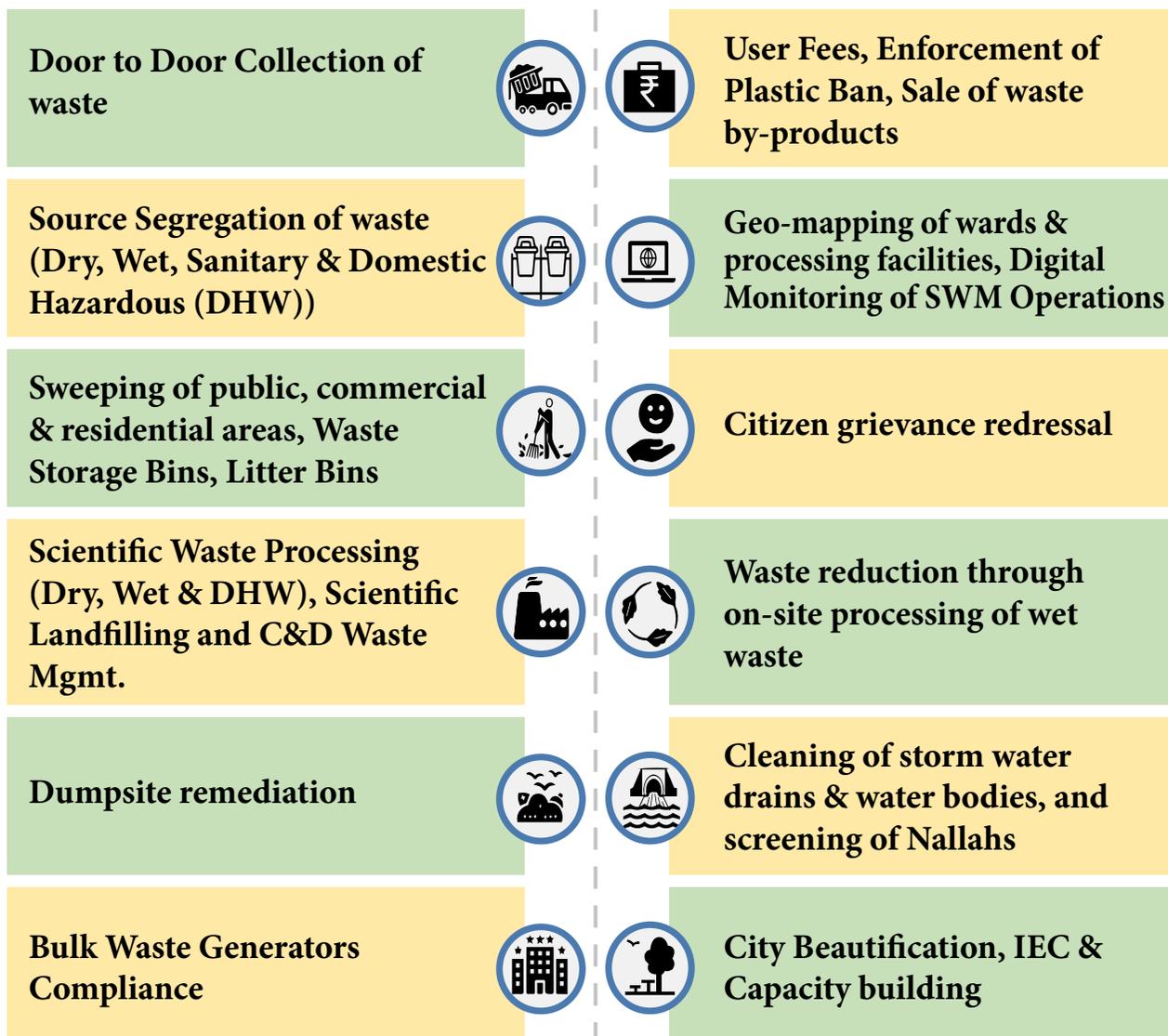
New Delhi
23rd December, 2021

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WHAT IS A GARBAGE FREE CITY

GARBAGE FREE CITY ensures holistic evaluation across entire SWM Chain



Star Rating includes SMART Rating

SINGLE METRIC

One rating comprising all components of SWM

MEASURABLE

E.g. what % of door to door collection is taking place in the city?
What % of waste is processed?

ACHIEVABLE

All parameters are based on citizen's expectations of the ULB therefore achievable

**RIGOROUS
VERIFICATION**

Similar to ODF Certification, declarations and service levels of a city is assessed by Third Party Agency

**TARGETED
TOWARDS
OUTCOMES**

Does not score on inputs, processes but solely on outcomes. E.g. dumpsite remediated, waste processed, etc.

Additional features of Star Rating

PROGRESSIVE

Increasing levels of stringency to spring-board city's journey towards 'swachhata'

ASPIRATIONAL

5 and 7 star include **criteria** such as city beautification, on-site wet waste processing, Sale of waste by-products, processing of Sanitary and Domestic Hazardous waste etc.

SUSTAINABLE

Four levels of ratings for cities to **continuously work towards higher rating. Re-verification** of rating after one year

TRANSPARENCY

Verification by third party agency for all star ratings

PARTICIPATORY

Citizens from different categories are to be involved through citizen declarations

INTER-LINKED

City has to be **certified with appropriate Open Defecation Free status in order to apply for any star rating**

Old v/s Modified Protocol (1/2)

OLD PROTOCOL			NEW PROTOCOL
	Voluntary participation of ULBs	→ Mandatory participation by all ULBs	
	25 Components with Mandatory, Essential & Desirable categories	→ 24 components with two groups into 'Important' (1 & 3 Star – 16 components and 'Aspirational' indicators (5 & 7 Star – 24 components)	
	Three-step calculation	→ One step calculation	
	Separate weightage assigned for critical components	→ In-built weightage aligned with SBM – 2.0 objectives:source segregation, processing, dumpsite remediation etc.	
	Geo-mapping of cities and facilities not considered separately	→ Geo-mapping (As separate components): <ul style="list-style-type: none"> • Waste Processing Facilities, incl. C&D waste, landfills, dumpsites, drains, nallahs, STPs • Ward boundaries • Water bodies, storm water drains, nallahs etc. 	

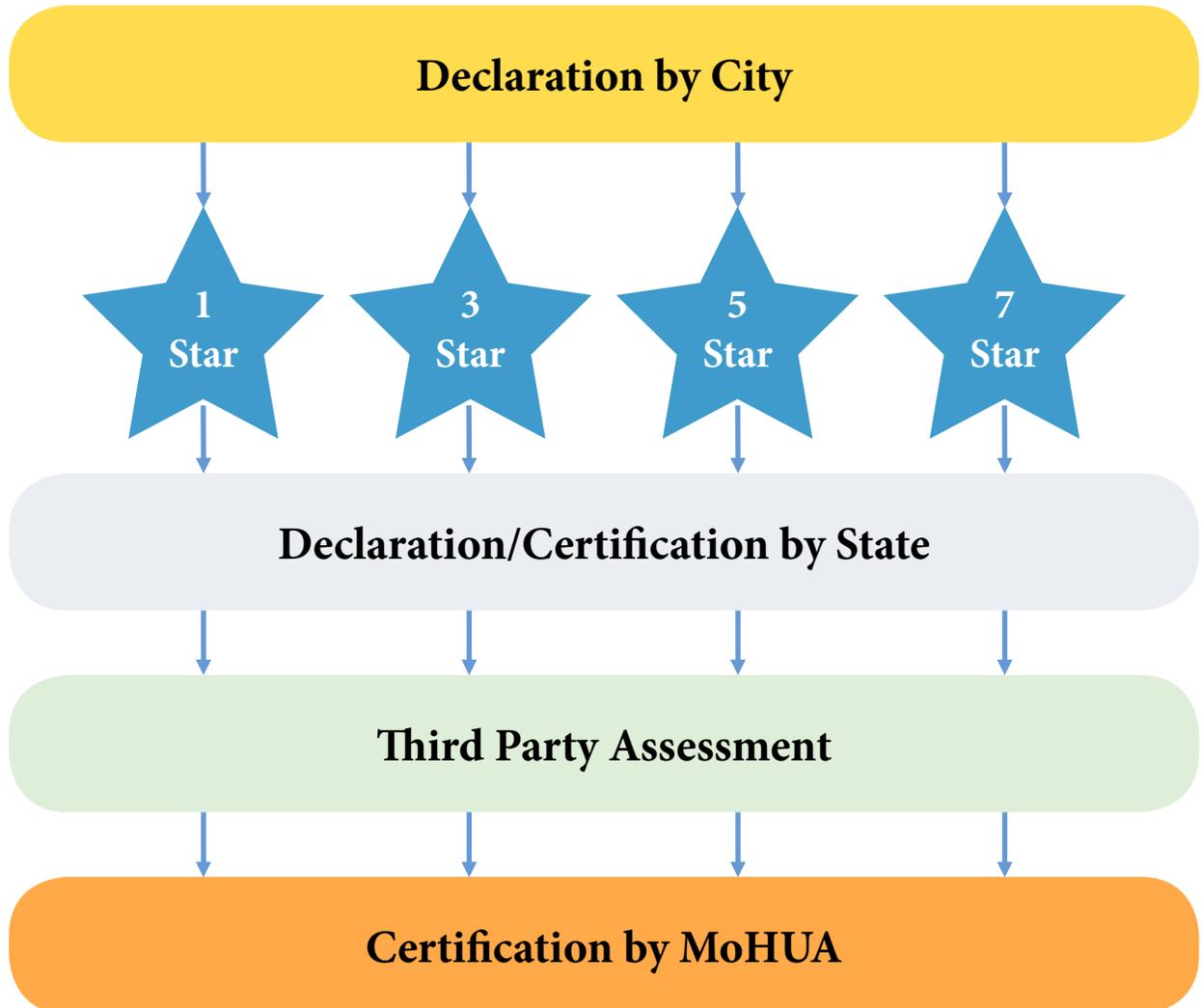
Old v/s Modified Protocol (2/2)

OLD PROTOCOL	Paper-based declarations	➔	Digital declarations for ease of application	NEW PROTOCOL
	Digital maintenance of progress not mandatory by ULBs	➔	Progress to be digitally monitored by ULB and linked with SBM portal for 5 & 7 Star, in alignment with NUDM	
	No separate components to strengthen SWM ecosystem	➔	Introduced following new components: a) IEC and Capacity Building b) Geo-mapping of city assets c) Sale of Waste by-products d) Digital monitoring of SWM Operations	
	No centralized monitoring of assessors	➔	Assessors to be centrally monitored by Ministry. <ul style="list-style-type: none"> Detailed profiles of assessors available on MoHUA's assessor portal with their qualifications and work experience. Assessors not be from the same city or district where the assessment is taking place. 	

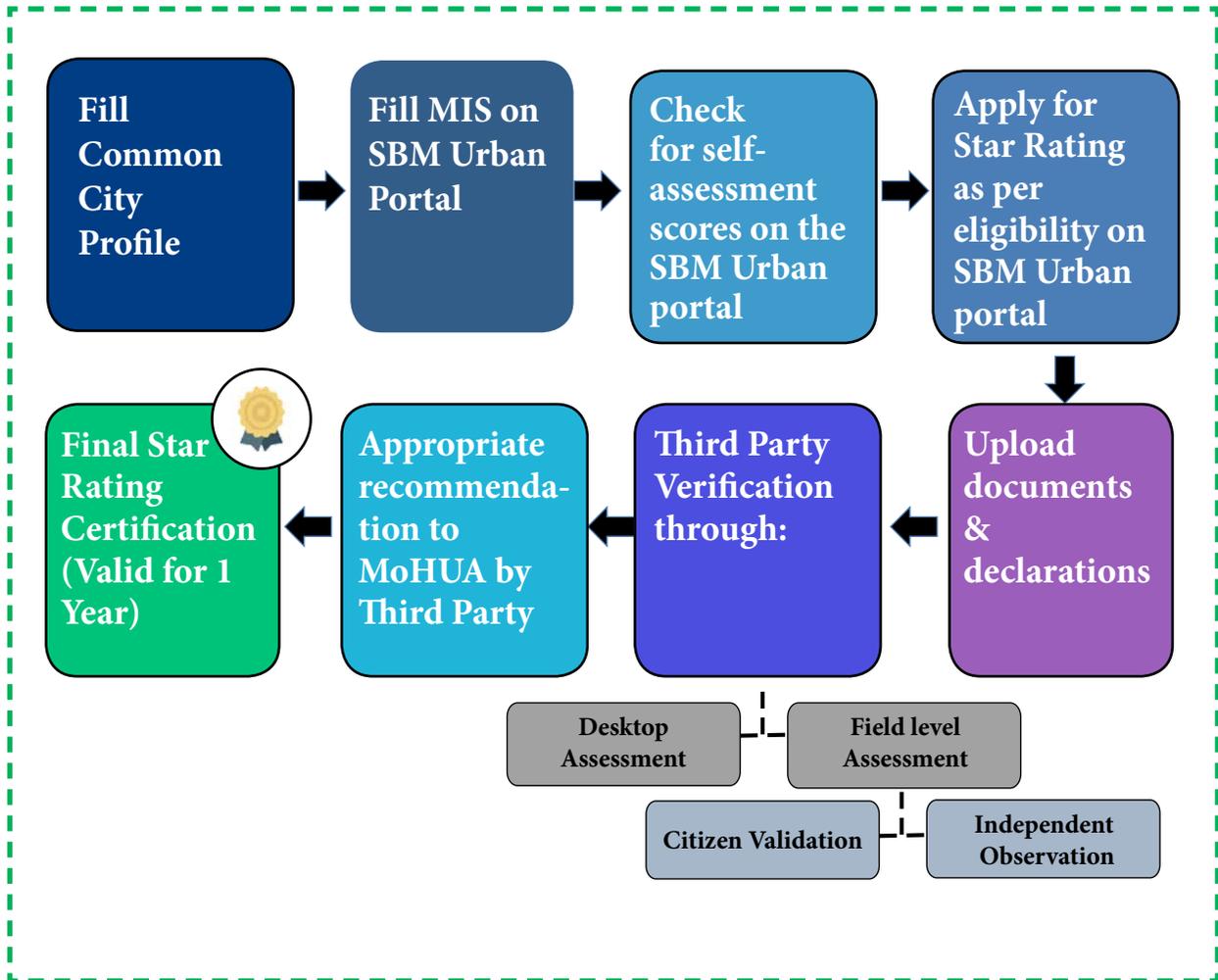
Assessment mechanism for Star Rating

Self-assessment	Declaration of Star Rating	Third Party Certification
<p>1. Cities fulfilling the necessary conditions for Star Rating will have to carry out self-assessment as per the methodology of the protocol.</p>	<p>1. The ULB may follow prescribed steps to self declare the star rating of the city</p> <p>2. For all star ratings, request to be communicated to MoHUA through the State Govt. request for third party verification.</p>	<p>1. MoHUA will take up independent verification and validation through a third party agency and will only recognize the MoHUA-TPA certified/ re-certified cities</p> <p>2. Third party certification will be valid for one (1) year and city will have to be re-assessed and re-certified every 12 months.</p>
<p>Self-assessment tool will be available on SBM Portal</p>	<p>Citizen involvement through system of citizen declarations for declaring any star rating</p>	<p>City has to ensure following certification: ODF (1 Star) ODF+ (3 Star) ODF++ (5 Star) Water+ (7 Star)</p>

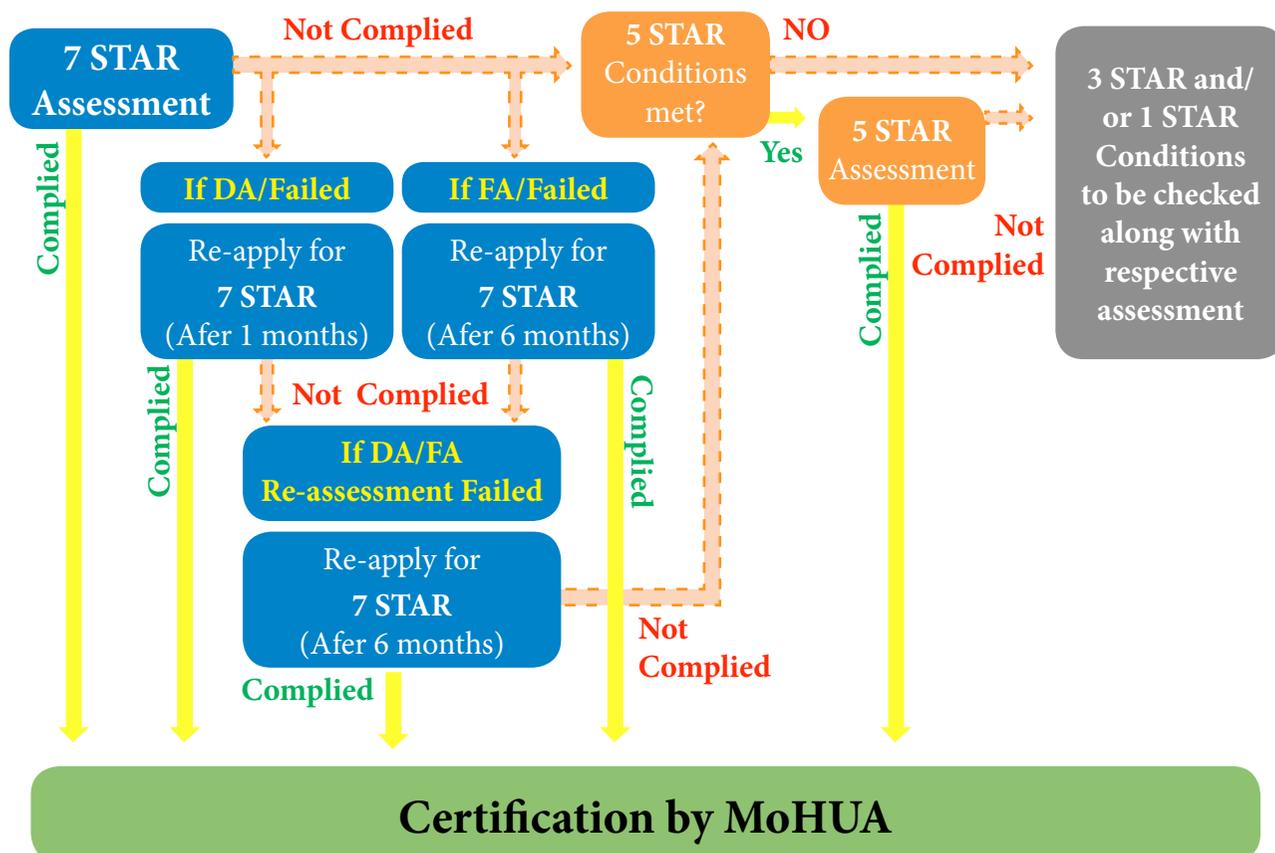
Star Rating Process Flow



Star Rating Process Flow for ULBs



Third Party Assessment - Example



Additional conditions while applying for star ratings as per the revised protocol

- **TPA FAILURE:** In case a city fails third party assessment for the applied star, it will be validated and certified for a lower star (provided city fulfils lower star conditions).
- **COOLING OFF PERIOD:** If a ULB fails in DA, it can undergo re-assessment after 1 month (the cooling-off period), while if a ULB fails in FA, it can undergo re-assessment after 6 months (the cooling-off period). However, if the ULB fails in the re-assessment (DA/FA) as well, it will only be able to re-apply after 6 months.
- **RE-APPLICATION FOR HIGHER RATING:** If a ULB has been certified a star rating, it can re-apply for higher star rating after 3 months (maximum twice in a year and as per the timelines issued by Ministry). If the ULB fails during the higher star rating assessment, it will still be considered as certified with previous star rating till its validity.

Scoring Methodology – Principles and Features

- Defined applicable components for each Star Rating allows cities to focus on specific areas encouraging more cities to participate while maintaining the requirement of passing in each component with Level 1 to ensure stringency:
 - **Important:** 1 and 3 Star: 16 components
 - **Aspirational:** 5 and 7 Star: 24 components

(Please note: Any ward of the city failing (not achieving Level 1) in any applicable ward level components- the city will not achieve Star rating Certification.)

- Simplified calculation with minimum marks requirement for each Star Rating:
 - 1 Star: 2,400 out of 5,200 Marks
 - 3 Star: 3,600 out of 5,200 Marks
 - 5 Star: 6,300 out of 7,500 Marks
 - 7 Star: 7,500 out of 7,500 Marks
- Continued graded approach allowing cities the flexibility to score anywhere between Level 1 and Level 4 of each component
- Weightage of components aligned with SBM- U 2.0 objectives: higher weightage to source segregation, waste processing, dumpsite remediation etc.
- Pre-qualifying conditions: ODF for 1 Star, ODF+ for 3 Star, ODF++ for 5 Star, Water+ for 7 Star
- Continuous Assessment process round the year similar to ODF Certification process

Star Rating Protocol of Garbage Free Cities 2022

1 and 3 Star		Scoring - Star Rating Protocol for Garbage Free Cities (Proposed)				
Component/ Condition		Ward/ City Level	Level 1	Level 2	Level 3	Level 4
Important Indicators						
1	Door to Door Collection	Ward	150	200	250	300
2	Source Segregation	Ward	350	450	575	700
3	Sweeping + Litter Bins + Secondary Storage Bins	Ward	150	200	250	300
4	Processing by Bulk Waste Generators	Ward	50	100	150	200
5	C&D Waste- Collection	City	150	200	250	300
6	Waste Processing & Capacity- Wet Waste	City	350	500	550	600
7	Waste Processing & Capacity- Dry Waste	City	350	500	550	600
8	Dumpsite Remediation	City	100	250	300	400
9	Plastic Ban	City	100	200	300	300
10	Grievance Redressal	City	50	150	175	200
11	User Charges	City	150	200	250	300
12	IEC and Capacity Building	City	75	100	125	150
13	Scientific Landfill	City	75	150	200	250
14	No visible solid waste in water bodies + Screening of Storm water drains/ Nallahs	City	100	150	200	200
15	C&D waste- Segregation (non-bulk waste generators)	City	100	150	200	250
16	Geo-mapping of waste processing facilities, C&D facilities, landfills, dumpsites, STPs/ FSTPs	City	100	100	150	150
			2,400	3,600	4,475	5,200

Star Rating Protocol of Garbage Free Cities 2022

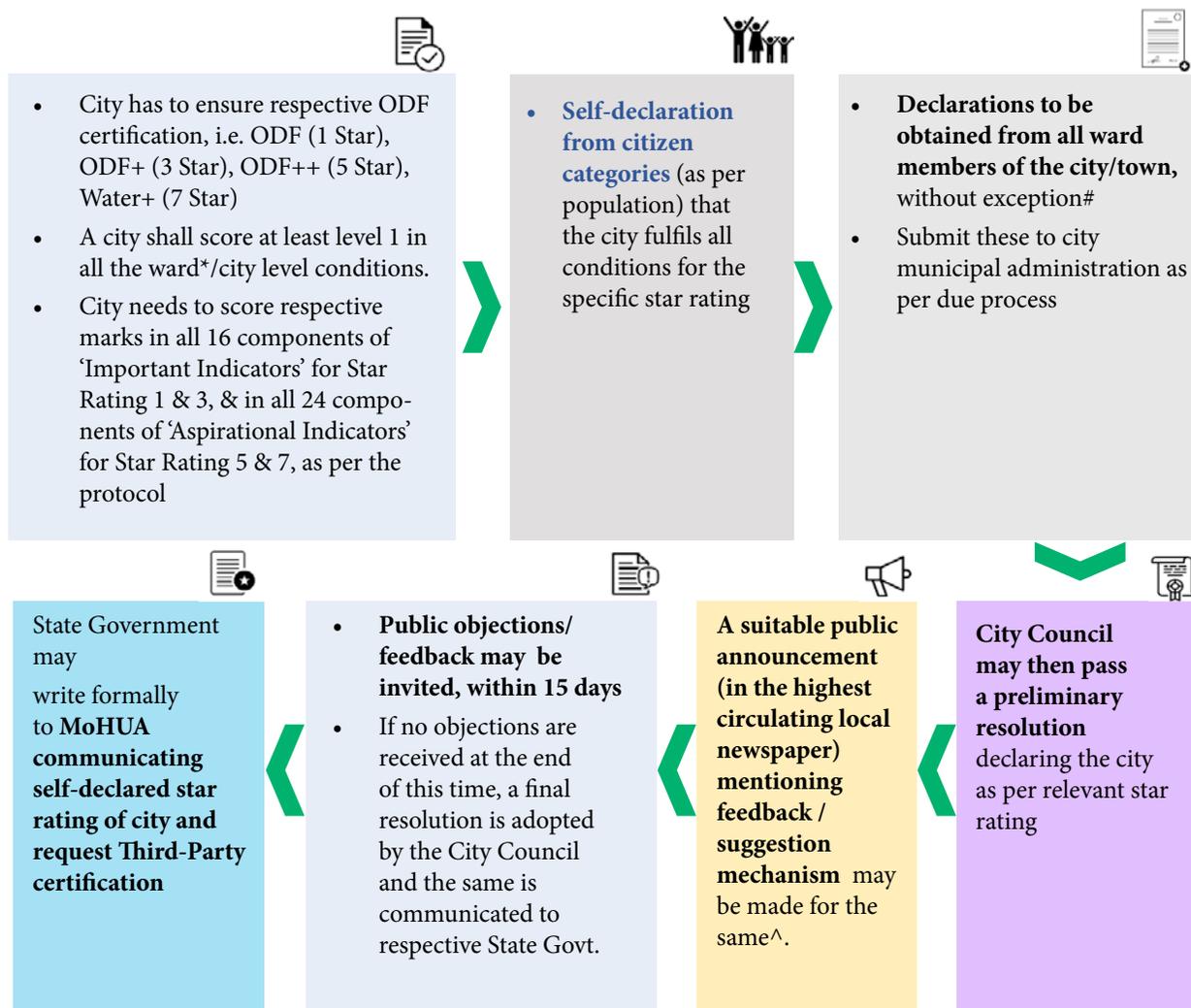
5 and 7 Star		Scoring - Star Rating Protocol for Garbage Free Cities (Proposed)				
Component/ Condition	Ward/ City Level	Level 1	Level 2	Level 3	Level 4	
Aspirational Indicators						
17	Geo-mapping of the wards i.e. ward boundaries, drains, nallahs, water bodies	Ward	100	150	200	200
18	City Beautification	Ward	100	150	225	300
19	On-site wet waste processing	City	100	150	225	300
20	C&D waste- Processing & Recycling	City	100	150	200	250
21	C&D Waste- Use of materials	City	100	150	200	250
22	Sale of waste by-products	City	100	150	200	250
23	Processing of Sanitary and Domestic Hazardous waste	City	150	200	250	300
24	Digital Monitoring of SWM Operations (incl. City facilities)	City	100	200	325	450
					6,300	7,500

Scoring matrix (Revised)

Matrix- Star Rating Protocol for Garbage Free Cities			
Star Rating	Maximum Score	Minimum Score	Corresponding SS 2022 Score
1 Star	5,200	2,400	400
3 Star	5,200	3,600	600
5 Star	7,500	6,300	1,050
7 Star	7,500	7,500	1,250

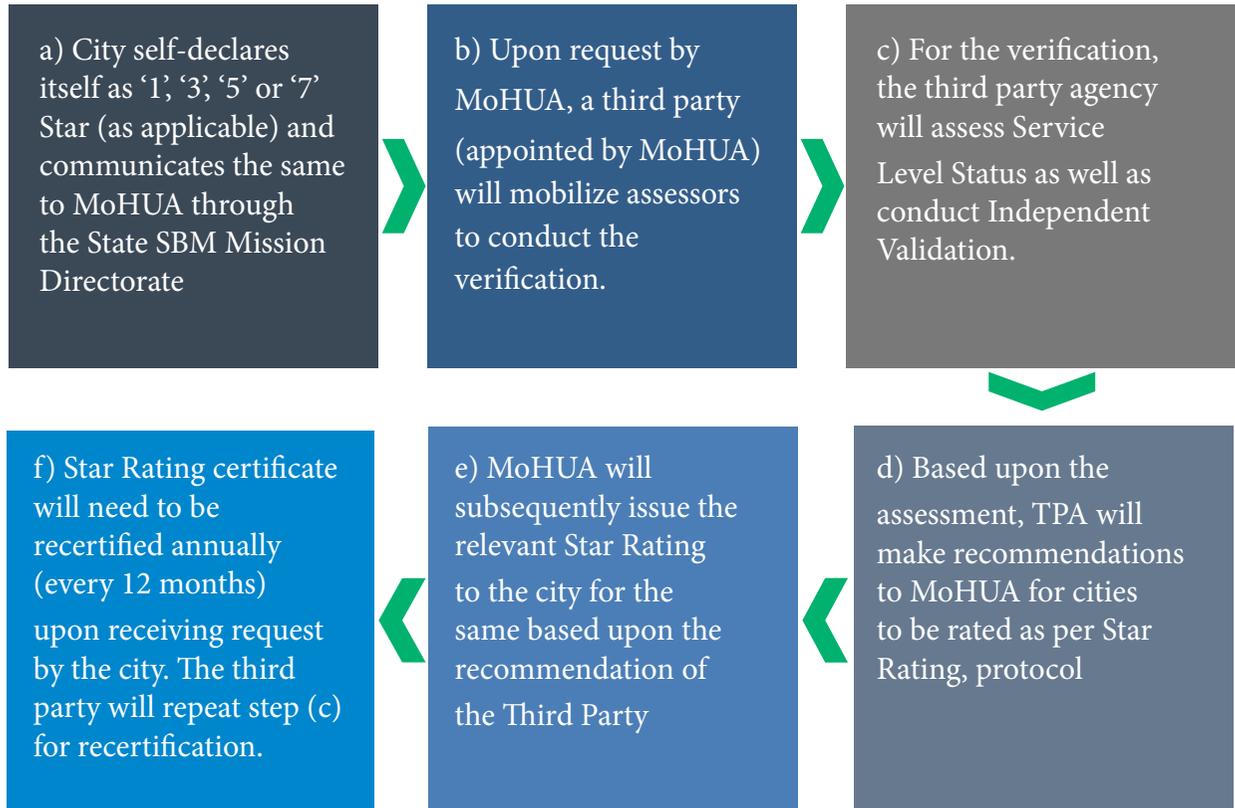
- 6 marks in Star Rating Protocol = 1 Mark in Swachh Survekshan:
 - 1 Star: 2400 Marks in Star Rating = 400 Marks in SS
 - 3 Star: 3600 Marks in Star Rating = 600 Marks in SS
 - 5 Star: 6300 Marks in Star Rating = 1050 Marks in SS
 - 7 Star: 7500 Marks in Star Rating = 1250 Marks in SS

Protocol for Self Declaration by city for Star Rating



- *Circle if the city is divided into circles instead of wards
- # In exceptional circumstances when a ward-member/councillor/Corporator is not willing to give declaration for his/her ward even after two formal requests from the city commissioner with a feasible time gap, then a 5 member committee may be appointed to sign declaration for that ward. The committee will consists of: Municipal Commissioner, Chairman, corresponding ward-member, 2 prominent citizens of the city appointed by Chairman.
- ^Govt. notification may be made on the state/city website additionally.
- Alternate terminology such as “Compliance of Star Rating protocol for Garbage Free Cities by ABC ULB“ can be issued by the Administrative head of the ULB, if the declaration is not permissible due to model code of conduct (council/state Legislative/ Lok Sabha elections)

Protocol for Third Party Certification for Star Rating



Protocol for Third Party Certification for Star Rating

SERVICE LEVEL STATUS

- **Preliminary data will be collected in advance** by a process of self-assessment# from cities as per the defined protocol. The city will fill the MoHUA common city profile and MIS.
- **Third party assessors will visit cities to validate** the claims made ensuring that the process is independent and unbiased.

INDEPENDENT VALIDATION

- Collection of data will be based on **physical observation of the households/premises* by the third party assessors.**
- **Third party will also interact with respective citizens** to validate the service level status claimed by the city.
- The structured questionnaire/tools to facilitate citizen validation/ independent observation will be created by the third party in consultation with MoHUA
- **Assessors will use IT enabled devices to record their observations and findings** along with photographs
- **Third party will systematically collect photos as evidence for field observations** ensuring that the location, date and time are tagged

* Public & commercial areas (including market areas, railway stations, bus stations, other transport hubs, schools, colleges, hospitals, offices, religious areas, industrial areas, institutional areas, ULB managed parking areas, ULB managed parks & gardens), residential areas, water bodies, storm drainage system, roads and streets, and other relevant areas

All evidence/documentation for each component shall be of minimum 3 months (one quarter) prior to the date of self-declaration unless specified in the component. It is not required by municipal commissioner to certify/sign on each of the evidence documents. However all the protocol requirements such as: stakeholders, city and state declarations etc. shall be fulfilled.

Third Party Inspection for Certification

Desktop Assessment

- ❖ Verify wards
- ❖ Assess and verify the documents submitted by the cities for all components as per Level 1 requirements. The agency to validate the figures updated on MIS and the documents submitted by cities with corresponding minimum requirement (Level-1) for the following components:
 - Door to Door Collection,
 - Source Segregation,
 - Litter Bins, Storage Bins
 - Waste Processing and Capacity (Wet, Dry & Domestic Hazardous))
 - User Charges
 - Dumpsite Remediation & Scientific Landfills
 - Screening of Nallahs
 - On-site wet waste processing,
 - C&D Waste (Storage, Segregation, Processing & Recycling)
 - On-Site wet waste processing by BWG
- ❖ Flag the Waste Processing Facilities, C&D facilities, landfills, dumpsites, drains, nallahs etc. if the city has claimed for these components but these are not available in city profile to ensure coverage during field assessment.

Field Assessment

- In addition to the Citizen validation, the agency will also assess the following components on the ground: door to door collection, segregated transportation, processing and sweeping as part of independent observation.
- In case of re-assessment of cities that failed in field assessment, the samples during re-assessment will also include failed samples (33% or more) from the earlier assessment in addition to the fresh samples.

Third Party Certification: Independent Observation# Locations

- **Cities will be assessed ward-wise.** The number/percentage of locations/checkpoints, of the total claimed locations, to be visited in each ward for purpose of physical observation is provided below.

Location Type	No. of locations/ checkpoints per ward
Residential Areas	5
Roads and Streets	Roads and Streets of the identified sampled areas
Market Areas*	5
Parks & Gardens**	Minimum 3 or actual no. of parks and gardens
Bulk Waste Generators	Minimum 10 or 5% of BWGs (in case less than 10, all BWGs as per service level status documentation shall be assessed)
Transport Hubs	Railway/Metro Stations, Bus Stations, Airports, Taxi/ Auto stands, and other Transport Hubs. (At least one of each category of transport hub shall be checked)
Industrial Areas	Industrial and Institutional areas (if applicable)
Water Bodies, Storm Water Drains and Nallahs	Water-bodies with public access and Storm Water Drains/Nallahs of the identified sampled areas
MSW Processing Plants	All functional plants
Scientific Landfill	Existing SLF
Dumpsite	All identified dumpsite(s)
Tourist areas***	All tourist areas (with high footfalls), if applicable

*Shops, offices, agriculture mandis, vegetable/ fish/ fruit/ meat markets, as applicable

**Greenspaces that are not part of roads & have play-fields for public use, roundabouts and greenspaces under bridges are excluded

***Include religious sites, historic sites, beaches, lakes/ponds etc.

#Door to Door Collection, Segregation, Transportation and Processing of waste to be validated under Independent Observation.

^Success criteria of 90% will be used to validate claims made by the city. For example, 9 of 10 validations shall match with city claims.

Third Party Certification: Citizen Validations

As part of the validation, assessor should also interact with respective citizens to validate the service level status claimed by the ULB.

S. No.	Category#	No. of Citizen Validations per ward*^
1	Households (including slums)	Minimum 50 or .5% of no. of HHLs as per SLS documentation, whichever is higher
2	Shops/ Street Vendors	Minimum 10 or 1% of no. of shops/Street vendors, whichever is higher
3	Schools/Colleges/Education Institutions	Minimum 10 or 10% of the total number of schools/colleges/education institutions, whichever is higher
4	Hotels/Guest Houses/ Dharmshalas/ Shelter homes/ Ashrams/ Hostels/ Clubs	Minimum 10 or 5% of the total number of Hotels/ Guest houses/Dharmshalas, whichever is higher
5	Restaurants/Dhabas/ Eateries	Minimum 10 or 5% of the total number of Restaurants/Dhabas, whichever is higher
6	Bulk Waste Generators	Minimum 10 or 5% of the total number of Bulk Waste Generators, whichever is higher
7	Offices (Private & Government)	Minimum 10 or 1% of the total number of Offices (Private and Government), whichever is higher
8	Tourist areas	Minimum 5 or 10% of the total number of Tourist areas, whichever is higher
9	Parks & Gardens	5 citizens in all the parks & gardens covered under independent observation
10	Transport Hubs	5 citizens in each category of transport hub covered under independent observation

*For categories 1 to 8, in case less than the minimum number defined above, all shall be covered. These validations should be exclusive among citizen categories, for example: one citizen can only validate for one category.

#For categories 2 to 8, owners/responsible persons of respective category shall be surveyed to validate service level delivery status

^Success criteria of 90% will be used to validate claims made by the city. For example, 9 of 10 validations shall agree with city claims.

Citizen Declarations

Number of citizen declarations required for declaration will be classified based on population:

- >5 Lakh population: 6 citizen categories (5 citizen representatives from each)
- 1-5 Lakh population: 4 citizen categories (3 citizen representatives from each)
- < 1 Lakh population: 3 citizen categories (2 citizen representatives from each)

Mandatory*	Additional
<ul style="list-style-type: none"> • School children (age more than 14 years) • Central/ State Government Offices/ Banks • Self Help Group/ Civil Society Organisations/ Non-Governmental Organisations • Resident Welfare Associations/ Gated Societies/ Housing Complexes (in case these are not present, declarations from 10 residents to be taken) 	<ul style="list-style-type: none"> • Business Organisations (Market Associations, Hotel Associations, Business Associations, Transport Associations, Railways/Bus/Transport Hub Managers, Trade Associations, Professional associations) • Hospitals (min. 10 beds) • Private sector organisations (min. 50 employees) • Prominent personalities including SBM ambassadors, government officers (excluding municipal officers) / public sector officers (head of department/head of organisation) equivalent to the rank of Under Secretary (US) GoI, bank officers (branch head, head of department)

* In case any category is not present then equivalent no. of declarations from citizens in additional categories may be taken with declaration from Municipal Commissioner mentioning unavailability of citizens of a particular category.

NOTE: Cities need to submit new citizen declarations as per the revised protocol and old declarations used for Star Rating applications in October, 19 - January, 20 will not be considered.

Methods of engaging with key citizen categories

Resident Welfare Associations	<ul style="list-style-type: none"> • Door to door campaigns in residential areas to create awareness about source segregation and showcase on-site composting techniques & its benefits • Door to door or other campaigns on the need for and ways of keeping a litter free environment • Awards for cleanest RWAs to generate a healthy spirit of competitiveness • Encourage to adopt nearby areas and take ownership to ensure these become 'garbage-free'
School Children & Staff	<ul style="list-style-type: none"> • Invite students and staff to experience the complete waste management chain, from collection to disposal, and sensitize them about their role in making this chain more effective • Make students the youth ambassadors of the message of 'Garbage-Free Cities'
Self-Help Groups	<ul style="list-style-type: none"> • Awareness and sensitization sessions/workshops on importance of segregation and its longterm impact on public health through diversion of waste from landfills • Involvement of SHGs in the waste management value chain, as formalized contributors
NGOs	<ul style="list-style-type: none"> • Partner with NGOs to conduct community mobilization drives on various SWM interventions • Identify avenues for NGOs to contribute to door-to-door campaigns, sensitisation drives, cleanliness drives, etc. envisioned by the ULB
Hotel Association	<ul style="list-style-type: none"> • Award for most "Swachh" hotel, that segregates waste and has minimal waste output, along with user fee discount
Prominent Persons	<ul style="list-style-type: none"> • Make them "Swachh Champions" for their neighborhoods, promote the message of segregation and decentralized processing.

Methods of engaging with key citizen categories

Private sector organisations	<ul style="list-style-type: none"> • Encourage to adopt nearby areas and take ownership to ensure these are 'garbage-free' zones • User fee discounts for doing on-site composting and having dry waste recycled
All Swachhagrahis	<ul style="list-style-type: none"> • To be given ownership of areas to monitor garbage free status of that area, such as littering, garbage vulnerable points, etc. • Competition aspect may be introduced among Swachhagrahis
Senior Central Govt/ State Bank Officials	<ul style="list-style-type: none"> • Discussions and workshop on the importance of segregating and managing own waste till the extent possible • Request to appoint Swachhata monitoring officials to be in-charge departmental waste segregation
Hospital authorities	<ul style="list-style-type: none"> • Award for most "Swachh" hospital premises, that segregate waste and manage wet waste on-site • Discussion meetings on segregation of waste and on-site composting/processing of wet waste from hospital canteens
Transport authorities	<ul style="list-style-type: none"> • Awards for most "Swachh" bus station / taxi stand / truck depot, etc. • Placement of compartmentalized/twin bins at all transport hubs for safe and segregated waste disposal by commuters
Market Association	<ul style="list-style-type: none"> • Communicate waste collection schedule to market association/ vendors to ensure segregated collection of waste and handover of dry waste to authorised recyclers • Training and orientation sessions for shopkeepers/associations on importance of segregation and decentralised waste management • Joint IEC activities for awareness creation of customers

Declaration Formats (Digital)

Format for declaration to be submitted by City / town

I, Mayor / Municipal Commissioner / Chief Officer/ Chairperson of..... (name of ULB/ Municipal corporation / municipality / town panchayat/ cantonment board) do hereby declare that:

- All Councillors/ Corporators/ Ward Members in the city / town have submitted their self-declarations regarding garbage free status (as per relevant star rating)
- Preliminary resolution has been passed declaring the city / town as Garbage Free....1/3/5/7 (strike off as applicable).... Star;
- Above resolution has been publicly announced (in print media), inviting public feedback / objection within 15 days of announcement.
- Since no objections have been received within the stipulated time period / since objections and feedback received from the public have been rectified, a final resolution has been adopted by this ULB to declare the city as Garbage Free1/3/5/7 (strike off as applicable)... Star
- This final resolution is being communicated to the Government of(State/Union Territory).... for further communication to MoHUA for record and further third-party verification (applicable for Star Rating '1', '3', '5' and '7') (Resolution Number

Accordingly, (name of city/ town) is hereby self-declared Garbage Free.....1/3/5/7 (strike off as applicable).....Star

.....

(Signature, and Name of Mayor / Chairperson/ Chief Officer/ Municipal Commissioner)

Date:

Seal

Declaration Formats (Digital)

Format for declaration to be submitted by Ward Councillor

I, Ward councilor/ Corporator of (ward details),
under..... (name of ULB/ Municipal corporation / municipality
/ town panchayat / cantonment board) do hereby declare that the ward is in compliance
with all necessary conditions of Garbage Free Star Rating ...1/3/5/7 (strike off as
applicable)

.....

(Signature, and Name of Ward Councilor/ Corporator)

Address:

Phone Number:

Date:

Seal:

Declaration Formats (Digital)

Format for self-declaration to be submitted by Bulk Waste Generators (wherever applicable)

I,(name), authorized representative on behalf of
name and address of bulk waste generator) in (name of ULB/ Municipal
corporation / municipality / town panchayat/ cantonment board) do hereby declare that
we are managing all our generated waste in compliance with SWM Rules 2016

.....

(Signature and Name of authorized representative of bulk waste generator)

Address:

Phone Number:

Date:

Seal:

Declaration Formats (Digital)

Format for self-declaration to be submitted by citizen representatives

I,(name), authorized representative on behalf of
(name of citizen category) in (name of ULB/ Municipal corporation /
municipality/ town panchayat/ cantonment board) do hereby declare that the city is in
compliance with all necessary conditions of Garbage Free Star Rating1/3/5/7 (strike
off as applicable).

.....

(Signature and Name of authorized representative of citizen category)

Address:

Phone Number:

Date:

Seal:

Defining a ‘Commercial Area – Mixed’

- ❖ **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 a residential/industrial area shall be qualified as commercial area – mixed.**

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

Door to Door Collection

CONDITION	At least 'x' percent of households/ premises/gates in the ward are covered by door-to-door collection and transportation of solid waste (through ULB/ ULB authorized garbage collectors)				
	Note: Waste collector needs to inform each household/ premise/ gate to provide their waste				
	Level	Level 1	Level 2*	Level 3*	Level 4*
	Condition	At least 50 %	At least 70 %	At least 90 %	100 %
Marks	150	200	250	300	

NOTE	<ul style="list-style-type: none"> *In case of Level 2/ Level 3/ Level 4, real-time segregated collection details to be maintained by the ULB along with vehicle & vendor (if outsourced) details, need to be monitored on daily basis and data linked with the SBM Portal All waste should be collected in compartmentalized/separate vehicles with closed lids to prevent the foul odour, littering and unsightly conditions.
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MEANS OF VERIFICATION	<ul style="list-style-type: none"> List and details of all the wards in the ULB Ward wise list and details of all the residential areas, commercial areas and institutional areas in the ULB in each ward. Area-wise staff/vehicle deployment plan and record of waste collection. Copy of contract/ MoU/ Official Engagement letter and payment/activity report, if this service has been outsourced.
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Source Segregation at Ward Level

CONDITION

At least 'x' percent of households/ premises/ gates in the ward have segregation at source (wet, dry & sanitary/domestic hazardous) maintained till processing/disposal facilities.

Note: Waste collector must check that waste is segregated properly by waste generator before collection. Sanitary/Domestic hazardous waste to be disposed in a separate bag and placed in separate area of vehicle. In case of collection of mixed waste from households/ premises/ gates, it should be kept separately and not mixed with segregated waste collected, till processing/ disposal facilities. Mixed waste shall not be mixed with segregated waste at any point.

“**Domestic hazardous waste**” means 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

NOTE

- Wet, Dry and Sanitary Waste collection to be done on daily basis, domestic hazardous waste may be collected on weekly basis.
- Segregated waste should be collected in compartmentalized/separate vehicles with closed lids to prevent foul odour, littering and unsightly conditions.
- All kinds of sanitary waste should be wrapped in pouches provided by the manufacturers or brand owners of these products or in a suitable wrapping material as instructed by the local authorities. Domestic hazardous waste need not to be wrapped.
- ULB's Bye Laws to be framed to incorporate criteria for levying of spot fines/ penalties for littering, non-segregation and unsecure wrapping/handling of sanitary/domestic hazardous waste.

Component 2

Source Segregation at Ward Level

	Level	Level 1	Level 2	Level 3	Level 4
CONDITION (Contd.)	Condition	At least 40 % (Excluding Sanitary Waste / Domestic Hazardous Waste)	At least 60 % (Sanitary Waste i.e. diapers, sanitary pads, masks and gloves to be segregated, wrapped securely in the pouches provided by the manufacturers or brand owners of these products or in a suitable wrapping material as instructed by the local authorities and collected separately)	At least 80 % (All kinds of sanitary and domestic hazardous waste to be segregated, wrapped securely in the pouches provided by the manufacturers or brand owners of these products or in a suitable wrapping material as instructed by the local authorities and collected separately)	At least 90 % (All kinds of sanitary and domestic hazardous waste to be segregated, wrapped securely in the pouches provided by the manufacturers or brand owners of these products or in a suitable wrapping material as instructed by the local authorities and collected separately)
	Marks	350	450	575	700

MEANS OF VERIFICATION	<ul style="list-style-type: none"> Copy of contract/ MoU/ Official Engagement letter and payment/activity report, if this service has been outsourced.
	<ul style="list-style-type: none"> Area-wise staff/vehicle deployment plan for segregated waste collection (wet, dry and sanitary/domestic hazardous waste)
	<ul style="list-style-type: none"> Area-wise quantity of wet/dry/sanitary/domestic hazardous waste collected.

Sweeping of Residential, Public & Commercial Areas+ Litters Bins + Secondary Storage Bins

CONDITION

3.1. At least 'x' percent of commercial, public, residential areas, have Sweeping (one time or twice, including night sweeping)

Note: Mechanised Sweeping to be encouraged especially in cities with population above 10 lakh

3.2. 'x' percent of fixed Twin-bin/segregated litter bins are available in commercial and public areas at every 50-100 meters, as per CPHEEO norms

Note: Waste should only be deposited in such bins - no littering or spill over of waste

3.3. Waste storage bins are placed in strategic locations across the city, as per the requirement

Note: Waste should directly be transferred from generators' premises to transportation vehicles to processing center (verification will be done)

Component 3

Sweeping of Residential, Public & Commercial Areas+ Litters Bins + Secondary Storage Bins

Level		Level 1	Level 2	Level 3	Level 4
CONDITION (Contd.)	Condition				
	3.1	100% public and commercial areas have daily sweeping	100% Public, commercial, and residential areas have daily sweeping	100% Public and commercial areas have twice daily sweeping, including night sweeping and residential areas have daily sweeping NCAP Cities shall have mechanized sweeping for 4-lane roads having median.	100% Public and commercial areas have twice daily sweeping, including night sweeping and residential areas have daily sweeping NCAP Cities shall have mechanized sweeping for 4-lane roads having median. All back lanes* of Commercial/ Residential areas are clean – no water logging, drainage system not choked, no solid waste floating and walls properly maintained

Component 3

Sweeping of Residential, Public & Commercial Areas+ Litters Bins + Secondary Storage Bins

Level		Level 1	Level 2	Level 3	Level 4	
CONDITION (Contd.)	Condition	3.2	At least 40 %	At least 60 %	At least 80% and all available Litter Bins should be covered (with a lid or mechanism to restrict access by animals)*	At least 90% and all available Litter Bins should be covered (with a lid or mechanism to restrict access by animals)*
		3.3	At least 80 %	100 %	No Storage Bins (Binless)	No Storage Bins (Binless)
	Marks		150	200	250	300

Component 3

Sweeping of Residential, Public & Commercial Areas+ Litters Bins + Secondary Storage Bins

NOTE

3.1: Sweeping

- ❖ Back lanes suggest the back side of commercial buildings/office complexes, back side of houses, religious places or any building in the city.

3.2: Litter Bins

- ❖ In case the already existing bins are NOT covered with lids, ULB to ensure:
 - there should not be spillover, or it would be considered as Garbage Vulnerable Point
 - there should be a mechanism in place to restrict access of litter bins by animals
 - the bins required to be placed in future should be covered (with a lid or mechanism to restrict access by animals)
- ❖ If 100% dustbins are distributed/available to the shops in commercial/public areas, ULB to ensure:
 - the bins to be visible and accessible by citizens to avoid roadside littering
 - the bins should have the ULB logo (in a standard format)
 - the emptying/collection schedule of litter bins should be developed and monitored to ensure no spillage/littering around bins
- ❖ The concept of 'Bin-less' city is relevant for secondary storage bins and not litter-bins. The public areas shall mandatorily have installed and fixed litter bins. No temporary bins will be considered.
- ❖ In Industrial areas, the ULB may decide the requirement of number of litter bins while ensuring that the Industrial Areas are kept clean and there is no littering
- ❖ Litter bins ranging in capacity 60-100 litre twin bins placed along roadside to cater to the needs of the public for throwing garbage along roadside including commercial and public areas. Bins with capacity more than 100 litre shall be considered as storage bins.

3.3: Secondary Waste Storage Bins

- ❖ In case of 'Underground Bins', ULB needs to ensure that a monitoring mechanism is in place to check if the bins are frequently cleaned/emptied and only segregated waste is transferred in the vehicles.

Sweeping of Residential, Public & Commercial Areas+ Litters Bins + Secondary Storage Bins

MEANS OF VERIFICATION	3.1: Sweeping
	<ul style="list-style-type: none"> Ward wise staff/vehicle deployment plan as per claimed frequency
	<ul style="list-style-type: none"> If work is outsourced, then copy of contract/MoU/Official Engagement letter as per claimed frequency
	<ul style="list-style-type: none"> Evidence of mechanism in place for continuous identification and monitoring of visible eyesores/garbage vulnerable spots
	<ul style="list-style-type: none"> For NCAP Cities, evidence of 4-lane road length having median with frequency of mechanized sweeping
	<ul style="list-style-type: none"> There should not be any GVPs in the areas covered under sweeping.
	3.2: Litter Bins
	<ul style="list-style-type: none"> Number of segregated litter bins required vs. available (conduct an in-house/ third party survey to assess number of litter bins required as per floating population, amount of footfall etc.)
	<ul style="list-style-type: none"> Frequency of cleaning of litter bins to ensure no littering and/or spill over of waste
	<ul style="list-style-type: none"> For litter bin-less cities, provision of open access to Twin-bin/segregated litter bins of commercial establishments to ensure there is no littering/spill-over of waste and waste is properly collected.
	3.2: Waste Storage Bins
	<ul style="list-style-type: none"> Number of waste storage bins required vs. available (conduct an in-house/ third-party survey to assess number of such waste storage points.)
<ul style="list-style-type: none"> Frequency of cleaning of waste storage bins to ensure no littering and/or spill over of waste 	

Bulk Waste Generators

CONDITION

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.

Note:

- For cities with more than 1 lakh population, BWGs shall do onsite processing of wet waste on their own or through private parties authorized by ULB. No BWG shall give their waste to ULB.
- For cities with less than 1 lakh population, BWG may process their wet waste on their own or hand over the waste to either ULB or any private agency against appropriate user charges.
- 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

In case no BWG, score for E1:

The lowest marks of the level nearest to the average marks in all the essential components x Weightage of E1

Component 4

Bulk Waste Generators

	Level	Level 1	Level 2	Level 3*	Level 4*
CONDITION	Condition	All BWGs as defined by SWM Rules 2016, including RWAs identified and issued official notice for compliance	Compliance by all commercial BWGs as defined by SWM Rules 2016	Compliance by all BWGs as defined by SWM Rules 2016, including RWAs	Compliance by all BWGs as defined by SWM Rules 2016, including RWAs Separate Guidelines to ensure reduction of waste by BWGs such as at community hall/ function hall/ marriage hall/ public gathering etc.
	Marks	50	100	150	200

NOTE

- For BWGs processing waste off-site, details to be updated in the MIS

Component 4

Bulk Waste Generators

MEANS OF VERIFICATION

- List of all BWGs (as per BWG definition and claims by city) as defined by SWM Rules 2016, including RWAs identified in the city
- Copy of Official Notice issued to all BWGs regarding compliance with SWM Rules 2016
- Total quantity of wet/dry waste generated and processed by BWGs
- Evidence of BWGs complying with conditions stated in the rating framework
- For Level 4: Guidelines to ensure reduction of waste by BWGs such as at community hall/function hall/marriage hall/public gathering etc.

C&D Waste- Collection Facilities

CONDITION

Facilitation of collection of C&D waste from premises of non-bulk generators through:

- **Mobile collection unit (on call basis facility and weekly schedule); and/ or**
- **Designated* collection points within reasonable distance for generator to bring and deposit**

Note:

- ULB to ensure suitable vehicles of different capacities (such as Rickshaws at ward level, Tempo at Zonal Level and Tractors/ Trucks at ULB Level) are made available at fixed rate, and staff is assigned at each level to ensure C&D waste collection is completed within the SLA period for Debris Removal/ Construction Material as defined in Swachhata App i.e. 12 hours.
- For C&D Waste, Bulk Generators are that generate ≥ 20 Tonnes/day or 300 tonnes/month per project, other generators are considered non-bulk generators

NOTE

- **Designated Collection points within reasonable distance for C&D waste generator to bring and deposit the waste. Identified collection points should be well fenced demarcating minimum area of 50 sq.m.**
- **For < 1 lakh population cities:** At least 1 collection point for every 25,000 population. However, in case of robust mobile collection unit, the same can be relaxed up to 50%.
- **For > 1 lakh population cities:** At least 1 collection point for every 1 lakh population. However, in case of robust mobile collection unit, the same can be relaxed up to 100%.
- For all Levels, Notification and enforcement of charges for C&T, P&D of C&D Waste is mandatory

Component 5

C&D Waste- Collection Facilities

	Level	Level 1	Level 2	Level 3	Level 4
CONDITION (Contd.)	Condition	Facility of collection of C&D waste from premises of Non-bulk generators to be available in 20% of wards.	Facility of collection of C&D waste from premises of Non-bulk generators to be available in 40% of total number of wards	Facility of collection of C&D waste from premises of Non-bulk generators to be available in 80% of total number of wards	Facility of collection of C&D waste from premises of Non-bulk generators to be available in 90% of total number of wards
	Marks	150	200	250	300

MEANS OF VERIFICATION	<ul style="list-style-type: none"> Copy of notification of charges for collection, transportation, processing and disposal of C&D Waste
	<ul style="list-style-type: none"> Summary of construction and/or modification of buildings approved by ULBs: Ward No./Name, Location, layout, Construction period, Approx. C&D waste generated etc.
	<ul style="list-style-type: none"> Evidence of separate collection vehicles and/or designated collection points with quantity of waste collected from non-bulk/retail generators

Wet Waste- Processing & Capacity

CONDITION	At least 'x' percent of Wet waste being processed (out of total wet waste generated) and At least 'y' percent of Wet waste processing capacity of functional plants (out of the total wet waste generated)					
	Level		Level 1	Level 2	Level 3*	Level 4*
	Condition	x	At least 50%	At least 70 %	At least 90%	100%
		y	At least 60%	At least 80%	100%	100%
	Marks		350	500	550	600

NOTE	<ul style="list-style-type: none"> ❖ Daily Processing Log-Book, Sale Register, vendor details (if outsourced) & electricity bills to be maintained by ULB ❖ For Pit composting facilities:* <ul style="list-style-type: none"> ➤ The processing capacity shall be 15-20 times the daily wet waste input of the processing facility. For example, for a 1 TPD pit composting facility, the facility shall have pits (2 or more) equivalent to accommodate 15-20 Tons of wet waste. ➤ Efforts shall be made to not have haphazard pits considering the following guidelines: <ul style="list-style-type: none"> • The bottom of pits shall be cemented or on a suitable waterproof barrier to prevent infiltration of leachate. The bottom of compost beds shall be at least 2 meter above the highest yearly ground water table (GWT) depth. Leachate shall be properly collected, treated and re-circulated. • The lowest ground level in the pits shall be above ground and atleast 1 meter above HFL (highest flood level) recorded
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Component 6

Wet Waste- Processing & Capacity

MEANS OF VERIFICATION	Wet Waste Processing
	<ul style="list-style-type: none"> Total wet waste generated and processed
	<ul style="list-style-type: none"> Plant wise details of quantity of wet waste received, processed, compost/bio-gas etc. produced and revenue generated.
	<ul style="list-style-type: none"> Copy of contract and payment/processing report, if outsourced.
	Wet Waste Processing Capacity
	<ul style="list-style-type: none"> Plant wise details of wet waste processing capacity.
	<ul style="list-style-type: none"> Copy of contract and processing capacity if outsourced.

Dry Waste- Processing & Capacity

CONDITION

At least 'x' percent of Dry waste being processed (out of total dry waste generated) through **MRFs** with further linkages/tie-ups to authorized recyclers or recycling or **RDF** or Waste to Energy plants or cement manufacturers and/or **NHAI** (other road construction organizations).

Additionally, cities shall segregate and sell/use recyclables (with records tracking from receiving to final use/sale):

- For cities with more than 10 lakh population, 'x' percent of Total waste collected
- For cities with less than 10 lakh population, 'x' percent of only Dry waste collected

AND

At least 'y' percent of Dry waste processing capacity (out of total dry waste generated) of functional **MRFs** with further linkages/tie-ups to authorized recyclers or recycling or **RDF** or Waste to Energy plants or cement manufacturers and/or **NHAI** (other road construction organizations).

Please ensure that there is no double counting of capacities, and in case of shared facility being used by the cities, the capacities are divided.

NOTE

- ❖ Daily Processing Log-Book, Sale Register, vendor details (if outsourced) & electricity bills to be maintained by ULB
- ❖ MRF may be manual/ hybrid/ automated (In compliance with MoHUA's MRF Advisory)

Component 7

Dry Waste- Processing & Capacity

Level		Level 1	Level 2	Level 3*	Level 4*
CONDITION (Contd.)	Condition	Dry waste processing: At least 50%	Dry waste processing: At least 70%	Dry waste processing: At least 90%	Dry waste processing: 95%
	x		Recyclables: More than 10 lakh Population: 25% of Dry waste processed; Less than or equal to 10 lakh Population: 15% of Dry Waste processed	Recyclables: More than 10 lakh Population: 30% of Dry waste processed; Less than or equal to 10 lakh Population: 20% of Dry Waste processed	Recyclables: More than 10 lakh Population: 40% of Dry waste processed; Less than or equal to 10 lakh Population: 30% of Dry Waste processed
	y	At least 60%	At least 80%	100%	100%
Marks		350	500	550	600

MEANS OF VERIFICATION	Dry Waste Processing
	<ul style="list-style-type: none"> Total dry waste generated and processed.
	<ul style="list-style-type: none"> Daily Processing Log-Book, Sale Register, vendor details (if outsourced) & electricity bills to be maintained by ULB
	<ul style="list-style-type: none"> Plant wise details of quantity of dry waste received, recycled, processed, sold and revenue generated.
	Dry Waste Processing Capacity
	<ul style="list-style-type: none"> Plant wise details of dry waste processing capacity. Copy of contract with processing capacity if outsourced.

Dumpsite Remediation

CONDITION

Remediation of all identified dumpsites (As per Legacy Waste Dumpsites Remediation Action Plan (Module-2))

NOTE

- ULB to identify legacy dumpsite within its jurisdiction through survey conducted in last 12 months from the date of application
- In case of no existing/old dumpsites (within the city limits) and not dumping waste in shared dumpsites/ dumpsites outside city limits, this criteria will not be applicable and considered as 100% work has been completed.
- However, if old dumpsite is outside city limits, then the city that contributed majority of waste in the dumpsite shall be responsible for its remediation.
- If ULBs are using a shared landfill and the remediation of shared landfill is not viable, for a ULB to pass this component, following conditions shall be met:
 - not more than 10% should be going to landfill;
 - no waste should be going to non- landfill (i.e. dumpsites)

Component 8

Dumpsite Remediation

	Level	Level 1	Level 2	Level 3*	Level 4*
CONDITION (Contd.)	Condition	Legacy Waste Dumpsites Remediation Action Plan (Module-2) submitted & approved	<p>25% work completed as per remediation project plan, if legacy waste is less than 1 lakh tonnes</p> <p>20% work completed as per remediation project plan, if legacy waste is between 1-2 lakh tonnes</p> <p>15% work completed as per remediation project plan, if legacy waste is between 2-5 lakh tonnes</p> <p>10% work completed as per remediation project plan, if legacy waste is more than 5 lakh tonnes</p>	<p>60% work completed as per remediation project plan, if legacy waste is less than 1 lakh tonnes</p> <p>45% work completed as per remediation project plan, if legacy waste is between 1-2 lakh tonnes</p> <p>35% work completed as per remediation project plan, if legacy waste is between 2-5 lakh tonnes</p> <p>25% work completed as per remediation project plan, if legacy waste is more than 5 lakh tonnes</p>	90% work as per remediation project plan has been completed
	Marks	100	250	300	400

MEANS OF VERIFICATION

- Survey/List of dumpsites identified within the ULB with details of legacy waste quantum
- Details of Remediation sites with completion status of remediation and evidence of 'X' percent work completion (copy of completion/closure report etc.)

Plastic Ban

Ban on the use, sale and storage of non-biodegradable plastic bags/ single-use plastic products/Styrofoam/Thermocol.					
Level	Level 1	Level 2	Level 3*	Level 4*	
CONDITION	Condition	Public Notification of ban on non-biodegradable plastic bags/ single use plastic products less than 75 microns	Public Notification and enforcement of ban on non-biodegradable plastic bags/ single use plastic products less than 75 microns	Public notification and complete ban on storage, supply, transport, sale or distribution of single use plastic including polystyrene and expanded polystyrene, nonwoven plastic carry bags (shall not be less than 60 Gram Per Square Meter (GSM)), and thermocol Note: 'Single use Plastic' may be defined by States respectively as per the PWM Rules 2021*	Public notification and complete ban on storage, supply, transport, sale or distribution of single use plastic including polystyrene and expanded polystyrene, nonwoven plastic carry bags (shall not be less than 60 Gram Per Square Meter (GSM)), and thermocol Note: 'Single use Plastic' may be defined by States respectively as per the PWM Rules 2021*
	Marks	100	200	300	300

Component 9

Plastic Ban

NOTE

* As per Plastic Waste Management (Amendment) Rules, 2021, 'single use plastic commodity' mean a plastic item intended to be used once for the same purpose before being disposed of or recycled; including:

- (a) ear buds with plastic sticks, plastic sticks for balloons, plastic flags, candy sticks, ice-cream sticks, polystyrene [Thermocol] for decoration;
- (b) plates, cups, glasses, cutlery such as forks, spoons, knives, straw, trays, wrapping or packing films around sweet boxes, invitation cards, and cigarette packets, plastic or PVC banners less than 100 micron, stirrers (excluding commodities made of compostable plastic)

MEANS OF VERIFICATION

- Copy of notification of ban on the use, sale and storage of non-biodegradable plastic bags less than 75 microns in the city or complete ban on the use, sale and storage of non-biodegradable plastic single use/Throw-away Plastic, Styrofoam and thermocol
- Summary sheet of fines collected post spot fine/ penalty notification for plastic ban

Grievance Redressal

CONDITION	'x' percent of total Swachhata App/Local App complaints that cover issues related to solid waste management (Burning Of Garbage In Open Space, Debris Removal/Construction Material, Dustbins not cleaned, Garbage dump, Garbage vehicle not arrived, Sweeping not done etc.) are resolved within SLA				
	Level	Level 1	Level 2	Level 3*	Level 4*
	%age SWM complaints resolved within SLA*	At least 40%	At least 75%	At least 90%	At least 95%
	Marks	50	150	175	200

*SLA is the existing SLA in Swachhata App

NOTE	❖ Level-1 shall be given to ULBs with zero complaints in the last three months on Swachhata App/ Local App
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MEANS OF VERIFICATION	<ul style="list-style-type: none"> Summary of complaints received on Swachhata App/ equivalent grievance redressal platform
	<ul style="list-style-type: none"> Evidence of redressal of complaints related to SWM within SLA

User Charges

User charges for solid waste management being collected				
Level	Level 1	Level 2	Level 3*	Level 4*
CONDITION	Byelaws notified and enforced	Affordable & Differential User charges collected from at least 50% of commercial, institutional and industrial establishments and at least 25% of households	Affordable & Differential User charges collected from at least 80% of commercial, institutional and industrial establishments and at least 60% of households	Viable & Sustainable User charges collected from at least 90% of commercial, institutional & industrial establishments, and at least 75% of households.
Marks	150	200	250	300

NOTE

- In areas where user charges are being collected by the informal waste collector and not ULB, cost of waste collection & transportation services that are not covered by the informal waste collectors may be considered. In such cases, ULB needs to ensure that informal waste collectors are identified, formalized and record of use charges collection is maintained as per the charges notified in ULB bye-laws.
- For all Levels, bylaws notification and enforcement of user charges collection is mandatory.

MEANS OF VERIFICATION

- Copy of byelaws including user charges for waste management.
- Summary of total number of households, commercial, institutional and industrial establishments, the user charges per establishment for solid waste management and number of households, commercial, institutional establishments user charges are collected from
- City level SWM revenue and operational expenditure details for viable and sustainable user charges calculations
- Evidence/ Summary sheet of user charges covering SWM operational costs

User Charges - Definitions

- **Affordable:** Based on the income levels of the citizens of the ULB
- **Differential:** Different user charges for separate citizen categories of waste generators (commercial/non-commercial) for example: slums, single floor houses as per surface area, multistorey houses/ apartments, houses disposing waste in a segregated manner, street vendors, schools/ colleges, restaurant/ hotels, etc. based on the waste generation, discount for onsite waste processing etc.
- **Viable & Sustainable:** User charges are sufficient to cover SWM operational costs (collection, transportation, salary expenses of daily wagers, contractual, or outsourced staff through service providers). Capital costs, land costs, public sweeping costs and waste processing & disposal costs shall be excluded from operational costs calculations.
- If ULB is collecting charges through property tax/any other tax/cess, then those should be
specified and shall be used only for SWM operations to be considered as user charges. These charges and corresponding expenditure shall be maintained under separate accounting heads.

IEC & Capacity Building

CONDITION	<p>i. 3R Initiatives (Innovative community waste reduction measures such as Bartan Bank, Food Bank, Cloth bank, Exchange shops, Upcycling) are in place</p> <p>ii. E-Learning* for Capacity building of all officials (Sanitary Inspector & Above (Excluding Commissioner/EO))</p> <p>iii. Waste based artefacts/ parks to create awareness about waste management for stakeholders/ citizens</p> <p>iv. Development and enforcement of SOPs for Zero Waste Events</p> <p>v. Development of waste management strategy during pandemic, epidemic, natural disasters</p>				
	Level	Level 1	Level 2	Level 3	Level 4
	Condition	At least - 1 initiative in parameter (i) - either of parameter (ii) or (iii)	At least - 1 initiative in - parameter (i) - parameter (ii) - either of parameter (iii), (iv), (v)	At least - 2 initiatives in parameter (i) - Parameter (ii) - Parameter (iii) - either of parameter (iv) or (v) met	All parameters (including 2 initiatives in parameter (i))
	Marks	75	100	125	150

NOTE	<ul style="list-style-type: none"> 100% Staff Completed minimum 2 SWM courses through e-Learning platform of Swachh Bharat Mission (U) If courses already completed – can be refreshed – Certifications between April 2021 to December 2021 will be considered
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MEANS OF VERIFICATION	<ul style="list-style-type: none"> Ward-wise list and details of activities for each parameter. Certification courses completed and maintained by the ULB will be validated from the E-Learning Portal SOPs developed and implemented for Zero Waste Events Waste management strategy developed and implemented during pandemic, epidemic, natural disasters
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Scientific Landfill

13.1: Availability and use of Scientific Landfill						
13.2: 'x' per cent of waste collected is sent to landfill						
Level		Level 1	Level 2	Level 3*	Level 4*	
CONDITION	Condition	13.1	Land identified & acquired either in own city or in another city	Remaining unprocessed waste/ Process Rejects are sent to Scientific Landfill either within the city or to another city.	Only Process rejects are transported to Scientific Landfill either within the city or to another city	Only Process rejects are transported to Scientific Landfill either within the city or to another city
		13.2	Not more than 45% including process rejects, if any	Not more than 25% including process rejects, if any	Not more than 15% (Process rejects only, no unprocessed waste is sent to scientific landfill)	Not more than 10% (Process rejects only, no unprocessed waste is sent to scientific landfill)
Marks		75	150	200	250	

NOTE	<ul style="list-style-type: none"> The landfill may not necessarily be scientific landfill for Level 1 only for cities with population < 1,00,000. For Level 2, 3 and 4, only scientific landfills to be considered. Incase city is zero landfill: Evidence showcasing 100% processing of all municipal solid waste to be provided The concept of Simple Landfill has been removed* from both Swachh Survekshan and Star Rating Protocol. Cities/ States are encouraged to set-up scientific landfills on cluster basis.
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Component 13

Scientific Landfill

MEANS OF VERIFICATION

- Evidence of identification of land for landfill in city or other city (Land allocation letter for construction of scientific landfill)
- Quantity of waste/process rejects going to landfill

Incase city is **zero landfill**:

- Evidence showcasing 100% processing of all municipal solid waste and no process rejects/unprocessed waste is going to landfill.
- Evidence showcasing consumption/ utilization of process rejects from waste processing

No visible solid waste in water bodies + Screening of Storm water drains/ Nallahs

14.1: No visible solid waste in water bodies (not limited to ponds, lakes, tanks, rivers etc.)

14.2: At least 'x' percent of Storm Water Drains and/or Nallahs should have screens to avoid waste getting discharged directly into lakes/ rivers/ water bodies

CONDITION	Level	Level 1	Level 2	Level 3*	Level 4*
	Condition 14.1		<ul style="list-style-type: none"> No visible solid waste in water bodies (not limited to ponds, lakes, tanks, rivers etc.) in 100 percent of area under ULB jurisdiction Anti-Littering & Cleanliness messages along the water bodies through signage/ painting/ displays/ hoarding (no plastic usage). 	<ul style="list-style-type: none"> No visible solid waste in water bodies (not limited to ponds, lakes, tanks, rivers etc.) in 100 percent of area under ULB jurisdiction Anti-Littering & Cleanliness messages along the water bodies through signage/ painting/ displays/ hoarding (no plastic usage). No open dumping of waste present within the radius of 500 m from edge of the water body 	<ul style="list-style-type: none"> No visible solid waste in water bodies (not limited to ponds, lakes, tanks, rivers etc.) in 100 percent of area under ULB jurisdiction Anti-Littering & Cleanliness messages along the water bodies through signage/ painting/ displays/ hoarding (no plastic usage). No open dumping of waste present within the radius of 500 m from edge of the water body Sweeping & Cleaning arrangements are in place and No Garbage Vulnerable Points (GVPs) present within the radius of 500 m from edge of the water body Trash Cleaners*/ suitable methods are available to trap the solid waste floating on the river surface No untreated sewage/septic tank discharged in the water bodies

Component 14

No visible solid waste in water bodies + Screening of Storm water drains/ Nallahs

CONDITION	Level		Level 1	Level 2	Level 3*	Level 4*
	Condition	14.2	At least 50% SWD/ Nallahs should have screens/ filters at points of discharge into other nallahs/ water-bodies	At least 90% SWD/ Nallahs should have screens/filters at points of discharge into other nallahs/ water-bodies	100% SWD/ Nallahs should have screens/ filters: • At points of discharge into other nallahs/ water-bodies • Additionally , At a distance of every 1 km in case of 'Secondary Nallahs' • For cities with more than 10 Lakh population: Automated/ Mechanical screens on Secondary Nallahs for collection and cleaning of waste	100% SWD/ Nallahs should have screens/ filters: • At points of discharge into other nallahs/ water-bodies • Additionally, At a distance of every 1 km in case of 'Secondary Nallahs' • For cities with more than 10 Lakh population: Automated/ Mechanical screens on Secondary Nallahs for collection and cleaning of waste
			100	150	200	200

NOTE

- No visible waste on the Nallah/Drains having filters/screens

No visible solid waste in water bodies + Screening of Storm water drains/ Nallahs

NOTE

14.1: No visible solid waste in water bodies

- ❖ Trash Cleaners* to be available in Cities having Water Bodies exceeding certain size such as: 1. Greater than 1 Acre area; and/or 2. Greater than 30 m width

14.2: Screening of Storm water drains/ Nallahs

- ❖ Definition of Nallahs/Drains based on their width:
 - **Primary Nallahs/Drains** : More than 5m width
 - **Secondary Nallahs/Drains** : Between 1m to 5m width
 - **Tertiary Nallahs/Drains**: Less than 1m width
- ❖ Any storm water drain which carries wastewater/ sewerage, or is mixed with wastewater/ sewerage, it will be considered as a 'Nallah', and NOT storm water drain
- ❖ All 'tertiary nallahs/drains' (irrespective of the width) and 'secondary nallahs/drains' having width between 1 meter to 5 meter, are to be considered for screening
- Screens/Filters shall be regularly monitored to keep the screens/filters clean
- Minimum cleaning schedule of screens/filters:
 - Quarterly for 'Primary Nallahs/Drains'
 - Monthly for 'Secondary & Tertiary Nallahs/Drains'

MEANS OF
VERIFICATION

14.1: No visible solid waste in water bodies

- Verification through independent observation
- List/Map of Water bodies
- List of trash cleaners available (level 3 & 4)

14.2: Screening of Storm water drains/ Nallahs

- Verification through independent observation
- List/Map of all Drains & Nallahs with types (primary, secondary, tertiary) and placement of screens/filters
- Cleaning schedule of screens/filters

C&D Waste- Segregation

CONDITION	<p>Facilitation of segregation of C&D waste - 'X' percent of C&D waste collected from non-bulk waste generators is segregated in a designated area or space allotted by authorities</p> <p>Segregation should be in the following five categories: <i>Concrete, soil, steel, wood & plastics, bricks & mortar</i></p>
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NOTE	<ul style="list-style-type: none"> Designated facility to have a civil structure in place with separate areas for segregated storage of the five categories of C&D waste. Identified facility should be well fenced demarcating minimum area of 50 sq.m. For all Levels, Notification and enforcement of charges for C&T, P&D of C&D Waste is mandatory
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	Level	Level 1	Level 2	Level 3	Level 4
CONDITION (Contd.)	Condition	- Segregation of 20% of C&D waste from non-bulk generators in an earmarked designated facility	- Segregation of 40% of C&D waste from non-bulk generators in a designated facility with a civil structure in place - Segregation facilities*/ machineries/ plants for cities to be in place	- Segregation of 70% of C&D waste from non-bulk generators in a designated facility with a civil structure in place - Segregation facilities*/ machineries/ plants for cities to be in place	- Segregation of 90% of C&D waste from non-bulk generators in a designated facility with a civil structure in place - Segregation facilities*/ machineries/ plants for cities to be in place
	Marks	100	150	200	250

* Facilities without machineries will only be considered for cities with less than 1lakh population cities.

C&D Waste- Segregation

MEANS OF
VERIFICATION

- Quantity of C&D waste collected from non-bulk generators that is segregated
- Details of C&D facilities –segregation (including machineries installed)
- Facility wise evidence of quantity of C&D waste received and segregated AND/
OR Copy of contract (if outsourced) of C&D segregation along with evidence of quantity of C&D waste handled at the designated facility (whichever applicable)

Geo-mapping of waste processing facilities, scientific landfills, dumpsites, STP/ FSTPs

All waste processing facilities, scientific landfills, dumpsites, STP/ FSTPs to be geo-mapped				
Level	Level 1	Level 2	Level 3	Level 4
CONDITION	Geo-mapping of: - MRFs - Wet waste processing facilities - Dumpsites - Scientific Landfills - Waste to Energy facilities (if applicable)	Geo-mapping of: - MRFs - Wet waste processing facilities - Dumpsites - Scientific Landfills - Waste to Energy facilities (if applicable)	Geo-mapping of: - MRFs - Wet waste processing facilities - Dumpsites - Scientific Landfills - Waste to Energy processing facilities - C&D waste processing facilities - STPs/FSTPs	Geo-mapping of: - MRFs - Wet waste processing facilities - Dumpsites - Scientific Landfills - Waste to Energy processing facilities - C&D waste processing facilities - STPs/FSTPs
	Marks	100	100	150
MEANS OF VERIFICATION		<ul style="list-style-type: none"> Geo-mapping of MRFs, Wet waste processing facilities, Dumpsites, Scientific Landfills, Waste to Energy, C&D waste processing facilities, STPs/FSTPs on Swachhtam Portal 		

Geo-mapping of the wards i.e. ward boundaries, drains, nallahs, water bodies

All ward boundaries, drains, nallahs, water bodies to be geo-mapped					
CONDITION	Level	Level 1	Level 2	Level 3	Level 4
	Condition	Geo-mapping of: - 100% of total wards	Geo-mapping of: - 100% of total wards - Water bodies (not limited to ponds, lakes, tanks, rivers etc.)	Geo-mapping of: - 100% of total wards - Water bodies (not limited to ponds, lakes, tanks, rivers etc.) - Storm Water Drains - Nallahs	Geo-mapping of: - 100% of total wards - Water bodies (not limited to ponds, lakes, tanks, rivers etc.) - Storm Water Drains - Nallahs
	Marks	100	150	200	200

MEANS OF VERIFICATION

- Uploading of ward geo-boundaries & geo-tagging of drains, nallahs, water bodies on Swachhtam Portal

City Beautification

CONDITION

Visible beautification of city with focus on sustainability, including repairs and maintenance of public places under ULB jurisdiction to achieve a clean and aesthetically pleasing city. Every ward shall have:

- i. Well-lit public places
- ii. Footpaths/ Side-road/ Medians/ Crossing/ Circle well-maintained
- iii. Roads and pavements free from pot-holes with proper signage and no debris
- iv. Maintenance of green belts of roads and public places in the ward with Tree Plantation and proper landscaping for mitigation of air pollution based open location of pollution sources
- v. Incorporation of local art, culture and heritage elements
- vi. Introduce water fountains at traffic intersection, wherever feasible, to reduce air pollution or installation of wire mesh on bridges over water-bodies to reduce littering in the water-bodies
- vii. All tourist/iconic places to be well-lit, must have no GVP, segregated litter bins (wet and dry) twice a day daily sweeping, no hanging banners with public walls free from posters/bills
- viii. Pedestrianisation of high footfall commercial places and other public places
- ix. No hanging banners and Public walls are free from posters/bills (except government notices)
- x. All construction/maintenance work in public roads/areas are demarcated and covered to avoid dispersion of particulate matter

City Beautification

CONDITION (Contd.)	Level	Level 1	Level 2	Level 3	Level 4
	Condition	At least 3 parameters met	At least 5 parameters met	At least 7 parameters met	At least 9 parameters met
	Marks	100	150	225	300

MEANS OF VERIFICATION

- Parameter will be verified only through independent observation.
- Ward-wise list and details of activities with exact location (geo-coordinates) for each parameter.

On-site wet waste processing by non-bulk waste generator

CONDITION	<p>At least 'x' percent of waste generators (excluding BWGs, RWAs) shall have onsite wet waste processing facility (composting/biomethanation). This may include individual homes (not part of RWAs), commercial and other non-bulk waste generators.</p> <p>Note: ULB to provide ecosystem/ mechanism to support citizens with home or community composting/ biomethanation needs, to help reduce waste.</p>				
	Level	Level 1	Level 2	Level 3	Level 4
	Condition	2%	5%	7%	10% + At least 1 ward with 100% on-site wet waste processing (within the ward)
Marks	100	150	225	300	

MEANS OF VERIFICATION	<ul style="list-style-type: none"> List with count and details of waste generators with on-site wet waste processing facilities (composting/bio-methanation)
	<ul style="list-style-type: none"> Evidence of the technical support for on-site wet waste processing provided by the ULB
	<ul style="list-style-type: none"> Evidence of Community waste reduction measures taken by the city

C&D Waste- Processing & Recycling

Facilitation of processing & recycling of C&D waste - 'X' percent of C&D waste collected is processed and recycled within municipal limits in a designated facility or allotted space.				
Level	Level 1	Level 2	Level 3	Level 4
CONDITION	Bulk Generators: 100%	Bulk Generators: 100%	Bulk Generators: 100%	Bulk Generators: 100%
	<p>- Processing & Recycling of 25% of C&D waste from non- bulk generators in a designated facility with a civil structure in place</p>	<p>- Processing & Recycling of 50% of C&D waste from non- bulk generators in a designated facility with a civil structure in place</p> <p>- Processing & Recycling facilities*/ machineries/ plants for cities to be in place</p>	<p>- Processing & Recycling of 75% of C&D waste from non- bulk generators in a designated facility with a civil structure in place</p> <p>- Processing & Recycling facilities*/ machineries/ plants for cities to be in place</p>	<p>- Processing & Recycling of 90% of C&D waste from non- bulk generators in a designated facility with a civil structure in place</p> <p>- Processing & Recycling facilities*/ machineries/ plants for cities to be in place</p> <p>For cities with more than 5 Lakh population, ULB to ensure C&D waste processing plants with provision of Segregation/ Recycling center with machineries such as separators for segregation, hammer for crushing, conveyor belts for movement of materials, etc.</p>
Marks	100	150	200	250

Component 20

C&D Waste- Processing & Recycling

NOTE

- For all Levels, Notification and enforcement of charges for C&T, P&D of C&D Waste is mandatory
- Cities with population less than 50,000 may tie-up with other ULB(s) to process C&D waste up (Agreement copy to be submitted with details of parent ULB processing C&D Waste)
- * Facilities without machineries will only be considered for cities with less than 1 lakh population.

MEANS OF VERIFICATION

- Details of bulk C&D waste generators: C&D waste generated, segregated, processed, recycled.
- Quantity of C&D waste collected from non-bulk generators that is processed/ recycled
- Details of C&D facilities – storage, segregation (including machineries installed), processing and recycling
- Details of C&D facilities – storage, segregation (including machineries installed), processing and recycling

C&D Waste- Use of Materials

CONDITION	<p>Provisions made for use of ‘X’ percent of raw C&D waste in municipal/ government/ municipality approved construction activities in nonstructural applications: lower layers of road pavements, inner colony roads, filling of plinth and basement etc.</p> <p>‘AND/OR’</p> <p>Provisions made for use of ‘X’ percent of material made out of C&D Waste in municipal and/or government construction activity (if available) in kerb stones, structural concrete as manufactured aggregate, paving blocks, bricks etc.</p>				
	Level	Level 1	Level 2	Level 3#	Level 4#
	Condition	At least 5%	At least 10%	At least 20%	At least 30%
	Marks	100	150	200	250

NOTE	* For all Levels, Notification and enforcement of charges for C&T, P&D of C&D Waste is mandatory
	# In case of Level 3/ Level 4, Daily/Weekly Processing Log-Book, Sale Register & Vendor details (if outsourced) digitally maintained by ULB are linked with SBM portal

MEANS OF VERIFICATION	<ul style="list-style-type: none"> Copy of notification of charges for collection, transportation, processing and disposal of C&D Waste
	<ul style="list-style-type: none"> Evidence of use of raw C&D waste (nonstructural applications) and/or material made out of C&D waste (structural application) in municipal/ government/municipality approved construction activities, as per rating condition
	<ul style="list-style-type: none"> Sale receipt for C&D Waste Material used/processed

C&D Waste- Use of Materials

CONDITION		Sale of 'x' percent of waste by-products from Wet/ Dry/ C&D waste (out of waste processed)				
		Level	Level 1	Level 2	Level 3	Level 4
Condition	Wet waste	At least 20%	At least 30%	At least 50%	At least 75%	
	Dry waste	At least 30%	At least 40%	At least 60%	At least 85%	
	C&D waste	At least 2%	At least 5%	At least 7%	At least 10%	
Marks			100	150	200	250

NOTE	
	Finished products consumed/utilized by the ULB will be considered as sale besides actual revenue generation from the finished products. The revenue (self-consumption) will be calculated on the basis of commercial rate that ULB charges for supplying/selling compost/methane.

MEANS OF VERIFICATION	
	<ul style="list-style-type: none"> Evidence of quantum of waste by-product generation (Wet/ Dry/ C&D)
	<ul style="list-style-type: none"> Log-book for in-house/ departmental consumption along with letter from competent authority
	<ul style="list-style-type: none"> Invoice/ Sale receipt for Waste by-product

Processing of Sanitary and Domestic Hazardous waste

CONDITION	<p>Percentage of total sanitary and domestic hazardous waste* (menstrual waste and baby/adult diapers and others) collected (either collected separately at source or received from MRF Centre) is treated, either by ULB or through third party. Biomedical waste from Hospitals, Nursing homes/clinics/Labs etc. not considered.</p> <p>* 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</p>				
	Level	Level 1	Level 2	Level 3	Level 4
	Condition	At least 25%	At least 50%	At least 75%	90%
	Marks	150	200	250	300

MEANS OF VERIFICATION	Sanitary and Domestic Hazardous Waste Processing	
	•	Total Sanitary waste collected and processed
	•	Total Domestic Hazardous Waste collected and processed
	•	Plant/ Facility wise details of quantity of Sanitary and Domestic Hazardous Waste received and processed
	•	Copy of contract and payment/processing report, if outsourced.

Digital Monitoring of SWM Operations (incl. City facilities)

Digital recording & monitoring of SWM value chain components					
Note: The monitoring to be done using ICT solution and not based on excel.					
Level	Level 1	Level 2	Level 3	Level 4	
CONDITION	Condition	Digital recording & monitoring of: - Door-to-door collection & SWM Operations	Digital recording & monitoring of: - Door to Door Collection - Waste processing facilities (waste processed and sale register & vendor details)	Digital recording & monitoring of: - Door to Door Collection - Waste processing facilities (waste processed and sale register & vendor details) - Waste disposal facilities	Digital recording & monitoring of: - Door to Door Collection - Waste processing facilities (waste processed and sale register & vendor details) - Waste disposal facilities - BWG processing
	Marks	100	200	325	450

MEANS OF VERIFICATION

- Real time monitoring at ULB level & further reporting on Swachhatam Portal



**Ministry of Housing and Urban Affairs
Government of India**