

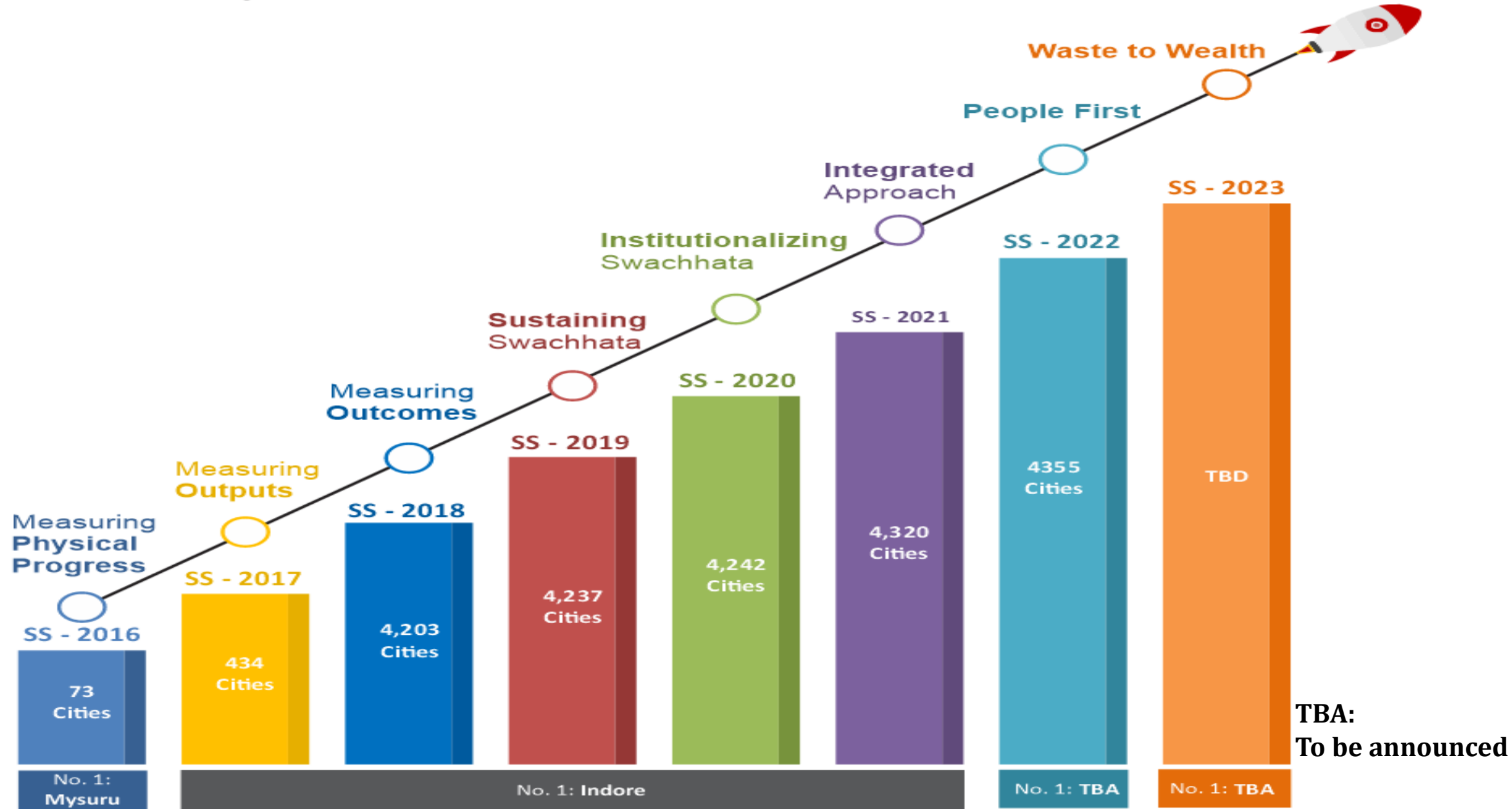
SWACHH SURVEKSHAN

#Mera Shahar, Meri Pehchan 2023

WASTE TO WEALTH

Toolkit

Evolution of Swachh Survekshan (SS)



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

Methodology

Process changes in SS-2023

- 01 > **Assessment in 4 phases to evaluate progress across all 4 quarters**
- 02 > **Citizen validation of select indicators introduced in Phase 3**
- 03 > **Field assessment of processing facilities introduced in Phase 3**
- 04 > **Citizen feedback to be initiated much earlier, from 1st Oct 2022**

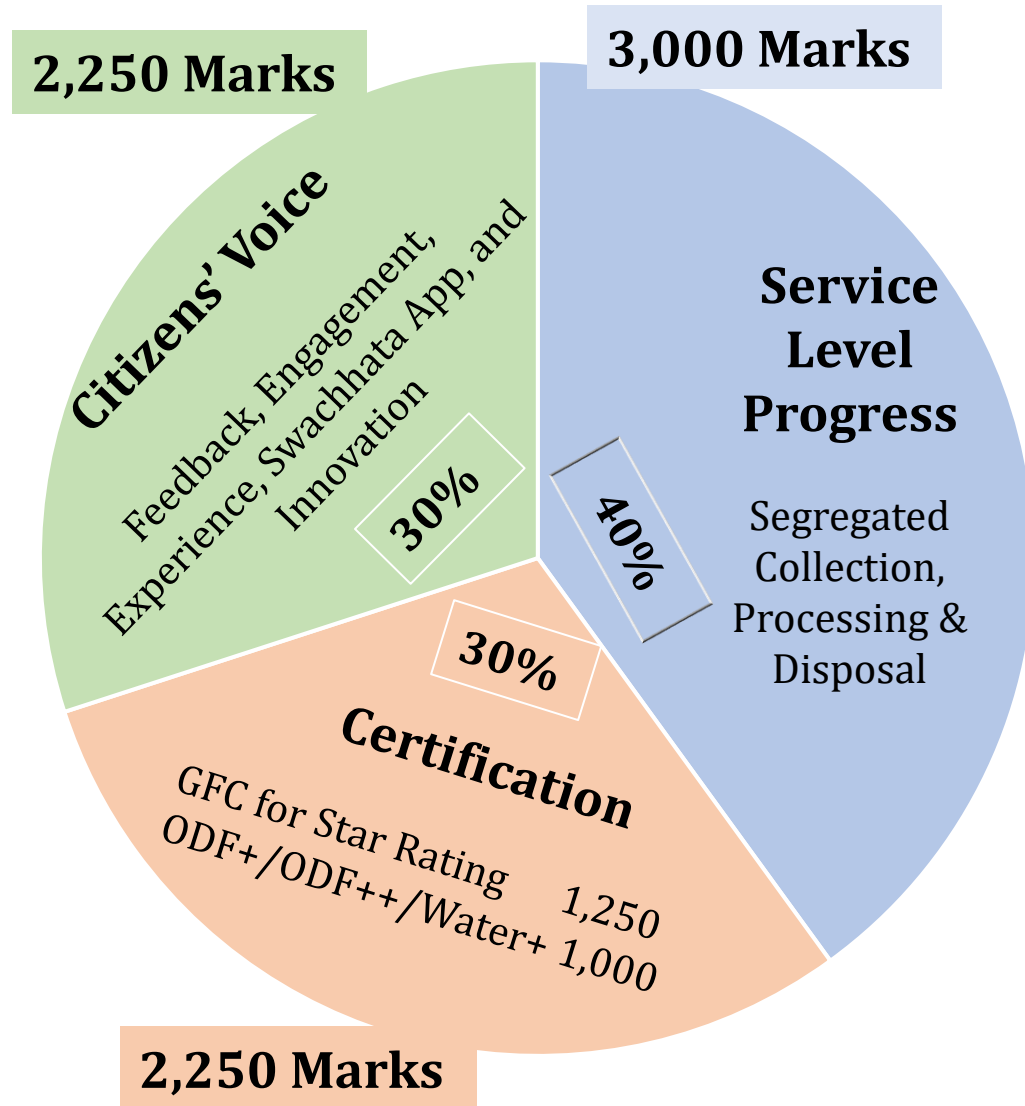
SS 2023 - Assessment to be done in 4 phases

| | | | |
|---------------------|----------------------------|---------------------------------------|---|
| Ph-1 Apr - May | SS-2022 Indicators Ph-1 | Ph-1 320 Marks (7% of 4,525) | On-Call Validation |
| Ph-2 June - July | SS-2022 Indicators Ph-2 | Ph-2 457 Marks (10% of 4,525) | On-Call Validation |
| Ph-3 Aug - Sep | SS-2023 Indicators Ph-3 | Ph-3 1647 Marks (36% of 4,525) | * validation of focused indicators through citizens + On Field visit to processing facilities |
| Ph-4 Oct - Dec | SS-2023 Indicators Ph-4 | Ph-4 2,150 Marks (47% of 4,525) | On-Field Validation (All indicators to be validated) |
| | | Total 4,525 marks | *Ph-3 Claims made by ULBs will be available on public domain for their feedback (50% weightage) |

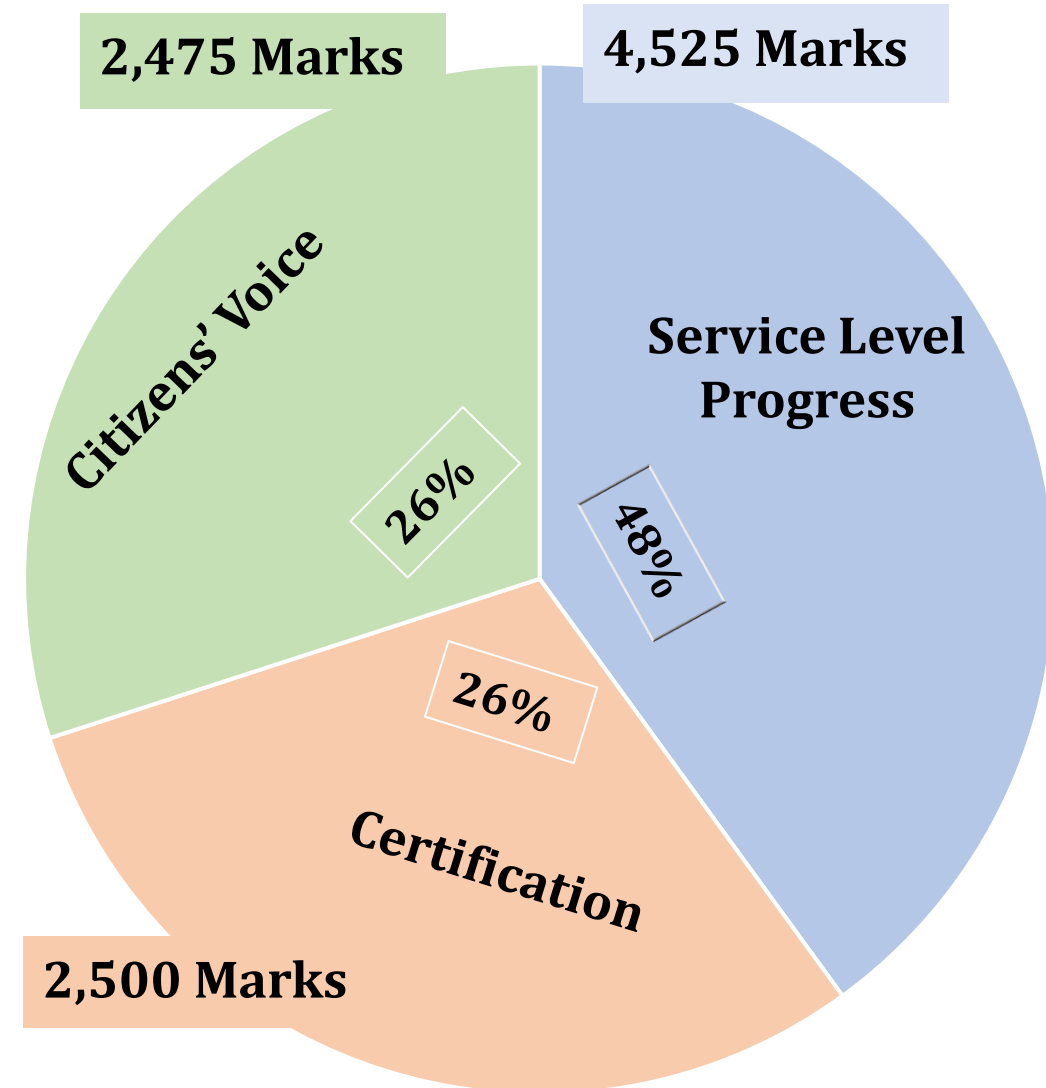
Note: Ph-1 & 2 will be assessed on the basis of Service Level Progress indicators designed for SS-2022

Evaluation parameters

SS-2022 Total Marks 7,500



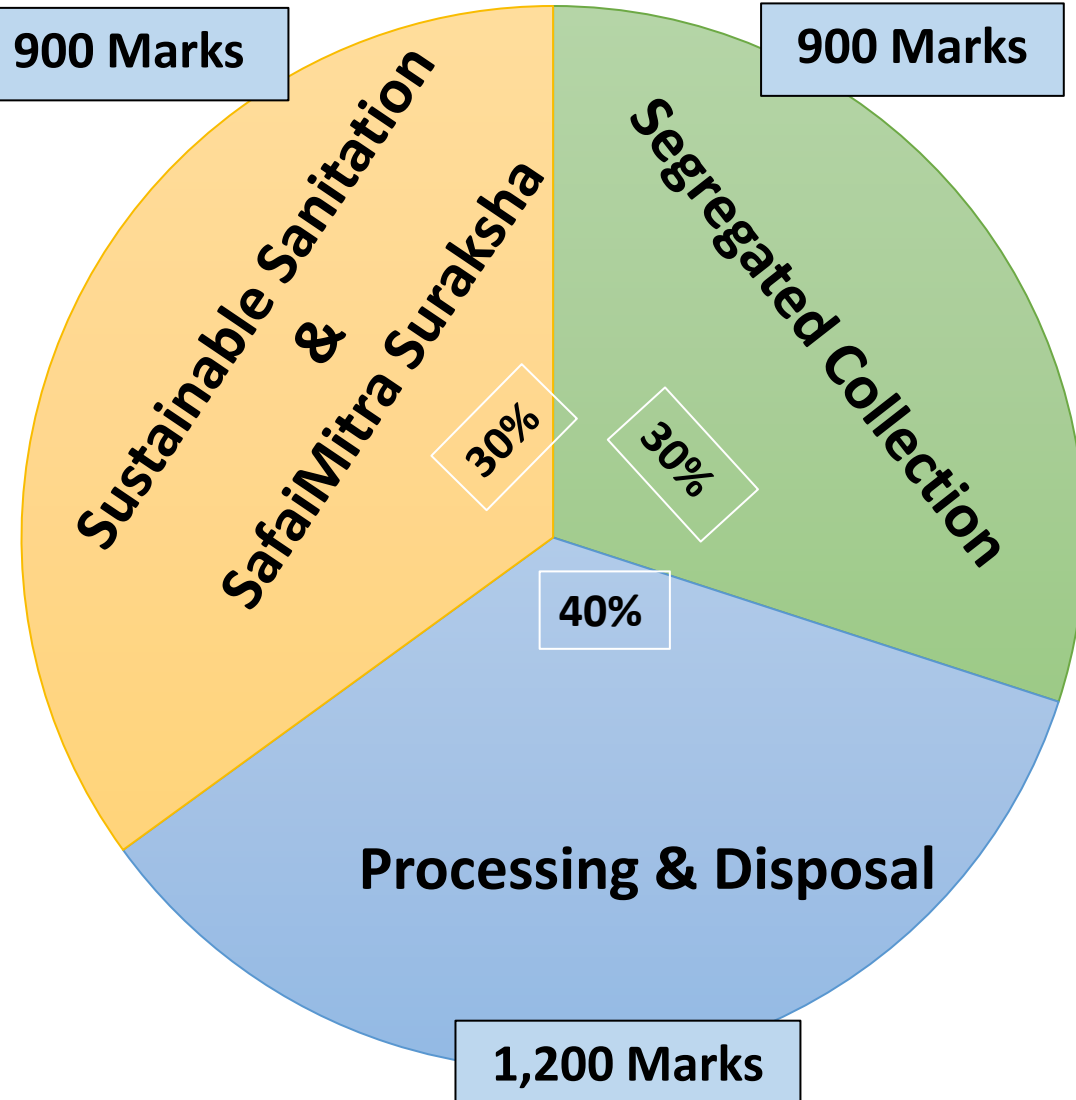
SS-2023 Total Marks 9,500



Change in 'Service Level Progress' marks

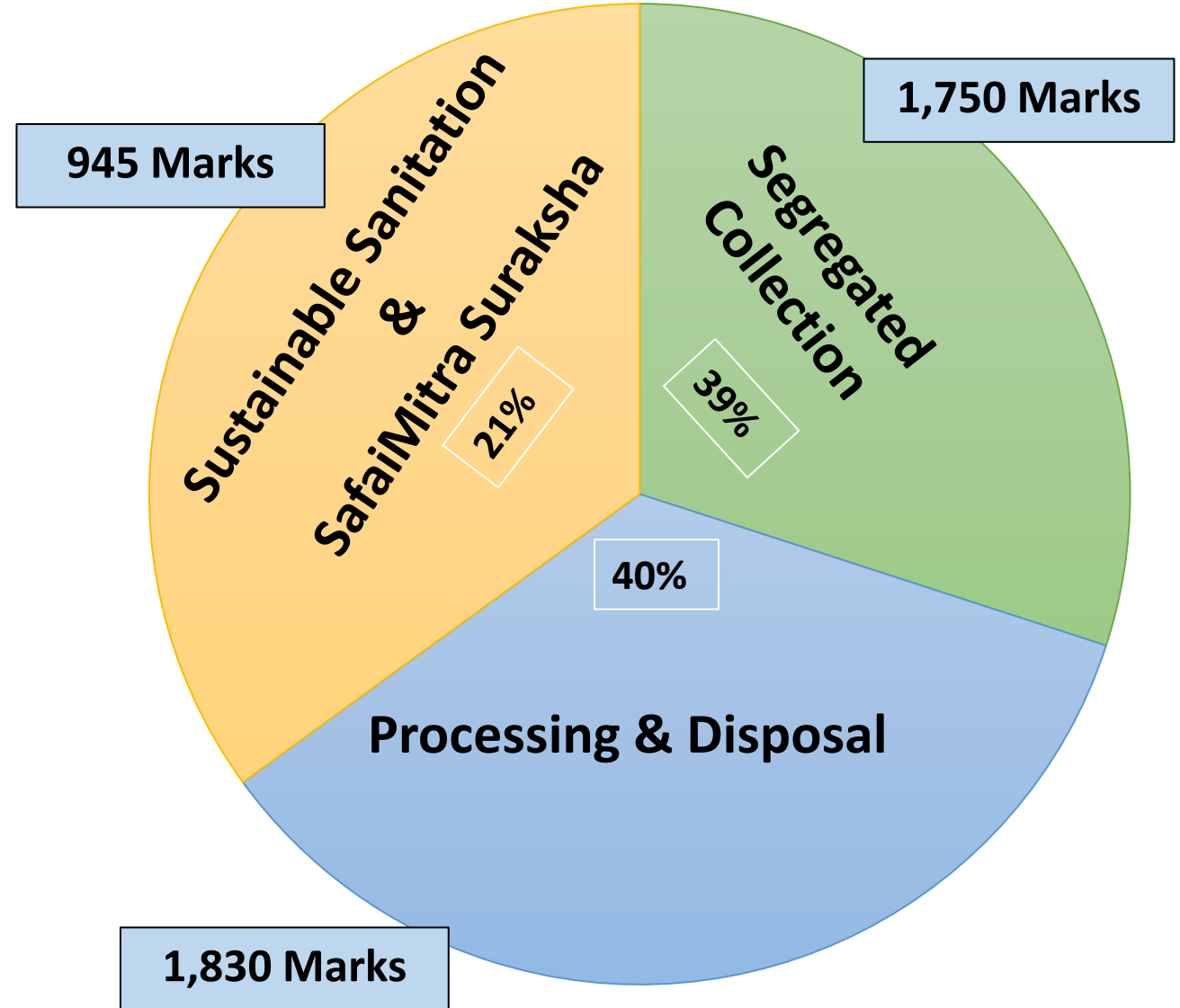
SS-2022 Total Marks 3,000

900 Marks



SS-2023 Total Marks 4,525

945 Marks



Key changes in the evaluation parameters

- 01 Increased marks from 10% to 13% for segregated door to door collection
- 02 Increased marks from 1% to 3% for cleaning of back lanes
- 03 Increased marks from 2% to 9% for plastic waste management
- 04 Increased marks from 2% to 5% for zero waste event and moved to SLP
- 05 Introduced dedicated indicator on 'waste to wonder' park with 2% weightage

Key changes in the evaluation parameters

06

Marks under the 'Swachh Ward' indicator increased from 1% to 6% of the 'Citizens' Voice' component

07

Indicator added - NCC Cadets, NYKS, NSS to be engaged in cleanliness and maintenance of monuments and parks on Freedom Fighters

08

Increased marks for Divyang friendly toilets from 3% to 9%, under the Sustainable Sanitation component

Ranking & Award Categories



Ranking Categories

1. <1 L Population cities

- Zonal ranking (5 Zones)
- divided into 4 population categories

50 K - 1 L

535 ULBs

25 - 50 K

989 ULBs

15-25 K

1,020 ULBs

<15 K

1,357 ULBs

2. >1 L Population cities

- 1 L – 10 L cities rank
- >10L cities ranking

Separate Ranking of States and Aspirational Districts

Awards - Population categories

Awards: Cities with <1 Lakh Population

National Level Awards

1. Cleanest City – Rank No.1
2. Cleanest City – Rank No.2
3. Cleanest City – Rank No.3

Each population category below will be divided into
5 Zones for Zonal Awards

| | | |
|------------|---|------------|
| 50 K - 1 L | → | 535 ULBs |
| 25 - 50 K | → | 989 ULBs |
| 15-25 K | → | 1,020 ULBs |
| <15 K | → | 1,357 ULBs |

Awards: Cities with >1 Lakh Population

National Level Awards

1. Cleanest City – Rank No.1
2. Cleanest City – Rank No.2
3. Cleanest City – Rank No.3

Population wise Awards

| | | |
|-------------------------------|---|----------|
| 1-3 L | → | 323 ULBs |
| 3 - 10 L | → | 99 ULBs |
| 10-40 L | → | 40 ULBs |
| >40 L | → | 9 ULBs |
| National/State Capitals & UTs | | |

Separate Awards for Cantt. Boards & Ganga Towns

State Ranking: Broad Performance Parameters

Two Categories: (1) State with >100 ULBs; and (2) States with <100 ULBs

50% Weightage

Support from State to ULBs (As on 31st Dec 2022)

1. Whether 100% cities have adhered to revised fund flow procedure issued by M/o Finance -
 - a. Single Nodal Account (SNA) registered at State level",
 - b. All ULBs registered on PFMS in state linked scheme of SBM-U,
 - c. Every ULB in State has refunded unspent balance,
 - d. every ULB is compliant with EAT module of PFMS
2. Whether e-procurement system is in place and used by 100% ULBs for procurements under SBM (GeM or State Level e-procurement system)
3. Whether Responsible Sanitation Authority (RSA) and Sanitation Response Unit(SRU) are notified and operational in all Districts and ULBs
4. **%(age) of ULBs uploaded CSAP and CSWAPs on MIS**
5. Whether State ensured 100% compliance for activities mandatory in conducting Swachh Technology Challenge (STC) as per guidelines for STC shared by MoHUA
6. **%(age) of ULBs have submitted their proposal on the Proposal Tracking System**

30% Weightage

Prerak DAUUR (GFC and ODF+/++/Water+)

% of cities in the state achieved **Prerak DAUUR** levels in the following categories-

- a. Platinum (Divya) Cities
- b. Gold (Anupam) Cities
- c. Silver (Ujjwal) Cities
- d. Bronze (Udit) Cities

20% Weightage

Performance in SS-2023

% of cities achieved >60% Marks in the State as per SS-2023 results

- a. >90% of cities
- b. 81-90 % of cities
- c. 71-80 % of cities
- d. 61-70 % of cities
- e. 51-60% of cities
- f. <51 % of cities

UT Ranking: Broad Performance Parameters

50% Weightage

Support from UT to ULBs (As on 31st Dec 2022)

1. Whether 100% cities have adhered to revised fund flow procedure issued by M/o Finance -
 - a. Single Nodal Account (SNA) registered at UT level",
 - b. All ULBs registered on PFMS in state linked scheme of SBM-U,
 - c. Every ULB in UT has refunded unspent balance,
 - d. every ULB is compliant with EAT module of PFMS
2. Whether e-procurement system is in place and used by 100% ULBs for procurements under SBM (GeM or UT Level e-procurement system)
3. Whether Responsible Sanitation Authority (RSA) and Sanitation Response Unit(SRU) are notified and operational in all Districts and ULBs
4. **%(age) of ULBs uploaded CSAP and CSWAPs on MIS**
5. Whether UT ensured 100% compliance for activities mandatory in conducting Swachh Technology Challenge (STC) as per guidelines for STC shared by MoHUA
6. **%(age) of ULBs have submitted their proposal on the Proposal Tracking System**

30% Weightage

Prerak DAUUR (GFC and ODF+/++/Water+)

% of cities in the state achieved **Prerak DAUUR** levels in the following categories-

- a. Platinum (Divya) Cities
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- b. 81-90 % of cities
- c. 71-80 % of cities
- d. 61-70 % of cities
- e. 51-60% of cities
- f. <51 % of cities

PRERAK

DAUUR

Divya Anupam Ujjwal Udit aaRohi

SAMMAN

प्रेरक दौड़ सम्मान

SS-2023 Prerak DAUUR Samman

Revised categorization of Cities

| Prerak DAUUR Category | GFC star rating for SS-2023 | Sanitation Status for SS-2023 |
|-------------------------|-------------------------------------|-------------------------------|
| Platinum (Divya) | 7 Star (Water+ mandatory) | Water+ |
| Gold (Anupam) | 5 Star (ODF++ mandatory) | Water+ |
| Silver (Ujjwal) | 3 Star (ODF+ mandatory) | ODF++ |
| Bronze (Aarohi) | 1 Star (ODF mandatory) | ODF+ |

Note: To achieve Prerak DAUUR category, the city must meet both criteria. If city has one higher and one lower certification status, lower Prerak DAUUR category will be given.



सत्यमेव जयते

Ministry of Housing and Urban Affairs
Government of India



INDICATORS

**SWACHH
SURVEKSHAN**

#Mera Shahar, Meri Pehchan **2023**

Service
Level
Progress

**Ph-3
&
Ph-4***

***Ph-1 & Ph-2 Service Level Progress Indicators will be referred from SS-2022 toolkit only**



Service Level Progress Indicators

Total 4,525 Marks

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
- On Call Validation
- Data from MIS

**False claims by the ULB in the SLP will invoke negative marking through Independent Validation Matrix

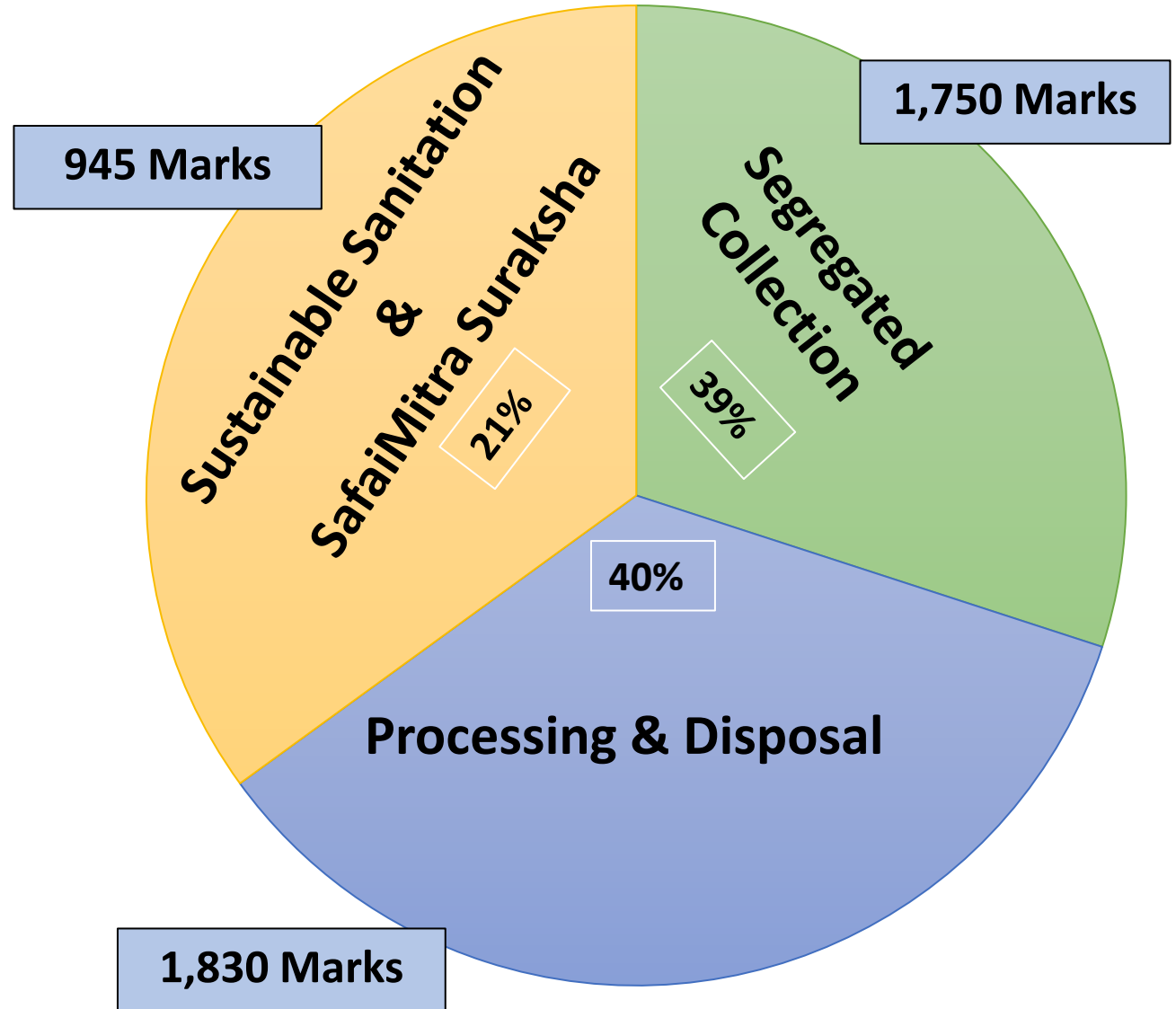
Independent Validation Matrix

- **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 Mark' |
|--------------------|---|
| <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% |

1. SEGREGATED COLLECTION

Total 4,525 Marks



Total Number of Indicators: 7

1,750 Marks / 4,525 Marks

1.1

Percentage of Wards covered with 100% Segregated Waste Collected daily at source (wet, dry, sanitary & domestic hazardous **) and **maintained till dedicated processing facility for the stream.** (>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)

Marks
600
(560+40)

(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

| | |
|---|-----|
| Collection* of Segregated Waste maintained till processing/disposal site in >85% Wards | 560 |
| Collection of Segregated Waste maintained till processing/disposal site in 76-85% Wards | 500 |
| Collection of Segregated Waste maintained till processing/disposal site in 66-75% Wards | 440 |
| Collection of Segregated Waste maintained till processing/disposal site in 56-65% Wards | 310 |
| Collection of Segregated Waste maintained till processing/disposal site in 46-55% Wards | 280 |
| Collection of Segregated Waste maintained till processing/disposal site in <45% Wards | 200 |

Real-time segregated collection details maintained by the ULB **along with vehicle & vendor details** (if outsourced) need to be **monitored daily** and **data to be updated/linked (through APIs) on the SBM Portal 'Swachhatam' on WEEKLY BASIS**

40

****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 also be collected on a weekly basis.**

***Gate** means the point from where the waste collector collects the 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

Note:

1. Waste from Homes Quarantined under Covid-19 to be collected separately as per MoHUA guidelines
2. ULBs providing details of daily collection of segregated waste will get additional marks with exemption in documentary support
3. ULBs may also opt for collection of dry waste on alternate days/twice or once in a week basis to optimize their waste collection system.
4. 100% waste generated to be collected from number of wards covered under segregated door to door waste collection excluding bulk waste generators and non-bulk waste generators practicing on-site processing.

1.1

Percentage of Wards covered with **100% Segregated Waste Collected daily at source** (wet, dry, sanitary & domestic hazardous **) and maintained till processing/disposal facilities.

(>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)

Methodology for Validation

100% samples to be validated from Citizens'

1. Based on the sample size and population size of the city, city will be divided in required number of zones (>10L 5 zones/ 1-10L 4 zones/<1L 2 zones)
2. The assessor will randomly approach the households/Commercial units in wards claimed under segregated door-to-door collection of solid waste
3. Question will be asked if waste is collected in three separate categories daily (dry and hazardous waste can be collected on alternate or twice/once in a week) from the house/commercial unit or gate (whichever condition applicable)
4. On the basis of response (negative/positive) received from households/commercial units, **Independent Validation Matrix (IVM)** will be applied, and final marks given). Final marks = Marks claimed – marks adjusted under independent validation (if any).



Declaration Template: Indicator 1.1

| Data required for Q3: | |
|---|---|
| Total Number of Wards in the ULB: <small>*should match with the number of wards on SBM Portal</small> | |
| Total Number of Wards in the ULB where 100% Segregated D2D Collection (all gates) of Waste takes place: | |
| Whether the waste is segregated into 3 types i.e. (wet, dry, sanitary and domestic hazardous) and maintained till dedicated processing facility for the stream? | Yes • No • |
| Is the D2D collection of segregated waste from the gates (as defined in the toolkit) in the wards outsourced to a vendor/third party? | Yes • No • For some wards • |
| Is the waste from Homes Quarantined under COVID-19 collected separately as per Mohua guidelines in the ULB? | Yes • No • |
| What is the frequency of dry waste collection within the ULB? | Daily • Alternate Days • Twice a week • Once a Week. • |
| <u>Is</u> real-time segregated waste collection details maintained by the ULB for every vehicle and vendor? | Yes • No • Under Implementation • |

The format of the declaration templates will be provided on the Swachattam Portal. ULBs should download the templates, fill them with appropriate data and submit them on the portal within the given time frames.

Important Documents for SLP Indicator 1.1

| Indicator 1.1 | |
|---------------|--|
| 1. | Provide the monthly Ward wise waste collection log books. (if waste is segregated there should be different columns for different types of waste collected from each ward). If collection from Covid 19 Quarantined houses is conducted separately, same should be mentioned in the logbook. |
| 2. | If D2D collection of segregated waste from households is outsourced, then attach the latest and valid agreement/MoU signed between the ULB and third party vendor. <u>Date & signatures of both the parties are compulsory for the document to be considered valid.</u> |
| 3. | If real-time segregated waste collection details are maintained by the ULB, then attach the document showing the real time tracking and monitoring of the vehicles in Q3 (along with screenshots of the tracking page) |

Please Note that the above given are supporting documents for the claims made in the declarations submitted by the ULBs. Failure to provide supporting documents lead to the declaration being considered as null and void.

Along with supporting documents, each claim will be validated either through Citizen Validation, Direct Observation, On call Validation, MIS data or a combination of these and Independent Validation Matrix shall be applied for the final scoring.

| Indicator | Validation Methodology |
|-----------|------------------------|
| 1.1 | Citizen Validation |

- **Citizen Validation and Direct Observation Shall be conducted in Residential and Commercial Areas.**
- **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 chooses household/shops randomly and conduct the independent citizen validation.**
- **The Independent Validation questions are always YES/NO answer type questions and objective in nature.**

Cleaning of Public Areas: 100% Wards are Clean and well maintained in the Urban Local Body (ULB)

Twice a day sweeping (including night sweeping) in all commercial and public areas, once a day sweeping in all residential areas, **Clean back lanes (#Backlane Revolution)**, Zero Garbage Vulnerable Points(GVP),) & Zero Secondary Storage Bins

**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.



Sampling Criteria

| 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. (Y/N) Note: Mechanized cleaning for 4-lane roads in ULBs with >10L population and water spray/sprinkling in cities <10L Population | | | | | 30 | |
| 2. | Once a day sweeping in all residential areas – cleanliness maintained (Y/N) | | | | | 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 | |
| | | | | | | | |
| Population Category | | <25K | 25-50K | 50K-1L | 1-3L | 3-10L | >10L |
| Locations | | 2 | 4 | 6 | 8 | 10 | 12 |
| Zones | | 2 | 2 | 2 | 4 | 4 | 5 |
| Criteria | Total | 4 | 8 | 12 | 32 | 40 | 60 |

*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 back side of the commercial buildings/office complexes, back side of houses, religious places or any building in the city which generally doesn't cover under daily cleaning and

1.2

Cleaning of Public Areas: 100% Wards are Clean and well maintained in the Urban Local Body (ULB)
Twice a day sweeping (including night sweeping) in all commercial and public areas, once a day sweeping in all residential areas, Clean back lanes, transformation of Garbage Vulnerable Points(GVP),and zero secondary storage bins

**Methodology for
Validation Mixed
Samples**

**Direct Observation
+
Citizens**
(if on-call validation
– 100% Citizens)

1. Based on the sample size and population size of the city, city will be divided in required number of zones (>10L 5/ 1-10L 4/<1L 2)
2. Sampling methodology:
 - a. Twice a day sweeping in commercial and public areas: **75% Samples from Shopkeepers/vendors + 25% Direct Observation**
 - b. Once a day sweeping in residential areas: **75% residents + 25% Direct Observation**
 - c. Back Lane : **100% Direct Observation**
 - d. Zero GVPs : **80% Direct Observation + 20% citizens**
 - e. Zero secondary storage bins: **100% Direct Observation**
3. On the basis of observation/responses (negative/positive) received from citizens, **Independent Validation Matrix (IVM)** will be applied, and final marks given. Final marks = Marks claimed – marks adjusted as per IVM

| SLP Documents for Indicator 1.2 | |
|---------------------------------|---|
| 1. | If sweeping of residential and commercial areas is outsourced, then copy of contract/MoU/official engagement letter, signed on or before 1 st November 2022. |

| Indicator | Validation Methodology |
|-----------|---|
| 1.2 | Direct Observation + Citizen Validation |

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 (GVP)

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.



1.3

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

(45+20+10)

Storm water drains/nullahs are designed to drain excess rain and ground water from impervious surfaces such as paved streets, car parks, parking lots, footpaths, sidewalks, and roofs. Storm-water drains vary in design from small residential dry wells to large municipal systems. ULBs are expected to make sure that storm water drains are not choked with solid waste for free flow of the water. Similarly, water bodies are an integral part of eco-system – need to be protected from waste with scheduled cleaning and maintenance work. Further, there should be no encroachment around water bodies and storm water drains/nullahs



Scheme of Marking – Storm Water Drains/Nallahs

Marks
45

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

9

No solid waste floating/visible in 100% of the areas

9

Boundary existing around all Storm water drains/Nallah should be well maintained

9

No encroachment around storm water drains/Nallah

9

No sewage/septic tank effluent discharged/disposed

9

Scheme of Marking - Water Bodies

Marks
20

No solid waste floating/visible in 100% of area

4

No open dumpsites present near the water bodies

4

Sweeping & Cleaning arrangements are in place & No Garbage Vulnerable Points(GVP) present near water bodies

4

Adequate twin-litterbins placed in every 50 meters of water bodies & Placement of Anti-littering message every 50 meters

4

No sewage/septic tank effluent discharged/disposed

4

Sampling Criteria

| Population Category | <50K | 50K-1L | 1-3L | 3-10L | >10L |
|--------------------------------|------|--------|------|-------|------|
| Categories – 2 (SWD & Nallahs) | 2 | 2 | 2 | 2 | 2 |
| Locations | 3 | 4 | 6 | 8 | 8 |
| Zones | 2 | 2 | 4 | 4 | 5 |
| Total | 12 | 16 | 48 | 64 | 80 |

Note:

- The clause of litter bin in every 50 of water body will be limited to the places where public pathway is there or accessible for the public.

***Geo coordinates** (GIS details) in terms of ULB boundaries, ward number, ward boundaries, landmark etc of all Storm Water Drains/Nullahs and Water Bodies to be mapped and updated on SBM portal as per the prescribed details (given by MoHUA)

10
Marks

1.3

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.)

Methodology for Validation

100% Direct
Observation

1. The assessor will visit the locations claimed and execute the assessment himself.
2. On the basis of observation/responses (negative/positive) received from citizens, **Independent Validation Matrix (IVM)** will be applied, and final marks given). Final marks = Marks claimed – marks adjusted as per IVM

| SLP Documents for Indicator 1.3 | |
|---------------------------------|--|
| 1. | Geo-tagged Photographs of the storm water drains/nallahs showing the placement of screens/filter, no floating solid waste, existence of boundary walls, non-existence of encroachments. |
| 2 | Geo- tagged Photographs of the water bodies and nearby areas showing no floating /visible solid waste, non-existence of open dumpsites, non-existence of Garbage Vulnerable points (GVPs), placement of twin litter bins and anti-littering messages at every 50 mtrs |

| Indicator | Validation Methodology |
|-----------|------------------------|
| 1.3 | Direct Observation |

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



Boundary wall Nallah Without Solid Waste Floating

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



1.4

Plastic Waste Management, ban on the use, sale and storage of non-biodegradable plastic bags/ plastic products less than 75 microns, in compliance with Plastic Waste Management Rules 2021

**Marks
150**

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, strofoam 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.



| Scheme of Marking | Marks |
|---|-------|
| Ban notified | 10 |
| Ban notified, enforced and fine collected | 40 |
| Comprehensive action plan prepared for Plastic Waste Management in the ULB | 40 |
| At least 1 tender approved for setting up of PWM facilities (MRF, PW processing, etc.)/ at least 1 processing facility set up | 60 |

1.4

Plastic Waste Management, ban on the use, sale and storage of non-biodegradable plastic bags/ plastic products less than 75 microns, in compliance with Plastic Waste Management Rules 2021

Methodology for Validation
Mixed Samples
Direct Observation + Citizens
(if on-call validation – 100% Citizens)

1. Based on the sample size and population size of the city, city will be divided in required number of zones (>10L 5 zones/ 1-10L 4 zones/<1L 2 zones)
2. Sampling methodology - **75% Samples from Shopkeepers/vendors/citizens + 25% Direct Observation in commercial areas**
3. On the basis of observation/responses (negative/positive) received from citizens, **Independent Validation Matrix (IVM)** will be applied and final marks given). Final marks = Marks claimed – marks adjusted as per IVM

| SLP Documents for Indicator 1.4 | |
|---------------------------------|---|
| 1. | Scanned copy of the notification by the ULB/State/UT banning the use/sale and storage of plastic bags/plastic products less than 75 microns |
| 2. | Scanned copies (or digital receipts) of at least 5% of challans |
| 3. | Comprehensive action plan prepared for Plastic Waste Management in the ULB |
| 4. | At least 1 tender approved for setting up of PWM facilities (MRF, PW processing, etc.)/ at least 1 processing facility set up |

| Indicator | Validation Methodology |
|-----------|---|
| 1.4 | Direct Observation + Citizen Validation |

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



SINGLE-USE ITEMS

| | | | | | |
|--------------|-------------|----------------|------------------|----------------|----------------|
| | | | | | |
| PLASTIC BAGS | STIR STICKS | SIX-PACK RINGS | PLASTIC UTENSILS | SOME FOOD WARE | PLASTIC STRAWS |

REUSABLE ALTERNATIVES

| | | | | | |
|---|---|---|---|---|---|
| | | | | | |
| ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |

1.5 Benefits to worker

Total Number of Indicators: 1 (2 sub parts)

135 Marks

Benefits extended to all Sanitary workers i.e. workforce *engaged under/through Jaagirdari system, SHG, NGO, private agency etc.*

- 1. 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.
- 2. 100% Sanitary workers completed three trainings*** - **Digital record of all Sanitary Workers** (including Informal) maintained – Name, Address, Contact Numbers etc. & linked with SBM portal
- 3. All formal Workers** have been facilitated to **link with at least **three eligible government scheme** – digital record linked with SBM portal
- 4. Quarterly recognition of best performing workers*** in EACH WARD** (name and contact details of the workers and reason for recognition to be shared. Wrong/no contact details of the worker would lead to non-compliance/no performance)

**1.5
(a)**

**Marks
60**

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.*).



Scheme of Marking – 100% compliance against each parameter

Marks

| | |
|--|----|
| 1. PPE to all workers along with new uniform (proposed by MoHUA) | 15 |
| 2. 100% Sanitary workers completed three trainings- Digital records of all Sanitary Workers are maintained & linked with SBM Portal | 15 |
| 3. Linkages established with at least three eligible Government Schemes (linkage with Health Scheme and Annual health Check-up is mandatory) – details linked with SBM portal | 15 |
| 4. Monthly recognition of best performing workers** in each Ward | 15 |

*Training on Segregation of Waste at Source, Waste Collection from Quarantined Homes and Handling of Covid Waste

** 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 the [Rashtriya Mahila Kosh](#). Any other state identified State 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. ***one Male and one Female Worker in each Ward

Benefits extended to all Informal Waste Pickers i.e. Informal Workers identified by the ULB

1. **Provision of personal protection equipment (PPE)** - 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.
2. **100% Informal Waste Pickers completed three trainings***
3. **All Informal Workers** have been facilitated to **link with at least **three eligible government scheme** (Health, Insurance & Education for Children are Mandatory) – digital record linked with SBM portal
4. **All Informal Workers have been given the I-Card** – to be renewed as long as the worker wants to continue and **Complete details of Informal Waste Pickers collected** i.e. Name, Phone Number, Gender, Previous Profession, Current Profession, total dependents, date of identification & integration with the livelihood scheme etc. - linked with SBM portal
5. **All Informal Workers identified have been provided with livelihood opportunities (Give them first right to engage in Sold Waste Management)** – integration with private contractors working with ULB, entrepreneurship opportunities either through convergence or providing soft loans through NSKFDC or under any other scheme

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.*).



| Scheme of Marking – 100% compliance against each parameter (details can be referred from above) | Marks |
|---|-------|
| 1. PPE to all Informal Waste Pickers – unusable gloves replaced with new pair of gloves | 15 |
| 2. 100% Informal Waste Pickers completed three trainings* | 15 |
| 3. Linkages established with at least three eligible Government Schemes (<u>linkage with Health, Insurance & Education is mandatory</u>) – details to be linked with SBM portal | 15 |
| 4. I-Card issued to all Informal Waste Pickers & Complete details about all Informal Waste Pickers maintained & shared digitally – details to be linked with SBM portal | 15 |
| 5. All Informal Workers provided with livelihood opportunities – preferably under Solid Waste Management | 15 |

*e-Learning Courses on Segregation of Waste at Source (SBM e-learning portal), Waste Collection from Quarantined Homes and Handling of Covid Waste

** 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 State 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.

Benefits extended to all Sanitary workers & Informal Waste Pickers ..

1.5
(a&b)

1. Provision of personal protection equipment (PPE)
2. All Sanitary Workers & Informal Waste Pickers completed 3 trainings
3. Digital record of all Sanitary Workers (including Informal) maintained
4. All Informal Workers have been facilitated to link with at least three eligible government schemes
5. Monthly recognition of best performing Sanitary Workers in EACH WARD
6. All Informal Waste Pickers have been issued I-Card
7. All Informal Workers identified have been provided with livelihood opportunities

Methodology for Validation

100%
On-Call
Validation

1. Digital record of all Sanitary workers capturing Name, Phone Number, Gender, Previous Profession, Current Profession, total dependents, date of identification & integration with the livelihood scheme etc. mandatory to validate this indicator
2. Assessor will randomly call to the sanitary worker/Informal Waste Pickers to check if PPE given to him/her, if ULB has linked them with social welfare schemes (name of schemes). Further, on the basis of the list provided for workers recognized for their work, such workers will be contacted over the phone to check if I-Card Issued, if they were recognized/awarded/felicitated on the basis of their performance and informal workers linked with livelihood opportunities
3. On the basis of response (negative/positive) received from sanitary workers, **Independent Validation Matrix (IVM)** will be applied and final marks given). Final marks = Marks claimed – marks adjusted as per IVM

| SLP Documents for Indicator 1.5 | |
|---------------------------------|---|
| 1. | Photographs of any event that was carried out to award the best performing workers in each ward on monthly basis |
| 2. | Detailed list of all sanitary workers engaged in Solid Waste Management (Name, DOB, Phone Number, ID No., Type of Employment, Designation etc) |
| 3. | If No Informal Waste Pickers are available in the ULB , Survey Report for the same. |
| 4. | Photographs of the new PPE being distribute to the IWP or document with handover details. |
| 5. | A brief note (250-300 words) on how the Informal Waste pickers have been provided livelihood opportunities (preferably under Solid Waste Management). |

| Indicator | Validation Methodology |
|-----------|------------------------|
| 1.5 | On Call Validation |

Sanitary workers and Informal workers are called in Q1, Q2 and Q3 and are asked questions about availability of PPE, Recognition, Integration with ULB etc for validation as per claims made by the ULB.

1.6 Institutional Strengthening of ULBs

Total Number of Indicators: 1 (2 sub parts)

200 Marks

System strengthening for ULBs

1.6
(a)

Capacity Building of All Staff - Sanitary Inspector & Above

100% Staff Completed minimum 4 Courses through e-Learning platform of Swachh Bharat Mission (U)

Marks
100

If courses already completed – can be refreshed – Certifications between April 2022 to December 2022 will be considered



Scheme of Marking – 100% compliance against each parameter

Marks

1. 100% staff completed the courses

100

2. Upto 80% staff completed the courses

70

3. Upto 60% staff completed the courses

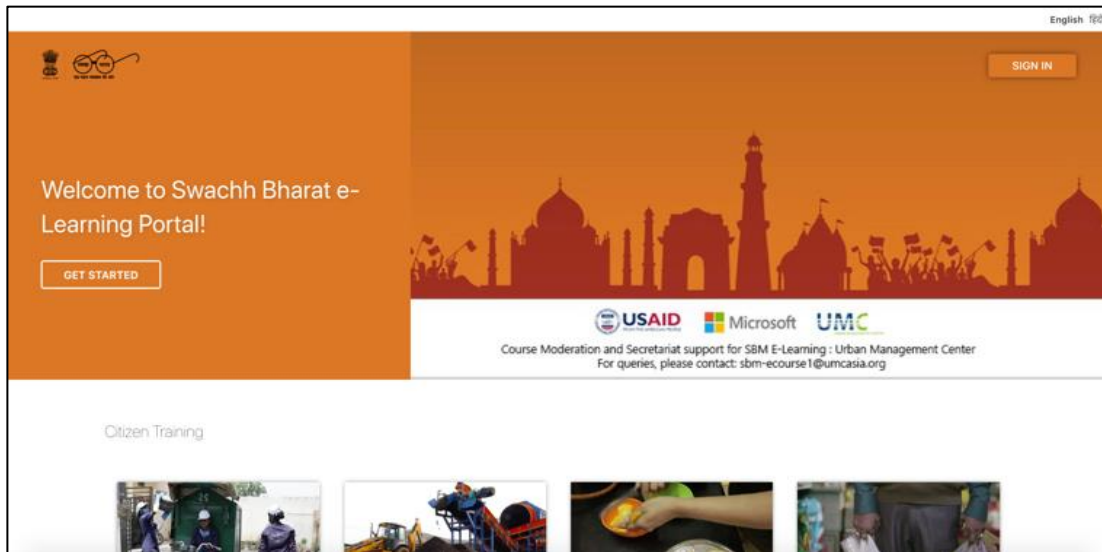
40

1.6
(b)

Skill Development Training of Sanitation Workers

Marks
100

Trainings conducted between April 2022 to December 2022 will be considered



Scheme of Marking – 100% compliance against each parameter

Marks

| | |
|--|-----|
| 1. >75% sanitation workers completed the courses | 100 |
| 2. 51-74% sanitation workers completed the courses | 50 |
| 3. <50% sanitation workers completed the courses | 20 |

1.6

Capacity Building of All Staff - Sanitary Inspector & Above (Excluding Commissioner/EO)
100% Staff Completed minimum 4 Courses through e-Learning platform of Swachh Bharat Mission (U)

**Methodology for
Validation**

Certification courses completed and maintained by the ULB will be validated from the E-Learning Portal

| Indicator | Validation Methodology |
|-----------|---------------------------------------|
| 1.6 | Data retrieved from E-learning Portal |

1.7. Waste Reduction

Total Number of Indicators: 1 (4 sub parts)

290 Marks

1.7**Whether 3R initiatives taken/promoted** to reduce generation of waste?

This indicator would assess the ULB's efforts to reduce waste. The focus should be on reducing* the amount of waste which is finally transported to the processing/disposal site or processed through on-site composting.

**1.7
(a)**

Whether all **banquet halls/tent houses/catering service providers registered with the ULB** have **adopted 3R Principles – Reusable cutlery used, and 200 ml water bottled stopped** in all functions where catering services are provided by them

**Marks
50****Scheme of Marking****Marks**

>90% of banquet halls/tent houses/Catering Services providers in compliance with the condition of the 3R Principles

50

81-90% of banquet halls/tent houses/Catering Services complied

40

71-80% of banquet halls/tent houses/Catering Services complied

30

61-70% of banquet halls/tent houses/Catering Services complied

20

51-60% of banquet halls/tent houses/Catering Services complied

10

**1.7
(b)**

Whether ULB promoted establishment of sustainable Enterprises* driven by 3R Principles – the enterprises must be in operation latest by 30th September 2022.

(*such as incense sticks made from floral waste, cloth bag made out of old clothes etc.)

**Marks
50**

| Scheme of Marking | | Marks |
|-------------------------------------|---------------------------------------|-----------|
| More than 1L cities | Less than 1L cities | |
| >3 enterprises promoted/established | >1 enterprises promoted & established | 50 |
| 3 enterprises promoted/established | 1 enterprise promoted/established | 40 |
| 2 enterprises promoted/established | | 30 |
| 1 enterprises promoted/established | | 20 |
| 0 enterprises promoted/established | | 0 |

1.7
(c)

Waste to Wonder Park: At least one park to be developed as Waste to Wonder park. The location of the park to be **geo-tagged** and **picture uploaded** on the Swachhatam portal (IEC module).

**Marks
100**

| Scheme of Marking | Marks | 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 Ward | |
|--|-------|--|-------|
| Yes, at least one park developed as Waste to Wonder park and picture uploaded on the Swachhatam Portal (IEC module) (The picture can be uploaded using GIS Module App.) | 90 | Sculptures installed in | Marks |
| | | >60% wards | 90 |
| | | 50%- 60% wards | 80 |
| | | 40% - 50% wards | 70 |
| | | <40% wards | 50 |
| Waste to Wonder Parks geo-tagged (capture details of Waste to Wonder Parks in the IEC module) | 10 | 0 wards | 0 |
| | | Location of Sculptures geo-tagged | |
| | | 10 | |



1.7
(d)

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-December 2022** with zero waste coming out of the Venue.

Marks
90

Note: SOP for Zero Waste Events/Weddings/Social or Religious functions is given overleaf

| Scheme of Marking | Marks |
|---|-------|
| Subsidy/discount* introduced by the ULB in booking the venue for 'Zero Waste Event' | 20 |
| Zero Waste Event promoted by the ULB among citizens sharing benefits of such events | 15 |
| ULB provided handholding support for conducting the Zero Waste Event | 15 |
| At least ONE Zero Waste Event conducted in October 2022 - December 2022 | 40 |



- Note:**
1. Zero Waste Events/Functions claim to be documented with pictures and other details to justify zero waste event
 2. Details of the organizer(s) to be provided for on-call validation

*Also applicable for functions held in premises owned by ULB's

| SLP Documents for Indicator 1.7 | |
|---------------------------------|---|
| 1 | Detailed List of Waste to Wonder Parks with Name of the Park, Address, Landmark, Latitude and Longitude. |
| 2 | Note on how the Zero waste event was conducted (in about 200-350 words) along with photographs to support the claims. |
| 3 | Details of the organizer(s) of the Zero waste event to be provided for on-call validation |

| Indicator | Validation Methodology |
|-----------|---|
| 1.7 | Citizen Validation and On Call Validation |

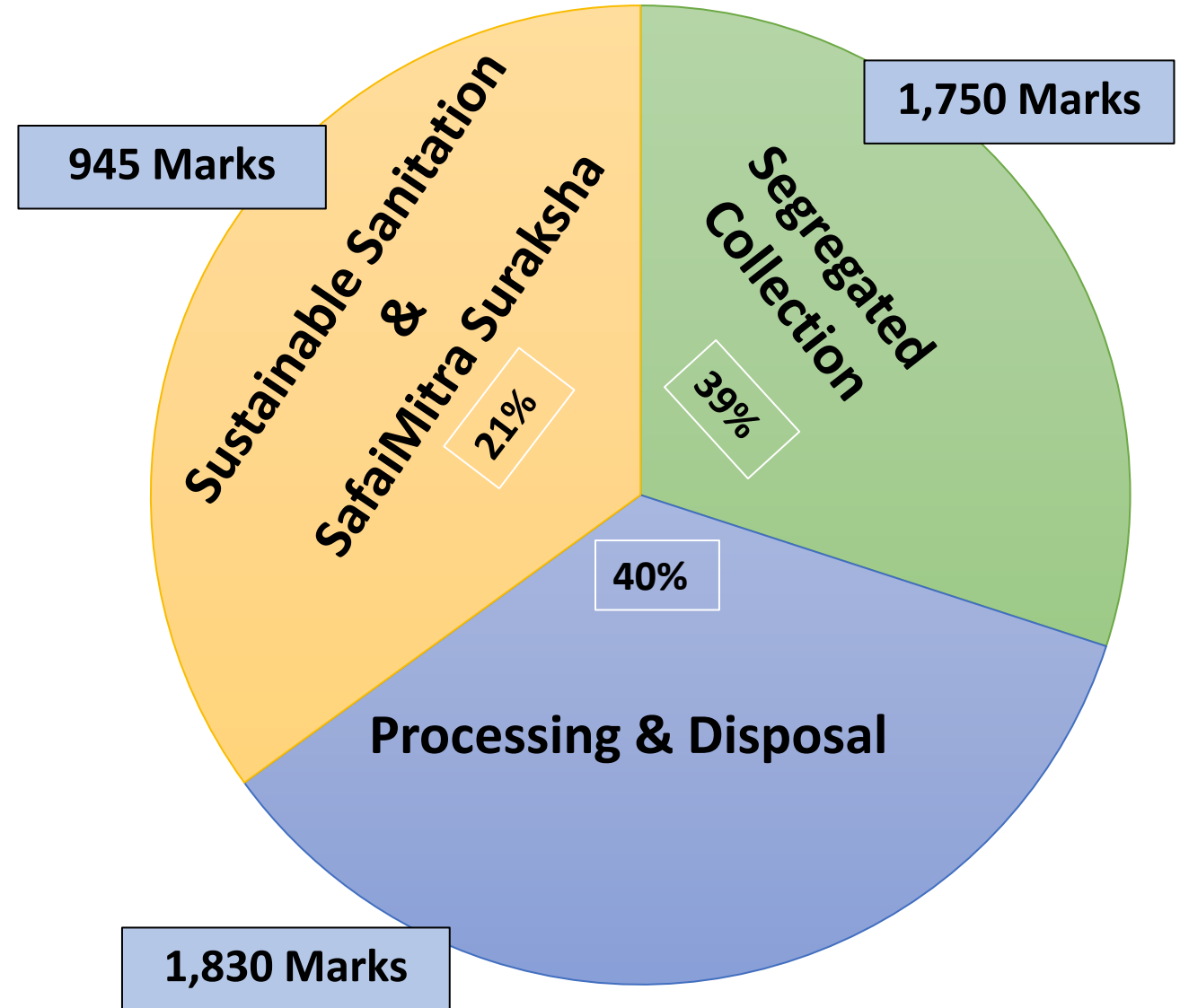
- **The assessor will randomly approach the banquet halls/party halls/enterprises etc. in wards claimed under the 3R component.**
- **Organizers of Zero Waste events shall be called for Validation.**
- **The location of the Waste to Wonder park to be geo-tagged and picture uploaded on the Swachhatam portal (IEC module).**

2. PROCESSING & DISPOSAL

Total 4,525 Marks

Total Number of Indicators:
13

1,830 Marks / 4,525 Marks



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

Marks
100

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.



| Scheme of Marking | *Marks |
|--------------------------------------|--------|
| Processing capacity between 91- 100% | 100 |
| Between 81- 90% | 90 |
| Between 71 - 80% | 80 |
| Between 61 -70% | 70 |
| Between 51 - 60% | 60 |
| Between 41 – 50% | 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

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)

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 |
|----------------------------|-------|
| Between 91- 100% processed | 90 |
| Between 81- 90% processed | 80 |
| Between 71 - 80% processed | 70 |
| Between 61 -70% processed | 60 |
| Between 51 - 60% processed | 50 |
| Between 40 – 50% processed | 40 |

Monthly Sale of finished products

| Scheme of Marking | Marks |
|--|-------|
| >75% finished product(s) sold/Consumed | 30 |
| >50% finished product(s) sold/consumed | 15 |

Daily Processing Log Book, Sale Register & vendor details (if outsourced) digitally monitored by ULB are linked with SBM portal on WEEKLY basis.

30

2.1

&

2.2

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

Percentage of **wet waste being processed (out of total wet waste generated)**

Methodology for Validation

To be validated in
Ph-3 also

100%
Direct
Observation

1. On the basis of the list of the processing facilities/plants updated by the ULB in the MIS, the assessor will visit all plants with >5MT capacity and 25% processing facilities with <5MT capacity.
2. To ascertain the progress, the assessor will also 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.
3. He will also check the output/sent to dumpsite (including process rejects) on the basis of the input received (10% variation acceptable)
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. The agency may further seek clarification from the ULB by asking documents maintained by the ULB.
5. 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)

| SLP Documents for Indicator 2.1 & 2.2 | |
|---------------------------------------|---|
| 1 | Summary Sheet of all Wet Waste Processing Plants available in the ULB |
| 2 | If daily processing Logbook, Sale Register & vendor details (if outsourced) are digitally maintained by ULB, then provide the same as proof. |
| 3 | If the digital records are not maintained, log book should show the wet waste being processed, amount of rejects generated and also amount of finalized products generated per day. |
| 4 | If final products are sold or used , sample receipts of payments to be attached or MOUs signed for use. |

| Indicator | Validation Methodology |
|-----------|------------------------|
| 2.1 & 2.2 | Direct Observation |

The assessor shall visit the plants and shall interact with the officials in the plant. The assessor will check the electricity bill and Logbooks and monitor other activities in the plant to ascertain the functionality of the plant.

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

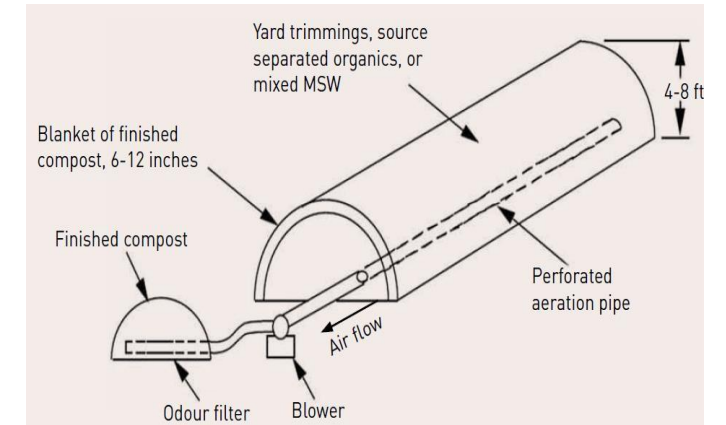


Box Composting



Pit Composting

Aerated Stack Pile Composting



Vermi Composting



Composting Facility



Signage



Wet-waste Collection Area



Composting Facility



Compost

Compost Sale Receipt

Log book

Electricity Bill

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

Photograph of Composting facility



by no
and

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



al an
on | F



for wri



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
80

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

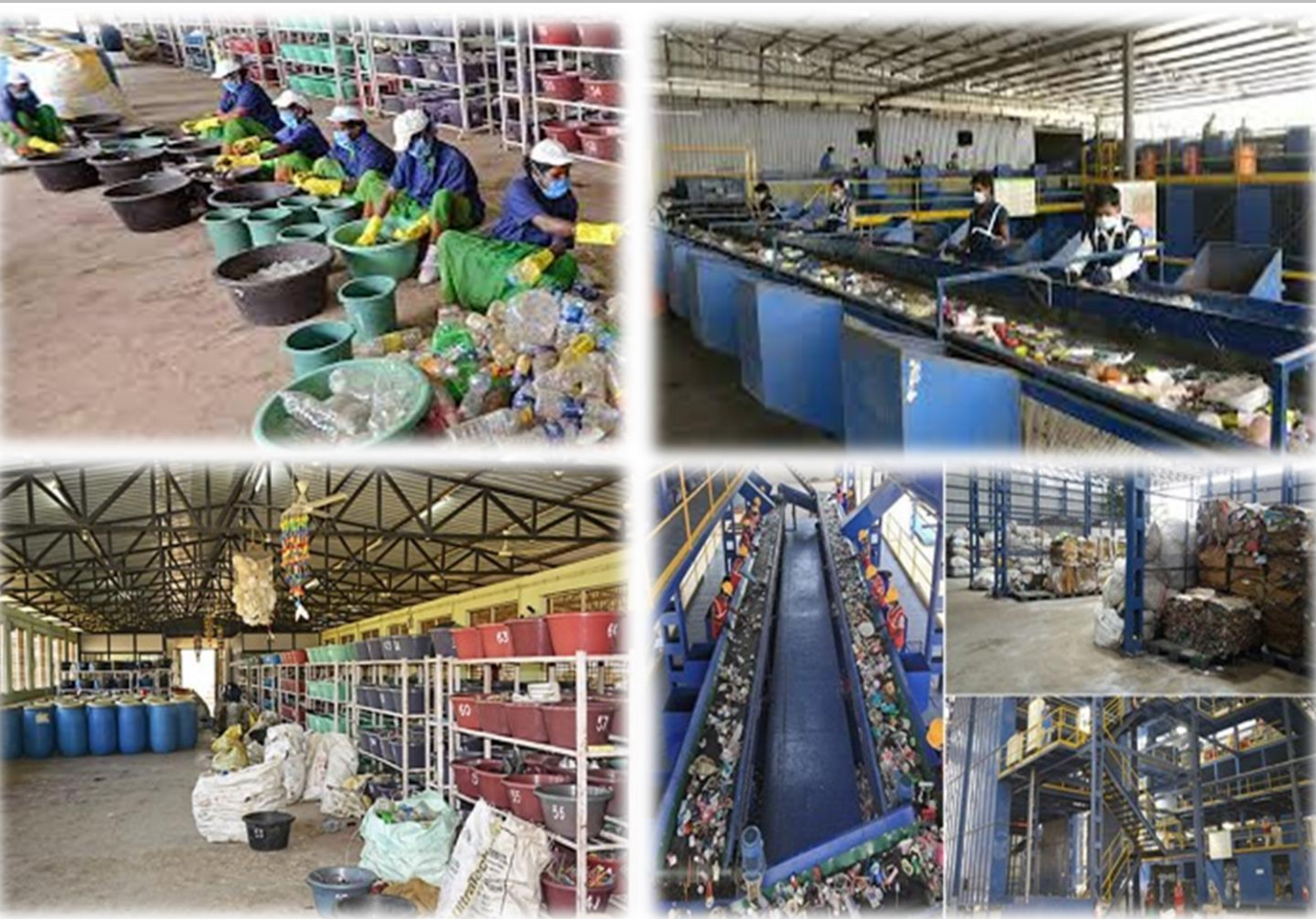


| Scheme of Marking | Marks |
|-------------------|-------|
| Between 91- 100% | 80 |
| Between 81- 90% | 70 |
| Between 71 - 80% | 60 |
| Between 61 -70% | 50 |
| Between 51 - 60% | 40 |
| Between 41 – 50% | 30 |

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

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 |
|---------------------------------|-------|
| Processed/sold between 91- 100% | 130 |
| Between 81- 90% | 100 |
| Between 71 - 80% | 70 |
| Between 61 -70% | 50 |
| Between 51 - 60% | 40 |
| Between 41 – 50% | 30 |
| Between 30 – 40% | 20 |

| | |
|---|----|
| Weekly Processing Log Book, Sale Register & Vendor details (if outsourced) digitally maintained (e.g. excel file) by ULB are linked with SBM portal | 20 |
|---|----|

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
100
(80+20)



| Scheme of Marking | Marks |
|----------------------------|-------|
| Processed between 91- 100% | 80 |
| Between 81- 90% | 70 |
| Between 71 - 80% | 60 |
| Between 61 -70% | 50 |
| Between 51 - 60% | 40 |
| Between 41 – 50% | 30 |
| Between 30 – 40% | 20 |

Weekly Processing Log Book & Vendor details
(if outsourced) digitally maintained (e.g. excel file) by ULB are linked with **SBM portal**

20

**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.

| SLP Documents for Indicator 2.3, 2.4 & 2.5 | |
|--|--|
| 1 | Summary of all Dry Waste Processing Plants available in the ULB |
| 2 | If weekly processing Logbook, Sale Register & vendor details (if outsourced) are digitally maintained by ULB, then provide the same as proof. |
| 3 | If the digital records are not maintained, logbook should show the amount of dry waste being processed, used, sold etc. |
| 4 | If dry waste is sold or used , the documentary proof of sale or MOUs signed for use needs to be produced. |
| 5 | If weekly processing Logbook of Sanitary and Domestic Hazardous Waste, Sale Register & vendor details (if outsourced) are digitally maintained by ULB, then provide the same as proof. This should show the collected waste and the processed waste quantities in Metric Tons. |
| 6 | If the digital records are not maintained, logbook should show the amount of sanitary and domestic hazardous waste being processed in/by the ULB. |
| Indicator | Validation Methodology |
| 2.3, 2.4 & 2.5 | Direct Observation |

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



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



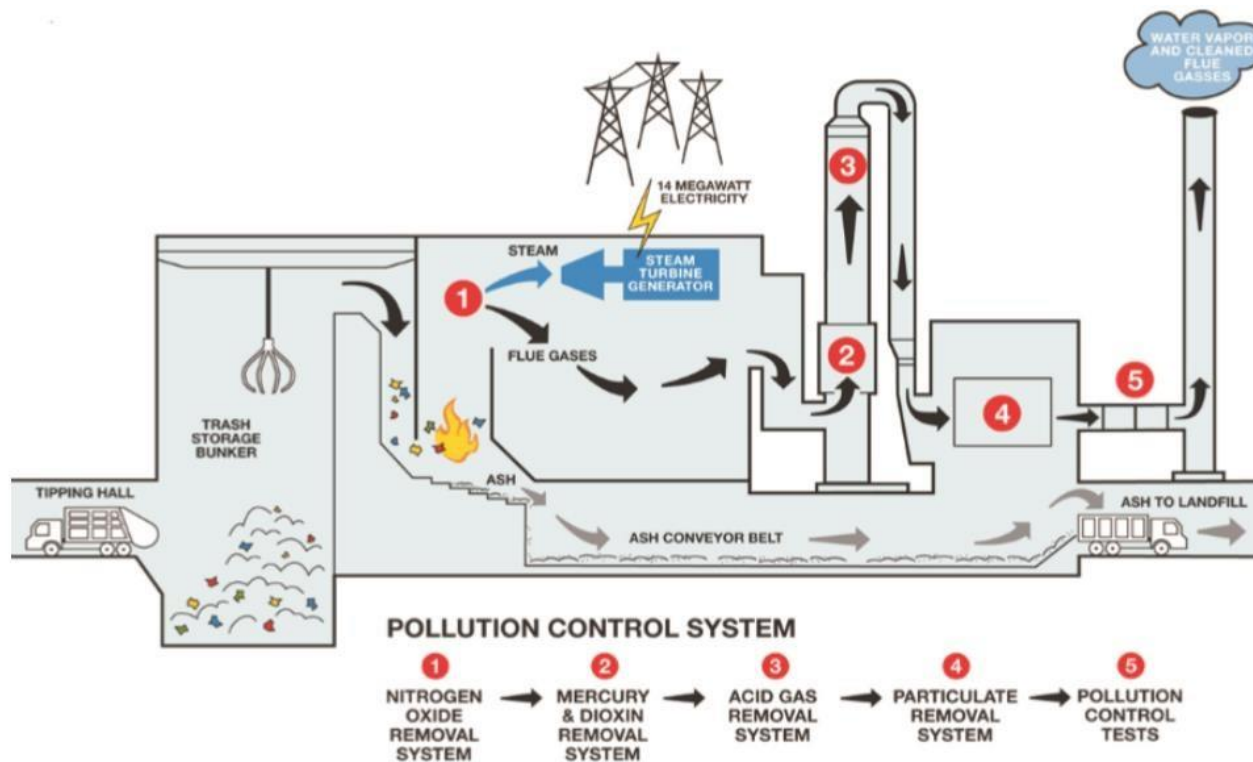
SLRM CENTRES

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



Cluster infrastructure within 50 km shall be considered.



| Scheme of Marking | Marks |
|---|-------|
| 61-100% processing | 270 |
| 51-60% processing | 200 |
| 26-50% processing | 150 |
| 16-25% processing | 100 |
| <15% processing | 50 |
| Weekly Processing Log Book, Sale Register & Vendor details (if outsourced) digitally maintained (e.g. excel file) by ULB are linked with SBM portal | 10 |

2.6

Plastic waste processed out of total plastic waste generated by the city

Methodology for Validation

Direct Observation

2. The assessor will visit all plant(s)/processing facilities updated in the MIS.
3. To ascertain the progress, the assessor will also interact with the officials in the plant
4. 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.
5. 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.

| SLP Documents for Indicator 2.6 | |
|---------------------------------|--|
| 1 | Summary of all PWM Processing Plants available in the ULB |
| 2 | If weekly Collection and processing Logbook, Sale Register & vendor details (if outsourced) are digitally maintained by ULB, then provide the same as proof. |
| 3 | If the digital records are not maintained, logbook should show the amount of Plastic waste being collected and processed/re-used. |
| 4 | If Plastic waste is sold or used , the documentary proof of sale or MOUs signed for use needs to be produced. |

| Indicator | Validation Methodology |
|-----------|------------------------|
| 2.6 | Direct Observation |

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



| | | |
|--|---|-----------------------|
| Section-A: Facilitation of collection, storage and segregation of C&D waste -‘X’ percent of C&D waste generated is stored, segregated in a designated area or space allotted by appropriate authorities and/or in C&D recycling plant. | | |
| Scheme of Marking | | Total Marks 50 |
| 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 | | 20 |
| 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 | | 10 |
| All C&D Waste collected from Bulk/Non-Bulk Generators are segregated in the following five categories: Concrete, soil, steel, wood & plastics, bricks& mortar at designated collection points (if quantity is manageable) and processing plants. | | 20 |
| Section-B: Provisions made for use of raw C&D waste in municipal/ government/ municipality approved construction activities in nonstructural applications or used by private agency: lower layers of road pavements, inner colony roads, filling of plinth and basement etc. <div> And / OR </div> Provisions made for use of material made out of C&D Waste in municipal and/or government construction activity (if available) or used by private agency in kerb stones, structural concrete as manufactured aggregate, paving blocks, bricks etc. | | |
| Processing and selling of C&D waste collected from non-bulk and bulk generators (within city or at a cluster level) | | Total Marks 50 |
| >50% | C&D waste either processed in the facility by making products or raw-material re-used – sold (with sale receipt) | 50 |
| 40% -50% | C&D waste either processed in the facility by making products or raw-material re-used – sold (with sale receipt) | 40 |
| 30% -39% | C&D waste either processed in the facility by making products or raw-material re-used – sold (with sale receipt) | 30 |
| 20% -29% | C&D waste either processed in the facility by making products or raw-material re-used – sold (with sale receipt) | 20 |
| 10% -19% | C&D waste either processed in the facility by making products or raw-material re-used – sold (with sale receipt) | 10 |
| <10% | C&D waste either processed in the facility by making products or raw-material re-used – sold (with sale receipt) | 0 |

Note:

- Processing plant (geo-tagged)** must for >10 Lakh population cities
- Processing will also cover C&D waste re-used for non-constructional applications – filling of plinth & basement etc,

**Methodology
for Validation**

**100% Direct
Observation**

1. The assessor will visit collections points and all plant(s) and 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 collection centre/ processing plant to verify the functionality of the facility.
4. Assessor will also observe if C&D waste is kept segregated in 5 categories – including BWG site
4. 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.

SLP Documents for Indicator 2.7

| | |
|---|---|
| 1 | Declaration stating the availability of mobile C&D waste collection units and the number of units available alongwith the details of the on-call facility |
| | Provide the page's link where the citizen check's the location (geo-tagged) of the C&D waste collection units. |
| 2 | If charges have been notified, then the notification mentioning the different charges for the services being provided by the ULB is to be provided. |
| 3 | If the notified charges are being enforced, then provide the monthly revenue generated from the service in the months of Nov, Dec and Jan (Phase 3 Months). |
| 4 | Proof of segregation of C&D waste: Logbooks of the collection centers or processing facility showing the amount of C&D waste being collected and received at the facility and segregated amounts for each of concrete, soil, steel, wood & plastics, bricks & mortar and any other material/refuse that is generated. |
| 5 | Weekly Logbooks for Phase 3 months (Nov, Dec, Jan) indicating the amount of waste collected by the ULB at its waste collection centers |
| 6 | Weekly Logbooks for Phase 3 Months (Nov, Dec, Jan) indicating the amount of C&D waste processed by the ULB |
| 7 | Proof of sale like invoices or receipts etc. for the last three months to be provided. |
| 8 | Summary of Revenues per month in Phase 3 |

| Indicator | Validation Methodology |
|-----------|------------------------|
| 2.7 | Direct Observation |

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

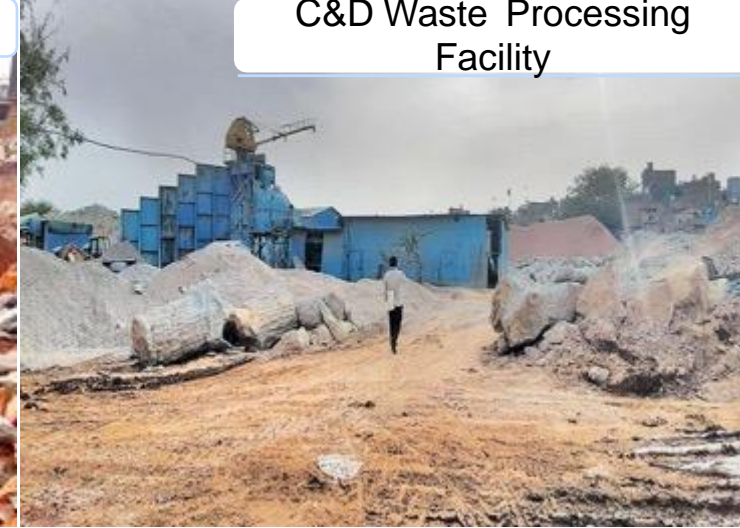
Weigh Station



Crushed bricks



C&D Waste Processing Facility



Weigh Station



Segregated C&D waste



Concrete blocks



2.8

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

Marks
160
(140+10
+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

Upto 10% process rejects if any

140

11% - 15% (including processing rejects/unprocessed waste)

100

16% - 20% (including processing rejects/unprocessed waste)

50

Weekly Log Book for receiving waste at the Sanitary Landfill digitally maintained (e.g. excel file) by ULB are linked with **SBM portal**

10

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

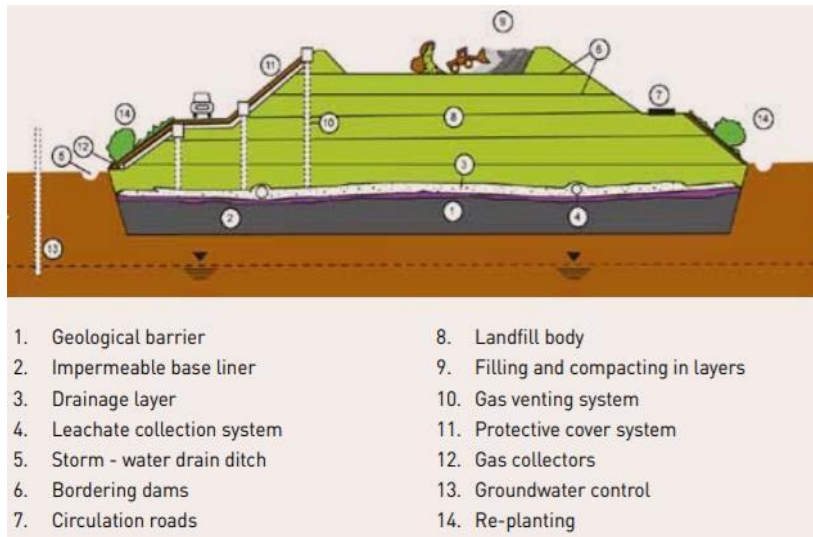
SLP Documents for Indicator 2.8

| | |
|---|---|
| 1 | The weekly logbook from the landfill showing the amount of waste being dumped should be provided. If the ULB claims to be maintain the same in digital format, then the same should be provided. If not in digital format, then the scanned copy of the logbook should be provided. |
| 2 | If a clustered approach is being adopted/ sanitary landfill is being shared between two or more cities, Copy of MoU's between the cities need to be provided. |

| Indicator | Validation Methodology |
|-----------|------------------------|
| 2.8 | Direct Observation |

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.



LEACHATE COLLECTION SYSTEM



Sanitary Landfill

Leachate Collection Well



Leachate Collection Well



2.9

Remediation of all identified dumpsites

(No legacy waste (dumpsite)/Zero landfill city will get maximum marks)

(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)

Marks

220

(200+10
+10)

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.



Scheme of marking

Marks
220

(200+10+10)

| Condition | Marks |
|---|-------|
| Legacy Waste Dumpsites Remediation Action Plan (Module-2) submitted & approved by State Mission Director. | 20 |

If Legacy waste is
less than 1 lakh tonne

| Work completed as per remediation action plan | Marks |
|--|-------|
| 25% | 80 |
| 60% | 120 |
| 90% | 200 |

If Legacy waste is
between 1-2 lakh tonnes

| Work completed as per remediation action plan | Marks |
|--|-------|
| 20% | 80 |
| 45% | 120 |
| 85% | 200 |

If Legacy waste is
between 2-5 lakh tonnes

| Work completed as per remediation action plan | Marks |
|--|-------|
| 15% | 80 |
| 35% | 120 |
| 80% | 200 |

If Legacy waste is
more than 5 lakh tonnes

| Work completed as per remediation action plan | Marks |
|--|-------|
| 10% | 80 |
| 25% | 120 |
| 75% | 200 |

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**

Weekly progress on remediation digitally maintained (e.g. Excel file) by ULB are linked with **SBM portal**

10

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 be the progress made from the progress claimed in SS-2022.

| SLP Documents for Indicator 2.9 | |
|---------------------------------|---|
| 1 | Work Order regarding the remediation of the dumpsite. |
| 2 | If existing dumpsites have already been remediated in the ULB then, Work Completion certificate/document regarding the remediation of the dumpsite. |
| 3 | Progress report of the amount of waste remediated on the dumpsite(s) daily for last three months to be provided. |
| 4 | Summary sheet mentioning the monthly progress (amount of waste remediated in MT/Day) since March 1, 2022 |
| 5 | Daily/weekly/monthly progress on remediation digitally maintained to be submitted |
| 6 | Legacy Waste Dumpsites Remediation Action Plan (Module-2) submitted & approved by State Mission Director. |

| Indicator | Validation Methodology |
|-----------|------------------------|
| 2.9 | Direct Observation |

**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 2.0 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 <u>31.3.2022</u> for all ULBs <10 Lakh and by <u>31.3.2023</u> for all ULBs >10 lakh | | | |
| <i>* Detailed ULB-wise, dumpsite-wise Action Plan statement is to be furnished</i> | | | |

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

| Remediation | Before SBM 2.0 | By 31.7.2022 | By 31.3.2023 | By 31.3.2024 | TOTAL |
|---------------------------------|----------------|--------------|--------------|--------------|--|
| No.ofULBscompleting remediation | | | | | All ULBs in the State/ UT to complete remediation by 31.3.2024 |

DUMPSITE REMEDIATION



Remediation of Dumpsite



Remediation facility for Legacy waste



Remediation in process



Remediated site



Remediated site

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

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 |
| Sanitary landfill under construction | 100 |
| Agreement for construction done but work not commenced | 80 |
| Tenders called for construction of sanitary landfill site | 50 |
| No process started | 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.

Cluster

2.10

Is the landfill in the city a **sanitary landfill**?
Or **landfill not required/ Zero landfill city**

**Methodology for
Validation**

**100% Direct
Observation**

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

SLP Documents for Indicator 2.10

| | |
|---|--|
| 1 | If the ULB has a Zero landfill Model, please describe in 500 words how does the city dispose of the waste generated within its jurisdiction. |
| 2 | If the ULB has signed the agreement but not started with the construction of the sanitary landfill, please provide the copy of the agreement. |
| 3 | If the process of calling tenders is underway, please provide the copy of the tender that has been released in public domain with the link of the public portal to check the status. |
| 4 | If the landfill is under construction, please provide work order of the under construction landfill along with the location of the under-construction landfill site and also provide photographic evidence of the construction. |
| 5 | If the landfill is existing and is under use, then provide the log books of the incoming waste to the landfill for the months of Quarter 3 as evidence. |
| 6 | If the ULB has functional Sanitary Landfill, please provide any of relevant documents (For e.g., Work Order Completion Certificate, Sanctioned Plan of Sanitary Landfill, CPCB/SPCB certificate.) along with geo-tagged photographic evidence. |

| Indicator | Validation Methodology |
|-----------|------------------------|
| 2.10 | Direct Observation |

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 |

2.11

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

Percentage of waste generators (excluding BWGs, RWAs) shall have on-site wet waste processing facility (composting/bio-methanation). This may include individual homes (not part of RWAs), commercial and other waste generators.

Marks
70
(50+20)

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

>5% of the non-bulk waste generators

50

4-5%

40

3-4%

30

2-3%

20

<2%

10

Weekly progress on non-bulk waste generators adopting on-site processing digitally maintained(e.g. excel file) by ULB are linked with SBM portal

20

2.11

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

Percentage of waste generators (excluding BWGs, RWAs) shall have on-site wet waste processing facility (composting/bio-methanation). This may include individual homes (not part of RWAs), commercial and other waste generators.

Methodology for Validation

**100% Direct
Observation**

1. On-field assessor will randomly visit the households/vendors in wards claimed under on-site processing of wet waste – sample size will follow as per the population (Wrong address will taken as sample failed).
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

| SLP Documents for Indicator 2.11 | |
|----------------------------------|---|
| 1 | Monthly Progress report on non-bulk generators adopting on-site processing to be provided. (If the ULB claims for digital maintenance of the reports, digital format document should be shared, if it doesn't then the scanned copies). |
| 2 | Detailed List of Non-Bwgs Practicing on site composting with Name of the resident, Phone Number, Address and Landmark. |

| Indicator | Validation Methodology |
|-----------|------------------------|
| 2.11 | Direct Observation |

2.12

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
(90+10)

- 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:**

- 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
- If city's population is >1 Lakh, ask BWGs for on-site processing or outsource processing to private operators

Scheme of Marking**Marks**

>95% BWG practicing on-site processing

90

80-95 %

80

60-79%

70

40-59%

60

20-39%

50

Weekly Record of all Bulk Waste Generators digitally maintained (e.g. excel file) by ULB are linked with **SBM portal**

10

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

2.12

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**
**To be validated in
Ph-3 also**
**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

| SLP Documents for Indicator 2.12 | |
|----------------------------------|--|
| 1 | Weekly Progress report on bulk generators doing on-site processing of wet waste and handing over of dry waste to authorized waste pickers. (If the ULB claims for digital maintenance of the reports, digital format document should be shared, if it doesn't then the scanned copies. |
| 2 | Detailed List of BWGs Practicing on site composting with Name of the owner, Phone Number, Address and Landmark. |
| 3 | Geotagged Photographs of BWGs practicing On-site wet waste processing |

| Indicator | Validation Methodology |
|-----------|------------------------|
| 2.12 | Direct Observation |

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



Wedding / Party hall



Commercial office



Educational Institute



Hotel



Restaurant



Hostel

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

Pit composting



Drum composting



Onsite Bio-methanation



Khamba composting



Drum composting



Onsite Bio-methanation



2.13

Marks
150

What percentage of the **operational cost** of Solid Waste Management covering
‘collection & transportation of waste’
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.

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 2021 Vs cumulative operational cost incurred till 31st Dec 2021 – best performance will be applied when giving marks in the Ph-1 and Ph-2**

| Scheme of Marking | Marks |
|-----------------------|-------|
| >60% of the cost | 150 |
| 50% – 60% of the cost | 120 |
| 40% – 50% of the cost | 90 |
| 30% – 40% of the cost | 50 |
| <30% of the cost | 0 |

SLP Documents for Indicator 2.13

1

ULB should submit the detailed statement or Chartered Accountant's certificate maintained by it showing the total operational cost incurred and the revenue generated.
Note: The duration for both should be the same.

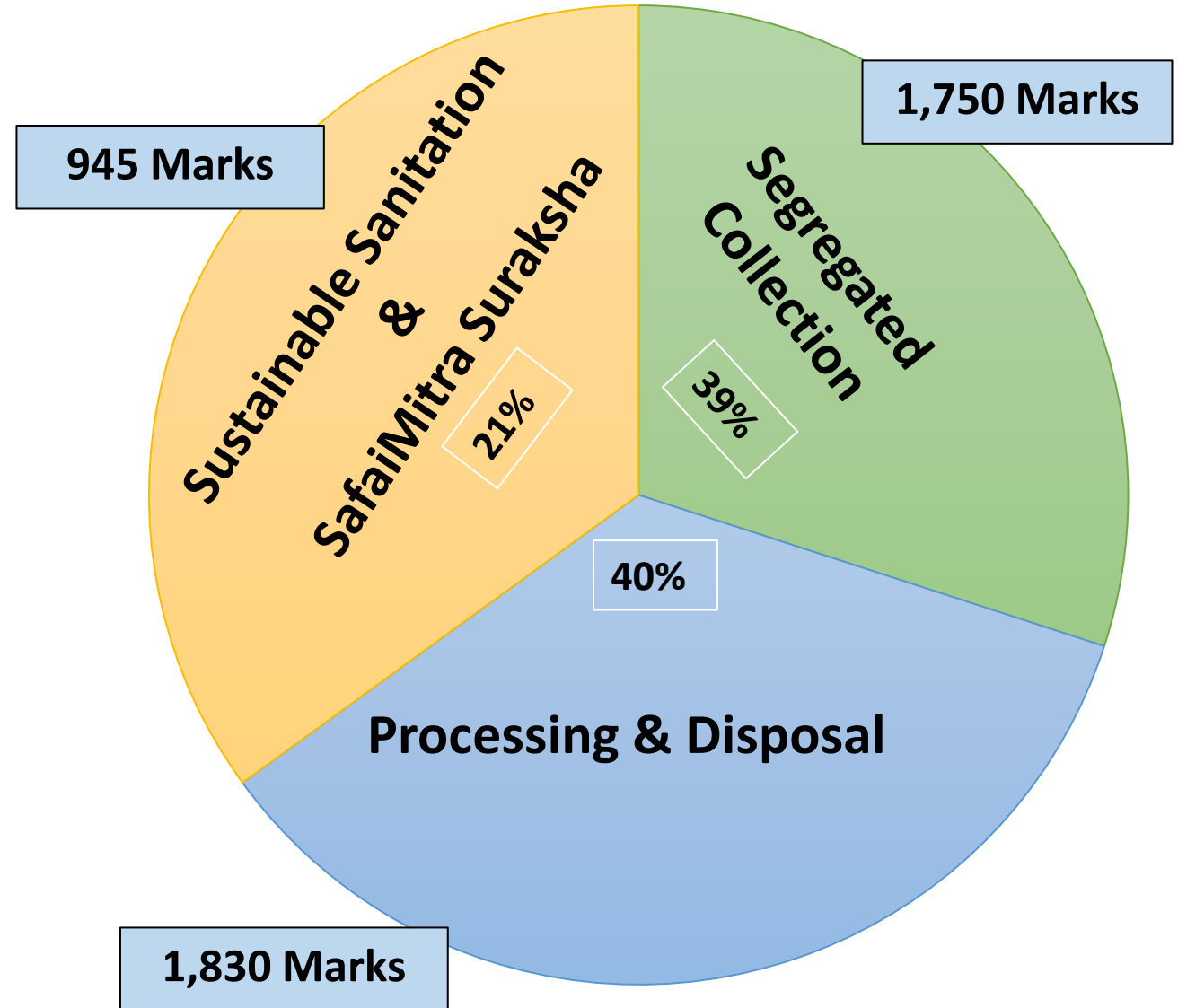
| Indicator | Validation Methodology |
|-----------|------------------------|
| 2.13 | Direct Observation |

3. Sustainable Sanitation

Total 4,525 Marks

Total Number of
Indicators: 7

945 Marks / 4,525 Marks



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
(40+10)

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

40

80-94% households/commercial establishment / CT & PT with Sewerage/Septic tank + Soak Pit

35

60-79% households/commercial establishment / CT & PT with Sewerage/Septic tank + Soak Pit

25

< 40-60% households/commercial establishment / CT & PT with Sewerage/Septic tank + Soak Pit **OR** no data available

15

< 40% households/commercial establishment / CT & PT with Sewerage/Septic tank + Soak Pit **OR** no data available

10

Record of all areas covered through sewer system/Septic Tanks+Soak Pit/Twin Pit System digitally maintained (e.g. excel file) by ULB are linked with **SBM portal**

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

To be validated in
Ph-3 also
**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

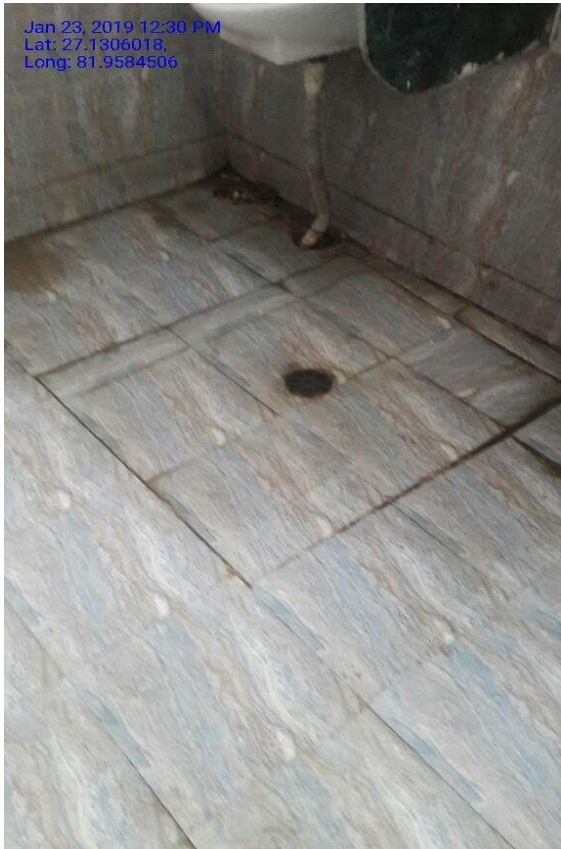
SLP Documents for Indicator 2.13

1

If the ULB is digitally maintaining records, of all areas covered through sewer system/Septic Tanks+Soak Pit/Twin Pit System digitally maintained (e.g. excel file) the same should be provided, if not, Scanned Copy should be made available.

| Indicator | Validation Methodology |
|-----------|------------------------|
| 3.1 | Direct Observation |

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



Safe Disposal

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?

Marks
100
(90+10)

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

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 |
|--|----------|
| >95% capacity matching with total faecal sludge and sewage generated | 90 |
| Between 75% -95% | 80 |
| Between 50% - 74% | 60 |
| Between 30% – 49% | 40 |
| <30% but not zero | 20 |
| 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 |

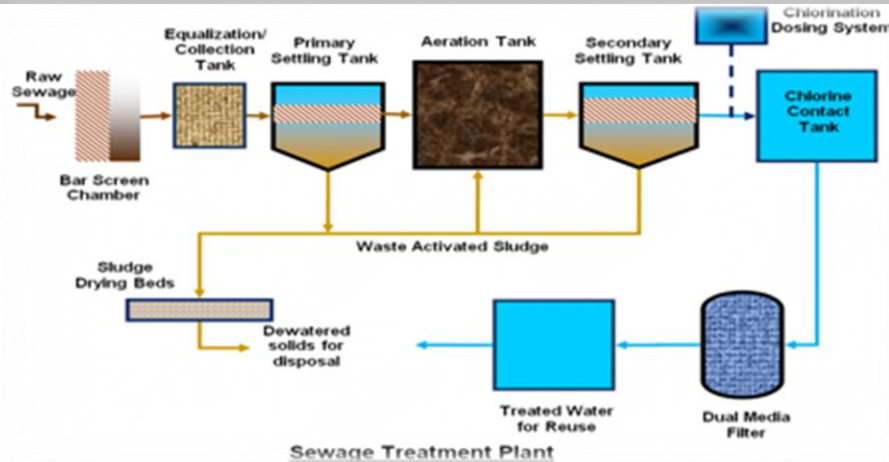
3.3

Linearity to Circularity

Marks
170
(80+50+25+15)

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** ?

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.**



Scheme of Marking - **Treatment**

| | Marks |
|--|-------|
| >95% Faecal sludge/Sewage treated | 80 |
| 85-95% Faecal sludge/Sewage treated | 60 |
| 75-84% Faecal sludge/Sewage treated | 40 |
| 65 – 74% Faecal sludge/Sewage treated | 20 |
| 55 – 64% Faecal sludge/Sewage treated | 10 |
| < 55% Faecal sludge/Sewage treated OR no data available | 0 |

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

Scheme of Marking

| | Marks |
|---|-------|
| >30% treated used-water is reused/recycled | 50 |
| 20% - 29% treated used-water is reused/recycled | 40 |
| 10% - 19% treated used-water is reused/recycled | 30 |
| <10% treated used-water is reused/recycled | 20 |

Whether **revenue is generated** by reusing/recycling the treated waste water?

Scheme of Marking

| | Marks |
|---|-------|
| >20% treated used-water is reused/recycled of which for >30% water revenue is generated | 25 |
| Upto 20% treated used-water is reused/recycled of which for 20%-30% revenue is generated | 15 |



Weekly Log of treatment, reuse/recycle of usedwater & revenue generated thereof digitally maintained (e.g. excel file) by ULB are linked with **SBM portal**

15
Marks

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**

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.

**Methodology
for Validation
To be validated in
Ph-3 also**

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

| SLP Documents for Indicator 3.2 and 3.3 | |
|---|---|
| 1 | List of all the FSTPs with their capacities in MLD. |
| 2 | List of all the STPs with their capacities in MLD. |
| 3 | Document showing the how the calculation for total amount of faecal sludge and sewage is generated. |
| 4 | If ULB is adopting clustered approach, please provide the MOU of the same |
| 5 | Weekly Logbooks of the FSTPs and STPs for months of Phase 3 (November/ December/January) showing the amount of faecal sludge/sewage treated per day |
| 6 | Summary of the revenue generated by the ULB through reused/recycling of water. |
| 7 | Weekly Logbooks for months of Phase 3 (November/ December/January) showing the amount of treated used water recycled/reused |
| 8 | Details of how much wastewater is reused/recycled (MLD) by the ULB and how much revenue is generated from these avenues. If reused by the ULB for Horticulture purposes the same needs to be quantified in this document. |
| 9 | Summary of the revenue generated by the ULB through reused/recycling of water. |
| 10 | Daily/weekly/monthly Logbooks of the revenue generated from used water |
| 11 | Details of how much wastewater is sold by the ULB and how much revenue is generated from these avenues. If reused for horticulture in the ULB, quantify the same. |
| 12 | Summary of the revenue generated by the ULB through reused/recycling of water. |

| Indicator | Validation Methodology |
|-------------|------------------------|
| 3.2 and 3.3 | Direct Observation |

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



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.

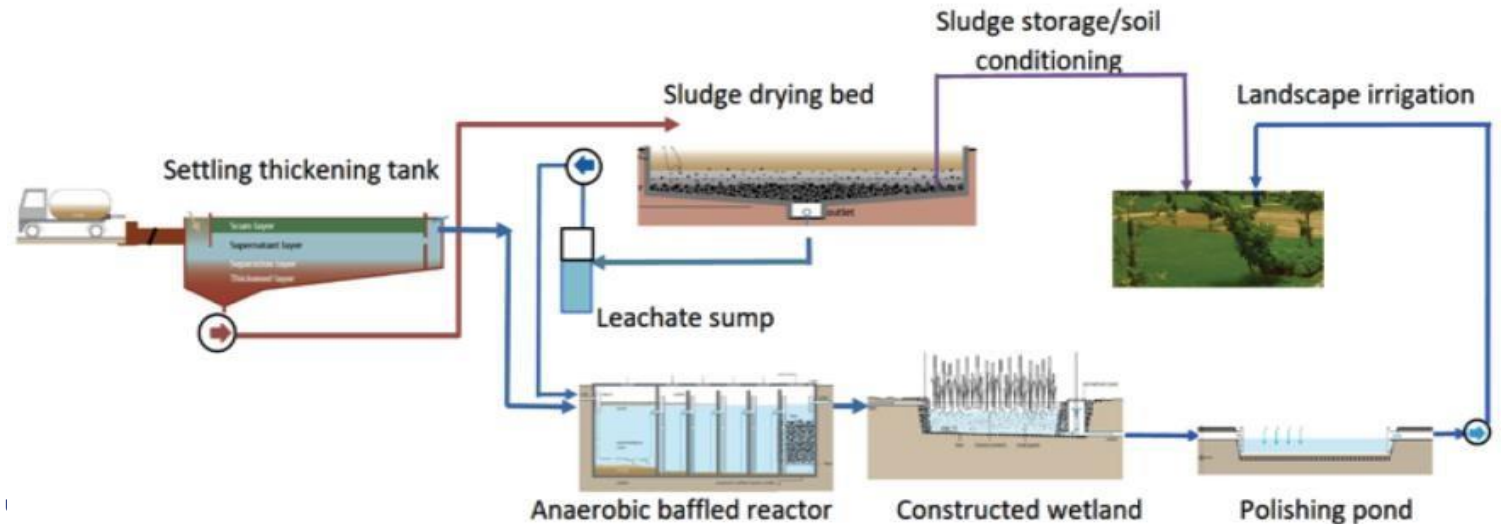
The system is emptied, typically by a desludging vehicle truck with a vacuum mechanism.

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

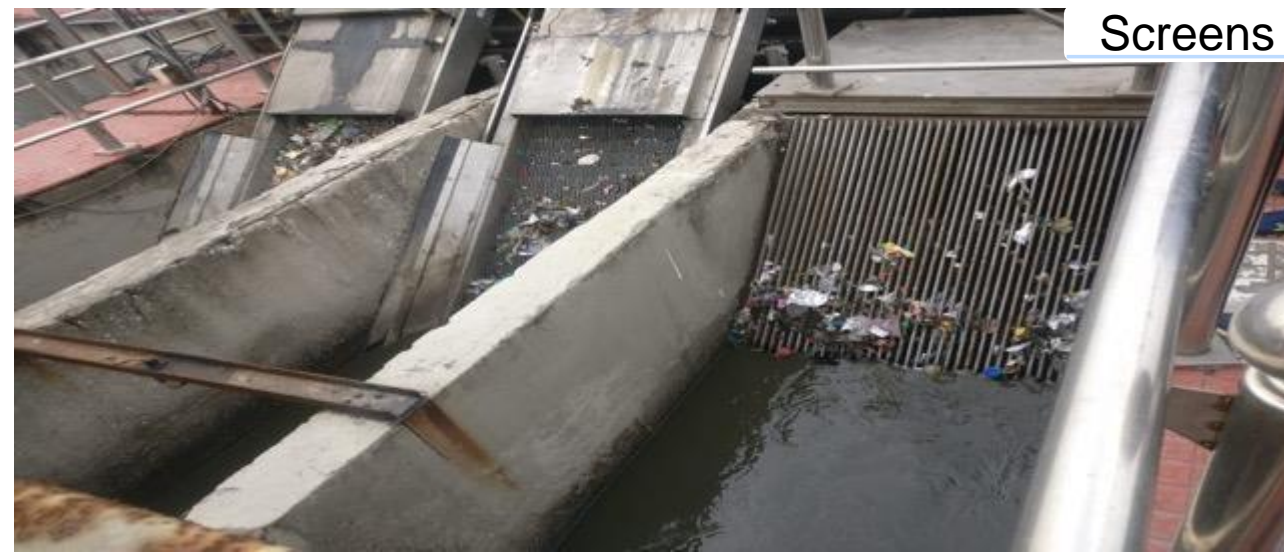


Sewage Treatment Plant (STP)

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-19 | 7.03 | 368 | 120 | 336 | | | | | 7.71 | 44 | 9 | 3 | 4.2 | | | | | |
| 2-Sep-19 | 7.04 | 384 | 225 | 400 | 36 | 18 | 4.2 | 1600 | 7.30 | 48 | 7 | 3 | 4.3 | 4.1 | 1.2 | 1.4 | 80 | |
| 3-Sep-19 | 7.05 | 364 | 100 | 348 | | | | | 7.68 | 42 | 8 | 2 | 4.0 | | | | | |
| 4-Sep-19 | 7.01 | 362 | 120 | 303 | | | | | 7.74 | 46 | 7 | 2 | 4.4 | | | | | |
| 5-Sep-19 | 7.06 | 348 | 115 | 355 | | | | | 7.76 | 40 | 8 | 7 | 4.3 | | | | | |
| 6-Sep-19 | 7.04 | 380 | 125 | 315 | | | | | 7.71 | 42 | 7 | 8 | 4.1 | | | | | |
| 7-Sep-19 | 7.03 | 316 | 105 | 292 | | | | | 7.73 | 36 | 9 | 7 | 4.3 | | | | | |
| 8-Sep-19 | 7.08 | 294 | 700 | 306 | | | | | 7.70 | 40 | 8 | 9 | 4.4 | | | | | |
| 9-Sep-19 | 7.02 | 306 | 100 | 215 | 30 | 16 | 3.8 | 900 | 7.73 | 42 | 7 | 8 | 4.2 | 4.0 | 1.1 | 1.2 | 79 | |
| 10-Sep-19 | 7.08 | 274 | 95 | 197 | | | | | 7.72 | 40 | 8 | 7 | 4.3 | | | | | |
| 11-Sep-19 | 7.04 | 328 | 110 | 309 | | | | | 7.75 | 42 | 7 | 9 | 4.4 | | | | | |
| 12-Sep-19 | 7.05 | 320 | 105 | 276 | | | | | 7.74 | 48 | 9 | 10 | 4.1 | | | | | |
| 13-Sep-19 | 7.06 | 310 | 115 | 206 | | | | | 7.76 | 46 | 8 | 9 | 4.3 | | | | | |
| 14-Sep-19 | 7.01 | 430 | 165 | 304 | | | | | 7.74 | 44 | 7 | 8 | 4.6 | | | | | |
| 15-Sep-19 | 7.01 | 418 | 140 | 269 | | | | | 7.70 | 40 | 8 | 7 | 4.2 | | | | | |
| 16-Sep-19 | 7.06 | 378 | 135 | 380 | 35 | 22 | 4.4 | 1600 | 7.75 | 38 | 7 | 8 | 4.3 | | | | | |
| 17-Sep-19 | 7.04 | 416 | 150 | 315 | | | | | 7.73 | 48 | 9 | 9 | 4.4 | | | | | |
| 18-Sep-19 | 7.01 | 474 | 175 | 400 | | | | | 7.78 | 46 | 10 | 8 | 4.1 | | | | | |
| 19-Sep-19 | 7.02 | 306 | 140 | 200 | | | | | 7.73 | 48 | 8 | 9 | 4.2 | | | | | |
| 20-Sep-19 | 7.04 | 418 | 150 | 238 | | | | | 7.70 | 46 | 9 | 10 | 4.3 | | | | | |
| 21-Sep-19 | 7.01 | 408 | 145 | 288 | | | | | 7.74 | 44 | 7 | 8 | 4.2 | | | | | |
| 22-Sep-19 | 7.03 | 316 | 115 | 306 | | | | | 7.74 | 40 | 8 | 7 | 4.4 | | | | | |
| 23-Sep-19 | 7.04 | 382 | 125 | 200 | 36 | 24 | 4.6 | 1600 | 7.70 | 48 | 10 | 9 | 4.3 | | | | | |
| 24-Sep-19 | 7.02 | 316 | 110 | 202 | | | | | 7.72 | 50 | 10 | 11 | 4.4 | | | | | |
| 25-Sep-19 | 7.03 | 408 | 145 | 224 | | | | | | | | | | | | | | |
| 26-Sep-19 | 7.00 | 320 | 115 | 280 | | | | | | | | | | | | | | |
| 27-Sep-19 | 7.09 | 326 | 130 | 434 | | | | | | | | | | | | | | |
| 28-Sep-19 | 7.04 | 328 | 120 | 268 | | | | | | | | | | | | | | |
| 29-Sep-19 | 7.01 | 376 | 175 | 320 | | | | | | | | | | | | | | |
| 30-Sep-19 | 7.02 | 432 | 150 | 402 | | | | | | | | | | | | | | |

may
ent a

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 |
| 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.

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

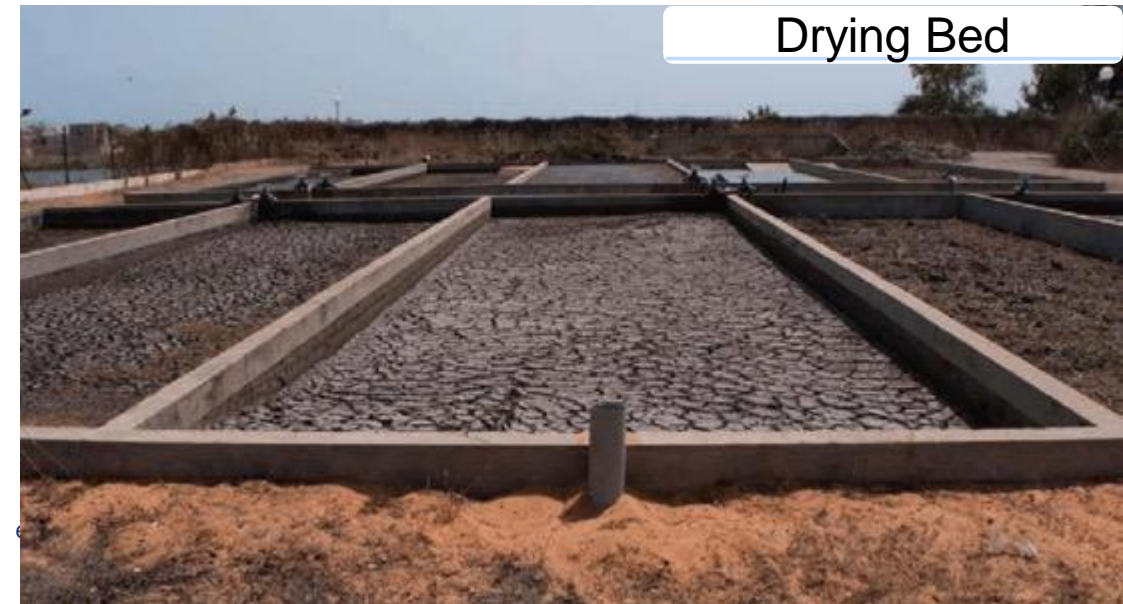
Photograph of logbook maintained at the plant

| ENVIRO CONTROL ASSOCIATES (I) PVT LTD. 245 MID STP, INDORE Module - I Flow record Oct 2018 | | | | | |
|---|-----------|------------------------|-------------|------------------------|-------------|
| Sl. No. | Date | RAW SEWAGE | | TREATED SEWAGE | |
| | | FLOW (m ³) | | FLOW (m ³) | |
| | | 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 | 35255 | 35255 |
| 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 | 5962 | 5962 | 4167 | 4167 |
| 31 | 31-Oct-18 | 19148 | 19148 | 19879 | 19879 |

Photograph of electricity bill of STP plant

[illegible]

Faecal Sludge Treatment Plant (FSTP)



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

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

| 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 |

**Community Toilet**

| 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 |

**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
'MyToiletApp' in place in all Public, Community Toilets, Urinals & linked with SBM Portal

15
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

*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)

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

SLP Documents for Indicator 3.4

1

List of CT/PT in the ULB with Address, Landmark, **Latitude and Longitude**.

| Indicator | Validation Methodology |
|-----------|------------------------|
| 3.4 | Direct Observation |

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



375 Marks



Mandatory conditions to Claim 375 Marks under Safaimitra Suraksha Indicators
(i) RSA and SRU notified and operations (ii) Valid ODF+ Certificate, and (iii) Single Use Plastic Banned

| | | | |
|-------------|---------------------------------|---|-----------|
| 3.5 | Core Parameters | Machines & Workforce | 160 Marks |
| 3.6 | Eco-system Parameters | Standardization of Septic Tank, Hazardous sewer entry ban notified, Sustainable O&M, 14420 complaints resolution, Geo-tagging of septic tanks etc. | 90 Marks |
| 3.7 | IEC | <ul style="list-style-type: none"> • 24X7 Helpline (to seek information, register complaint and track resolution status) • Public Awareness Campaigns | 40 Marks |
| 3.8 | Capacity Building & Empowerment | <ul style="list-style-type: none"> • Capacity Building (In-house/private trained desludging operators/staff – following CPHEEO Manual) • Empowerment of Safaimitra (Linkages with social welfare schemes along with developing entrepreneurship in this sector) | 85 Marks |
| Total Marks | | | 375 |

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 sewer men
- ☐ 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 sewer men 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

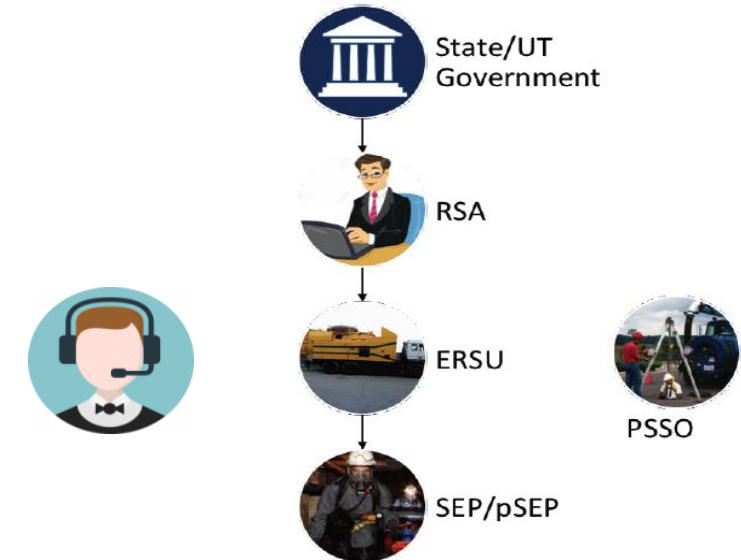
❑ Special Mobile Response System (SHRAVAN)

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 (55) | | | |
| HydroVac (Jetting and Suction Vehicle for Sewers) | 20 | Down to 10 | NIL |
| Machine Hole Dredger | 15 | Down to 7.5 | NIL |
| Gully Emptier- (Septic Tank Desludging Vehicles) | 20 | Down to 10 | NIL |
| | | | |
| Other Equipment (25) | | | |
| Sewer Inspection Camera * | 5 | 2.5 | NIL |
| Hydro Jetting Machines * | 5 | 2.5 | NIL |
| Power Bucket machine* | 5 | 2.5 | NIL |
| Hydraulic Sewer Root cutters* | 5 | 2.5 | NIL |
| Power Rodding Apparatus | 5 | 2.5 | NIL |



| (1) | (2) | (3) | (4) |
|------------------------------|-----|-----|-----|
| PPE (10) | | | |
| Reflecting Jackets | 2 | 1 | NIL |
| Safety helmets | 2 | 1 | NIL |
| Normal face masks | 1 | 0.5 | NIL |
| Hand gloves (pair) | 1 | 0.5 | NIL |
| Safety Gumboots (pair) | 1 | 0.5 | NIL |
| Safety body clothing | 3 | 1.5 | NIL |
| Safety Gear (20) | | | |
| Safety Tripod Set | 1 | 0.5 | NIL |
| Nylon Rope ladder | 1 | 0.5 | NIL |
| Blower with Air Compressor | 2 | 1 | NIL |
| Gas Monitor (4 Gases) | 3 | 1.5 | NIL |
| Full body Wader Suit | 3 | 1.5 | NIL |
| Gas Mask | 3 | 1.5 | NIL |
| Breathing Apparatus | 3 | 1.5 | NIL |
| Safety body Harness | 1 | 0.5 | NIL |
| Air Line Breathing Apparatus | 3 | 1.5 | NIL |



Safaimitra Suraksha- Marks Distribution

| Workforce Requirement | If meeting Norm fully | If meeting > = 50% Norm (Pro rata) | If meeting < 50% of Norm |
|---|-----------------------|------------------------------------|--------------------------|
| Sewermen | 20 | 10 | NIL |
| Sanitary Beldar | 20 | 10 | NIL |
| Trained and Notified Sewer Entry Professionals (SEPs) | 10 | 05 | 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 of all Private Sanitation Services Providers whose equipment/ manpower is being projected to meet their requirement under norms. |
| Notification regarding imposing fines against persons / de-sludging operators dumping untreated faecal sludge in drains and / or open areas |
| Notification regarding compliance of all Septic Tanks Constructed after 01 January 2021 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 other services provided by the ULB |
| Photographs of the IEC campaigns conducted to disseminate the messages around scheduled cleaning (once in 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 and their Rehabilitation Act (PEMSRA) 2013' |
| Photographs of the IEC campaigns to disseminate the messages around engagement of ONLY licensed operators in 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 provided 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 <ul style="list-style-type: none"> 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



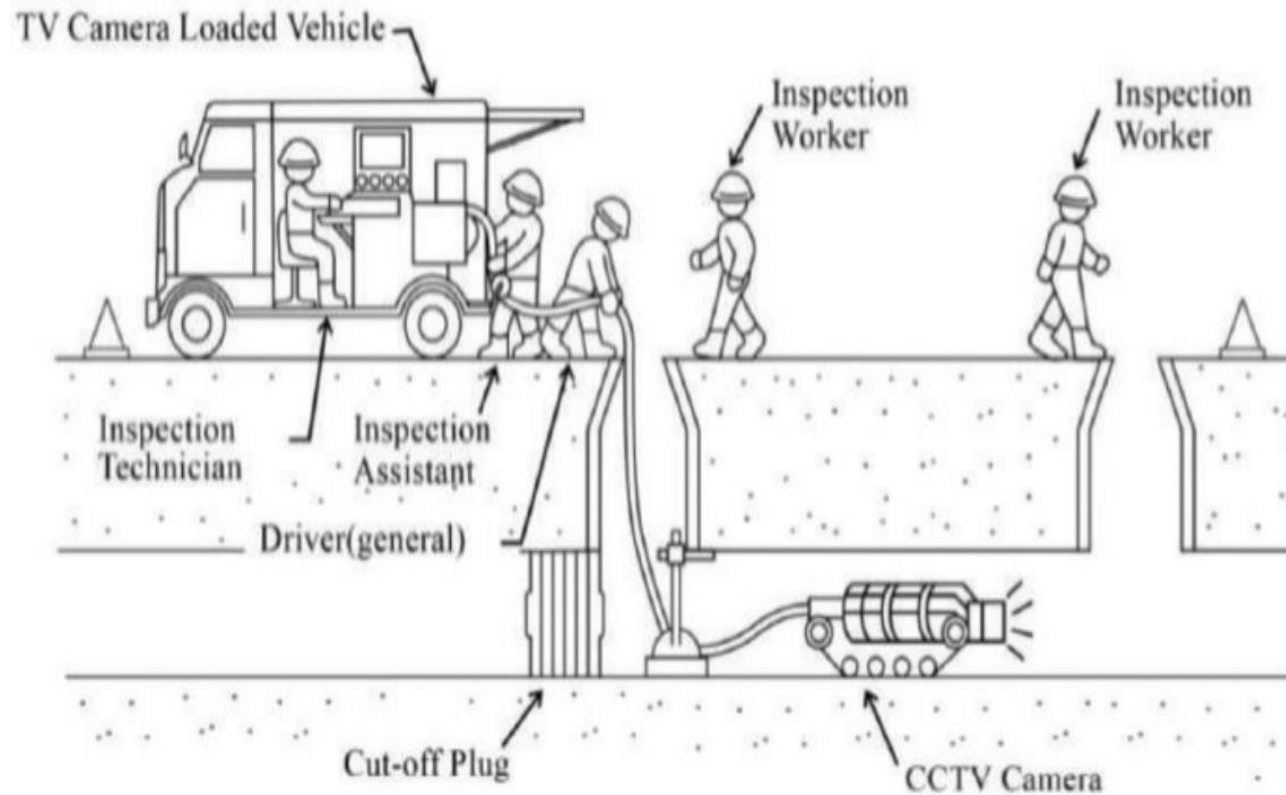
Full Body Wader Suit



Gas Mask

Sewer Inspection Camera Apparatus

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



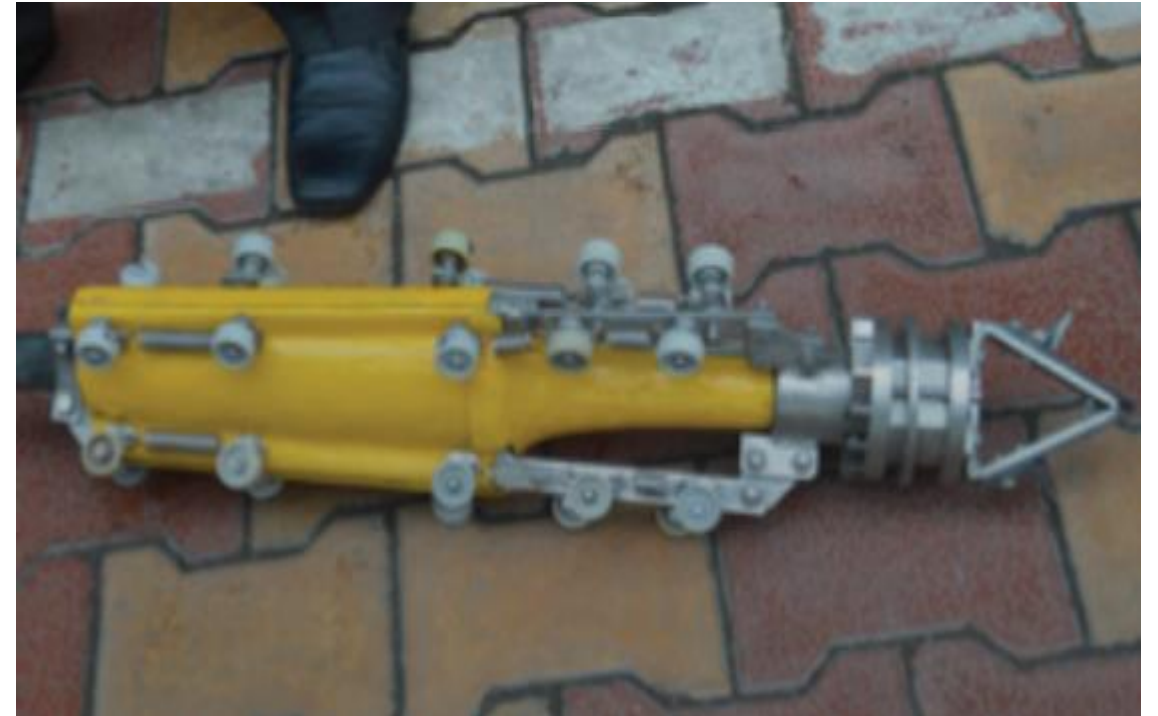
Power Bucket Machine

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 cut 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)- 40 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 (manhole)/ stormwater drains or any other services provided by the ULB. The helpline should also address Safaimitra's grievances | 10 |
| (b) | IEC messages around scheduled cleaning (once in every 3 years) of septic tanks | 10 |
| (c) | IEC messages around penal actions for non-compliance under 'The Prohibition of Employment as Manual Scavengers and their Rehabilitation Act (PEMSRA) 2013' | 10 |
| (d) | IEC messages around engagement of ONLY empanelled operators in all wards | 10 |

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

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

- 85 Marks

[illegible]

Eco-System Parameters - 90 Marks

| Scheme of Marks | | Max Marks |
|--------------------------|---|-----------|
| (a) Notifications | | 10 |
| 1. | Ban on Manual hazardous entry (without safety gear) | 2 |
| 2. | User Charges for providing at least the O&M for sewerage and septic tank desludging Services | 2 |
| 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) | 2 |
| 4. | Whether ULB has notified finest against persons / de-sludging operators dumping untreated faecal sludge in drains and / or open areas | 2 |
| 5. | All Septic Tanks Constructed after 01 January 2021 are as per IS 2470 (Parts 1 & 2) | |
| (b) Enforcement | | 40 |
| | Manual hazardous entry (without safety gear) banned in the city – Enforced 100% | 8 |
| | 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. | 8 |
| | Private Sanitation Services Providers are registered* (10 vehicles/ 20 Workers) | 8 |
| | Fines being collected from persons dumping faecal sludge in drains/ open areas | 8 |
| | Septic tank systems being construction as per provision of IS 2470 | 8 |
| (c) | Whether Zero incident of Sanitation Related Fatality in the ULB during past 12 Calendar months (Yes/No) | 10 |
| (d) | Greater than 80% complaints registered through 14420 Helpline have been resolved satisfactorily (Pro-rata marks down to 50% of objective) | 10 |
| (e) | Whether >50% Septic tanks are geo-tagged for scheduled cleaning? (Prorata marks down to 50% of objective) | 20 |

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) | 50 | 60 | 80 | 100 | 120 |
| Sample respondent count (On-Field for Ph-3 & Ph-4) | 100 | 125 | 150 | 175 | 300 |

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’

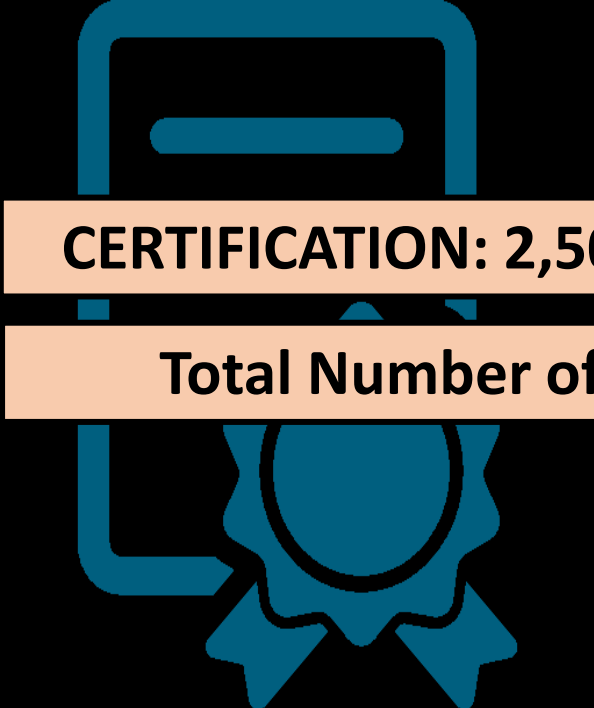
| Sample Failure (%) | % of Negative Marking on Total Marks claimed, to be deducted from 'Adjusted Marks' |
|--------------------|--|
| <20% | 0% |
| 20% - 30% | 5% |
| 31% - 40% | 10% |
| 41% - 50% | 20% |
| 51% - 60% | 30% |
| 61% - 70% | 40% |
| 71% - 80% | 50% |
| 81% - 90% | 60% |
| 91% - 100% |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

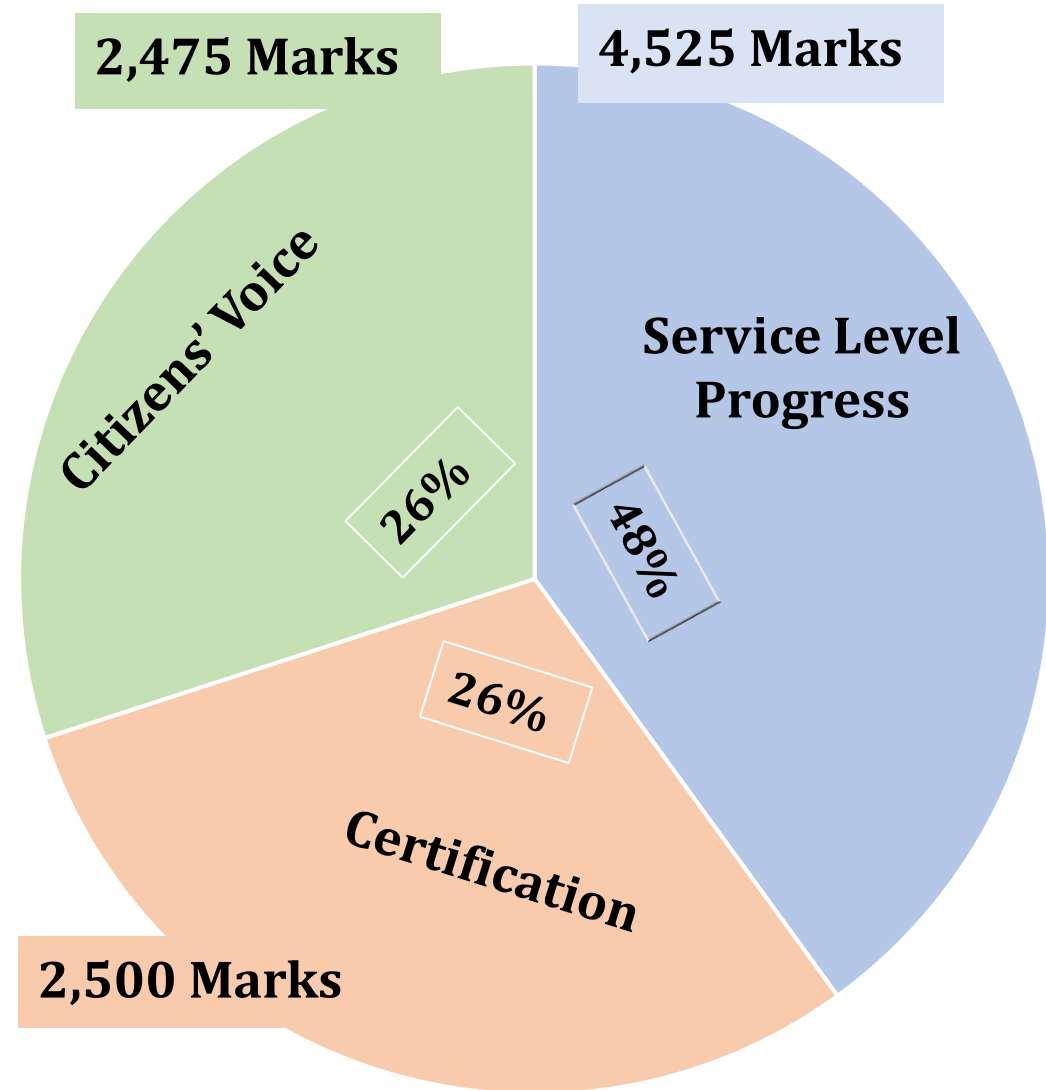
CERTIFICATION



CERTIFICATION: 2,500 / 9,500 Marks

Total Number of Indicators: 2

Total Marks 9,500



CERTIFICATION: 2,500 / 9,500 Marks



Certified GFC Star Rating Status (as on 31.12.2022)

| 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 |

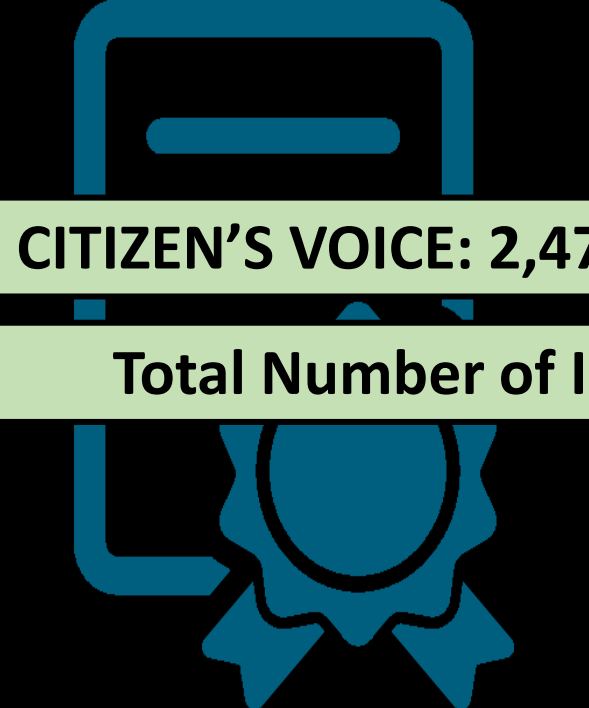


Certified ODF Status (as on 31.12.2022)

| 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.

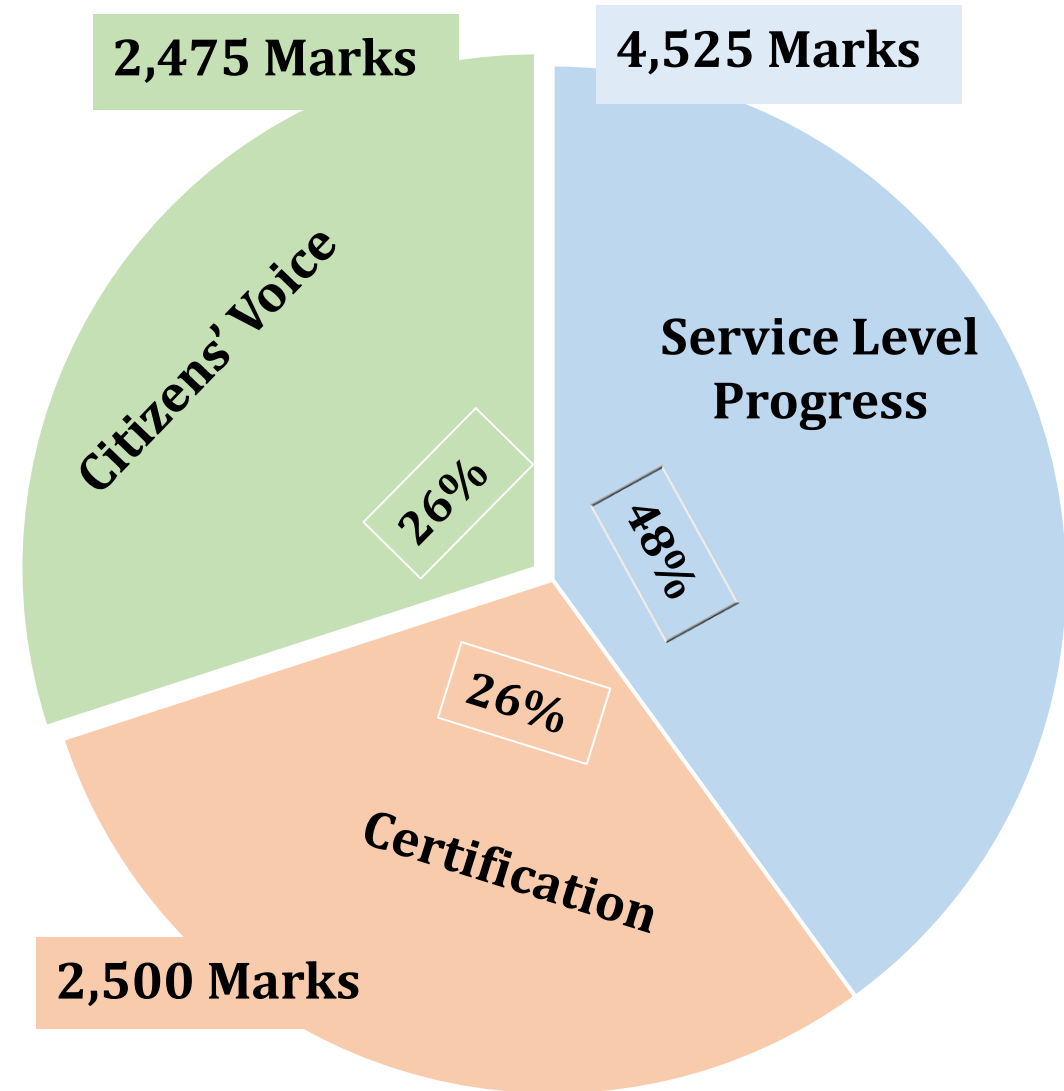
CITIZENS' VOICE



CITIZEN'S VOICE: 2,475 / 9,500 Marks

Total Number of Indicators: 29

Total Marks 9,500

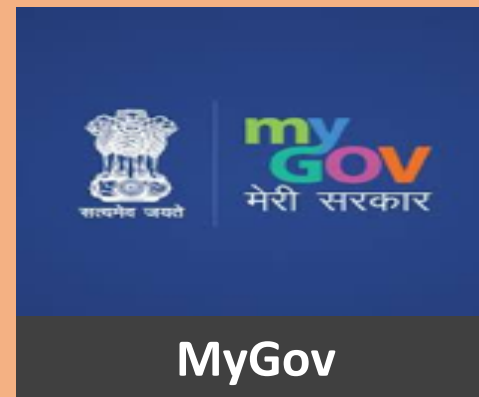


Citizens' Voice



Waste to Wealth

Citizen's Feedback
will be collected
from
1st October 2022
to
31st January 2023



- Pool of 11 Questions
- Any 4 will appear randomly
- Questions sequence will be dynamic – different

A

Citizen Feedback



Feedback received from Youth 'Yuva' (15-29 Yrs.) will be given 50% weightage in Scoring

4 Questions to be answered X 50 marks each = Total 200 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**? (No/Yes)
4. Do you know you can search nearest **Public Toilet on Google**? (Yes/No)

B

Citizen Feedback



From Sr.Citizens
(>60 Yrs. Age)
Total= 400 Marks

1

4 Questions under Solid Waste Management: **4x40 = Total 160 Marks**

Last 1 year - Overall Experience sharing

i. Do you find your city cleaner than before?

Yes

40 Marks

Partially

20 Marks

No

0 Marks

ii. Are you satisfied with door-to-door waste collection services provided by municipal corpn./council/cant. board?

Yes

40 Marks

Partially

20 Marks

No

0 Marks

iii. Do you give segregated waste to your waste collector?

Always

40 Marks

Only when asked

20 Marks

No

0 Marks

iv. Do you see people's behaviour has now changed in managing their waste responsibly?

Yes

40 Marks

Partially

20 Marks

No

0 Marks

B

Citizen Feedback



From Sr.Citizens
(>60 Yrs. Age)

2

4 Questions under Sustainable Sanitation: **4x40 = Total 160 Marks**

Last 1 year - Overall Experience sharing

i. Do you we see people are now more sensitive towards not defecating/urinating in the open?

Yes

40 Marks

Partially

20 Marks

No

0 Marks

ii. Do you find public/community toilets are more accessible and cleaner than before?

Yes

40 Marks

No

0 Marks

iii. Do you see issues related with choked sewer lines or desludging of septic tanks are attended on priority?

Always

40 Marks

Sometimes

20 Marks

Never

0 Marks

iv. Do you see sanitation workers cleaning septic tanks/sewer lines wearing safety gears?

Always

40 Marks

Sometimes

20 Marks

Never

0 Marks

B

Citizen Feedback



From Sr.Citizens
(>60 Yrs. Age)

3

4 Questions under Public Awareness: **4x20 = Total 80 Marks**

Last 1 year - Overall Experience sharing

i. Do you see more awareness messages around 'cleanliness' in your city than before?

Yes

20 Marks

Partially

10 Marks

No

0 Marks

ii. Do you feel more engaged by your Municipal Corpn./Council/Cantt Board in following good sanitation practices?

Yes

20 Marks

No

0 Marks

iii. Do you see people are more sensitive towards carrying their own bag for buying vegetables than before?

Yes

20 Marks

No

0 Marks

iv. Do you see shopkeepers/vendors discourage keeping or giving plastic bags than before?

Yes

20 Marks

No

0 Marks



By Citizens – For Citizens

Total Indicators - 8
650 / 2,475 Marks

Please note:

All progress to be claimed through MIS (except Indicator No.7 & 8) followed by upload on Swachhatam Portal and desired social media platforms. Subject to on-field validation in January 2023.

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 December 2022.** (City name and ULB Code mandatory for entries)



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

| Scheme of Marks for Cleanliness | Marks | Scheme of Marks for Maintenance | Marks |
|--|-------|--|-------|
| 100% Monuments/Parks are clean | 50 | 100% Monuments/Parks well maintained | 50 |
| 75% Monuments/Parks are clean | 40 | 75% Monuments/Parks well maintained | 40 |
| 50% Monuments/Parks are clean | 30 | 50% Monuments/Parks well maintained | 30 |
| 25% Monuments/Parks are clean | 20 | 25% Monuments/Parks well maintained | 20 |
| Scheme of Marks for Sustainability | | | Marks |
| 100% Monuments/Parks have been maintained under CSR or by Private Organizations etc. | | | 40 |
| 75% Monuments/Parks have been maintained under CSR or by Private Organizations etc. | | | 30 |
| 50% Monuments/Parks have been maintained under CSR or by Private Organizations etc. | | | 20 |
| 25% Monuments/Parks have been maintained under CSR or by Private Organizations etc. | | | 10 |

Note:

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

Documents to be submitted by the ULB for evaluation:

Copy of the MoU signed by the ULB with the CSR or Private organization/RWA for maintenance of the part

Detailed list of freedom fighter monument park in the format given below along with details of Citizen/RWA involved with their Name and Contact Number

| | | Citizen Engagement Indicator 1 (Respect to our Freedom Fighters) | | | | | | |
|--------|-------------|--|---------|-----------|----------|-----------|---------------------|-------------|
| Sr.No. | Ward Number | Name of the Monument/Park | Address | Land Mark | Latitude | Longitude | Name of Citizen/RWA | Contact No. |
| | | | | | | | | |
| | | | | | | | | |

By Citizens – For Citizens

Marks
60

2. ONE Atmanirbhar Ward or %age of RWAs in a 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 December 2022**. (City name and ULB Code mandatory for entries)



| Scheme of Marking | Population | |
|--|-------------|-------------|
| | <1 L Cities | >1 L Cities |
| Minimum One Ward is Atmanirbhar Ward | 60 | NA |
| 100% RWAs in minimum One Ward are Atmanirbhar | 50 | 60 |
| 75% RWAs in minimum One Ward are Atmanirbhar | 40 | 50 |
| 50% RWAs in minimum One Ward are Atmanirbhar | 30 | 40 |
| 25% RWAs in minimum One Ward are Atmanirbhar | 20 | 20 |
| 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: <ol style="list-style-type: none"> List of awareness campaign, showing coverage and date of campaign to be uploaded on SBM Portal, Swachhatam Portal and ULB's Facebook page Detail of RWAs/Ward Committee engaged in this exercise This list will also be used for on-field validation 50% Observation and 50% Citizens Direct observation and random interaction with citizens will be conducted to ascertain the claim. <p>*Ward will cover all RWAs and other colonies where RWAs are not available</p> | | |

Documents to be submitted by the ULB for evaluation:

List of the all the awareness campaigns/meetings and pictures of wet waste management within the Atmanirbhar ward

List of all the RWAs in the wards and their status of Atmanirbhar-ta mentioned to support the claim

Detail of RWAs/Ward Committee engaged in the Atmanirbhar Ward activities(Name, Contact Number and Address)

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 **30th September 2022**.



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 Population: Minimum 2 Brand Ambassadors
- Cities with <1 L population : Minimum 1 Brand Ambassador

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

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.

गोटा के स्वच्छता ब्रांड एम्बेसड



Note:

1. Detail of brand ambassador(s) selected to be maintained and given.
2. Brand Ambassador's work will be validated by calling citizens. Majority of positive response will give **50** marks to the ULB.

Documents to be submitted by the ULB for evaluation:

Detailed list of Brand Ambassadors in the format Given Below

[illegible]

By Citizens – For Citizens

Marks
25

4. Swachh Survekshan-2023 jingle, movie, poster/drawing, murals and street play competition (no age limit) by **30th November 2022** and awards to winning entries by **15th December 2022** – ULB wise entries* for competition and winning entry to be uploaded on Swachh Survekshan-2023 portal, Swachhatam Portal, Social Media page of the ULB and Facebook page of the ULB (Movies/Songs to be shot/recorded from mobile phone... Apps available for short films/songs can also be used) (City name and ULB Code mandatory for entries) Songs already submitted under SS-2022 will not be considered.



Scheme of Marking

Marks 25

- | | |
|--|-----------|
| • Yes, entries and results for all 5 uploaded as per cut-off dates 30th Nov 2022 & 15th Dec 2022 | 25 |
| • Yes, entries and results for any 4 uploaded as per cut-off dates 30th Nov 2022 & 15th Dec 2022 | 20 |
| • Yes, entries and results for any 3 uploaded as per cut-off dates 30th Nov 2022 & 15th Dec 2022 | 15 |
| • Yes, entries and results for any 2 uploaded as per cut-off dates 30th Nov 2022 & 15th Dec 2022 | 10 |

Note:

- List of people/organizations and contact details with photos and one page note describing the work done to be uploaded on SBM portal, Swachhatam Portal and ULB's Facebook page
- *In each category, minimum 20 entries from >10L population, 15 entries from 3L-10 L population, 10 entries from 1L-3 L population, 5 entries from 50K – 1 L population and 3 entries for <50K population.
- These entries will also be used for validation. On the basis of contact details, these people will be called to understand whether the progress claimed is matching.
- Randomly 5 samples in each category for >1L and 3 samples in each category for <1 L population cities to be picked**

Documents to be submitted by the ULB for evaluation:

List of all the entries and the contact details(Name, category, Email id & Phone Number) of the participants for each type of competition in the format given below.

NOTE: The minimum number of entries criteria should be fulfilled by the ULB to qualify for marks.

Citizen Engagement Indicator 5 (Jingle, movie, poster/drawing, murals and street play competition) (*minimum entries criteria will be checked)

| Category (Jingle, movie, poster/drawing, murals and street play competition) | Title/Name of the entry | Name of the participant | Contact Number | |
|---|-------------------------|-------------------------|----------------|---|
| | | | | - |
| | | | | - |
| | | | | - |
| | | | | - |

By Citizens – For Citizens

Marks
25

5. 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 15th December 2022 (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 30th November 2022.



| Scheme of Marking for >10 L population | Scheme of Marking for 1-10 L population | Marks |
|---|--|--------------|
| Yes, minimum 10 men and 10 women recognized | Yes minimum 5 men and 5 women recognized | 25 |
| Yes, minimum 8 men and 8 women recognized | Yes minimum 4 men and 4 women recognized | 20 |
| Yes, minimum 6 men and 6 women recognized | Yes minimum 3 men and 3 women recognized | 15 |
| Yes, minimum 4 men and 4 women recognized | Yes minimum 2 men and 2 women recognized | 10 |
| Yes, minimum 2 man and 2 woman recognized | Yes minimum 1 man and 1 woman recognized | 5 |
| | Scheme of Marking for <1 L population | Marks |
| * Transgender(s) can also be considered | 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 |

Note:

- 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
- *Minimum 30 (15 men and 15 women) entries from >10L population, 25 entries from 3L-10 L population, 20 entries from 1L-3 L population, 15 entries from 50K – 1 L population and 10 entries for <50K population.
- 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.
- Randomly 7 samples in each category for >10L 5 samples in each category for 1-10 L and 3 samples in each category for <1 L population cities to be picked

Documents to be submitted by the ULB for evaluation:

List of all the entries for Swachhata Champions and their details (Name, impact type, photo, Email id & Phone Number) of the participants in the format given below. Each of the champions should have a brief note about their contribution. (max 50 words)

NOTE: The minimum number of entries criteria (as mentioned in the toolkit should be fulfilled by the ULB to qualify for marks.

Citizen Engagement Indicator 7 (Identification and recognition of Champions) (*minimum entries criteria will be checked)

| Sr.No. | Name of the Person | Category (Staff/Sanitary workers, ward councilor, CSR Lead, NGOs, SHGs etc.) | Gender (Male/Female/Transgender) | Whether Recognised as Swachhta Champion(Yes/No) |
|--------|--------------------|--|----------------------------------|---|
| | | | | |
| | | | | |
| | | | | |

By Citizens – For Citizens

6. 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 **25th December 2022**. (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)



Scheme of Marking

Marks

Swachh Ward Ranking conducted for each month
(between April 2022 to December 2022)

320

Note:

- List of top-3 winners with photos to be uploaded on SBM portal, Swachhatam Portal and ULB's Facebook page
- In each category minimum 30 entries from >10L population, 25 entries from 3L-10 L population, 20 entries from 1L-3 L population, 15 entries from 50K – 1 L population and 10 entries for <50K population. List to be attached. Any 5 entries to be checked during on-field validation.
- Randomly 7 samples in each category for >10L , 5 samples in each category for 1-10 L and 3 samples in each category for <1 L population cities to be picked**
- Awards to all winning wards will be given in an annual function after SS award ceremony.

Documents to be submitted by the ULB for evaluation:

List of all the entries for Swachh Ward competition under each category (hotels, schools, hospitals/healthcare facilities, RWAs/Mohallas, Government Offices and Market Associations.

The document should contain the details such as Name, SPOC, type, Email id & Phone Number for each participant.

NOTE: The minimum number of entries criteria (as mentioned in the toolkit should be fulfilled by the ULB to qualify for marks.

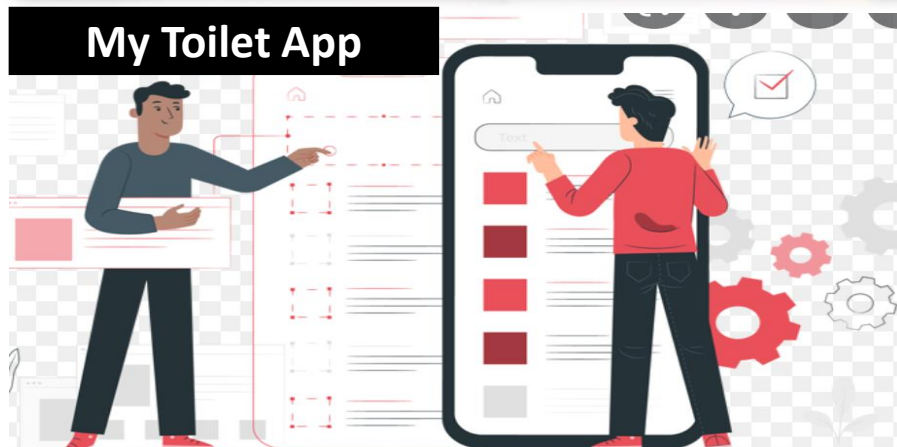
List of the top 3 winners in each category should be uploaded with the details of the winners for validation such as Category, Rank, Name of the entity, Contact name, Phone Number, email id and photograph of being awarded.

By Citizens – For Citizens (Direct Observation)

Marks
25

7. Are Public and Community Toilets prominently displaying **SBM messages** designed by the Ministry or ULB around usage of Public-Community Toilets, with Swachh Survekshan-2023 logo, all public toilets are mapped with 'MyToiletApp' and feedbacks collected as per norms? **(cities are advised not to make use of plastic for IEC to get marks)**

ULBs are expected to engage citizens with clear messaging around usage of Public/Community Toilets. List of CT/PTs with SBM messages to be provided. **IEC material should be designed in a gender-sensitive and inclusive manner**



| Scheme of Marking | Marks |
|---|-------|
| SBM messages are available in >95% CTs/PTs and feedbacks collected through MyToiletApp as per norms | 25 |
| SBM messages are available in 70% - 95% CTs/PTs and feedbacks collected through MyToiletApp as per norms | 20 |
| SBM messages are available in 50% - 69% CTs/PTs and feedbacks collected through MyToiletApp as per norms | 15 |

Sampling Criteria

| Assessment Area | Population | | | |
|----------------------------------|------------|-----------|-----------|-----------|
| | < 1 Lakh | 1-3 Lakh | 3-10 Lakh | >10 Lakh |
| Categories - 2 (CT and PT) | 2 | 2 | 2 | 2 |
| Locations to be covered per zone | 2 | 3 | 5 | 6 |
| Total Zones in the city | 2 | 2 | 4 | 5 |
| Total Locations | 8 | 12 | 40 | 60 |

Photograph of community toilet

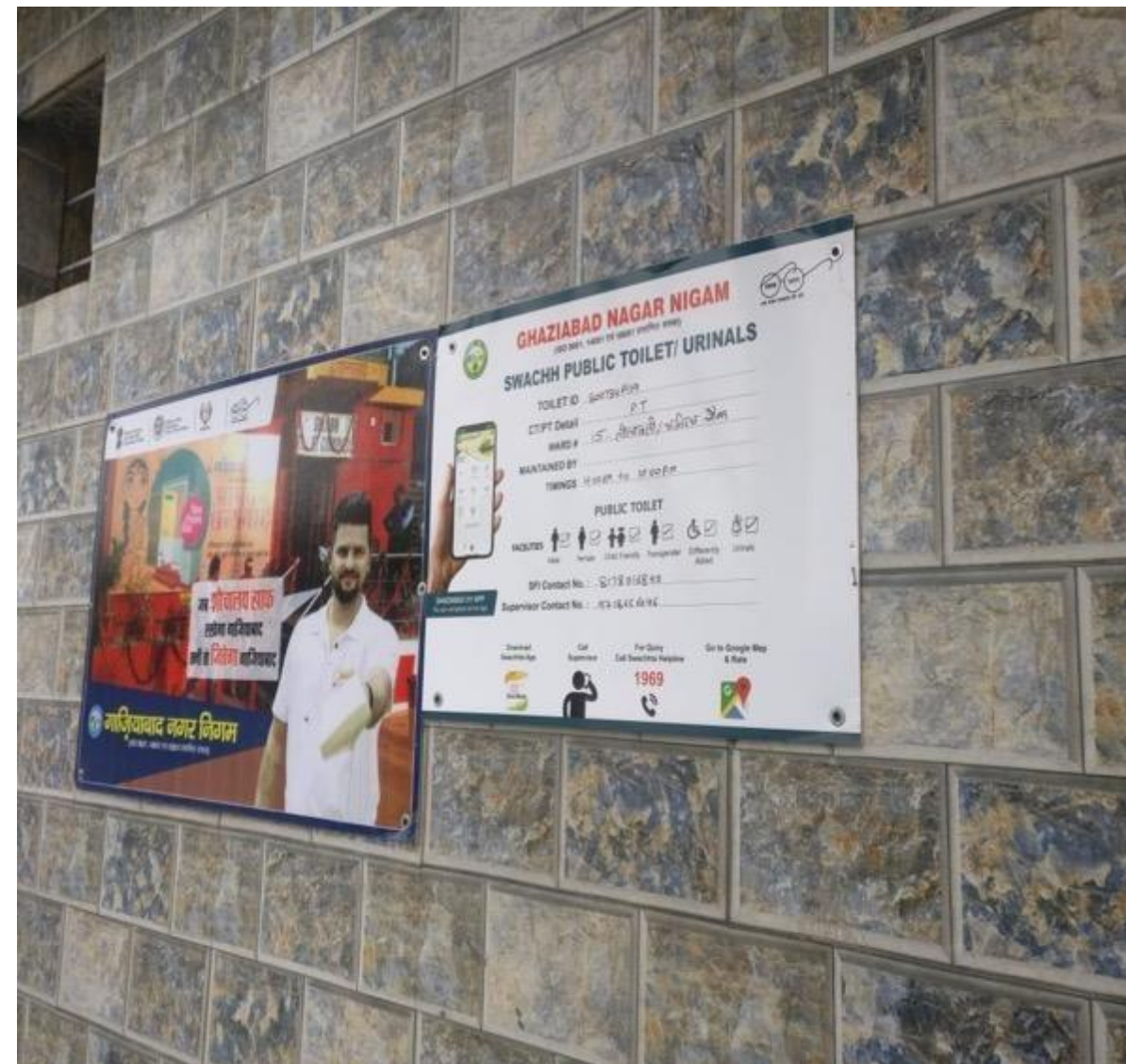


Photograph of SBM Message



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 SBM Message & toilet timing



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- 3 325/2,475 Marks



Actions improving Citizen's Experience - Direct Observation



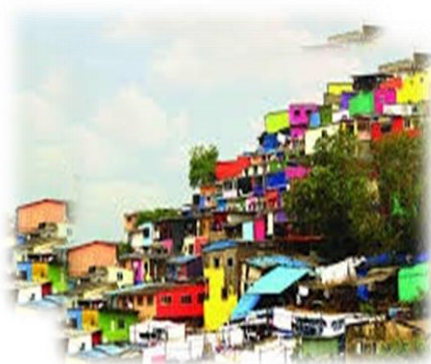
1. Prioritizing aesthetics in making city Swachh & Beautiful - beautification of old city areas, flyovers, public places - (1) Wall paintings/murals, (2) Covered drainage (tertiary and secondary) system with screens (3)*GVP to Selfie Point, (4) Street Vendor Zones/ hawkers zones are well maintained - 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 75 |
|------------------------------|--------------|
| Yes for all 7 above | 75 |
| Yes for any 6 above | 60 |
| Yes for any 5 above | 45 |
| Yes for any 3 above | 30 |
| Yes for any 2 above | 15 |
| Yes for at least any 1 above | 5 |

| Assessment Area | Population | | | |
|----------------------------------|------------|-----------|-----------|-----------|
| | < 1 Lakh | 1-3 Lakh | 3-10 Lakh | >10 Lakh |
| Category-7 | 7 | 7 | 7 | 7 |
| Locations to be covered per zone | 1 | 1 | 2 | 2 |
| Total Zones in the city | 2 | 4 | 4 | 5 |
| Total Locations | 14 | 28 | 56 | 70 |

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.



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 | 20 |
| 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 | 20 |
| At least one Commercial area is de-congested* (Before and After Picture) | 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 |
| 100% Green belt areas of the cities are encroachment free | 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



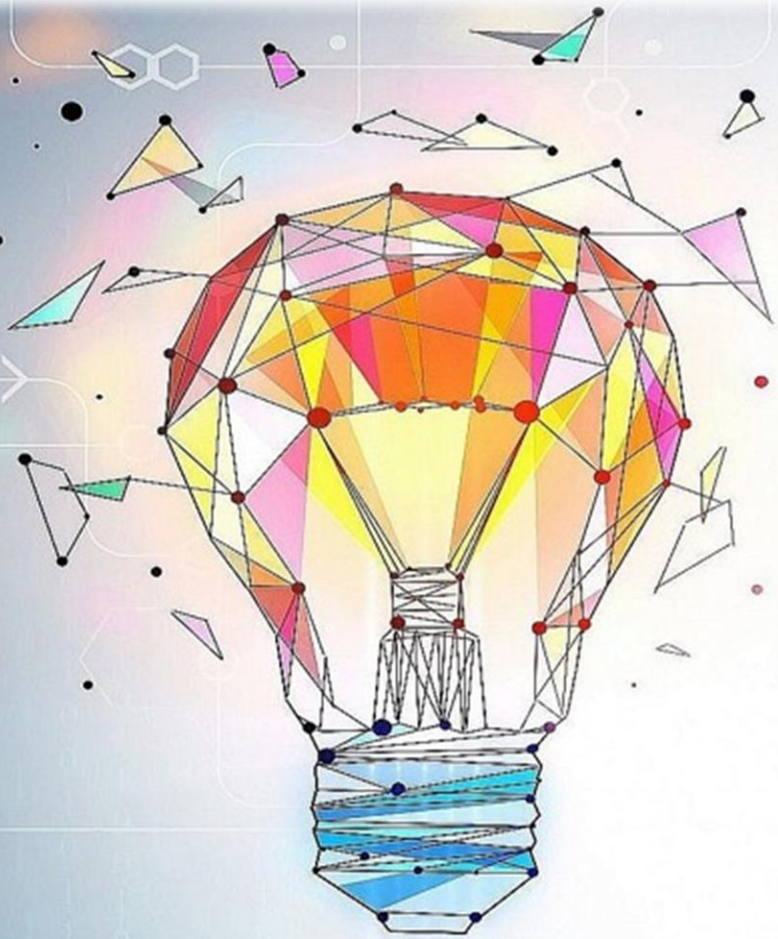
| Scheme of Marking | Max Marks 100 |
|---|------------------|
| • 100% slums are covered with door to door (segregated) waste collection | 20 |
| • O&M of Community Toilet and Zero discharge of wastewater/faecal sludge in open drains | 20 |
| • 100% houses in slums are maintained (exterior) | 10 |
| • *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 <i>Divyang</i> together are given minimum 33% representation in such Social Support Groups | 10 |
| • SHGs formed in each slum and given work by ULBs under 3R initiatives | 10 |
| • Waste to Wonder Selfie Point in each slum | 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 / 2,475 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 completed by **30th November 2022** and uploaded on SS-2023 portal by **15th December 2022**

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 initiative 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’

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:

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

Swachh Technology Challenge

Swachh Technology Challenge Indicator Scheme of Marking for ULBs

| # | Scheme of Marking | Marks (185) |
|------|--|-------------|
| 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

Swachh Technology Challenge Indicator Scheme of Marking for ULBs

| # | Scheme of Marking | Marks (185) |
|---|---|-------------|
| 4 | <p>No. of solutions received by ULB:</p> <p>a) ULBs - Greater than 10 Lakh population</p> <p>No. of solutions received</p> <ul style="list-style-type: none">• ≥ 15 – 40 marks• ≥ 5 and < 15 – 30 marks• ≥ 3 and < 5 – 10 marks <p>b) ULBs - 1 to 10 Lakh Population</p> <p>No. of solutions received</p> <ul style="list-style-type: none">• ≥ 10 – 40 marks• ≥ 5 and < 10 – 30 marks• ≥ 3 and < 5 – 10 marks <p>c) ULBs - Less than 1 Lakh Population</p> <p>No. of solutions received</p> <ul style="list-style-type: none">• ≥ 7 – 40 marks• ≥ 5 and < 7 – 30 marks• ≥ 3 and < 5 – 10 marks | 20 |
| 5 | <p>Whether ULB has felicitated the wining solutions and disseminated it in the city (Additional marks for women/transgender/differently abled led solutions)</p> | 15 |

Swachh Technology Challenge

Swachh Technology Challenge Indicator Scheme of Marking for ULBs

| # | Scheme of Marking | Marks (185) |
|------|--|-------------|
| 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

Total Indicators – 5
550 / 2,475 Marks



Swachhta App

Quick solution of all your Civic
Related Issues



Dustbin Not Cleaned



Garbag Dump



Sweeping Not Done



Garbag vehicle not arrived

& More

Download



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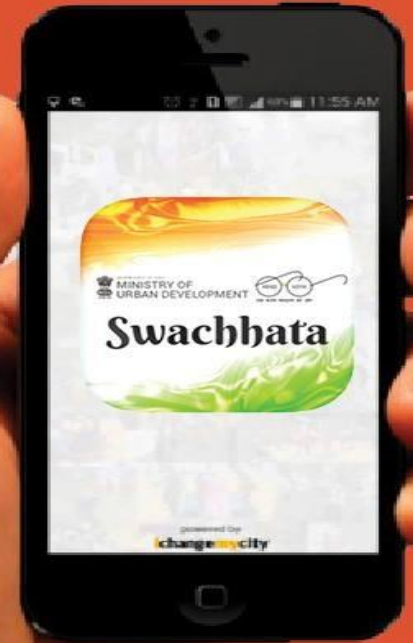


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भारत सरकार



DOWNLOAD THE
SWACHHATA APP
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Available in multiple
languages



5 Indicators from Swachhata App/ Local App

Swachhata App/Local App

1. What percentage of households are registered as Users on Swachhata App??

| Scheme of Scoring | Marks |
|-------------------|-------|
| >50% | 150 |
| 41% - 50% | 100 |
| 31% - 40% | 75 |
| 21% - 30% | 50 |
| 11% - 20% | 35 |
| 1% - 10% | 25 |
| < 1% | 0 |

Methodology: Registration Marks

Formula would be:

$$\text{Registration Marks} = \frac{(\text{Number of Registrations})}{\text{No of households in the city}} \times 100$$

Note: The minimum qualification criteria for this is 2% of registrations.

* Final Score of this indicator for Swachh Survekshan 2023 will be the calculated as per the table above.

Swachhata App/Local App

2. 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:

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

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 December 2022**

Swachhata App/Local App

3. What percentage of **complaints related to OPEN URINATION 'Yellow Spots'** 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:

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

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

Swachhata App/Local App

4. Number of **Active Users** on Swachhata App/**Local** App (integrated with Swachhata App)

Active users could be anyone who has done any of the following activities during that month:

1. Posted a Complaint
2. Voted up on a Complaint
3. Commented on a Complaint
4. Given Feedback on a resolved Complaint.

Methodology:

- ❖ Ranking will be done Month on month basis (**effective from 1st April 2022 to 31st December 2022**).
- ❖ Every Month's final rank will be calculated as average of the following parameters
- ❖ 1% population download condition will apply to qualify
- ❖ Formula would be –

$$\text{User Engagement} = \frac{(\text{Number of Active Users})}{\text{Registrations of the city}} \times 100$$

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

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

Swachhata App/Local App

5. Positive Citizen Feedback on resolved complaints (Citizen Satisfaction on Complaint Resolution)

Methodology: User Feedback

Formula would be:

$$\text{User Feedback} = \frac{(\text{Number of positive feedbacks on Complaints resolved within SLA})}{\text{Number of complaints resolved in SLA}} \times 100$$

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.

- Only complainant's feedback will be considered.
- Final Score of this indicator for Swachh Survekshan 2023 will be the average of every month score from 1st April 2022 till 31st December 2022

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 for Swachh Survekshan 2023 of this indicator will be the average of every month score



Disaster / Epidemic Response Preparedness Strengthening Municipal Frontline Workers Total 5 Indicators | 150/2,475 Marks



1

% (age) of Municipal Frontline workers
Vaccinated (with Booster Dose)

>95%

25 Marks

<95%

15 Marks

2

% (age) of Municipal Frontline
Workers' Life & Health **Insured**
covering Covid-19 & Other Diseases

>95%

35 Marks

81% - 95%

25 Marks

65% - 80%

15 Marks

3

Minimum 75% Municipal Frontline
workers (permanent/contractual)
trained for disaster/epidemic related
emergencies

Monthly trainings provided to be able
to respond better during emergency

40 Marks

4

Dependents of Municipal Frontline
workers **lost their life got fairly**
compensated

Compensation as per National/State
Insurance Schemes given/process
initiated in 100% cases

20 Marks

5

Social Groups created in Wards engaging
Community/SHGs/RWAs/Volunteers to act as
Epidemic/Disaster Response Unit to help needy people

>95% Wards

30 Marks

81% - 95% Wards

20 Marks

65% - 80% Wards

15 Marks



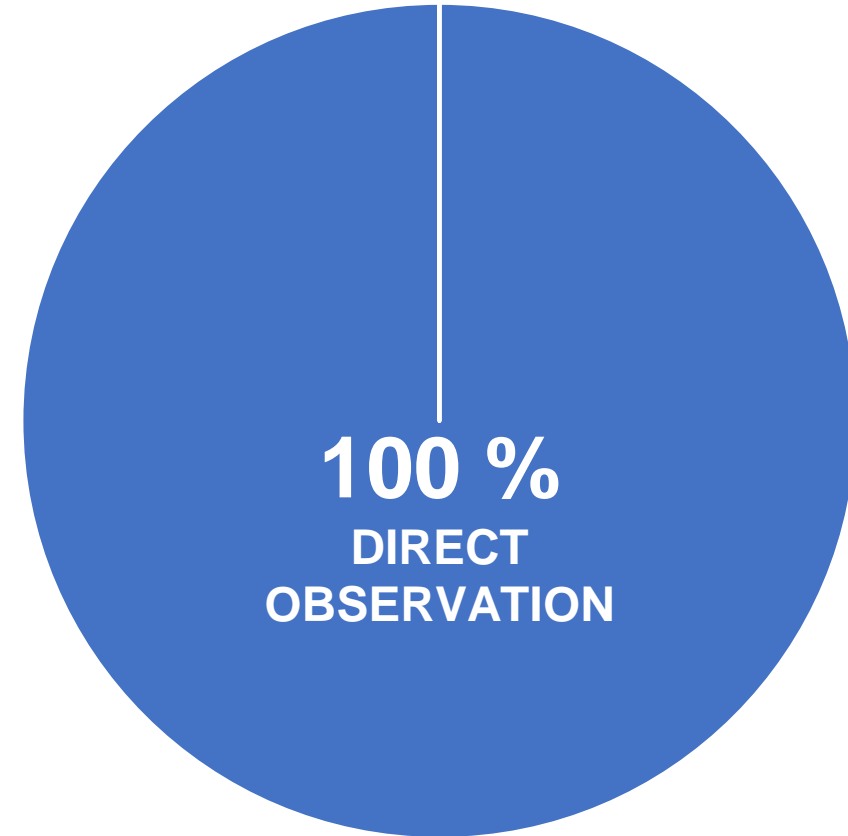


*Assessment **of** Ganga Towns*

....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 the ghat**
 - **Observe/look** at different areas on the ghat
 - Collect evidences such as **photographs and videos**
- The entire survey will be conducted using a **mobile phone application**



Indicators for Direct Observation : Ganga Towns

| 1 | Assessment Area | Dumpsite(s) found in | Marks |
|---|--|----------------------|-------|
| | Open dumpsites near the Ghats or on the riverbank | 0 spot | 10 |
| | | 1-3 spots | 6 |
| | | 4-10 spots | 3 |
| | | >10 spots | 0 |

| 2 | Assessment Area | GVP(s) found in | Marks |
|---|--|-----------------|-------|
| | Garbage Vulnerable Points (GVPs) near the Ghats or on the riverbank | 0 spot | 10 |
| | | 1-3 spots | 6 |
| | | 4-10 spots | 3 |
| | | >10 spots | 0 |

| 3 | Assessment Area | Solid waste found | 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 | % of Coverage | Marks |
|---|---|-----------------------|-------|
| | Availability of Anti-Littering messages around Ghats/Riverbanks accessible to citizens | 100% Ghats/Riverbanks | 10 |
| | | 75% - 99% Ghats/..... | 6 |
| | | 50% - 74% Ghats/..... | 3 |
| | | <50% Ghats/Riverbanks | 0 |

| 5 | Assessment Area | % of Coverage | Marks |
|---|---|-----------------------|-------|
| | Availability of twin litter Bins in every 50 meters around Ghats/Riverbanks accessible to citizens | 100% Ghats/Riverbanks | 10 |
| | | 75% - 99% Ghats/..... | 6 |
| | | 50% - 74% Ghats/..... | 3 |
| | | <50% Ghats/Riverbanks | 0 |

| 6 | Assessment Area | % of Coverage | 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 | Status | Marks |
|---|--|--|-------|
| | Screening of Nallahs discharging into River | All Nallahs having screens (incl. thorough STPs) | 10 |
| | | one or more Nallahs discharging without screens | 0 |

| 8 | Assessment Area | Status | Marks |
|---|---|---|-------|
| | Cleaning & removal of waste from Nallah Screens (excl. those in STPs) | All nallah screens clean & not choked and waste removed to a van /bin etc, not left on the ground | 10 |
| | | One or more Nallah Screens not cleaned & choked or waste left on the ground | 0 |

PARAMETERS OF ASSESSMENT

The assessments shall be done on the following parameters such as –

| | | |
|---|---|---|
| 1 | Open dumpsites | खुले में कूड़ा |
| 2 | Garbage vulnerable points | कूड़े का निश्चित स्थान |
| 3 | Solid waste floating | ठोस कूड़े का तैरना |
| 4 | Anti-littering messages | कचरा नहीं फैलाने की संदेश |
| 5 | Twin litter bins | जुड़े हुए दो कूड़ेदान /दो कूड़े के डिब्बे |
| 6 | Sweeping & cleaning arrangements | झाड़ू और सफाई की व्यवस्था |
| 7 | Screening of Nallahs | नाले की जाली |
| 8 | Cleaning & removal of waste from Nallah | नाले की सफाई और कचरा को हटाना |

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
क्या घाट (घाटों) के पास या नदी तट पर कोई खुले में कूड़ा पड़ा है



Open dumpsite
near water
bodies



No open
dumpsite near
water bodies



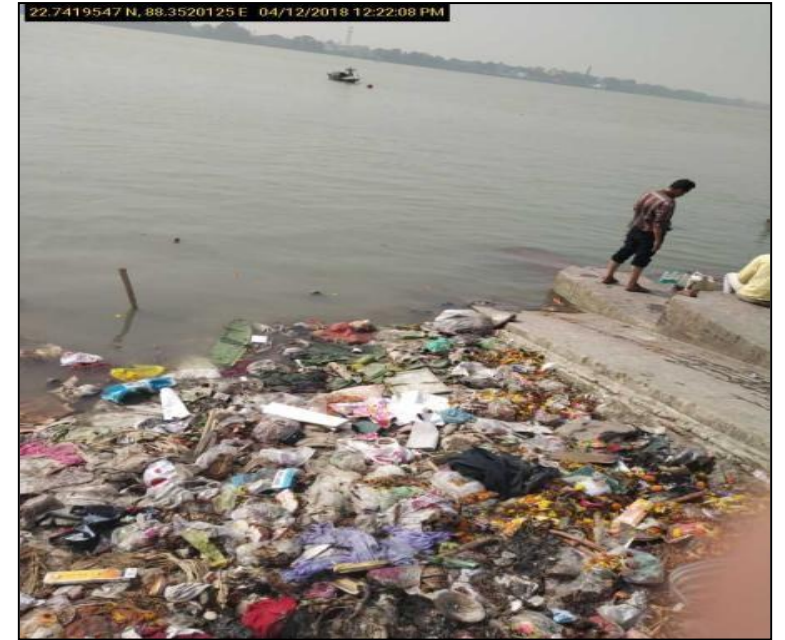
Is there any open dumpsite near the ghat(s) or on the riverbank
क्या घाट (घाटों) के पास या नदी तट पर कोई खुले में कूड़ा पड़ा है



Is there any garbage vulnerable points near the ghat(s) or on the riverbank
क्या घाट (घाटों) के पास या नदी तट पर कोई खुले में कूड़ा पड़ा है?



← GVP near water bodies →



Is there any solid waste floating on the river Ganga (passing through ULB's jurisdiction)
क्या गंगा नदी में कोई ठोस कूड़ा तैर रहा है (यूएलबी/शहर के क्षेत्र से गुजरते हुए)



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

क्या घाट (घाटों) /नदी तट के आसपास नागरिकों के लिए कोई कचरा नहीं फ़ैलाने की संदेश उपलब्ध है



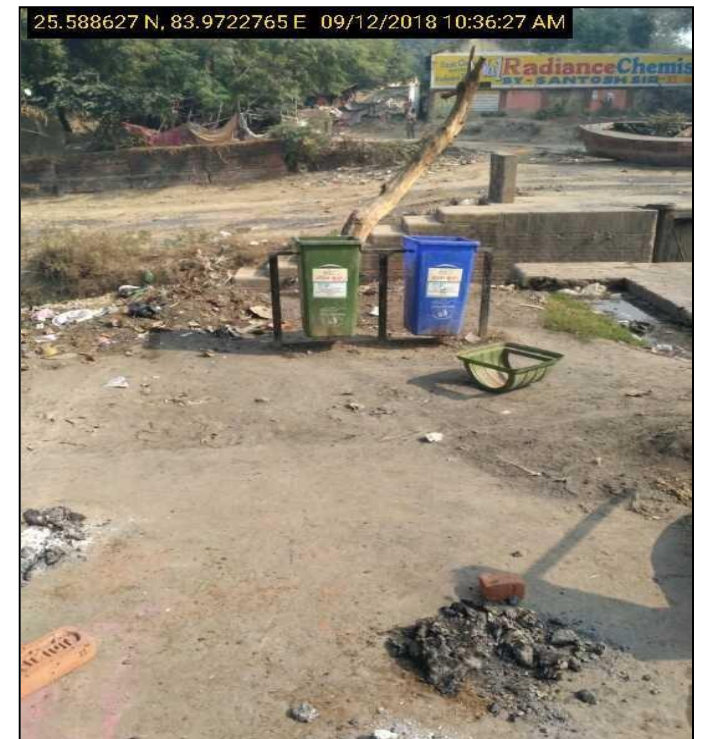
Is there availability of twin litter bins in every 50 meters around ghat(s)/riverbanks?

क्या घाट (घाटों) /नदी तट के आस-पास प्रत्येक 50 मीटर में जुड़े हुए दो कूड़ेदान /दो कूड़े के डिब्बे की उपलब्धता है?



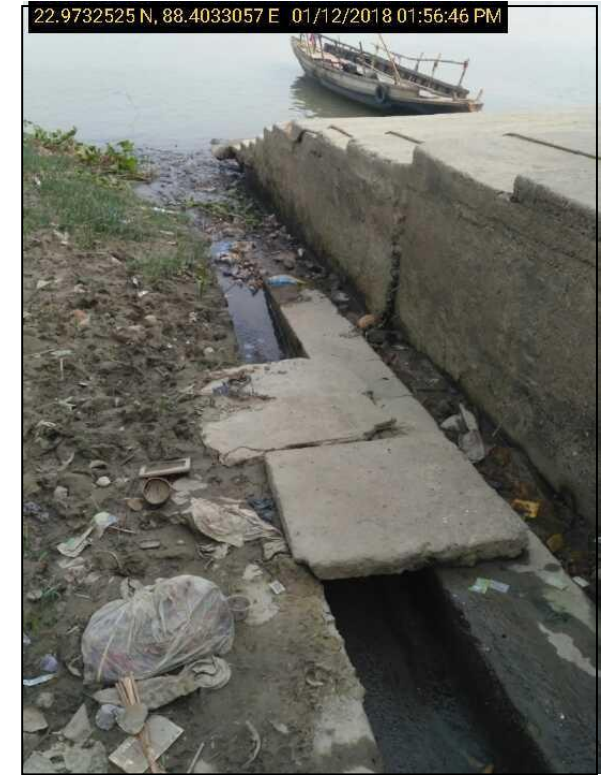
Is the twin litter bin accessible to citizens?

क्या नागरिकों के लिए जुड़े हुए /दो कूड़ेदान सुलभ / पहुंच में हैं?



Are there nallahs at the ghat?

क्या घाट पर नाले हैं?



Is one or more nallahs discharging waste without screens?
क्या एक या एक से अधिक नाले जाली के बिना कचरा बहा रहे हैं?



Is one or more nallah screens clean?

क्या एक या एक से अधिक नाले की जाली साफ हैं?



Is one or more nallah screens choked?

क्या एक या एक से अधिक नाले की जाली चोक/ बंद हैं?



Is the waste removed from one or more Nallah, left on the ground?
क्या एक या एक से अधिक नाले का कचरा जमीन पर छोड़ दिया जाता है?



SWACHH SURVEKSHAN

#Mera Shahar, Meri Pehchan 2023

All the Best!