



Azadi@75

SWACHH SURVEKSHAN

#Mera Shahar, Meri Pehchan 2022

Updated Toolkit

Summary of amendments – first 3 slides



4. Notification for **Ban on Single-use Plastic (<75 micron)** – following clarification added
 - a. **Existing notification**, with wider coverage of plastic (Single-use plastic) ban, notified by the City/State/UT **will also be considered/eligible** for ‘notification’ marks.

Additional clarifications:

1. ULB’s participation criteria:

- a. ULB(s) came into existence on or before **31st December 2020** will **only get qualified** to be assessed under **Swachh Survekshan-2022 (SS-2022)**. **However**, if the **State/UT writes to the Ministry**, requesting to assess ULB(s), which came into existence **after 31st December 2020**, Ministry **will approve participation** of all such ULBs for SS-2022.
- b. The **assessment agency** will also call and **re-confirm** with the respective State Mission Directors/Nodal Officers **to ensure the above compliance**.

2. Re-use of bye-products from processing facilities under **cluster approach:**

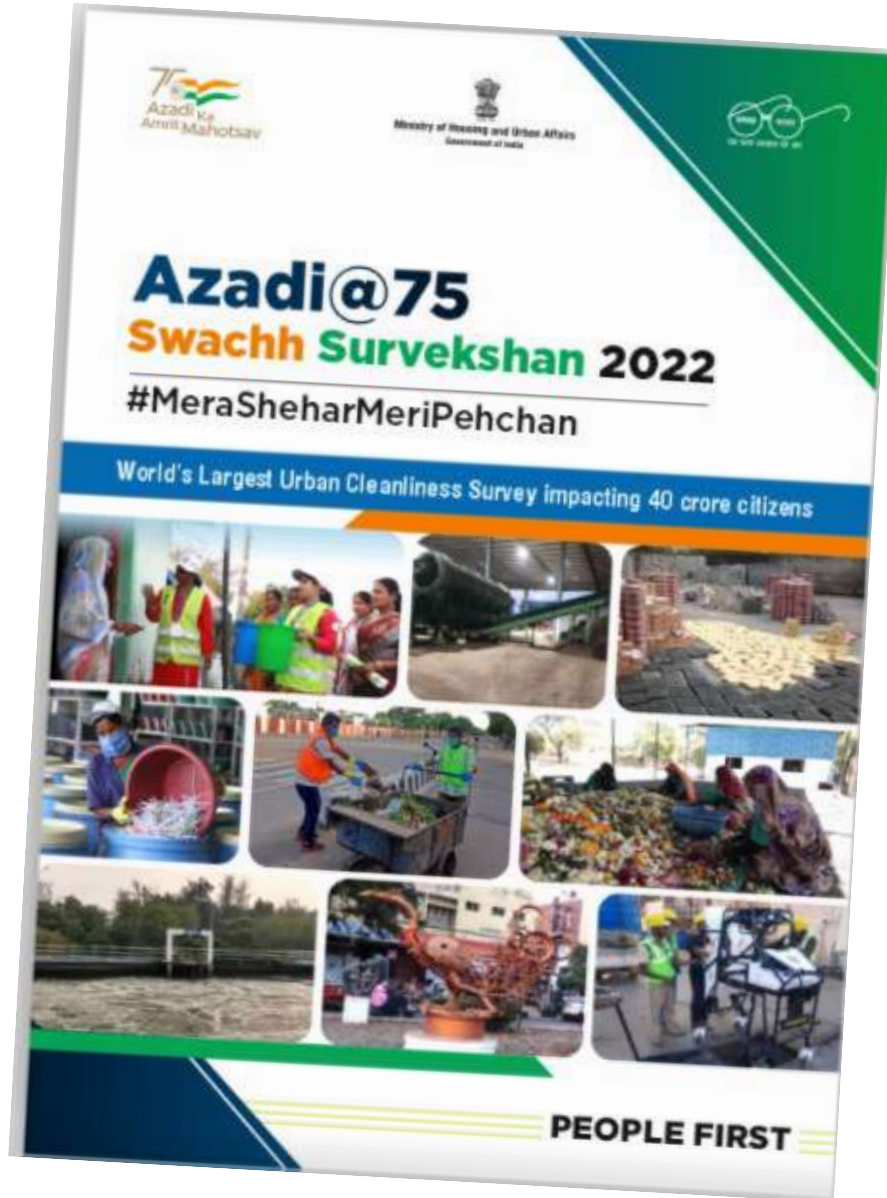
- a. Multiple ULBs getting their solid/liquid waste processed/treated through a common processing facility/treatment plant, each ULB is required to maintain a separate log-book to ascertain the percentage of processing/treatment done and sale of bye-products/used-water

3. Date for collection of **citizen’s feedback** will be announced soon

4. Following indicators **will not be validated** in the States going for assembly polls in the month of February - March, 2022 –

- a. Swachhata Anthem ‘*Har dhadkan hai Swachh Bharat ki...*’ to be removed from the pool of 11 questions under citizen’s feedback
- b. Branding of **AKAM Circle** – ‘Not applicable’ criteria will be applied. Marks will be given on the basis of performance (total % of marks) of the ULB in other indicators under **Citizen Engagement** section

1. Swachh Technology Challenge (STC) SOP/Evaluation Criteria added
2. Citizen-led Innovation & Best Practices indicator merged with STC
3. Certification - marks for GFC and ODF revised (i.e. ODF introduced and pre-conditions for 3-Star and 1-Star changed)
4. AKAM circle added
5. Under citizen's feedback, 'Har dhadkan hai swachh bharat ki....' question added
6. If a city does not have fountains, treated-water used for watering the plant or consumed for any other purposes will qualify for marks
7. If wall painting/murals are banned in certain part/ward of the city, the same should be informed to the Ministry/Assessment agency



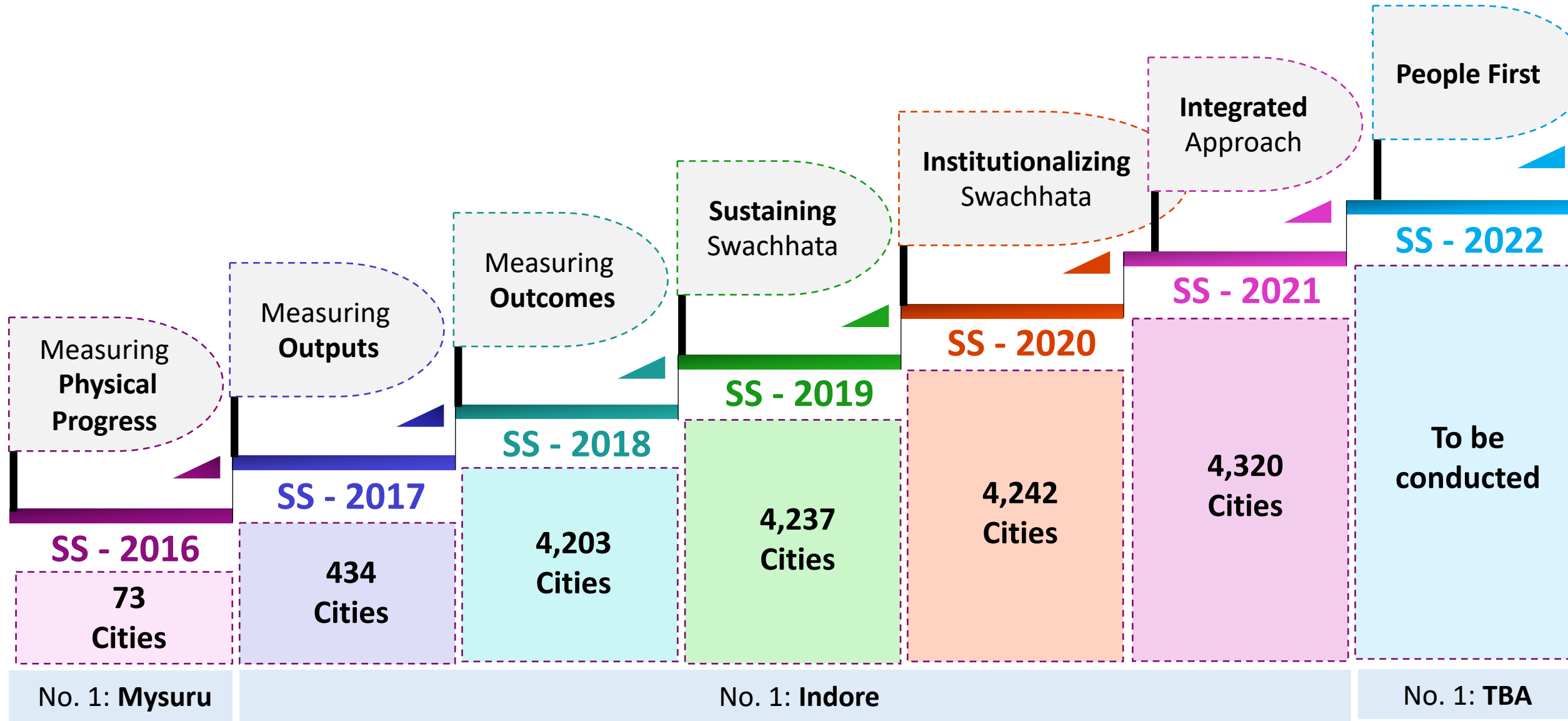
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SWACHH SURVEKSHAN

#Mera Shahar, Meri Pehchan 2022

Updated Toolkit

Evolution of Swachh Survekshan

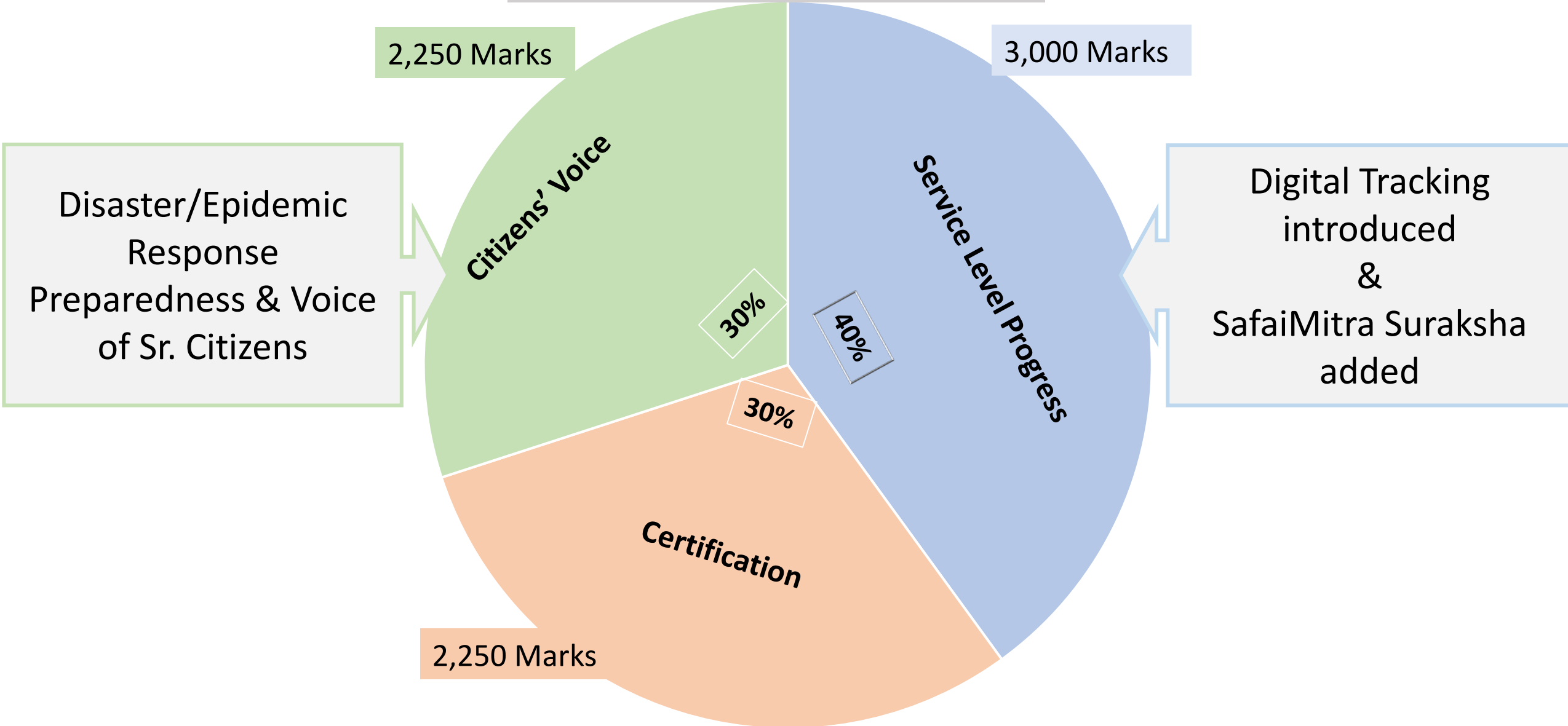


Transformation from 'Monitoring Tool' to 'Governance Tool'



Methodology

Total Marks from 6,000 to 7,500



Change in Service Level Progress

Total 2,000 Marks

Total 3,000 Marks

600 Marks

600 Marks

900 Marks

900 Marks

Sustainable Sanitation

Segregated Collection

Sustainable Sanitation
&
SafaiMitra Suraksha

Segregated Collection

30%

30%

30%

30%

40%

40%

Processing & Disposal

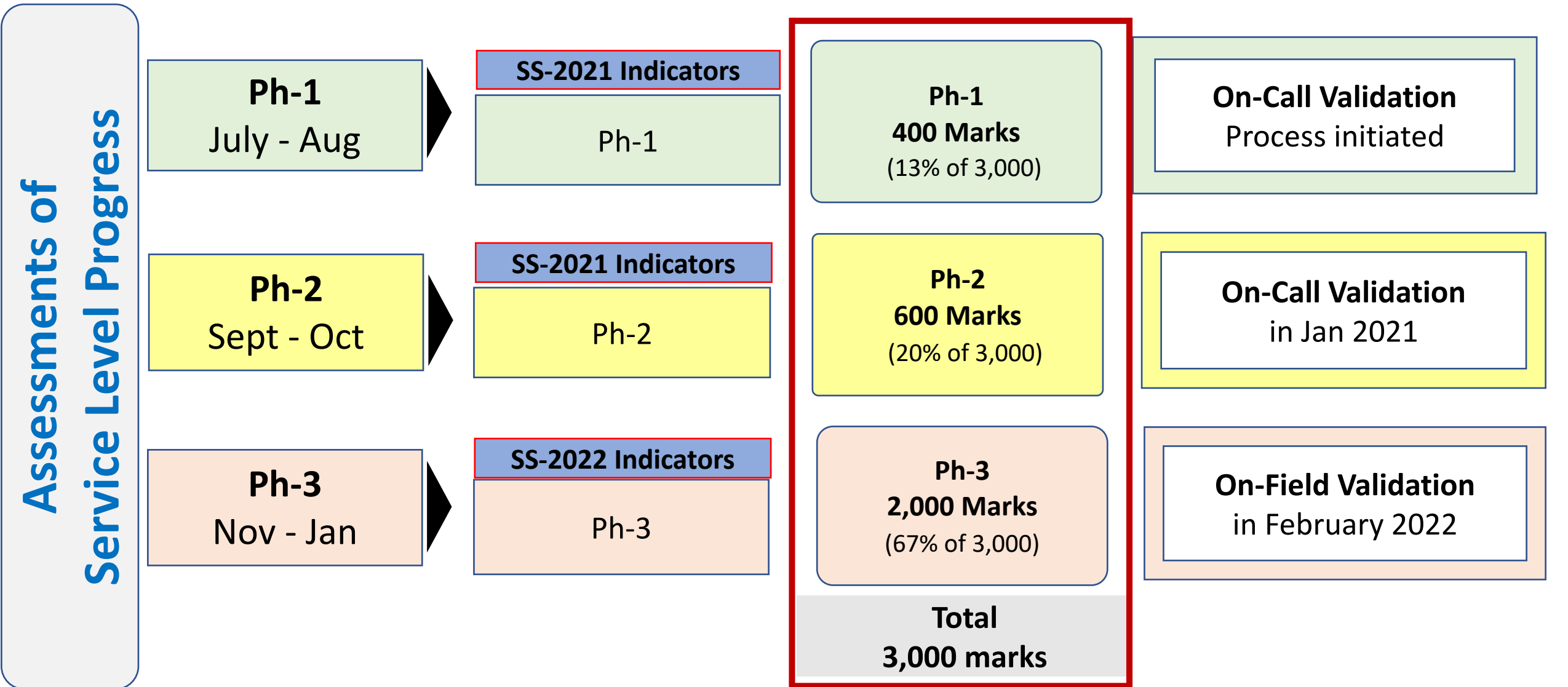
Processing & Disposal

800 Marks

1,200 Marks

SS-2021

SS-2022



Note: Ph-1 & 2 will be assessed on the basis of Service Level Progress indicators designed for SS-2021

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

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

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

50% Weightage

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

1. Whether 100% cities have **adhered to revised fund flow procedure issued by M/o Finance** -
 - (i) Single Nodal Account (SNA) registered at State level",
 - (ii) All ULBs registered on PFMS in state linked scheme of SBM-U,
 - (iii) Every ULB in State has refunded unspent balance,
 - (iv) 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. Whether State ensured **100% compliance** for activities mandatory in conducting **Swachh Technology Challenge (STC)** as per guidelines for STC shared by MoHUA

30% Weightage

GFC and ODF+ /++ /Water+

1. **Garbage Free City** for Star Rating - **% of cities** in the State are certified
 - a. 7 Star
 - b. 5 Star
 - c. 3 Star
 - d. 1 Star
2. **Open Defecation Free** - **% of cities** in the state are certified
 - a. Water Plus
 - b. ODF++
 - c. ODF+

20% Weightage

Performance in SS-2022

1. **% of cities** in the state falling in the SS-2022 **Prerak DAUUR** categories -
 - a. Platinum (Divya)
 - b. Gold (Anupam)
 - c. Silver (Ujjwal)
 - d. Bronze (Udit)
 - e. Copper (aaRohi)

District Ranking – Azadi@75

Zone	Total Number of Districts	Aspirational Districts	Remaining Districts
North	177	16	161
East	115	47	68
West	190	29	161
South	137	11	126
North East	121	14	107
Total	740	117	623

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SWACHH SURVEKSHAN

#Mera Shahar, Meri Pehchan 2Q22

World's largest Urban Cleanliness Survey impacting 40 Crore Citizens

PRERAK

DAUUR

Divya Anupam Ujjwal Udit aaRohi

SAMMAN

प्रेरक दौड़ सम्मान

SS-2022 Prerak DAUUR Samman

Categorization of Cities

List of Cities in following categories-

- I. Platinum (**D**ivya) Cities
- II. Gold (**A**nupam) Cities
- III. Silver (**U**jjwal) Cities
- IV. Bronze (**U**dit) Cities
- V. Copper (**a**a**R**ohi) Cities

Prerak DAUUR Samman Criteria

Ranking Categories	Qualifying Criteria							
	Segregation of Waste (Wet, Dry & Hazardous*)	Processing Capacity against wet waste generated	Processing of Wet Waste	Processing/ Recycling Dry Waste	C&D Waste Processing	Percentage of waste going to the landfill	Sanitation Status for SS-2022	% of Marks in Citizen's Voice (SS-2022)
	*mandatory for Platinum (= Or >)	(= Or >)	(= Or >)	(= Or >)	(= Or >)			
Platinum (Divya)	>95% Wards	100%	100%	100%	50% C&D waste processed/reused	Upto 10%	Water+	>85%
Gold (Anupam)	>85% Wards	100%	95%	90%	50%	Upto 15%	ODF++	>70%
Silver (Ujjwal)	>75% Wards	95%	90%	80%	30%	Upto 20%	ODF++	>55%
Bronze (Udit)	>65% Wards	90%	85%	80%	20%	Upto 20%	ODF+	>40%
Copper (aaRohi)	>55% Wards	85% processing capacity	80% Processing	80% Processing/ Recycling	10% processed/reused	Upto 20%	ODF+	>30%

Note:
 1. A city will have to **meet all criteria** to qualify for the particular category **otherwise** city will have to settle for the **next best category where all criteria are met.**

Process Simplification: Digital Tracking of Daily/Monthly Progress



1. Daily progress captured by the ULB (e.g., Excel file) for monitoring key indicators to be digitally linked with SBM portal WEEKLY to get–
 - additional **270 marks**; and
 - **exemption in uploading supporting documents** for those indicators

Example: Ward/Vehicle wise data daily captured by ULBs for segregated door-to-door collection in an excel sheet or in other form, if linked/ uploaded on SBM portal will qualify for marks.
2. **All assets** of the ULB (e.g., dry and wet waste processing plants, MRF Centers, STP, FSTP etc.) **to be geo-tagged.**

Please refer **Service Level Progress Indicators** carrying additional **270 Marks**

Points to Remember

- **Monthly MIS** to be updated by **5th day** of the following month by the ULB - **but State can approve the MIS by 10 th day of the month, failing which MIS will get automatically accepted.** For January 2022 MIS, last date of submission is **5th February 2022** – to be approved by the state by **10th February 2022**
- **Average progress of all 3 months** of the 3rd Phase **will be taken** to assess the progress. **But for Phase-I July-August & Phase-II September-October, two months' average will be taken.**
- If any month's progress/MIS is **not filled-up, zero progress** will be considered for that particular month before taking average of all the months falling under respective phases.
- **For Phase-3 (November-January), ULB** is expected to **maintain** the daily **progress** in their system enabling them to update the **weekly/monthly progress on SBM portal.** While **ULBs in >5 Lakh population category** are expected to upload their **supporting information daily,** <5 Lakh population categories can upload the same on **monthly basis.**
- All relevant **details/data/documents supporting** ULB's **progress** to be uploaded **on Swachhatam Portal** for the verification/assessment – the last date for uploading supporting documents will be **20th February 2022.**
- The **assessment agency may ask** for any additional **document,** if needed, during assessment. ULB will be given **48-Hours window** to upload the same – **state will also be alerted simultaneously.**
- If **satisfactory documents not given** upon requests (despite declaration), **zero marks will be given** for wrong/false declaration – agency will take a call on all such cases **in consultation with the Ministry.**
- **Quarterly on-field/on Call validation** of the progress will be undertaken for all possible indicators (identified indicator wise). **Quarterly ranking** will be after adjusting on-field validation corrections.
- Log Books/supporting documents, explaining waste processing, should be maintained at the plant only.



Points to Remember

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



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

Note:

1. ULB(s) came into existence on or before **31st December 2020** will **only get qualified** to be assessed under **Swachh Survekshan-2022 (SS-2022)**. **However**, if the **State/UT writes to the Ministry**, requesting to assess ULB(s), which came into existence **after 31st December 2020**, Ministry **will approve participation** of all such ULBs for SS-2022.
2. The **assessment agency** will also call and **re-confirm** with the respective State Mission Directors/Nodal Officers **to ensure the above compliance**.



INDICATORS

SWACHH
SURVEKSHAN
2Q22

Service
Level
Progress

Qtr-3*

***Qtr-1 & Qtr-2 Service Level Progress Indicators will refer from SS-2021 only**



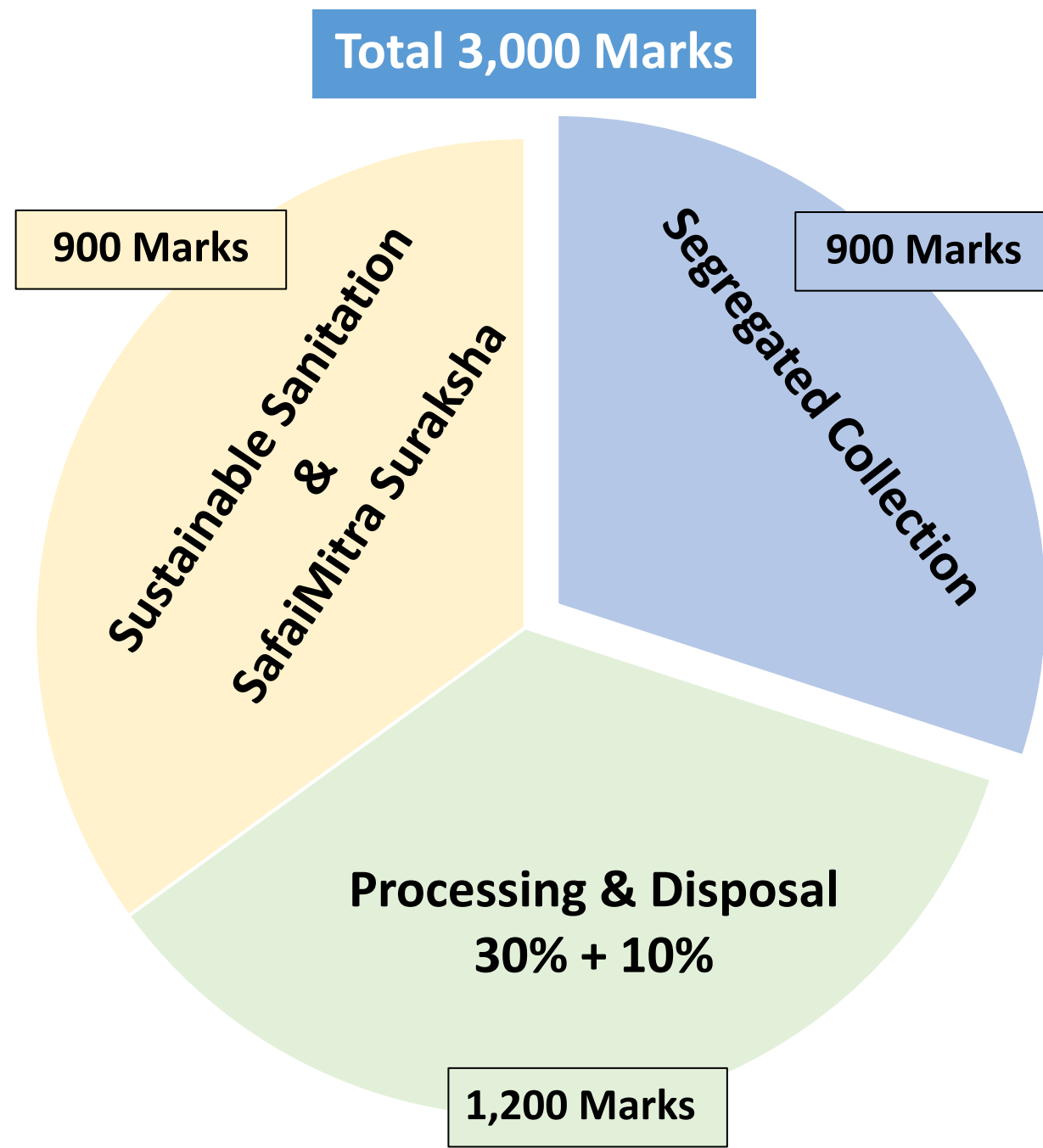
Service Level Progress Indicators

Total 3,000 Marks

1. SEGREGATED COLLECTION

Total Number of Indicators: 8

900 Marks / 3,000 Marks



1.1

Marks
300
(270+30)

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)

(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 95% Wards	270
Collection of Segregated Waste maintained till processing/disposal site in 85% Wards	240
Collection of Segregated Waste maintained till processing/disposal site in 75% Wards	210
Collection of Segregated Waste maintained till processing/disposal site in 65% Wards	180
Collection of Segregated Waste maintained till processing/disposal site in 55% Wards	150
Collection of Segregated Waste maintained till processing/disposal site in 45% Wards	120
Real-time segregated collection details maintained by the ULB along with vehicle & vendor details (if outsourced) need to be monitored daily and data/excel file to be updated on the SBM Portal 'Swachhatam' on WEEKLY BASIS	30

****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).

Segregation at Source

Suggested Interventions



- Ensure that **provisions for setting up of centers for collection, segregation and storage of segregated wastes, are incorporated in building plan** while granting approval of building plan of a group housing society or market complex (as per SWM Rules 2016)
- **Awareness drives** regarding waste segregation in households/ premises
- **Distribution of two bins should NOT be a pre-condition for initiating source segregation** in the city
- **All waste pickers should be trained to collect dry and wet waste separately**
- **All waste collection & transportation vehicles to be compartmentalized/ separate vehicles to be deployed** to ensure collection and transportation of segregated waste/ **separate days** are fixed for collection of dry and wet waste
- **Data** regarding amount of segregated waste collected and transported to be **recorded daily**
- Ensure that **segregation is maintained across the SWM chain**, i.e. collection, transportation and processing (waste should not be mixed at any stage)
- In case D2D Collection is outsourced to an agency, ULB should penalize agency for collection of unsegregated waste
- Introduce **incentive schemes for onsite composting by households/ premises**
- **City may ask households to further segregate dry waste (paper, plastic, etc.) at the household level before handing to ULB/collection agency**

1.2

Total waste generated Vs Percentage (%) of Waste Collected

Marks
60

(excluding waste processed by BWGs, on-site processing by non-bulk generators like home composting or waste collected by informal waste pickers)

(ULBs are expected to make sure that waste generated in the city is collected to avoid rampant dumping or develop Garbage Vulnerable Points)



Scheme of Marking	Marks
100% Waste generated is collected	60
Upto 80% Waste generated is collected	40
Upto 60% Waste generated is collected	20
< 60% Waste generated is collected	0

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, Zero Garbage Vulnerable Points(GVP), & Zero Secondary Storage Bins

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

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

- | | |
|--|----|
| 1. Twice a day sweeping (including night sweeping) in all *Public & commercial areas roads and streets, and other relevant areas – cleanliness maintained. (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 | 30 |
| 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 |

Sampling Criteria

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
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 maintenance.

1.3

**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

1.4

No visible solid waste in and zero encroachment around -

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

Marks
75
(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: <ul style="list-style-type: none"> • 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 mapped and updated on Swachhatam portal as per the prescribed details (given by MoHUA).**

10 marks

1.4

No visible solid waste in and zero encroachment around -

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

Methodology for
Validation

Only for Qtr-3

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

1.5

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
60

Note: Existing notification, with wider coverage of plastic (Single-use plastic) ban, notified by the City/State/UT will also be considered/eligible for 'notification' marks.

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
Yes, ban notified and enforced and fine collected	60
Only ban notified	30

1.5

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

1.6

3R Principles: Whether initiatives taken to reduce generation of waste? (Quarterly Progress)

Marks
60 (50+10)

This indicator would assess the ULB's efforts to reduce waste generated by household/commercial/industrial establishments in the city and should adopt the 3R principles. 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.

Scheme of Marking

Scheme of Marking	Marks
At least six 3R Initiatives introduced in 25% wards	50
At least five 3R Initiatives introduced in 35% wards	45
At least four 3R Initiatives introduced in 45% wards	40
At least three 3R Initiatives introduced in 55% wards	35
At least two 3R Initiatives introduced in 65% wards	30
At least one 3R Initiative introduced in 75% ward	25

Geo coordinates (GIS details) in terms of ULB boundaries, ward number, ward boundaries, landmark etc of all 3R Initiatives mapped and updated on SBM portal as per the prescribed details (given by MoHUA)

10 marks

Note:
3R Initiatives claimed under this indicator **cannot be claimed** (again) under 'Innovation & Best Practice' – Indicator No.6 'Citizen's Voice'

ARTEFACTS



BENCH FROM SCRAP



CROCKERY BANK



REUSE OF OLD CLOTHES



INCENSE STICKS FLORAL WASTE



PROMOTING CLOTH BAGS



ULBs can also refer following list for 3R initiatives: 1. Used plastic/metal containers/boxes 2. E-commerce packaging material 3. Old/scrapped articles, furniture, electronic items, tyres, vehicles etc. 4. Old books, toys etc.

1.6

3R Principles: Whether initiatives taken to reduce generation of Dry/Wet Waste?

Methodology for Validation

Mixed Samples

100% Direct Observation

(if on-call validation – 100% Citizens)

1. Based on the data and geo-tagged locations provided by the ULB, the assessor will validate the Claim.
2. Sampling methodology – **100% Direct Observation** by visiting areas with geo-tagged locations where such initiatives taken
3. On the basis of observation, **Independent Validation Matrix (IVM)** will be applied and final marks given). Final marks = Marks claimed – marks adjusted as per IVM

People First

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 Informal Workers** have been facilitated to **link with at least **three eligible government scheme** – digital record linked with SBM portal
4. **Monthly 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)

**1.7
(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

People First

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

Marks
75

1.7
(b)

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 (linkage with Health, Insurance & Education is mandatory) – 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 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.

1.7 (a&b)

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

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

System strengthening for ULBs

1.8

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)

Marks
80

If courses already completed – can be refreshed – Certifications between April 2021 to December 2021 will be considered



Scheme of Marking – 100% compliance against each parameter **Marks**

- | | |
|---|----|
| 1. 100% staff completed the courses | 80 |
| 2. Upto 80% staff completed the courses | 60 |
| 3. Upto 60% staff completed the courses | 40 |

1.8

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

2. PROCESSING & DISPOSAL

Total 3,000 Marks

900 Marks

Sustainable Sanitation
&
SafaiMitra Suraksha

900 Marks

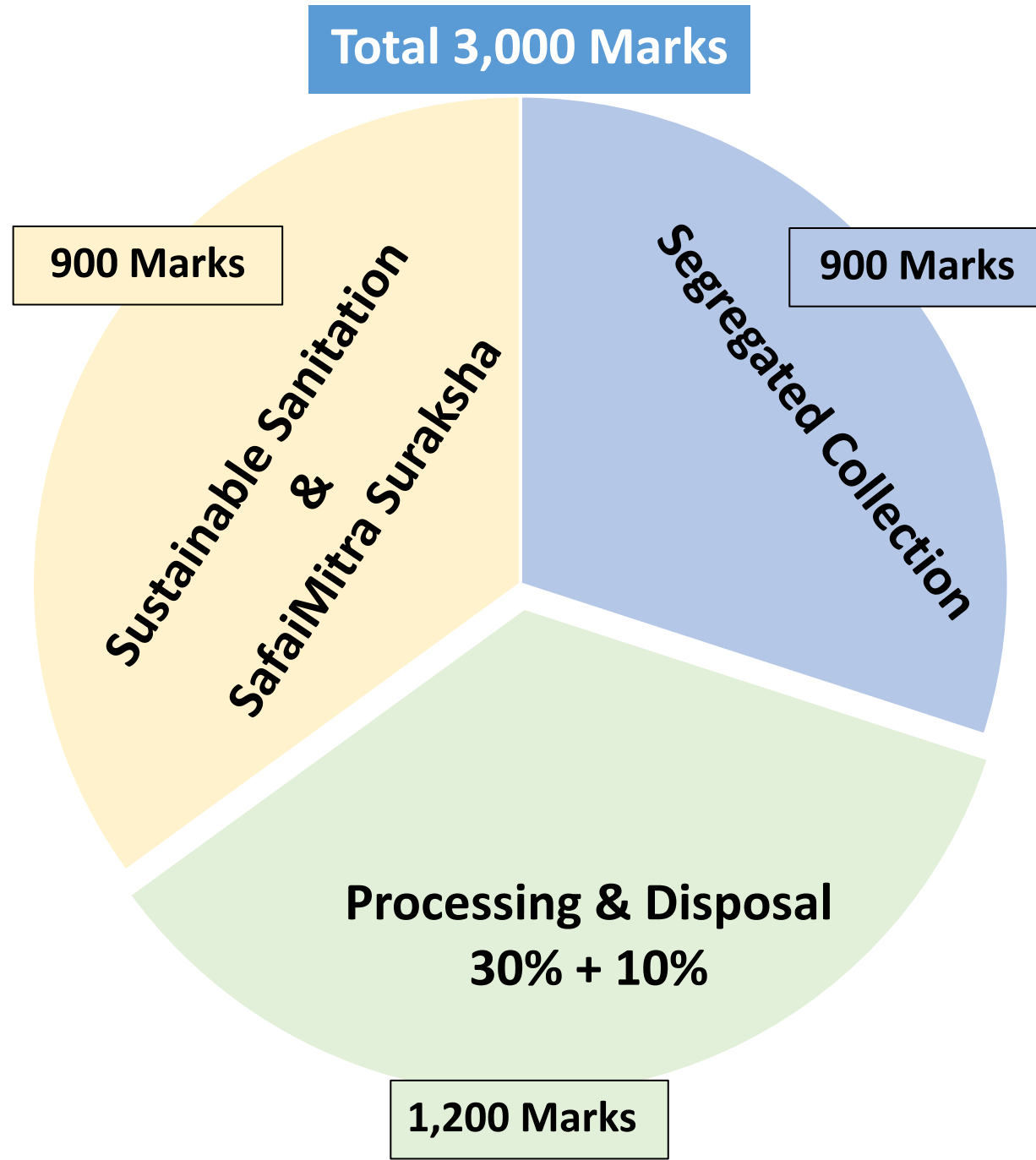
Segregated Collection

Processing & Disposal
30% + 10%

1,200 Marks

Total Number of Indicators: 12

1,200 Marks / 3,000 Marks



2.1

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

Marks
100
(90+10)

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%	90
Between 81- 90%	80
Between 71 - 80%	70
Between 61 -70%	60
Between 51 - 60%	50
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 mapped and updated on SBM portal as per the prescribed details (given by MoHUA)

10
marks

2.2

Linearity to Circularity

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

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

Marks
150
(90+30+30)

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 maintained (e.g.Excel file) 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 collected)

Percentage of wet waste being processed (out of total wet waste collected)

**Methodology
for Validation
Only for Qtr-3**

**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)

2.3

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

Marks
80
(70+10)

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



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

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

10
Marks

Dry waste being processed out of total dry waste collected (**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 collected. 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%	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, 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**)** collected (either collected separately at source or received from MRF Centre) is **treated**, either by ULB or through third party managing bio-medical waste. Hazardous waste from Hospitals, Nursing homes/clinics/Labs etc. **not 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 collected in the city?**

Dry waste being processed out of total dry waste collected (**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*)** collected (either collected separately at source or received from MRF Centre) 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**

Only for Qtr-3

**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.

Any mechanism in place to **collect and process/re-use Construction & Demolition (C&D) waste as per C&D Waste Management Rule, 2016?**

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. **And / OR**

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

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

20

**Methodology
for Validation**
Only for Q-3

**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.

2.7**Percent (%) of total waste collected (process rejects/unprocessed) going to the sanitary landfill****Marks****100**
(80+10
+10)

City has to make sure that waste once collected 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

80

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

60

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

40

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 mapped and updated on SBM portal as per the prescribed details (given by MoHUA)

10
marks

2.7

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

Methodology for Validation Only for Q-3

**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

Clean Air: Strengthening linkages with National Priorities

Marks

120

(100+10+10)

2.8

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 February 2021. Marks will not be given on the same progress.....and already claimed in SS-2021)

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
100% of the total waste* remediated or no dumpsite/legacy waste	100
80 – 99% waste* remediated	80
60 – 79% waste* remediated	60
40 – 59% waste* remediated	40
20 -39% waste* remediated	20

*Note: *Cumulative Waste in all total dumpsites in the city*

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

2.8

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 February 2021. Marks will not be given on the same progress.....and already claimed in SS-2021)

Methodology for
Validation

Only for Q-3

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-2021.

2.9**Clean Air: Strengthening linkages with National Priorities****Marks
80**

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	80
Sanitary landfill under construction	60
Agreement for construction done but work not commenced	40
Tenders called for construction of sanitary landfill site	20
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**

2.9

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

**Methodology for
Validation**

Only for Q-3

**100% Direct
Observation**

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

2.10

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.

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

>10% of the non-bulk waste generators	50
7-10%	40
3-6%	30
1-2%	20
<1%	0

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

20



2.10

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
Only for Q-3

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

2.11

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
80
(60+10+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



Scheme of Marking	Marks
>95% BWG practicing on-site processing	60
80-95 %	50
60-79%	40
40-59%	30
20-39%	20

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

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 mapped and updated on SBM portal as per the prescribed details (given by MoHUA) **10 Marks**

2.11

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

Only for Q-3

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

2.12

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

Marks
100

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:

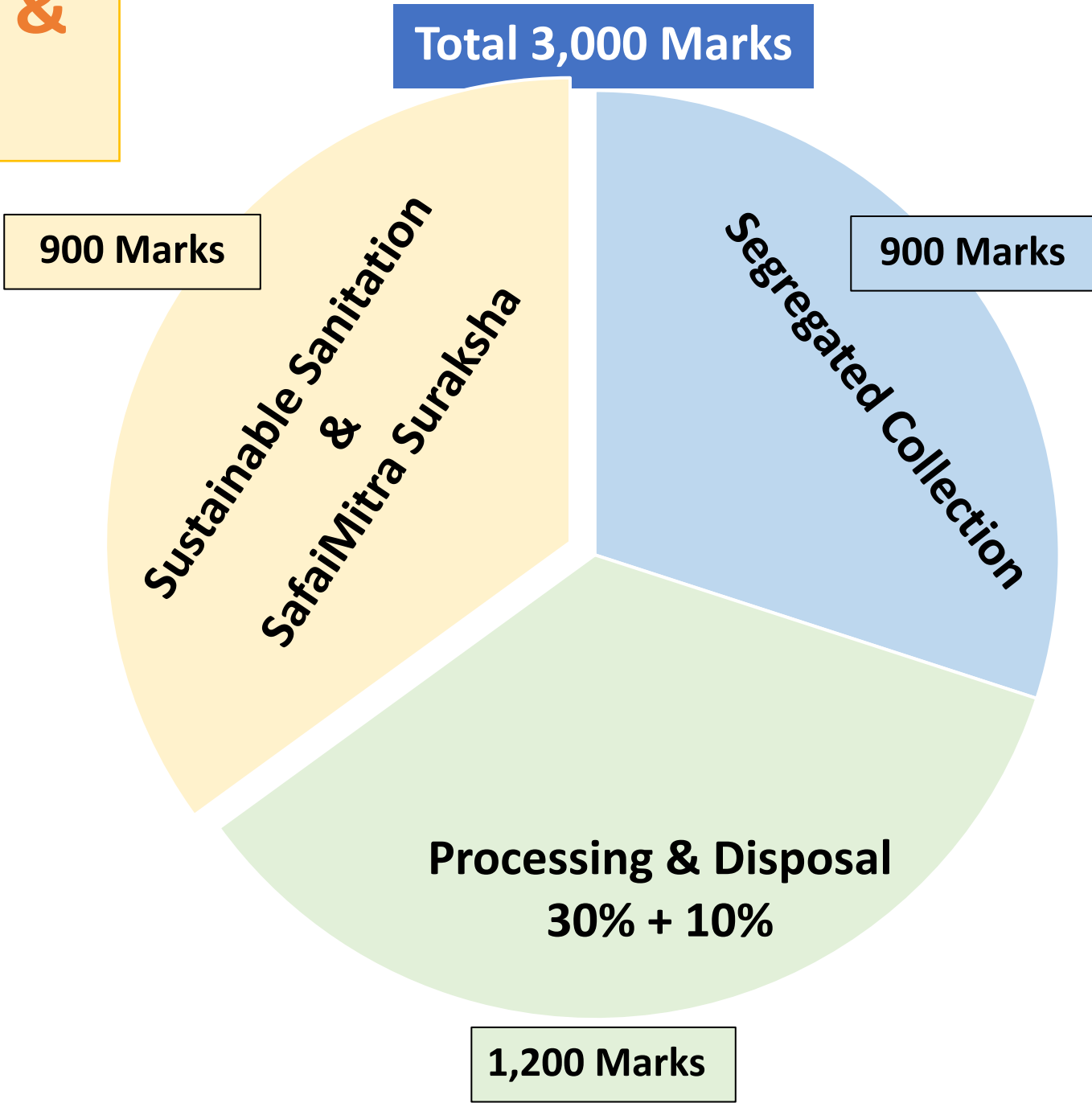
- City should either maintain a detailed statement or Chartered Accountant’s certificate to support their claim.
- **In addition to quarterly performance, performance can also be assessed for total revenue collected till 31st December 2021 Vs cumulative operational cost incurred till 31st Dec 2021 – best performance will be applied when giving marks in the Qtr-1 and Qtr-2**

Scheme of Marking	Marks
95% - 100% of the cost	100
80% – 94% of the cost	80
65% – 79% of the cost	60
50% – 64% of the cost	40
<50% of the cost	0

3. SUSTAINABLE SANITATION & SAFAIMITRA SURAKSHA

Total Number of Indicators: 7

900 Marks / 3,000 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	30
60-79% households/commercial establishment / CT & PT with Sewerage/Septic tank+Soak Pit	20
< 60% households/commercial establishment / CT & PT with Sewerage/Septic tank+Soak Pit OR no data available	0
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
Only for Qtr-3

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

3.2

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

Marks
110
(100+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	100
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

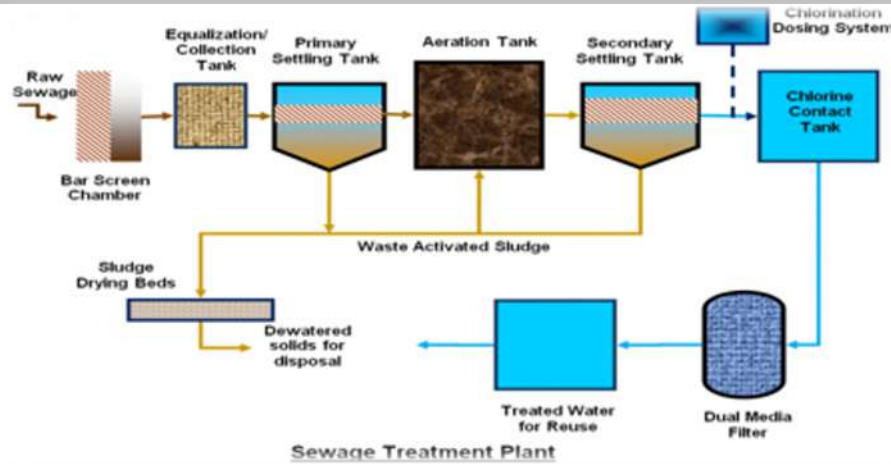
3.3

Linearity to Circularity

Marks
175
(80+50+25+20)

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 usedwater 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

20
Marks



3.2

&

3.3

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

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

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 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)

Methodology for Validation

Only for Q-3

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 used water 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.

3.4

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

Marks

190

(65+65+40+15+5)

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	10
Sanitary napkin dispensing system in place	5



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

Community Toilet

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	10
Sanitary napkin dispensing system in place	5



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)

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	10



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

15
Marks

5
Marks

3.4

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

Methodology for Validation

Only for Q-3

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

People First



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 (Indicator 1.5)

Note: 1. **ULB supported by a para-statal body** for de-sludging of septic tanks and cleaning/maintenance of sewerage system can **provide a declaration** mentioning the name of the para-statal body responsible for providing these services in the ULB. In all such cases, supporting data/documents will not be required for indicators related with workforce, equipment and desludging – **marks will be given.**

2. **RSA and SRU**: ULBs can **either have dedicated RSA/SRU OR can be mapped with RSA/SRU under a cluster approach** – to qualify as **mandatory conditions.**

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

3.5

Marks
160

Core Parameters:

System & Infrastructure : Whether arrangements in place for mechanized cleaning of Septic Tanks and Sewer Lines in the ULB?

De-sludging related conditions **will not be applicable on Cities with 100% sewerage coverage – maximum Marks will be given**



Scheme of Marks	Max Marks
Whether ULB has sufficient number of equipment (including special maintenance equipment) and infrastructure as per CPHEEO norms	100
Whether ULB has sufficient number of workforce as per CPHEEO norms	60



Further breakdown of the 100 Marks for Equipment is as under-

Equipment Class	If Meeting Norm fully	If Meeting above 50% Norm (Pro rata)	If below 50% of Norm
HydroVac (Jetting and Suction Vehicle for Sewers)	15	Down to 7.5	NIL
Machine Hole Dredger	5	Down to 5	NIL
Gully Emptier- (Septic Tank Desludging Vehicles)	15*	Down to 7.5	NIL
PPE (15)			
Reflecting Jackets	3	1.5	NIL
Safety helmets	3	1.5	NIL
Normal face masks	2	1	NIL
Hand gloves (pair)	2	1	NIL
Safety Gumboots (pair)	2	1	NIL
Safety body clothing	3	1.5	NIL
Safety Gear (25)			
Safety Tripod Set	2	1	NIL
Nylon Rope ladder	1	0.5	NIL
Blower with Air Compressor	3	1.5	NIL
Gas Monitor (4 Gases)	3	1.5	NIL
Full body Wader Suit	3	1.5	NIL
Gas Mask	4	2	NIL
Breathing Apparatus	4	2	NIL
Safety body Harness	2	1	NIL
Air Line Breathing Apparatus	3	1.5	NIL
Other Equipment (15)			
Sewer Inspection Camera Apparatus*	3	1.5	NIL
Hydro Jetting Machines *	3	1.5	NIL
Power Bucket machine*	3	1.5	NIL
Hydraulic Sewer Root cutters*	3	1.5	NIL
Power Rodding Apparatus	3	1.5	NIL

* For ULBs with less than 5% sewerage, where these equipment are not needed, the 12 marks will merge with that for Septic Tank Desludging Vehicle category

Further breakdown of the 60 Marks for Manpower is as under-

Workforce profile	If Meeting Norm fully	If Meeting above 50% Norm (Pro rata)	If below 50% of Norm
Sewermen	20	10	NIL
Sanitary Beldar	20	10	NIL
Trained and Notified Sewer Entry Professionals	20	10	NIL

De-sludging related conditions **will not be applicable on Cities with 100% sewerage coverage – maximum Marks will be given**

Scheme of Marks	Max Marks
(a) Notifications	10
<ol style="list-style-type: none"> 1. Ban on Manual hazardous entry (without safety gear) 2. User Charges for desludging Services 3. Compulsory Registration of all Private Sanitation Services Providers whose equipment/ manpower is being projected to meet the requirement under norms 4. Whether ULB has notified finances against persons / de-sludging operators dumping untreated faecal sludge in drains and / or open areas 5. All Septic Tanks Constructed after 01 January 2021 are as per IS 2470 (Parts 1 & 2) 	<p style="text-align: center;">2 2 2 2 2</p>
(b) Enforcement	40
<ol style="list-style-type: none"> 1. Manual hazardous entry (without safety gear) banned in the city – Enforced 100% 2. More than 75% operational cost in providing de-sludging services recovered from user charges – direct or as part of Utility bill. 3. 100% Private Sanitation Services Providers are registered* 4. Fines being collected from persons dumping faecal sludge in drains/ open areas 5. Septic tank construction as per provision of IS 2470 ensured 	<p style="text-align: center;">8 8 8 8 8</p>
<p>* Vehicle(s) if owned by the ULB/ Parastatal/ PHED will qualify for marks.</p>	

Scheme of Marks	Max Marks
Whether Zero incident of Sanitation Related Fatality in the ULB during past 12 Calendar months (Yes/No)	10
> 80% complaints registered through 14420 Helpline have been resolved satisfactorily <u>(Pro-rata marks down to 50% of objective)</u>	10
Whether > 50% Septic tanks are geo-tagged for scheduled cleaning ? <u>(Prorata marks down to 50% of objective)</u>	20

3.6

System & Infrastructure : Whether arrangements in place for mechanized **cleaning of Septic Tanks and Sewer Lines in the ULB?** Whether ULB has met **basic conditions to operationalize the services**

**Methodology
for Validation
Only for Q-3**

**100% Citizens/
Plant Officials**

1. All notifications issued to be uploaded on the Swachhatam portal
2. On the basis of the claim and coverage of de-sludging services, the assessor will randomly talk to the citizens and ascertain whether citizens are aware that –
 - Manual entry without safety gears banned
 - User charges are collected for cleaning the septic tanks
 - ULB proactively clean sewer lines/storm water drains to avoid water logging
1. The de-sludging operator need to submit the slips for the payment made at the treatment plant after off-loading the waste at the plant for treatment.
2. The assessor will ask for the record maintained in the treatment plant capturing all de-sludging transactions.
3. The assessor will also check from the citizens/plant officials if the staff engaged in de-sludging activities are properly trained and fully equipped with safety gears to perform their duties.
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

ULBs are expected to create awareness among all citizens and the stakeholders to make sure only ULB supported services are availed for cleaning septic tanks and machineholes (sewer lines). **IEC material should be designed in a gender-sensitive and inclusive manner**

Scheme of Marking

Marks

IEC messages around **availability of 24X7 Helpline 14420** to help citizens in all queries/complaints around cleaning of septic tanks and sewer lines (machinehole)/ stormwater drains or any other services provided by the ULB. The helpline should also address Safaimitra's grievances

10

IEC messages around **scheduled cleaning** (once in every 3 years) of **septic tanks**

10

IEC messages around **penal actions** for non-compliance under 'The Prohibition of Employment as Manual Scavengers and their Rehabilitation Act (PEMSRA) 2013'

10

IEC messages around engagement of **ONLY licensed operators** in all wards and 100% De-sludging **Vehicles carrying IEC messages**

10


3.7

Awareness: Whether all citizens and ULB staff is aware about their roles & responsibilities

**Methodology
for Validation**

Only for Q-3

**100% Direct
Observation**

1. On the basis of the claim, the assessor will randomly talk to the citizens and ascertain whether citizens have gained knowledge through IEC activities undertaken by the ULB.
2. 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

Indicators if not applicable on Cities with 100% sewerage coverage – maximum Marks will be given

Scheme of Marking – 100% compliance against each parameter	Marks
Personal Protection Equipment (PPE) given – including new uniform as advised by MoHUA, hand gloves, safety gears for underground cleaning, appropriate footwear, masks and fluorescent jacket	15
Whether monthly recognition given to best performing workers (Male and Female separately, if applicable)	10
Digital record of all Sanitary Workers (incl. Informal) managing Solid & Liquid Waste – Name, Address, Contact Numbers, Gender, Any Special need etc.	10
All informal/contractual workers have been facilitated to link with at least three eligible government schemes e.g. Ayushman Bharat, Life/Accident Insurance, Education, providing Ration Cards to ensure access to subsidized food grain etc. (Additional: Quarterly health Check-up is mandatory)	15
All Informal Workers identified have been provided with livelihood opportunities – e.g. integrating with de-sludging operators/engaging them as CT/PT caretakers or entrepreneurship model through access to subsidized loan (Loan Mela)	15
Whether all de-sludging operators/Staff (In-house/Private Operator)/informal Safaimitras gone through a certified training on <ul style="list-style-type: none"> - safety measures and legal norms - <ul style="list-style-type: none"> a) Prohibition of Employment as Manual Scavengers and their Rehabilitation Act, 2013, Occupational Health and Safety b) Sexual Harassment of women at workplace, Prevention, Prohibition and Redressal Act, 2013, - mechanized cleaning of septic tank/sewer line/stormwater drains machineholes Record maintained for all trainings conducted and attended digitally linked with SBM Portal	10
Whether all Sewer Entry Professionals are given minimum 10% monthly hazardous allowance with salary or risk allowance for each task	10



**Methodology
for Validation****100%
On-Call
Validation**

1. Digital record of all Sanitary workers capturing name, address, contact number, linkage with welfare schemes, whether recognized as best performing worker and informal workers linked with livelihood opportunities, trainings completed with certificate etc. mandatory to validate this indicator
2. Assessor will randomly call to the sanitary worker 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 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

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 Qtr-1 & 2)	50	60	80	100	120
Sample respondent count (On-Field for Qtr-3)	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’

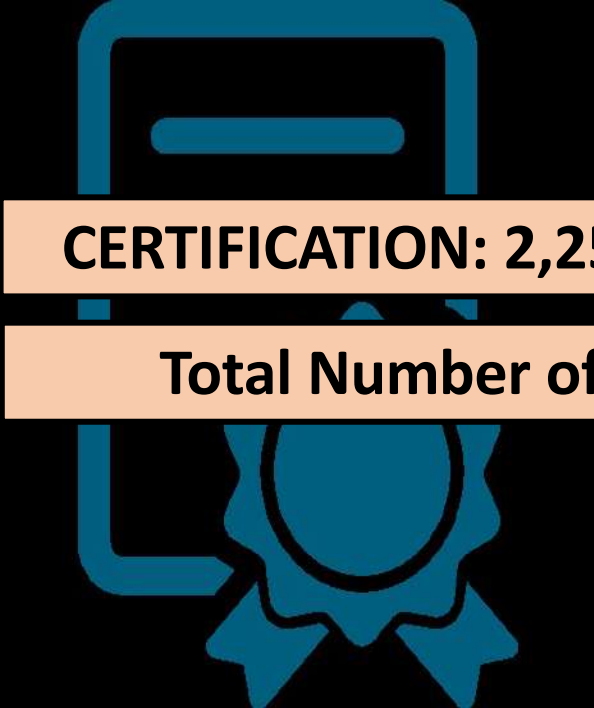
Sample Failure (%)	% of Negative Marking on Total Marks claimed, to be deducted from 'Adjusted Marks'
<20%	0%
20% - 30%	5%
31% - 40%	10%
41% - 50%	20%
51% - 60%	30%
61% - 70%	40%
71% - 80%	50%
81% - 90%	60%
91% - 100%	70%

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: 40% of the wards for on-call validation and **100% for on-field validation** will be covered (where progress claimed) under citizens validation.

CERTIFICATION



CERTIFICATION: 2,250 / 7,500 Marks

Total Number of Indicators: 2

Total Marks 7,500

2,250 Marks
(SS-2021 Marks 1,800)

People First
Feedback, Engagement,
Experience, SwachhataApp,
Epidemic Response
Preparedness and
Innovation

30%

3,000 Marks
(SS-2021 Marks 2,400)

Service Level Progress
Segregated Collection, Processing
& Disposal, Sustainable Sanitation,
SafaiMitra Suraksha
Digital Tracking & Learnin

40%

2,250 Marks
(SS-2021 Marks 1,800)

Certification
GFC for Star Rating 1,250
ODF+/ODF++/Water+ 1,000

30%

CERTIFICATION: 2,250 / 7,500 Marks



Certified GFC Star Rating Status (as on 31.03.2022)

Scheme of Ranking	Marks
7 Star City (Water+ mandatory) Certified	1,250
5 Star City (ODF++ mandatory) Certified	1,050
3 Star City (ODF+ mandatory) Certified	600
1 Star City (ODF mandatory) Certified	400



Certified ODF Status (as on 31.03.2022)

Scheme of Ranking	Marks
Water+ City Certified	1,000
ODF++ City Certified	600
ODF+ City Certified	400
ODF City Certified	200

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

CITIZENS' VOICE

Total Marks 7,500

2,250 Marks
(SS-2021 Marks 1,800)

Citizens' Voice
Feedback, Engagement,
Experience, SwachhataApp,
Disaster/Epidemic Response
Preparedness, Voice of
Freedom Fighters and
Innovation

30%

3,000 Marks
(SS-2021 Marks 2,400)

Service Level Progress
Segregated Collection, Processing
& Disposal, Sustainable Sanitation,
SafaiMitra Suraksha
Digital Tracking & Learning

40%

30%

Certification
GFC for Star Rating 1,250
ODF+/ODF++/Water+ 1,000

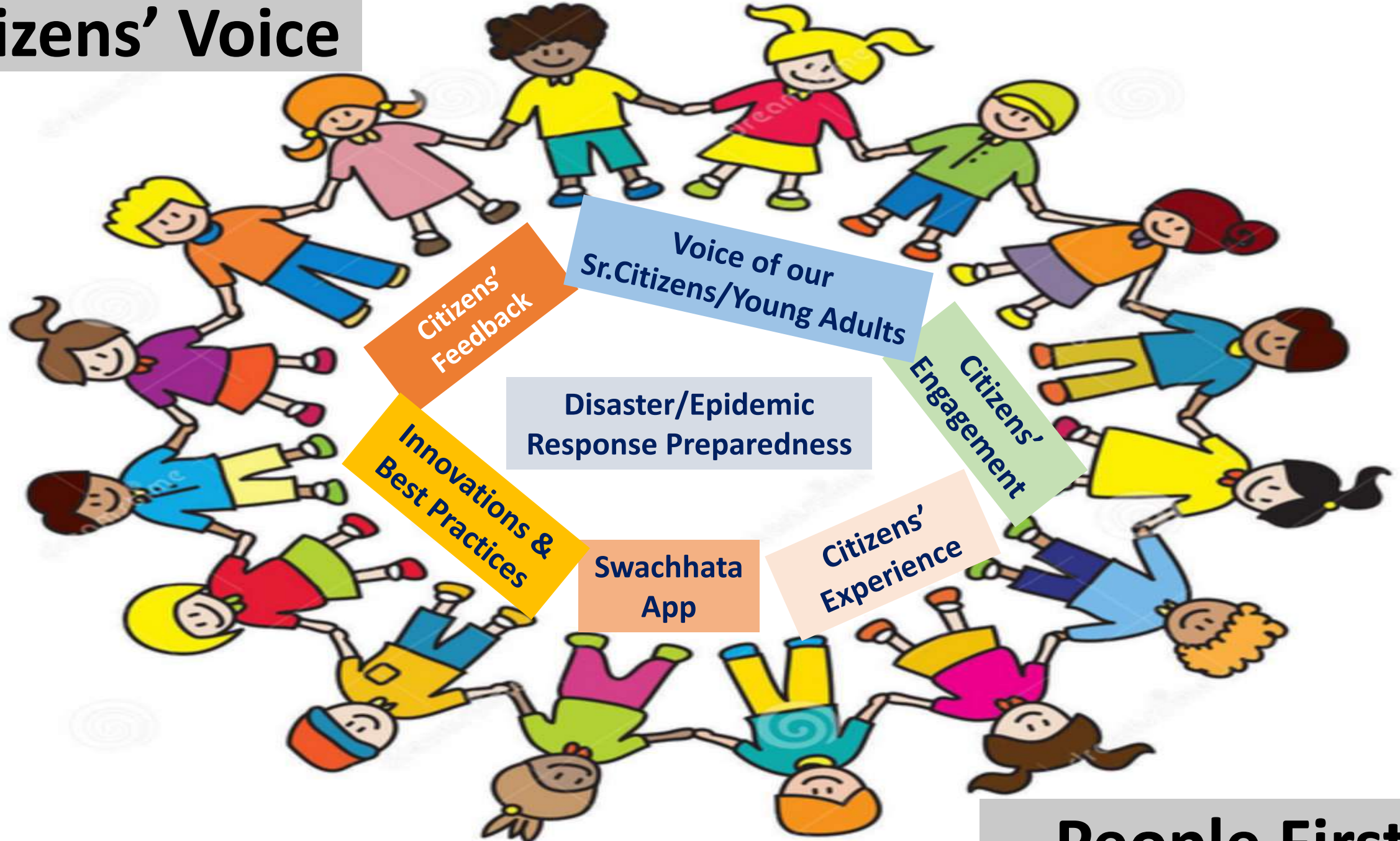
2,250 Marks
(SS-2021 Marks 1,800)

CERTIFICATION: 2,250 / 7,500 Marks

Total Number of Indicators: 29



Citizens' Voice



People First

Citizen's Feedback



Face to Face



MyGov



Vote For Your City



1969 Helpline



QR Code Based Feedback



SS2022 Portal



SwachhataApp

- 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

Any 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. Have you heard/seen '**Har dhadkan hai Swachh Bharat ki...**' Swachhata anthem? (Yes/No)
4. Do you know you can search nearest **Public Toilet on Google**? (Yes/No)
5. Have you downloaded **SwachhataApp or City Based** App to resolve your sanitation related complaints? (No/Yes)
6. Do you find your **neighbourhood** area always clean? (No/Yes)
7. Do you know about **home composting**? (No/Yes)
8. Do you know that old books, broken toys, clothes, footwear etc. can be **reused/recycled**? (No/Yes)
9. Are you aware that your city is participating in **Swachh Survekshan 2022**? (Yes/No)
10. Do you know **Open Urination Spots 'Yellow Spots'** can be transformed through SwachhataApp? (Yes/No)
11. Do you know **Waste is collected separately from Homes Quarantined** under Covid-19 ? (Yes/No)

B

Citizen Feedback



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

1

4 Questions under Solid Waste Management: $4 \times 40 =$ Total 160 Marks

Overall Experience sharing **under SBM** in comparison with **Pre-SBM** period

i. Do you find your city more 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: $4 \times 40 = \text{Total } 160 \text{ Marks}$

Overall Experience sharing **under SBM(U)** in comparison with **Pre-SBM(U)** period

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: $4 \times 20 = \text{Total } 80 \text{ Marks}$

Overall Experience sharing **under SBM(U)** in comparison with **Pre-SBM(U)** period

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



Citizen Engagement

Total Indicators - 12

650 / 2,250 Marks

Please note:

All progress to be claimed through MIS (except Indicator No.10 & 11) followed by upload on Swachhatam Portal and desired social media platforms. Subject to on-field validation in February 2022.

Citizen Engagement

Marks
140

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

Cities are expected to **engage citizens/citizen groups/RWAs 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-2022 portal and associated social media channel, Swachhatam Portal and Face Book page of the ULB by **20th February 2022.** (City name and ULB Code mandatory for entries)



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

Citizen Engagement

Marks
40

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-2022 portal and associated social media channel, Swachhatam Portal and Face Book page of the ULB by **20th February 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	40	NA
100% RWAs in minimum One Ward are Atmanirbhar	35	40
75% RWAs in minimum One Ward are Atmanirbhar	30	35
50% RWAs in minimum One Ward are Atmanirbhar	25	30
25% RWAs in minimum One Ward are Atmanirbhar	20	25

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:

- 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.

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

Citizen Engagement

3. Vocal for 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-2022?

Cities are expected to identify and make local influential citizens from different background as their Brand Ambassadors – including transgenders by **15th December 2021**.



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 (Dec 2021-Jan 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.

Note:

1. Detail of brand ambassador(s) selected to be maintained and uploaded on the Swachhata Portal by 20th February, 2022.
2. Brand Ambassador’s work will be validated by calling citizens. Majority of positive response will give **50** marks to the ULB.

Citizen Engagement

Marks
185

4. 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 **13th January 2021** and results to be declared **by 20th January 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
185

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 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) <i>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>)	
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	30

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 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 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 No. of solutions received</p> <ul style="list-style-type: none"> • ≥ 7 – 40 marks • ≥ 5 and < 7 – 30 marks • ≥ 3 and < 5 – 10 marks 	40
5	Whether ULB has felicitated the wining solutions and disseminated it in the city	25

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:	40
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	

Citizen Engagement

Marks
25

5. Swachh Survekshan-2022 jingle, movie, poster/drawing, murals and street play competition (no age limit) by **31st January 2022** and awards to winning entries by **20th February 2022** – ULB wise entries* for competition and winning entry to be uploaded on Swachh Survekshan-2022 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-2021 will not be considered.



Scheme of Marking	Marks 25
• Yes, entries and results for all 5 uploaded as per cut-off dates 31st Jan 2022 & 20th Feb 2022	25
• Yes, entries and results for any 4 uploaded as per cut-off dates 31st Jan 2022 & 20th Feb 2022	20
• Yes, entries and results for any 3 uploaded as per cut-off dates 31st Jan 2022 & 20th Feb 2022	15
• Yes, entries and results for any 2 uploaded as per cut-off dates 31st Jan 2022 & 20th Feb 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**

Citizen Engagement

Marks
25

6. ULB has sourced and identified Swachh Bharat Mission impacts on the citizen's life and updated each impact with pictures and one page note (maximum 250 words) uploaded on Swachh Survekshan-2022 portal, Swachh Manch, Social Media page of the ULB and FaceBook page of the ULB **20th February 2022** – these impacts to be sourced from the **citizens only**. (City name and ULB Code mandatory for entries)

Indicative list of impacts: Cleaner neighborhood, gender specific initiatives, health, livelihood, air pollution, industry, start-ups, citizen engagement in governance or any other impact



Scheme of Marking – for >1 L population	Scheme of Marking - for <1 L population	Marks
Yes, minimum 5 Impacts identified	Yes minimum 3 impacts identified	25
Yes, minimum 4 Impacts identified	Yes minimum 2 impacts identified	20
Yes, minimum 3 Impacts identified	Yes minimum 1 impact identified	15
Yes, minimum 2 Impacts identified		10
Yes, minimum 1 Impact identified		0

- Note:**
- List of people and contact details with photos and a brief note (max 50 words) describing the impact felt to be uploaded on SBM portal, Swachhatam Portal and ULB's Facebook page
 - 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
 - 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 impact claimed is matching. Wrong/no contact details will lead to non-compliance.
 - Randomly 5 samples in each category for >1L and 3 samples in each category for <1 L population cities to be picked

Citizen Engagement

Marks
25

7. Identification and recognition of **Champions – Man*** and **Woman*** driving ‘Swachh Change’ in the ULB – to be identified among **ULB Staff/Sanitary workers, ward councilor, CSR Lead, NGOs, SHGs etc. engaged with the ULB by 20th February 2022** (To be uploaded on Swachh Survekshan-2022 portal, Swachhatam Portal, Social Media page of the ULB and Facebook page of the ULB). **(City name and ULB Code mandatory for entries)**. Recognition will only be given for the performance between 1st April 2021 to 31st January 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 SBM portal, Swachhatam Portal and ULB’s Facebook 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

Citizen Engagement

Marks

30

8. Whether rankings of **Swachh Ward** conducted covering assessment of all Hotels, Schools, Hospitals (Healthcare facility), RWAs/Mohallas, Government Offices and Market Association – results to be uploaded on Swachh Survekshan-2022 portal, Swachhatam Portal, Social Media page of the ULB and Facebook page of the ULB by **20th February 2022**. (City name and ULB Code mandatory for entries)

Mayor/Chairman of the City to be engaged in monitoring the Swachh Ward process and handing over awards to Wards in different Award categories.



Scheme of Marking

Marks

Swachh Ward Ranking Conducted for the Quarter **November-January 2022**

30



Note:

1. List of top-3 winners with photos to be uploaded on SBM portal, Swachhatam Portal and ULB's Facebook page
2. 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.
3. 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

Citizen Engagement

Marks
50

9. Zero Waste Events/Weddings/Social or Religious Functions : City/citizen is/are expected to manage at least one Zero Waste Functions between **December 2021-January 2022** with zero waste coming out of the Venue.

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

Scheme of Marking	Marks
At least one Zero Waste Function is conducted	50
Not conducted	0

Note:

1. Zero Waste Function claimed to be documented with pictures and other details to justify zero waste event
2. Details of the organizer(s) to be provided on the Swachhatam Portal by 20th February 2022 for on-call validation



SOP for Zero Waste Events/Weddings/Social or religious functions

Entrance

1. Plastic/ flex posters/ signages to be used for displaying information regarding the event. All posters/ signages to be printed on eco-friendly materials such as cloth, jute, paper etc.
2. The welcome board at the gate should clearly mention that this is a Swachh event
3. No flowers/ decorations made of plastic to be used
4. Foot operated sanitizer machines to be placed at the entrance. A cut-out of a Swachhata mascot to be placed next to the machine
5. Clear signages directing participants to the various areas of the event
6. Access to the venue to be *Divyang*-friendly.

Reception area

1. Appropriate physical distancing to be maintained at the registration point
2. Registration of guests to be carried out by organisers using handheld tablets
3. Name tags to be printed on cardboards, with jute/ cloth lanyards
4. Participant kit (if provided) to consist of the following items:
 - a. Cloth/ jute bag made by SHGs from waste cloth
 - b. Notepad made of recycled paper
 - c. Eco-friendly plantable pens
5. Mementos may comprise of – Angavastram, *papier mache* boxes, steel lapel pins with AKAM logo, stainless steel water bottle and cloth mask (all items to bear the AKAM logo)
6. Participants to scan a QR code to receive the agenda/ papers/ publications related to the event

Inside the venue

1. No plastic water bottles of any size to be used
2. Drinking water tap dispensing machines/ 20 litre **potable water dispensers** with paper cups to be placed at accessible distances across the venue
3. For panel discussion, glass water bottles and drinking glasses to be placed on the dais for use by panelists.
4. No plastic cups/ glasses to be used anywhere in the venue. Only bio-degradable environment friendly drinking cups to be used
5. Hand sanitisers to be placed at each stall, with Swachhata mascot cutouts next to them.
6. Presentations to be posted on a website or emailed to all participants post event instead of providing handouts
7. No outside food/ beverages to be allowed inside the venue
8. Green, Blue litter bins to be placed at easily accessible locations throughout the venue
9. All litter bins to be emptied frequently throughout the day, and the waste transported out in segregated collection vans of the ULB.

Dinning- area

1. Use of only bio-degradable cutlery/ plates
2. To ensure that no food is wasted – organisers to tie up with local NGOs for distribution of leftovers at shelters OR have in-situ mobile composting at site
3. All litter bins to display key messages such as '*humara kachara humari zimadari*', '*har din do bin*' etc.
4. Signage for saving water to be prominently displayed above wash basins

Washrooms

1. Toilets/ washrooms for all gender groups to be available within the premises, fulfilling the following minimum conditions:
 - a. *All **toilet seats and urinals** clean and usable at all time.*
 - b. ***Wash basin(s)** clean and usable at all times*
 - c. *Availability of **water at all times***
 - d. *Adequate **ventilation** facility (vents, slanted glass slats and/or exhaust fan), are **well lit** at all times, both **within and outside**, with each seat having its own light point, and all light points functional*
 - e. *Functional **bolting arrangements** on all doors of all toilet seats*
 - f. *Proper disposal facility for the toilet effluents*
2. washrooms to be cleaned multiple times in a day, to maintain the above conditions
3. All wash basins to have suitable signages (e.g. “Dhoya Kya”) for handwashing, water saving etc.
4. Entrance to washrooms to have Swachh mascot cutout
5. Ramps to be in place for *Divyang* attendees
6. Ladies’ toilets to have:
 - a. *sanitary pad vending machines*
 - b. *Wastepaper for wrapping sanitary pads*
 - c. *Separate bins to be in place for disposing sanitary pads*
7. Touch free/ sensor-based soap dispenser machines in each toilet
8. Touch free/ sensor-based sanitizer dispenser machines in each toilet
9. SHE toilets (mobile toilets for women), and mobile toilets for men, transgenders, etc. (if required), with all the functionalities of point (1) to be placed at accessible locations around the venue.

Citizen Engagement – through Direct Observation

Marks
25

10. Are Public and Community Toilets prominently displaying SBM messages designed by the Ministry or ULB around usage of Public-Community Toilets, with Swachh Survekshan-2022 logo? (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 (Yes/No)	25
SBM messages are available in 70% - 95% CTs/PTs (Yes/No)	20
SBM messages are available in 50% - 69% CTs/PTs (Yes/No)	15
SBM messages are available in 30% - 49% CTs/PTs (Yes/No)	10
SBM messages are available in <30% CTs/PTs (Yes/No)	0

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

Citizen Engagement – through Direct Observation

Marks
25

11. Art Work around Swachh Survekshan-2022: Hoardings/Billboards/Wall Writing/Murals/Mascot/Messaging on Commercial vehicles/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-2022 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-2022 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

Citizen Engagement – through Direct Observation

Marks
50

12. **AKAM* Circle/Chauraha:** At least one circle/chauraha to be branded as **AKAM Circle/Chauraha** by 25th January, 2022. The location of the circle/chauraha to be **geo-tagged** and **picture uploaded** on the Swachhatam portal (IEC module).

*Azadi Ka Amrit Mahotsav

Scheme of Marking	Marks
Yes, at least one circle given AKAM branding and picture uploaded on the Swachhatam Portal (IEC module) (The picture can be uploaded using GIS Module App.)	40
AKAM Circle/Chauraha geo-tagged (capture details of AKAM Circle/Chauraha in the IEC module)	10



Note: Above suggestion is only indicative. The branding can be done on the basis of the size and space available.

ULBs are encouraged to brand their most significant/popular circle/chauraha so that the maximum citizens could see and celebrate the AKAM branding. The AKAM Circle/Chauraha will be validated by the assessment agency – all pictures should be uploaded on the Swachhatam portal (IEC module) by **25th January, 2022**

Actions improving Citizen's Experience - Direct Observation

Number of Indicators- 3

325/2,250 Marks



Actions improving Citizen's Experience - Direct Observation



1. Prioritizing aesthetics in making city Swachh - beautification of old city areas, flyovers, public places -
(1) Wall paintings/murals, **(2)** Covered drainage (tertiary and secondary) system with screens **(3)*** Waste to Wonder Park/Corner/Spot/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 wastewater used in fountains at major intersections**

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

* 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-2022 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



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 wards are kept out of the sampling exercise before on-field validation starts in the city.

Treated wastewater 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



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

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

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



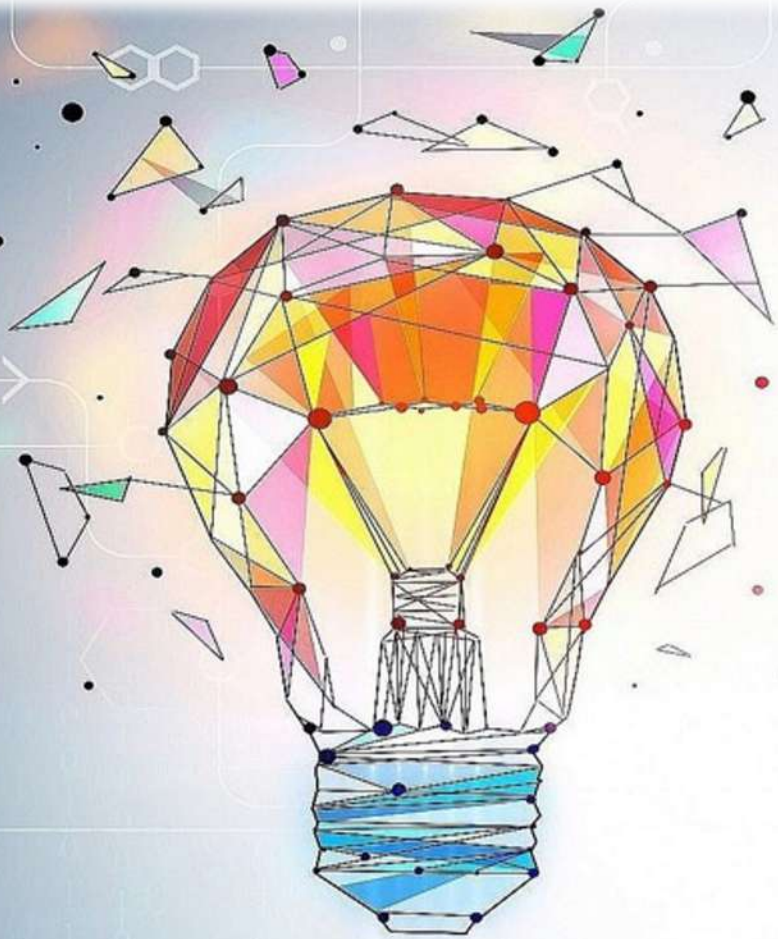
Scheme of Marking	Max Marks
	100
• 100% slums are covered with door to door (segregated) waste collection	25
• O&M of Community Toilet and Zero discharge of wastewater/faecal sludge in open drains	25
• 100% houses in slums are maintained (exterior)	10
• *Social Support Group/Committee in each slum created/registered (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

*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 - 1

75 Marks / 2,250 Marks

'Innovation & Best Practices' by ULB

Marks
75

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, wastewater treatment and its re-use or storm water management, efficient de-sludging/sewer cleaning operations etc..** All Innovations must be completed by **31st January 2022** and uploaded on SS-2022 portal by **20th February 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'**

Swachhata App / Local App

Total Indicators - 5

400 / 2,250 Marks



5 Indicators from Swachhata App/ Local App

% of households are registered with SwachhataApp/Local

Number of Active Users on Swachhata App/Swachh Manch/Local

% of Complaints resolved within SLA

% of Open Urination Complaints resolved within

User Feedback on resolved complaints

SwachhataApp/Local App

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

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 July 2021 to 31st December 2021**).
- ❖ Every Month's final rank will be calculated as average of the following parameters
- ❖ 2% 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 2022 will be the average of every month score **from 1st July, 2021 till 31st Dec 2021**

Scheme of Scoring

Maximum score: 75

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-2022 will be the average of every month score

SwachhataApp/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-2022 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 0.1% of the population in that month.

* Final Score of this indicator for Swachh Survekshan 2022 will be the average of every month score from **1st July, 2021 till 31st December 2021**

SwachhataApp/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: 75

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-2022 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 2022 will be the average of every month score from **1st July, 2021 till 31st December 2021**

SwachhataApp/Local App

4. What percentage of households are the registrations?

Scheme of Scoring	Marks
>=25%	75
>=21% & 24%	65
>=17% & 20%	55
>=13% & 16%	45
>=9% & 12%	35
>=5% & 8%	25
< 5%	0

Methodology: Registration Marks

Formula would be:

$$\text{Registration Marks} = \frac{(\text{Number of Registrations})}{\text{Households of the city}} \times 100$$

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

* Final Score of this indicator for Swachh Survekshan 2022 will be the calculated as per the table above.

SwachhataApp/Local App

5. User Feedback on resolved complaints

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 0.1% of the population in that month.

- Only complainant's feedback will be considered.
- Final Score of this indicator for Swachh Survekshan 2022 will be the average of every month score from **1st July 2021 till 31st December 2021**

Scheme of Scoring

Maximum score: 75

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 2022 of this indicator will be the average of every month score



Disaster / Epidemic Response Preparedness Strengthening Municipal Frontline Workers Total 5 Indicators | 200/2,250 Marks



1	% (age) of Municipal Frontline workers Vaccinated (both Doses)	>95%	50 Marks
		81% - 95%	40 Marks
		65% – 80%	30 Marks
2	% (age) of Municipal Frontline Workers' Life & Health Insured covering Covid-19 & Other Diseases	>95%	30 Marks
		81% - 95%	20 Marks
		65% - 80%	10 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	30 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	30 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	20 Marks
		81% - 95% Wards	15 Marks
		65% - 80% Wards	10 Marks
6	Disaster/Epidemic Management	Innovations & Best Practices around the disaster management with focus on safety of life, providing shelter, rehabilitation etc.	40 Marks



Note: Indicator wise supporting information to be uploaded on the Swachhatam Portal by 20th February 2022



Assessment of Ganga Towns

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

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



SWACHH SURVEKSHAN 2Q22

All the Best!