



आवासन और शहरी कार्य मंत्रालय
भारत सरकार
MINISTRY OF HOUSING AND
URBAN AFFAIRS
GOVERNMENT OF INDIA



Swachh Bharat Mission - Urban 2.0

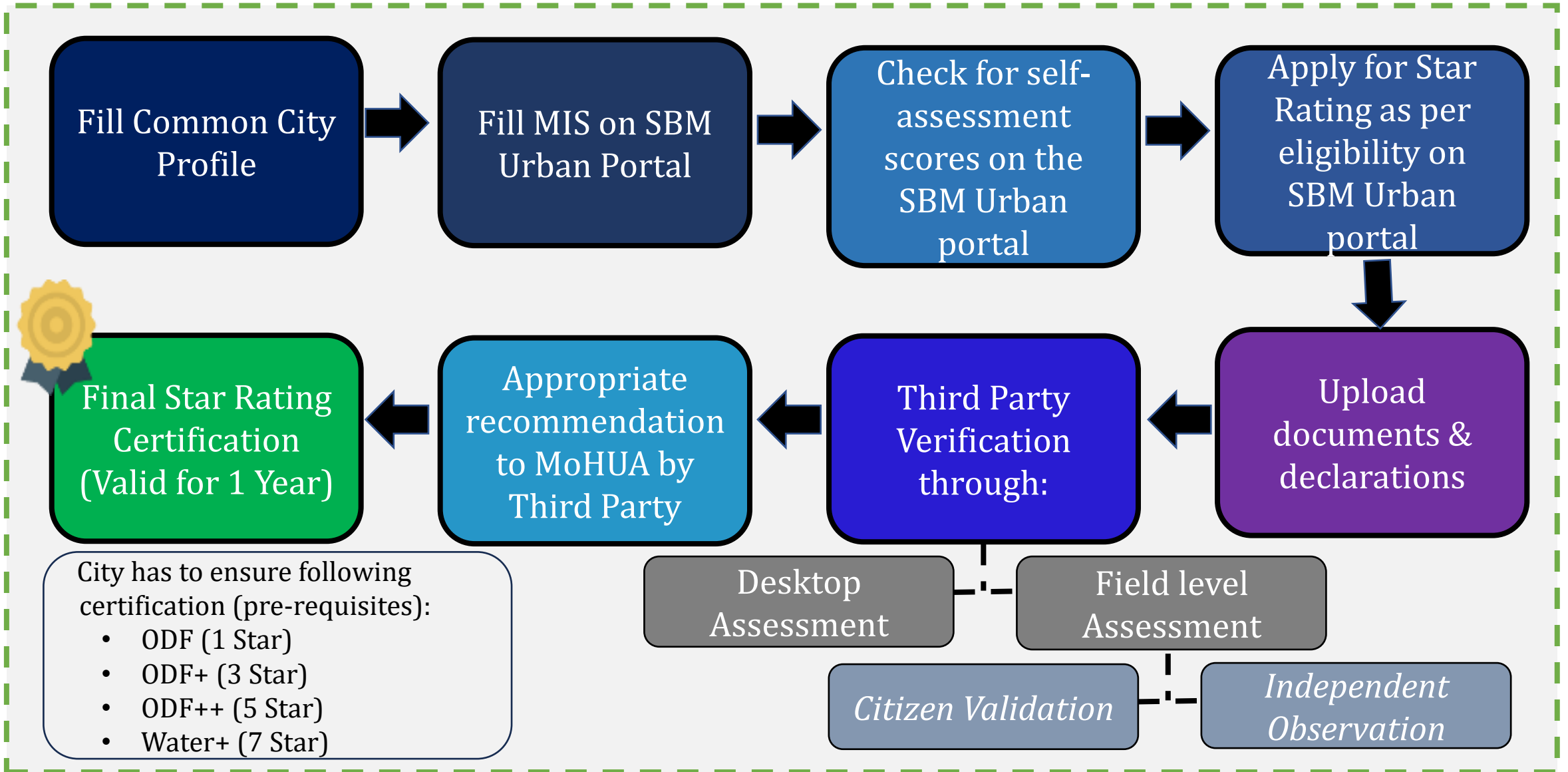


STAR RATING PROTOCOL OF GARBAGE FREE CITIES

July 2024

Toolkit

GFC Star Rating Process Flow for ULBs



Component/ Condition		1 Star	3 Star	5 Star	7 Star
1	Door to Door Collection	> =80 %	>= 90 %	> =90 %	> =90 %
2	Source Segregation	> =40 %	>= 60 %	> =80 %	> =90 %
3	Wet Waste Processing	> =50%	> =70%	> =80%	> =90 %
4	Dry Waste Processing	>= 50%	> =70%	> =80%	> =90 %
5	Dumpsite Remediation	Work commence	25-40% work completed	40-70% work completed	90% work completed

Cities need to achieve minimum percentage of Door-to-Door Collection, Source Segregation, Wet Waste Processing, Dry waste processing and dumpsite remediation (further breakup as per the indicator) as defined in the table able to achieve 1Star, 3 Star, 5 Star or 7 Star rating

1. Self Assessment	2. Desktop Assessment (DA)	3. Field Assessment (SA)
<p>Important Indicators (1 to 3 Star)</p> <ul style="list-style-type: none">➤ Reduced from 16 to 7 <p>Aspirational Indicators (5 to 7 Star)</p> <ul style="list-style-type: none">➤ Reduced from 8 to 3	<p>Important Indicators (1 to 3 Star)</p> <ul style="list-style-type: none">➤ Reduced from 16 to 9➤ documents reduced from 49 to ~12 <p>Aspirational Indicators (5 to 7 Star)</p> <ul style="list-style-type: none">➤ Reduced from 8 to 3➤ Documents reduced from 23 to ~3	<p>Important Indicators (1 to 3 Star)</p> <ul style="list-style-type: none">➤ Reduced from 16 to 13➤ 2 indicator will be assessed in SA & DA <p>Aspirational Indicators(5 to 7 Star)</p> <ul style="list-style-type: none">➤ Reduced from 8 to 5

Clean cities moving towards higher order processing and clearing dumpsites

Thematic Area	Component/ condition	level 1	level 2	level 3	level 4	Considered in SA/ DA/ FA	Indicator No.	IO/CV weightage
Important Indicators (1 & 3 Star)								
Visible Cleanliness	Door to Door Collection (Ward level)	200	275	350	425	SA, DA & FA	1	IO:10%, CV: 90%
	Source Segregation (Ward level)	350	450	575	700	SA, DA & FA	2	CV: 100%
	Visible Cleanliness (Ward level)	250	350	450	550	DA&FA	3	IO:50%, CV: 50%
	C&D Waste- Collection & Segregation (Non - BWG) (Ward level)	150	200	250	300	FA	12	IO:100%
	Plastic Waste Management	100	200	300	300	FA & DA	8	IO:100%
	No visible solid waste in water bodies + Screening of Storm water drains/ Nallahs	200	300	425	500	FA	14	IO:100%
Waste Processing	Processing by Bulk Waste Generators	50	100	150	200	SA & FA	4	IO:100%
	Waste Processing & Capacity- Wet Waste	350	500	550	600	SA, DA & FA	5	IO:100%
	Waste Processing & Capacity- Dry Waste	350	500	550	600	SA, DA & FA	6	IO:100%

Garbage Free Cities Star Rating

Thematic Area	Component/ condition	level 1	level 2	level 3	level 4	Considered in SA/DA/ FA	Indicator No.	IO/CV weightage
Important Indicators (1 & 3 Star)								
No Dumping	Dumpsite Remediation	100	250	300	400	SA & FA	7	IO:100%
	Scientific Landfill	75	150	200	250	DA & FA	11	IO:100%
Citizen Connect	Grievance Redressal	50	150	175	200	DA	10	
	Waste to Wealth	75	100	125	150	FA	13	IO:100%
	User Charges	150	200	250	300	DA & FA	9	CV: 100%
Sustainability/ Others	Geo-mapping of waste processing facilities, C&D facilities, landfills, dumpsites, STPs/ FSTPs	100	100	150	150	SA	15	
	Total	2,550	3,825	4,800	5,625			

Garbage Free Cities Star Rating

Thematic Area	Component/ condition	level 1	level 2	level 3	level 4	To be considered in SA/DA/ FA	Indicator No.	IO/CV weightage
Aspirational indicators (5 & 7)								
Visible Cleanliness	City Beautification (Ward level)	100	150	225	300	FA	17	IO: 100%
Waste Processing	C&D waste- Processing & Recycling	150	225	300	375	DA & FA	19	IO: 100%
	Processing of Sanitary and Domestic Hazardous waste	150	200	250	300	SA, DA & FA	20	IO: 100%
Sustainability/ Others	Geo-mapping of the wards i.e. ward boundaries, drains, nallahs, water bodies (Ward level)	100	150	200	200	SA	16	
	Sale of waste by-products	100	150	200	250	SA & FA	18	IO: 100%
	Digital Monitoring of SWM Operations (incl. City facilities)	100	200	325	450	DA	21	
	Total	700	1,075	1,500	1,875			
	Total Marks			6,300	7,500			

Total Marks - Important Parameters			
Level 1	Level 2	Level 3	Level 4
2,550 (1 Star)	3,825 (3 Star)	4,800	5,625

Total Marks - Important + Aspirational Parameters			
Level 1	Level 2	Level 3	Level 4
3,250	4,900	6,300 (5 Star)	7,500 (7 Star)

SS Scoring Matrix

GFC Star Rating - SS Score	
Star Rating	Corresponding SS Score
1 Star	525
3 Star	725
5 Star	1,175
7 Star	1,375

Self Assessment Scorecard

Important Indicators (1 & 3 Star) - Scorecard Generation criteria

Component/ Condition		Eligibility of application for Star Rating*			
		1 Star	3 Star	5 Star	7 Star
1	Door to Door Collection	> =80 %	>= 90 %	> =90 %	> =90 %
2	Source Segregation	> =40 %	>= 60 %	> =80 %	> =90 %
3	Wet Waste Processing	> =50%	> =70%	> =80%	> =90 %
4	Dry Waste Processing	>= 50%	> =70%	> =80%	> =90 %
5	Dumpsite Remediation	Work commence	25-40% work completed	40-70% work completed	90% work completed
6	BWG	Notification updated	All BWGs managing wet & dry waste as per SWM 2016 rules		
7	Geo Mapping – facilities	Level 3 condition of the indicator to be matched			

**Cities to qualify for 1 Star criteria to be eligible for applying for GFC Star Rating*

6 Month Monthly Progress data of Swachhatam Portal will to be considered for calculation of scorecard

Self Assessment Scorecard

Aspirational Indicators (5 & 7 Star) - Scorecard Generation criteria

Component/ Condition		Eligibility of application for Star Rating*				
		1 Star	3 Star	5 Star	7 Star	
1	Geo mapping - ward boundaries, drains, nallahs, water bodies	Level 3 condition of the indicator to be matched				
2	Sale/ Self utilization of waste by-products / end of life disposal	Wet Waste	>= 20%	>= 30%	>= 50%	>= 70%
		Dry Waste	>= 30%	>= 40%	>= 60%	>= 80%
		C&D Waste	>= 2%	>= 5%	>= 10%	>= 20%
3	Processing of Sanitary and Domestic Hazardous waste	> 25 %	> 50 %	> 75 %	> 90 %	

**Cities to qualify 1 Star criteria to be eligible for applying for GFC Star Rating*

6 Month Monthly Progress data of Swachhatam Portal will to be considered for calculation of scorecard

Desktop Assessment (DA)

Important Indicators (1 & 3 Star) – DA Criteria

Component/ Condition		Document*
1	Door to Door Collection	<ul style="list-style-type: none">i. Details of ward wise C&T vehicles (elaborating vehicle type, capacity, no. of compartments for each vehicle)ii. Details of ward wise manpower deployed
2	Source Segregation	<ul style="list-style-type: none">i. Undertaking stating the quantum of source segregated (Dry, Wet, Sanitary, Domestic Hazardous – as applicable) waste collected on daily basis (TPD) by the ULB
3.	Visible cleanliness	<p>A. Ward wise sweeping details:</p> <ul style="list-style-type: none">i. Area type (Residential/ Commercial/ Public area wise)ii. Sweeping (mechanical / manual)iii. No. of sweepers / machines deployediv. Frequency of Sweeping (Daily/ Twice including night sweeping) <p>B. Area wise twin bin deployed and emptying frequency schedule</p> <p>C. Ward wise no. of Secondary collection points/ dalaos (if any)</p>

*All documents/ undertakings to be signed by Municipal Commissioner/ Authorised nodal officer of the ULB

Desktop Assessment (DA)

Important Indicators (1 & 3 Star) – DA Criteria

Component/ Condition		Document*	Evidence (Photo, video)
4	Wet Waste Processing	List of functional wet waste processing facilities waste processed (TPD) and functional capacity (TPD)	Photos and videos of the functional plants to be uploaded
5	Dry Waste Processing	List of functional dry waste processing facilities waste processed (TPD) and functional capacity (TPD)	Photos and videos of the functional plants to be uploaded
6	Plastic Waste Management	No document to be submitted by ULB.	Notification to be checked from Swachhatam Portal
7	Grievance Redressal	No document to be submitted by ULB.	Swachhata App data to be considered
8	User Charges	No document to be submitted by ULB.	Bylaws notified to be checked from Swachhatam Portal
9	Scientific Landfill	Undertaking (by Municipal Commissioner/ EO) that landfill exists in the city, in case not existing then if land identified or not	

Desktop Assessment

Aspirational Indicators (5 & 7 Star) - DA Criteria

Component/ Condition		Document*	Evidence (Photo, video)
1	C&D waste- Processing & Recycling	Detail of functional C&D waste processing facility(s) (ULB owned or cluster mode) showing waste processed (TPD) plant capacity (TPD)	Photos and videos of the functional plants to be uploaded
2	Processing of Sanitary and Domestic Hazardous waste	Detail of functional Sanitary and DH waste processing facility(s) (ULB owned or cluster mode) showing waste processed (TPD) plant capacity (TPD)	Photos and videos of the functional plants to be uploaded
3	Digital Monitoring	Undertaking the (by Municipal Commissioner/ EO) that SWM operations are digitally monitored in accordance with the indicator levels	

*All documents/ undertakings to be signed by Municipal Commissioner/ Authorised nodal officer of the ULB

Changes in GFC toolkit

S. No.	Existing clause	Proposed Changes
1	Self-declaration from citizen categories (as per population) that the city fulfils all conditions for the specific star rating	Clauses are not applicable for GFC application process
2	Declarations to be obtained from all ward members of the city/town, without exception and submit these to city municipal administration as per due process	
3	City Council may then pass a preliminary resolution declaring the city as per relevant star Rating	
4	A suitable public announcement (in the highest circulating local newspaper) mentioning feedback / suggestion mechanism may be made for the Same	
5	Public objections/ feedback may be invited, within 15 days If no objections are received at the end of this time, a final resolution is adopted by the City Council and the same is communicated to respective State Govt.	
6	State Declaration to be taken by cities to apply for GFC certification	

Changes in GFC toolkit

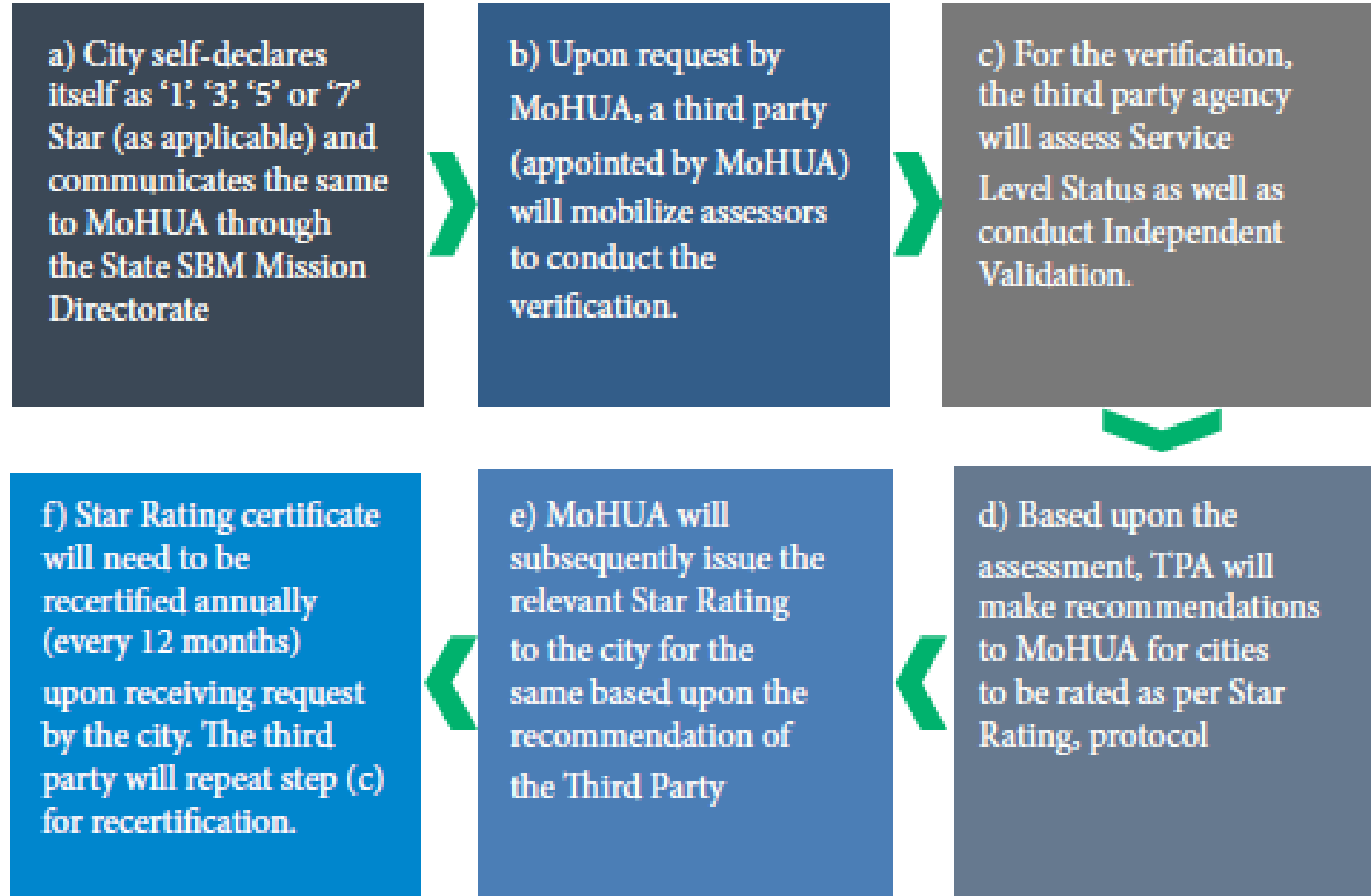
S. No.	Existing clause	Proposed Changes
7	Re-assessment after cooling off period of 1 month or recertification	Not application, ULBs needs to reapply in the next assessment cycle
8	In case the city fails third party assessment for the applied star it will be validated and certified for a lower star (provided city fulfils lower star conditions)	Clause remain same as in GFC 2022 toolkit
9	If a ULB has been certified a star rating, it can re-apply for higher star rating in the next assessment cycle. If the ULB fails during the higher star rating assessment, it will still be considered as certified with previous star rating till its validity.	
10	City has to pass level 1 in all indicators to get Star rating	
11	Any ward of the city failing (not achieving level1) in any applicable ward level components - the city will not achieve Star rarting	

Changes in GFC toolkit

S. No.	Existing clause - Third Party Certification - Citizen Validation	Proposed Changes
7	<p>The following samples are considered in a ward for citizen validation:</p> <ul style="list-style-type: none"> ▪ minimum 50 or .5% of no. of households whichever is higher ▪ minimum 10 or 1% of no. of shops/Street vendors, whichever is higher ▪ minimum 10 or 10% of the total number of schools/colleges/education institutions, whichever is higher ▪ minimum 10 or 5% of the total number of Hotels/ Guest houses/Dharmshalas, whichever is higher ▪ minimum 10 or 5% of the total number of Restaurants/Dhabas, whichever is higher ▪ minimum 10 or 5% of the total number of Bulk Waste Generators, whichever is higher ▪ minimum 10 or 1% of the total number of Offices (Private and Government), whichever is higher ▪ minimum 5 or 10% of the total number of Tourist areas, whichever is higher ▪ 5 citizens in all the parks & gardens covered under independent observation ▪ 5 citizens in each category of transport hub covered under independent observation 	<p>Average sample for Citizen Validation (CV) per ward: 39 cumulatively considering the breakup as given below:</p> <ul style="list-style-type: none"> ▪ 28 residential CV ▪ 5 commercial location CV ▪ 5 Public feedback ▪ 1 Institutional feedback (if any)

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

Protocol for Third Party Assessment



Protocol for Third Party Assessment

SERVICE LEVEL STATUS

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

INDEPENDENT VALIDATION

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

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

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

Desktop Assessment

The third-party agency will assess and verify the documents submitted by the cities for all components earmarked for desktop assessment as per Level 1 requirements. The agency to validate the figures updated on Swachhatam Portal / MIS and the documents submitted by cities with corresponding minimum requirement (Level-1)

Agency may raise query and seek clarification from the ULB

Field Assessment

In addition to the Citizen validation, the third-party agency will assess the all parameters/ components earmarked for field assessment as part of independent observation.

Protocol for Third Party Assessment

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

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

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

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

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

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

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

Component 1: Door to Door Collection

At least 'x' percent of households/ premises/gates in the ward are covered by door-to-door collection and transportation of solid waste (through ULB/ ULB-authorized garbage collectors)

	Area	Level 1	Level 2	Level 3	Level 4
CONDITION	Residential Area	>=80 %	> 90 %	>90%	>90%
	Commercial Area				
	Public/Institutional Area				
	Marks	200	275	350	425

Notes:

- Cities achieving >90% D2D collection will be awarded 425 marks
- All waste should be collected in compartmentalized/separate vehicles with closed lids to prevent the foul odour, littering and unsightly conditions.

(Independent Observation : 10%, Citizen Validation : 90%)

Component 2: Source Segregation

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

Area	Level 1	Level 2	Level 3	Level 4
Residential Area	At least 40 % Dry and wet	At least 60 % Dry, Wet and Sanitary Waste	At least 80 % Dry, Wet, Sanitary Waste	> 90 % Dry, Wet, Sanitary Waste, Domestic Hazardous
Commercial Area		<ul style="list-style-type: none"> At least 60 % (Dry and wet) Bin found covered 	<ul style="list-style-type: none"> At least 80 % (Dry, Wet) Bin found covered No Spillage found nearby bins 	<ul style="list-style-type: none"> > 90 % (Dry, Wet) Bin found covered No Spillage found nearby bins
Public/ Institutional Area		<ul style="list-style-type: none"> At least 60 % (Dry and wet) Bin found covered No Spillage found nearby bins 	<ul style="list-style-type: none"> At least 80 % (Dry, Wet, Sanitary Waste) Bin found covered. No Spillage found nearby bins 	<ul style="list-style-type: none"> > 90 % (Dry, Wet, Sanitary Waste) Bin found covered No Spillage found nearby bins
Marks	350	450	575	700

CONDITION

100% citizen validation

Note: ULB's Bye Laws to be framed to incorporate criteria for levying of spot fines/ penalties for littering, non-segregation and unsecure wrapping/handling of sanitary/domestic hazardous waste.

Component 3: Visible Cleanliness (1/4)

CONDITION	Area	Level 1	Level 2	Level 3	Level 4
	Residential Area	<ol style="list-style-type: none"> 100% daily sweeping Road/Street found clean 	<ol style="list-style-type: none"> 100% daily sweeping Road/Street/Back lane found clean GVP not found 	<ol style="list-style-type: none"> 100% daily sweeping Road/Street/Back lane found clean GVP not found No 'Red spots' (spitting) 	<ol style="list-style-type: none"> 100% daily sweeping Road/Street/Back lane found clean GVP not found No 'Red spots' (spitting)

Independent Observation : 50%,
Citizen Validation : 50%

Component 3: Visible Cleanliness (2/4)

CONDITION	Area	Level 1	Level 2	Level 3	Level 4
	Commercial Area	<ol style="list-style-type: none"> 100% daily sweeping Road/street found clean Secondary storage bins if found should be spill free 	<ol style="list-style-type: none"> 100% daily sweeping Road/street found clean All litter/twin bins found fixed & Spill free GVP not found Secondary storage bins if found should be spill free 	<ol style="list-style-type: none"> 100% twice daily sweeping including night sweeping Road/street /back lanes found clean All litter/twin bins found fixed & Spill free GVP not found Drainage system not choked No 'Red spots' (spitting) in commercial areas Secondary collection points/ dalaos covered and maintained with no littering 	<ol style="list-style-type: none"> 100% twice daily sweeping including night sweeping Road/street /back lanes found clean All litter/twin bins found fixed & Spill free GVP not found Drainage system not choked Secondary collection points/ dalaos covered and maintained with no littering No 'Red spots' (spitting) in commercial areas Mechanized sweeping of commercial roads (NCAP or > 5 lakh Cities)

Independent Observation : 50%,
Citizen Validation : 50%

Component 3: Visible Cleanliness (3/4)

CONDITION

Area	Level 1	Level 2	Level 3	Level 4
Public/ Institutional Area	1. Road/street found clean	1. Road/street found clean 2. All litter/twin bin found fixed & spill free 3. GVP not found	1. Road/street found clean 2. All litter/twin bin found fixed & spill free 3. GVP not found 4. Drainage system not chocked 5. Secondary collection points/ dalaos covered and maintained with no littering	1. Road/Street/Back lane found clean 2. GVP not found 3. Secondary storage bin not found 4. Drainage system not chocked 5. Mechanized sweeping of commercial roads (NCAP Cities or > 5 lakh) 6. Secondary collection points/ dalaos covered and maintained with no littering
Marks	250	350	450	550

Independent Observation : 50%, Citizen Validation : 50%

Component 3: Visible Cleanliness (4/4)

Notes

- ❖ Back lanes includes the back side of commercial buildings/office complexes, back side of houses, religious places or any building in the city.
- ❖ There should not be spillover around litter bins and secondary storage bins, or it would be considered as Garbage Vulnerable Point
- ❖ there should be a mechanism in place to restrict access of litter bins and secondary storage by animals
- ❖ The concept of 'Bin-less' city is relevant for secondary storage bins and not litter-bins. The public areas shall mandatorily have installed and fixed litter bins. No temporary bins will be considered.
- ❖ In Industrial areas, the ULB may decide the requirement of number of litter bins while ensuring that the Industrial Areas are kept clean and there is no littering
- ❖ Litter bins ranging in capacity 60-100 litre twin bins placed along roadside to cater to the needs of the public for throwing garbage along roadside including commercial and public areas. Bins with capacity more than 100 litre shall be considered as storage bins.

Component 4: Bulk Waste Generators

CONDITION

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

Note:

- For cities with more than 1 lakh population, BWGs shall do onsite processing of wet waste on their own or through private parties authorized by ULB. No BWG shall give their waste to ULB.
- For cities with less than 1 lakh population, BWG may process their wet waste on their own or hand over the waste to either ULB or any private agency against appropriate user charges.
- A BWG will be considered as one that generates more than 100 kg of total waste per day (or as defined by ULB/state) for more than 15 days a month
- Community Hall/Function Hall/Marriage Hall/Public gathering waste generators shall be considered as BWG if the holding capacity is more than 200 pax

In case no BWG, score for this component will be on prorata basis

The lowest marks of the level nearest to the average marks in all the important components x weightage of component 4

Component 4: Bulk Waste Generators

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

All BWGs to be reported in Swachhatam portal, non reporting to fetch negative marking

BWG notification issued by ULBs and BWG data to be taken from Swachhatam Portal

to be updated based on the updated guidelines under preparation

Component 5: Wet Waste- Processing & Capacity

At least 'x' percent of Wet waste being processed (out of total wet waste generated) and At least 'y' percent of Wet waste processing capacity of functional plants (out of the total wet waste generated)

Level	Level 1	Level 2	Level 3	Level 4
CONDITION	Condition 1. $\geq 50\%$ wet waste processed 2. At least 60% of wet waste processing capacity 3. Waste received at plant in segregated manner & plant is geo-tagged	1. $\geq 70\%$ Wet waste processed 2. $> 80\%$ of wet waste processing capacity 3. Waste received at plant in segregated manner & plant is geo-tagged 4. Wet waste plant well maintained and machineries are well painted	1. $\geq 80\%$ Wet waste being processed 2. $> 100\%$ of wet waste processing capacity 3. Waste received at plant in segregated manner & plant is geo-tagged 4. Wet waste plant well maintained and machineries are well painted 5. At least 30% of waste by product from wet waste plant should utilized (out of waste processed)	1. $\geq 90\%$ Wet waste being processed 2. 100% of wet waste processing capacity 3. Waste received at plant in segregated manner & plant is geo-tagged 4. Wet waste plant well maintained and machineries are well painted 5. At least 50% of waste by product from wet waste plant should utilized (out of waste processed)
	Marks	350	500	550

Component 6: Dry Waste- Processing & Capacity

At least 'x' percent of dry waste being processed (out of total dry waste generated) and At least 'y' percent of dry waste processing capacity of functional plants (out of the total dry waste generated)

CONDITION

Level	Level 1	Level 2	Level 3	Level 4
Condition	<ol style="list-style-type: none"> $\geq 50\%$ of dry waste being processed out of the total dry waste generated At least 60% of dry waste processing capacity of functional plants Waste received at plant in segregated manner & plant is geo-tagged 	<ol style="list-style-type: none"> $\geq 70\%$ Dry waste being processed At least 80% of Dry waste processing capacity of functional plants Waste received at plant in segregated manner & plant is geo-tagged Dry waste plant well maintained and machineries are rust free and well painted 	<ol style="list-style-type: none"> $\geq 80\%$ Dry waste being processed 100% of Dry waste processing capacity of functional plants Waste received at plant in segregated manner & plant is geo tagged Dry waste plant well maintained and machineries are rust free and well painted At least 30% of waste by product from Dry waste plant should be utilized/ sent for end of life (out of waste processed) 	<ol style="list-style-type: none"> $>90\%$ Dry waste being processed 100% of Dry waste processing capacity of functional plants Waste received at plant in segregated manner & plant is geo tagged Dry waste plant well maintained and machineries are rust free and well painted At least 50% of waste by product from Dry waste plant should be utilized/ sent for end of life (out of waste processed)
Marks	350	500	550	600

Component 7: Dumpsite Remediation

CONDITION

Level	Level 1	Level 2	Level 3	Level 4
Condition	Work order issued for Legacy Waste Dumpsites Remediation	<p>40% work completed as per remediation project plan, if legacy waste is less than 1 lakh tonnes</p> <p>35% work completed as per remediation project plan, if legacy waste is between 1-2 lakh tonnes</p> <p>30% work completed as per remediation project plan, if legacy waste is between 2-5 lakh tonnes</p> <p>25% work completed as per remediation project plan, if legacy waste is more than 5 lakh tonnes</p>	<p>70% work completed as per remediation project plan, if legacy waste is less than 1 lakh tonnes</p> <p>60% work completed as per remediation project plan, if legacy waste is between 1-2 lakh tonnes</p> <p>55% work completed as per remediation project plan, if legacy waste is between 2-5 lakh tonnes</p> <p>40% work completed as per remediation project plan, if legacy waste is more than 5 lakh tonnes</p>	<p>90% or above work as per remediation project plan has been completed</p> <p>Land development for future utilization land to be earmarked for waste management activities</p>
Marks	100	250	300	400

Component 7: Dumpsite Remediation

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

Component 8: Plastic Waste Management

CONDITION

Level	Level 1	Level 2	Level 3	Level 4
Condition	Segregation of plastic waste through MRF	Segregation of plastic waste through MRF No visible banned items in market and other places	Segregation of plastic waste through MRF No visible banned items in market and other places Proof of utilization/ sale/ recycling / disposal of 50% segregated plastic waste	Segregation of plastic waste through MRF No visible banned items in market and other places Proof of utilization /sale/ recycling / disposal of more than 75% segregated plastic waste Registration for EPR credit
Marks	100	200	300	300

To be part of DA: Public Notification of ban on nonbiodegradable plastic bags/ single use plastic products less than 120 microns. Notification to be taken from Swachhatam portal for DA

Component 9: User Charges

- User charges for solid waste management being collected
- Bye laws notified
- x% of citizen validations in the city confirms user charges are collected

	Level	Level 1	Level 2	Level 3	Level 4
CONDITION	Condition	By laws of user charges collection notified	At least 20%	At least 40%	At least 60%
	Marks	150	200	250	300

100% weightage given on citizen validation

Component 9: User Charges

User Charge - Definitions

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

Component 10: Grievance Redressal (to be considered in DA)

CONDITION

'x' percent of total Swachhata App/Local App complaints that cover issues related to solid waste management (Burning Of Garbage In Open Space, Debris Removal/Construction Material, Dustbins not cleaned, Garbage dump, Garbage vehicle not arrived, Sweeping not done etc.) are resolved within SLA

Level	Level 1	Level 2	Level 3	Level 4
%age SWM complaint resolved within SLA*	At least 40%	At least 75%	At least 90%	At least 95%
Marks	50	150	175	200

NOTE

- ❖ Level-1 shall be given to ULBs with zero complaints in the last three months on Swachhata App/Local App

Means of Verification

- Summary of complaints received on Swachhata App/ equivalent grievance redressal platform
- Evidence of redressal of complaints related to SWM within SLA

Component 11 : Scientific Landfill

- i. Availability and use of Scientific Landfill
 ii. 'x' per cent of waste collected is sent to landfill Level Level

Level	Level 1	Level 2	Level 3	Level 4
Condition (i)	Land Identified and EC done	Work order issued for construction of Scientific Landfill	Only Process rejects are transported to Scientific Landfill either within the city or to another City	Only Process rejects are transported to Scientific Landfill either within the city or to another City
	Not more than 45% including process rejects, if any	Not more than 25% including process rejects, if any	Not more than 15% (Process rejects only, no unprocessed waste is sent to scientific landfill)	Not more than 10% (Process rejects only, no unprocessed waste is sent to scientific landfill)
Marks	75	150	200	250

Component 11 : Scientific Landfill

- ❖ The landfill may not necessarily be scientific landfill for Level 1 only for cities with population < 1,00,000. For Level 2, 3 and 4, only scientific landfills to be considered.
- ❖ Incase city is zero landfill: Evidence showcasing 100% processing of all municipal solid waste to be provided
- ❖ The concept of Simple Landfill has been removed* from both Swachh Survekshan and Star Rating Protocol. Cities/ States are encouraged to set-up scientific landfills on cluster basis.

Component 12: C&D Waste- Collection Facilities

CONDITION

Facilitation of 100% collection of C&D waste from premises of non-bulk generators through:

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

Note:

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

NOTE

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

Component 12: C&D Waste Collection, Segregation

C&D waste collection, segregation and processing from non bulk waste generators in NCAP cities and cities with > 5 lakh population

CONDITION

Level	Level 1	Level 2	Level 3	Level 4
Condition	<p>Land earmarked for C&D collection facility or</p> <p>Facility of collection of C&D waste / mobile collection unit available</p>	<p>Facility of collection of C&D waste available and well maintained / mobile collection unit available</p> <p>Facility of Manual or mechanical segregation of C&D waste available</p>	<p>Facility of collection of C&D waste available and well maintained / mobile collection unit available</p> <p>Facility of segregation of C&D waste available (Mechanized - if population is more than 5 lakh)</p> <p>>20% usage of material made out from C&D waste</p>	<p>Facility of collection of C&D waste available and well maintained / mobile collection unit available</p> <p>Facility of segregation of C&D waste available (Mechanized - if population is more than 5 lakh)</p> <p>>30% usage of material made out from C&D waste</p>
Marks	150	150	250	300

Component 12: C&D Waste Collection, Segregation

- ❖ **Segregation should be in the following five categories:**
Concrete, soil, steel, wood & plastics, bricks & mortar
- ❖ Designated facility for C&D waste segregation to have a civil structure in place with separate areas for segregated storage of the five categories of C&D waste. Identified facility should be well fenced demarcating minimum area of 50 sq.m.
- ❖ For all Levels, Notification and enforcement of charges for C&T, P&D of C&D Waste is mandatory

Component 13: Waste to Wealth

CONDITION

- i. 3R Initiatives (Innovative community waste reduction measures such as RRR center, Bartan Bank, Food Bank, Cloth bank, Exchange shops, Upcycling) are in place
- ii. Waste based artefacts/ parks to create awareness about waste management for stakeholders/ citizens
- iii. Number of IEC campaigns conducted and people participated (to be verified in DA)

Level	Level 1	Level 2	Level 3	Level 4
Condition	At least - 2 initiative in parameter (i), - 1 initiative in parameter (ii) - 1 in parameter (iii)	At least - 3 initiative in parameter (i), - 2 initiative in parameter (ii) - 2 in parameter (iii)	At least - 3 initiative in parameter (i), - 3 initiative in parameter (ii) - 4 in parameter (iii)	At least - 4 initiative in parameter (i), - 4 initiative in parameter (ii) - All major campaigns in parameter (iii)
Marks	75	100	125	150

Component 14: No visible solid waste in water bodies + Screening of Storm water drains/ Nallahs

CONDITION

- i. **14.1: No visible solid waste in water bodies (not limited to ponds, lakes, tanks, rivers etc.)**
 - A. **No visible solid waste in water bodies (not limited to ponds, lakes, tanks, rivers etc.) in 100 percent of area under ULB jurisdiction**
 - B. **Anti-Littering & Cleanliness messages along the water bodies through signage/ painting/ displays/ hoarding (no plastic usage).**
 - C. **No open dumping of waste present within the radius of 500 m from edge of the water body**
 - D. **Sweeping & Cleaning arrangements are in place and No Garbage Vulnerable Points (GVPs) present within the radius of 500 m from edge of the water body**
 - E. **Trash Cleaners*/ suitable methods are available to trap the solid waste floating on the river surface**
 - F. **No untreated sewage/septic tank discharged in the water bodies**

100% weightage given on Independent Observation

Component 14: No visible solid waste in water bodies + Screening of Storm water drains/ Nallahs

- ii. 14.2: At least 'x' percent of Storm Water Drains and/or Nallahs should have screens to avoid waste getting discharged directly into lakes/ rivers/ water bodies
- G. At least 50% SWD/ Nallahs should have screens/ filters at point of discharge into other nallahs/water-bodies
- H. At least 90% SWD/ Nallahs should have screens/filters at points of discharge into other nallahs/ water-bodies
- I. 100% SWD/ Nallahs should have screens/ filters:
- At points of discharge into other nallahs/ water-bodies
 - Additionally, At a distance of every 1 km in case of 'Secondary Nallahs'
 - For cities with more than 10 Lakh population: Automated/ Mechanical screens on Secondary Nallahs for collection and cleaning of waste

CONDITION (Contd.)

Level		Level 1	Level 2	Level 3	Level 4
Condition	14.1	A & B	A, B, & C	A, B, C, D, E, & F	A, B, C, D, E, & F
	14.2	G	H	I	I
Marks		200	300	425	500

Component 14: No visible solid waste in water bodies + Screening of Storm water drains/ Nallahs



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

14.1: No visible solid waste in water bodies

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

14.2: Screening of Storm water drains/ Nallahs

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

Component 14: No visible solid waste in water bodies + Screening of Storm water drains/ Nallahs



14.1: No visible solid waste in water bodies

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

14.2: Screening of Storm water drains/ Nallahs

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

Component 15: Geo-mapping of waste processing facilities, scientific landfills, dumpsites, STP/ FSTPs

All waste processing facilities, scientific landfills, dumpsites, STP/ FSTPs to be geo-mapped

CONDITION

Level	Level 1	Level 2	Level 3	Level 4
Condition	Geo-mapping of: - MRFs - Wet waste processing facilities - Dumpsites - Scientific Landfills - Waste to Energy facilities (if applicable)	Geo-mapping of: - MRFs - Wet waste processing facilities - Dumpsites - Scientific Landfills - Waste to Energy facilities (if applicable)	Geo-mapping of: - MRFs - Wet waste processing facilities - Dumpsites - Scientific Landfills - Waste to Energy - C&D waste processing facilities - STPs/FSTPs	Geo-mapping of: - MRFs - Wet waste processing facilities - Dumpsites - Scientific Landfills - Waste to Energy - C&D waste processing facilities - STPs/FSTPs
Marks	100	100	150	150

Means of Verification

- Geo-mapping of MRFs, Wet waste processing facilities, Dumpsites, Scientific Landfills, Waste to Energy, C&D waste processing facilities, STPs/FSTPs on Swachhtam Portal



Aspirational Indicators

Component 16: Geo-mapping of the wards i.e., ward boundaries, drains, nallahs, water bodies

All ward boundaries, drains, nallahs, water bodies to be geo-mapped

CONDITION

Level	Level 1	Level 2	Level 3	Level 4
Condition	Geo-mapping of: - 100% of total Wards	Geo-mapping of: - 100% of total Wards - Water bodies (not limited to ponds, lakes, tanks, rivers etc.) - Storm Water Drains - Nallahs	Geo-mapping of: - 100% of total Wards - Water bodies (not limited to ponds, lakes, tanks, rivers etc.) - Storm Water Drains - Nallahs	Geo-mapping of: - 100% of total Wards - Water bodies (not limited to ponds, lakes, tanks, rivers etc.) - Storm Water Drains - Nallahs
Marks	100	150	200	200

Means of Verification

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

Component 17: City Beautification

CONDITIONS

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

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

Component 17: City Beautification

CONDITION

Conditions are mentioned in previous slide

Level	Level 1	Level 2	Level 3	Level 4
Condition	At least 3 parameters met	At least 5 parameters met	At least 7 parameters met	At least 9 parameters met
Marks	100	150	225	300

Means of Verification

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

Component 18: Sale of waste by-products

Sale of 'x' percent of waste by-products from Wet/ Dry/ C&D waste (out of waste processed)

Level		Level 1	Level 2	Level 3	Level 4
Condition	Wet Waste	$\geq 20\%$	$\geq 30\%$	$\geq 50\%$	$\geq 70\%$
	Dry Waste	$\geq 30\%$	$\geq 40\%$	$\geq 60\%$	$\geq 80\%$
	C&D Waste	$\geq 2\%$	$\geq 5\%$	$\geq 10\%$	$\geq 20\%$
Marks		100	150	200	250

NOTE

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

ULB using regional or cluster-based processing facility/treatment plant is required to maintain a separate log-book to ascertain then percentage of processing/treatment utilized and sale of waste by-products.

Means of Verification

- Evidence of quantum of waste by-product generation (Wet/ Dry/ C&D)
- Log-book for in-house/ departmental consumption along with letter from competent authority
- Invoice/ Sale receipt for Waste by-product

Component 19: C&D Waste-Processing & Recycling

Facilitation of processing & recycling of C&D waste - 'X' percent of C&D waste collected is processed and recycled within municipal limits in a designated facility or allotted space for cities with > 5 lakh population

Level	Level 1	Level 2	Level 3	Level 4
Condition	Bulk Generators: 100%			
	Processing & Recycling of 25% of C&D waste from non- bulk generators in a designated facility with a civil structure in Place	Processing & Recycling of 50% of C&D waste from non- bulk generators in a designated facility with a civil structure in Place	Processing & Recycling of 75% of C&D waste from non- bulk generators in a designated facility with a civil structure in Place Processing & Recycling facilities/ machineries/ plants for cities to be in place	Processing & Recycling of 90% of C&D waste from non- bulk generators in a designated facility with a civil structure in Place Processing & Recycling facilities/ machineries/ plants for cities to be in place ULB to ensure C&D waste processing plants with provision of Segregation/ Recycling center with machineries such as separators for segregation, hammer for crushing, conveyor belts for movement of materials.
Marks	100	150	200	250

Component 19: C&D Waste-Processing & Recycling

NOTE

- ❖ For all Levels, Notification and enforcement of charges for C&T, P&D of C&D Waste is mandatory

Means of Verification

To be verified in Field Verification

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

Component 20: Processing of Sanitary and Domestic Hazardous waste

CONDITION

Percentage of total sanitary and domestic hazardous waste* (menstrual waste and baby/adult diapers and others) collected (either collected separately at source or received from MRF Centre) is treated, either by ULB or through third party. Biomedical waste from Hospitals, Nursing homes/ clinics/Labs etc. not considered.

Level	Level 1	Level 2	Level 3	Level 4
Condition	At least 25%*	At least 50%*	At least 75%*	90%*
Marks	150	200	250	300

(*of waste processing out of waste generation)

NOTE

* 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

Means of Verification

Sanitary and Domestic Hazardous Waste Processing

- Total Sanitary waste collected and processed
- Total Domestic Hazardous Waste collected and processed
- Plant/ Facility wise details of quantity of Sanitary and Domestic Hazardous Waste received and processed
- Copy of contract and payment/processing report, if outsourced

Component 21: Digital Monitoring of SWM Operations

Digital recording & monitoring of SWM value chain components

Note: The monitoring to be done using ICT solution and not based on excel.

CONDITION

Level	Level 1	Level 2	Level 3	Level 4
Condition	Digital recording & monitoring of: <ul style="list-style-type: none"> • Door-to-door collection 	Digital recording & monitoring of: <ul style="list-style-type: none"> • Door-to-door collection & SWM Operations • Waste processing facilities (waste processed and sale register & vendor details) 	Digital recording & monitoring of: <ul style="list-style-type: none"> • Door-to-door collection & SWM Operations • Waste processing facilities (waste processed and sale register & vendor details) • Waste disposal facilities 	Digital recording & monitoring of: <ul style="list-style-type: none"> • Door-to-door collection & SWM Operations • Waste processing facilities (waste processed and sale register & vendor details) • Waste disposal facilities • BWG processing
Marks	100	200	325	450