



Ministry of Housing and Urban Affairs  
Government of India



# SWACHH SURVEKSHAN 2Q21

# स्वच्छ सर्वेक्षण 2Q21

Updated Toolkit

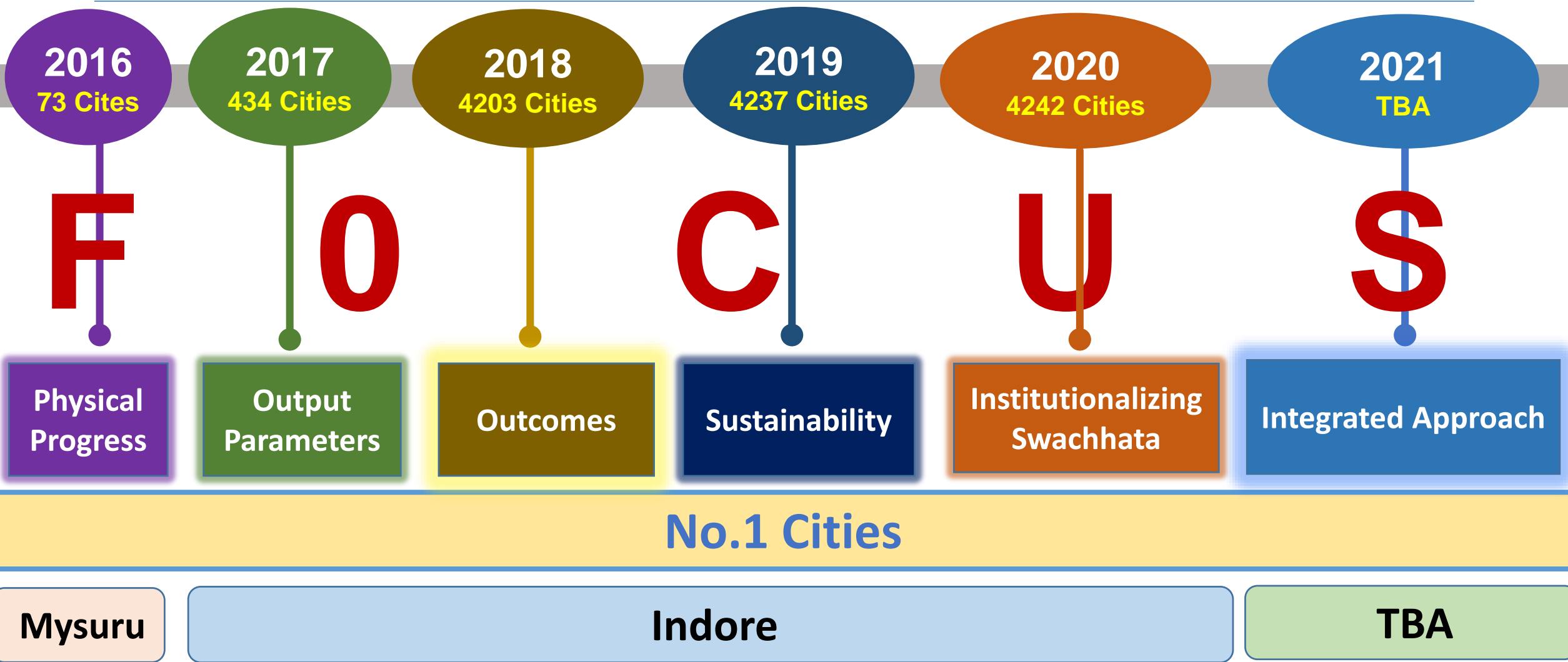


Ministry of Housing and Urban Affairs  
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# Evolution of Swachh Survekshan



स्वच्छ भारत  
एक कदम स्वच्छता को ओर  
आत्मनिर्भर भारत



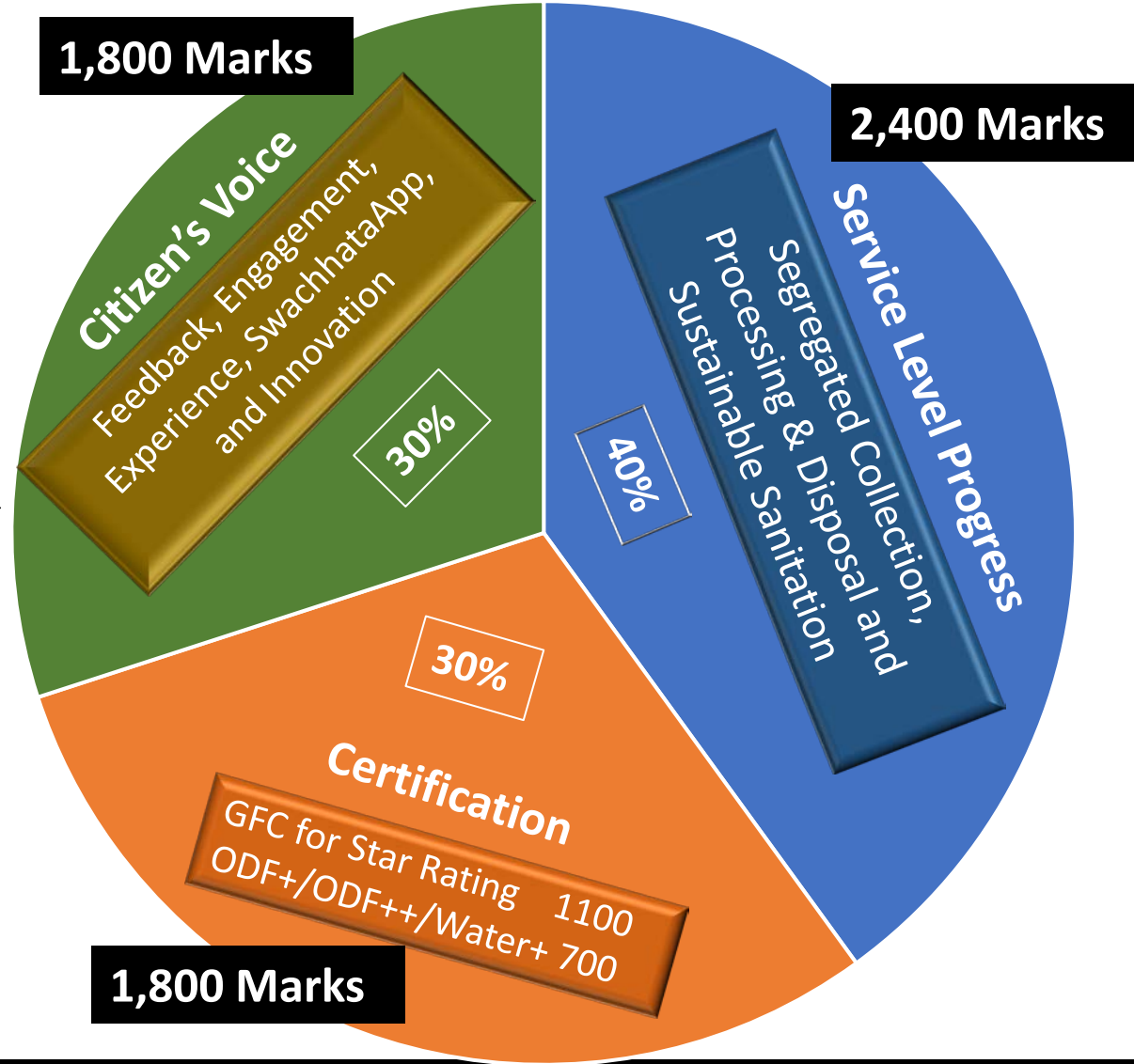
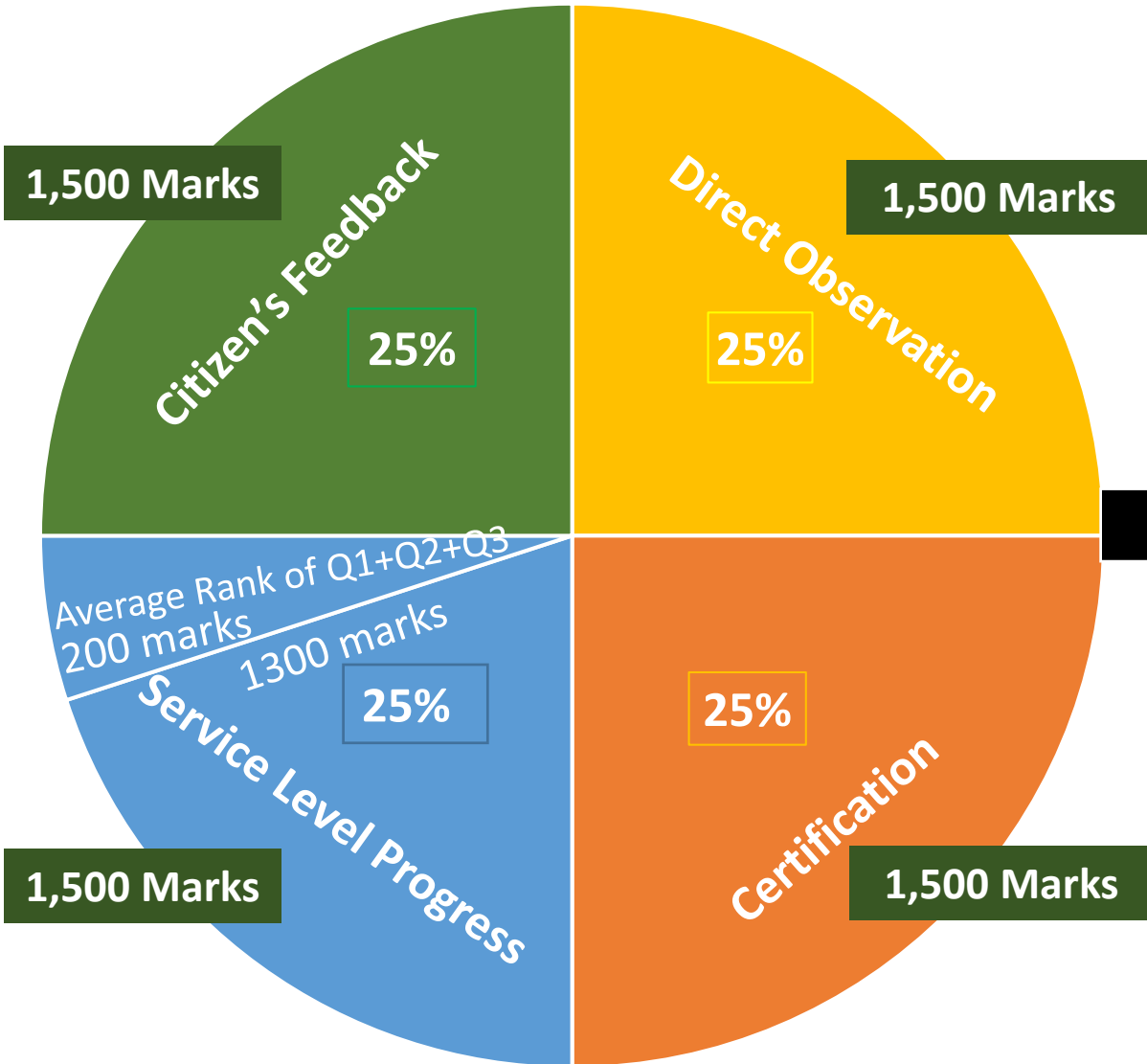
Transformation from 'Monitoring Tool' to 'Implementation Accelerator'

## Swachh Survekshan-2020

Total Marks 6,000

## Swachh Survekshan - 2021

Total Marks 6,000



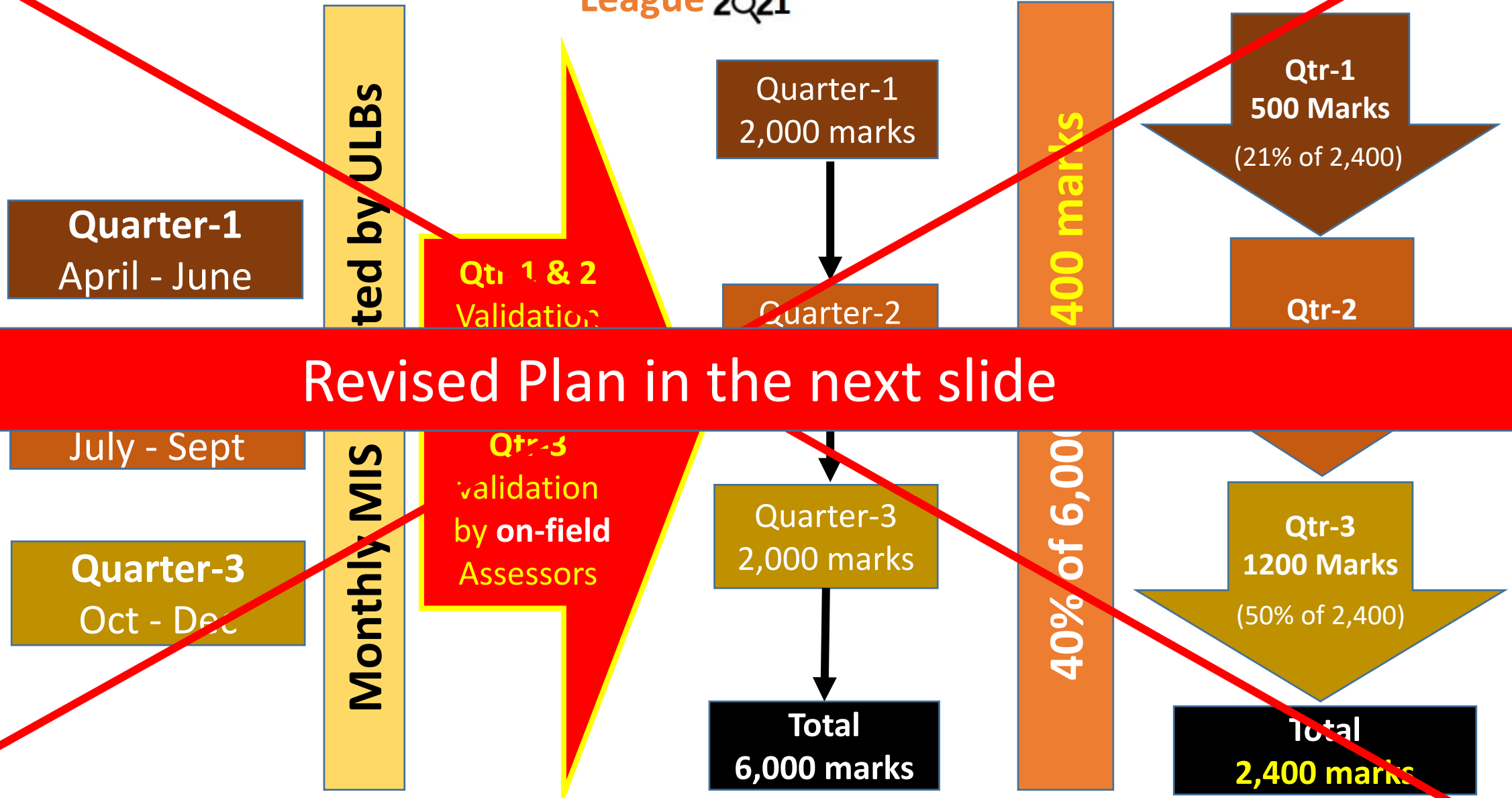
To avoid duplication, Direct Observation merged in Citizen's Voice and Service Level Progress

# SWACHH SURVEKSHAN League 2Q21



Assessments of Progress

Quarterly Assessments of Service Level



Revised Plan in the next slide

Quarterly Assessments of  
Service Level Progress

**Phase-1 (Qtr-1)**  
July - Aug

**Phase-2 (Qtr-2)**  
Sept - Nov

**Phase-3 (Qtr-3)**  
Dec - Feb

Quarter-1  
2,000 marks

Quarter-2  
2,000 marks

Quarter-3  
2,000 marks

**Total**  
**6,000 marks**

40% of 6,000 = 2,400 marks

**Qtr-1**  
**600 Marks**  
(25% of 2,400)

**Qtr-2**  
**600 Marks**  
(25% of 2,400)

**Qtr-3**  
**1200 Marks**  
(50% of 2,400)

**Total**  
**2,400 marks**

**On-Call  
Validation**

**On-Call  
Validation**

**On-Field  
Validation  
Between 1<sup>st</sup> to  
28<sup>th</sup> March**


# 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 10th day of the month, failing which MIS will get automatically accepted.** For February 2021 MIS, last date of submission is 22<sup>nd</sup> February – **to be approved by the state by 25<sup>th</sup> February 2021**
- **Average progress of all 3 months** of the quarter **will be taken** to assess the progress. **But for July-August period, 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 3 months for the quarter.
- **ULB** is expected to **maintain** the monthly progress **documents** at **ULB level only.**
- **Only limited documents** will be required for **uploading** for the verification/assessment – **the last date for uploading supporting documents will be 24<sup>th</sup> February 2021.**
- However, the **assessment agency may ask** for any other **document**, if needed during quarterly 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.



# Points to Remember

- Log Books/supporting documents, explaining waste processing, should be maintained at the plant only – to be provided/uploaded, if asked.
- 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 **Municipal Commissioner/Executive Officers** confirming the monthly progress 'claimed' will be considered as a documentary support for **first two quarters**.
- 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



# SWACHH SURVEKSHAN 2Q21

‘Ranking’ and ‘Award’ Categories





# SS-2021 Ranking - Population categories



## Ranking: Cities with <1 Lakh Population

### Population wise National Ranking

<1 L

3,898 ULBs

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

50 K - 1 L

544 ULBs

25 - 50 K

1,011 ULBs

<25 K

2,343 ULBs

(5 Zones: North, North-East, East, South and West)

## Ranking: Cities with >1 Lakh Population

### Population wise National Ranking

1-10 L

423 ULBs

>10 L

53 ULBs

## Additional Ranking of all Ganga Towns

### Note:

- **62 Cantt. Boards** included but shall be listed separately for ranking
- All ULBs that came into existence till **31<sup>st</sup> December 2019** will be covered



# SS-2021 Awards - Population categories

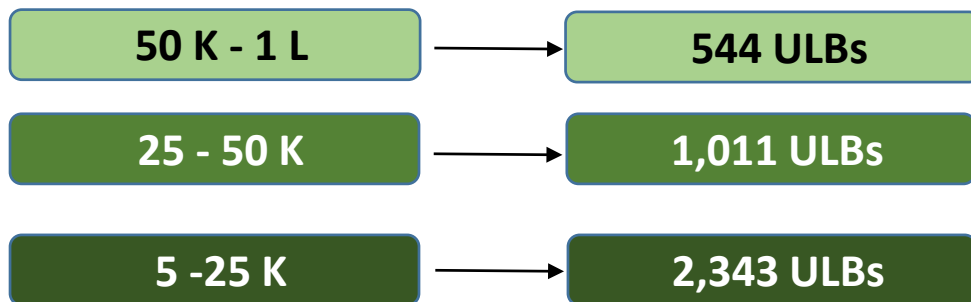


## Awards: Cities with <1 Lakh Population

### National Level Awards

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

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

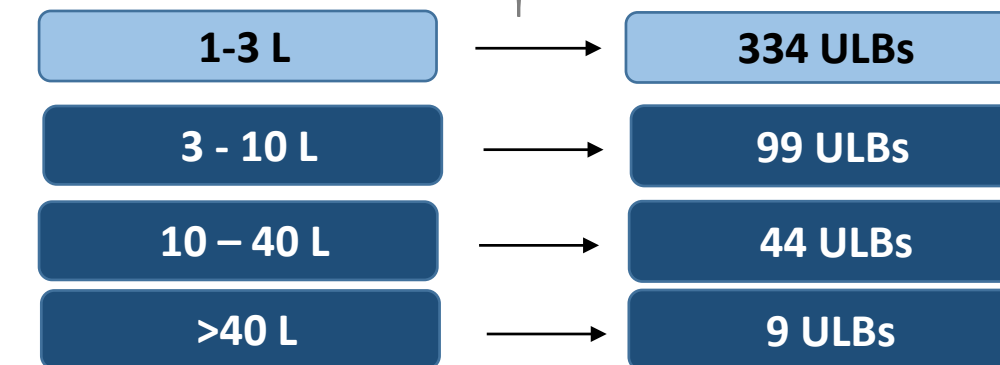


## Awards: Cities with >1 Lakh Population

### National Level Awards

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

### Population wise Awards



**3 Awards for Ganga Towns : No.1 Overall - No.1 <1 L - No.1 >1 L**

**Separate Awards for Cantt. Boards**

# State Ranking: Broad Performance Parameters

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

30% Weightage  
Support from State to ULBs

40% Weightage  
GFC (30%) and ODF (10%)

30% Weightage  
Performance in Swachh Survekshan-2021

1. Funds released by Central Government to State / UT against which % of amount/funds have been released to cities *by 28<sup>th</sup> February 2021*
2. UC Pending against funds released till 28<sup>th</sup> March 2020) *by (i) 31<sup>st</sup> December 2020 and (ii) 28<sup>th</sup> February 2021*
3. Procurements through GeM Portal OR through State level dedicated procurement cell /Portal)
4. Percentage of mismatch between information/ service level progress claimed by the State Vs Cities against various MIS (SWM & Sanitation indicators)
5. Whether State/ UT has correctly provided both physical and financial progress of each SBM funded projects under SWM / Sanitation
6. Whether City MIS is monthly approved by the State in timely manner (as per cut-off date

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+
  - d. ODF

1. % of cities in the state falling in the new SS-2021 Awards category of -
  - a. Platinum (Divya)
  - b. Gold (Anupam)
  - c. Silver (Ujjwal)
  - d. Bronze (Udit)
  - e. Copper (Aarohi)



PRERAK

DAUUR

Divya Anupam Ujjwal Udit aaRohi

SAMMAN

प्रेरक दौड़ सम्मान



Ministry of Housing and Urban Affairs  
Government of India



**SS-2021**

New Performance Category

**'Prerak DAUUR Samman'**

**प्रेरक दौड़ सम्मान**

# 'Prerak DAUUR Samman' - Key Features

- **Five new performance** categories to push the competition further
- Based on select **indicators** from **SS-2021** 'Service Level Progress'
- **No separate Assessments** – based on SS-2021 results
- **All cities qualified** for each category **will be felicitated**

Ranking Categories	Qualifying Criteria						
	Segregation of Waste (Wet, Dry & Hazardous*) <small>*mandatory for Platinum</small>	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	Current Sanitation Status (as on 28.02.2021)
<b>Platinum (Divya)</b>	>95% Wards	>91%	>91%	>91%	>50% C&D waste processed/ Reused	Upto 10%	Water+
<b>Gold (Anupam)</b>	>75% Wards	>81%	>81%	>81%	>40%	Upto 15%	ODF++
<b>Silver (Ujjwal)</b>	>55% Wards	>71%	>71%	>71%	>30%	Upto 20%	ODF+
<b>Bronze (Udit)</b>	>35% Wards	>61%	>61%	>61%	>20%	Upto 25%	ODF+
<b>Copper (Aarohi)</b>	>15% Wards	>50% processing capacity	>50% Processing	>50% Processing/ Recycling	>10% processing / reuse	>25%	ODF+

**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.**



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# SWACHH SURVEKSHAN

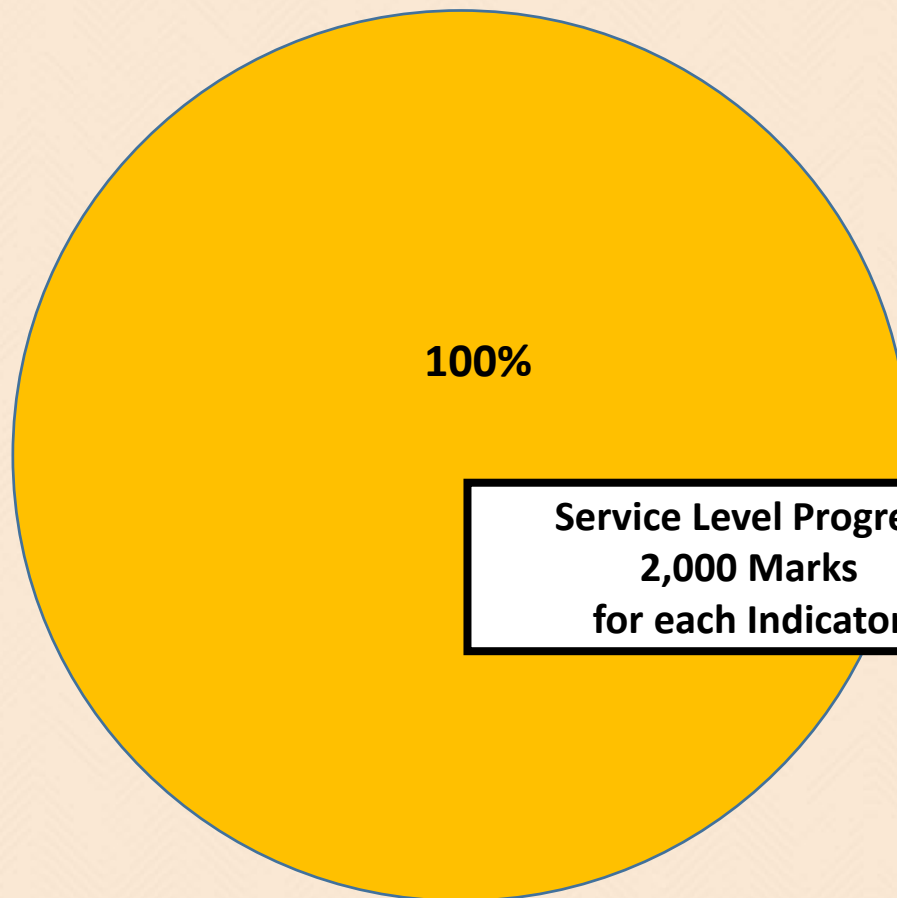
League 2Q21

Service Level Progress





# Service Level Progress Indicators



Service Level Progress  
2,000 Marks  
for each Indicator

# 1. SEGREGATED COLLECTION

Total 2000 Marks

600 Marks

Sustainable Sanitation

30%

600 Marks

Segregated Collection

30%

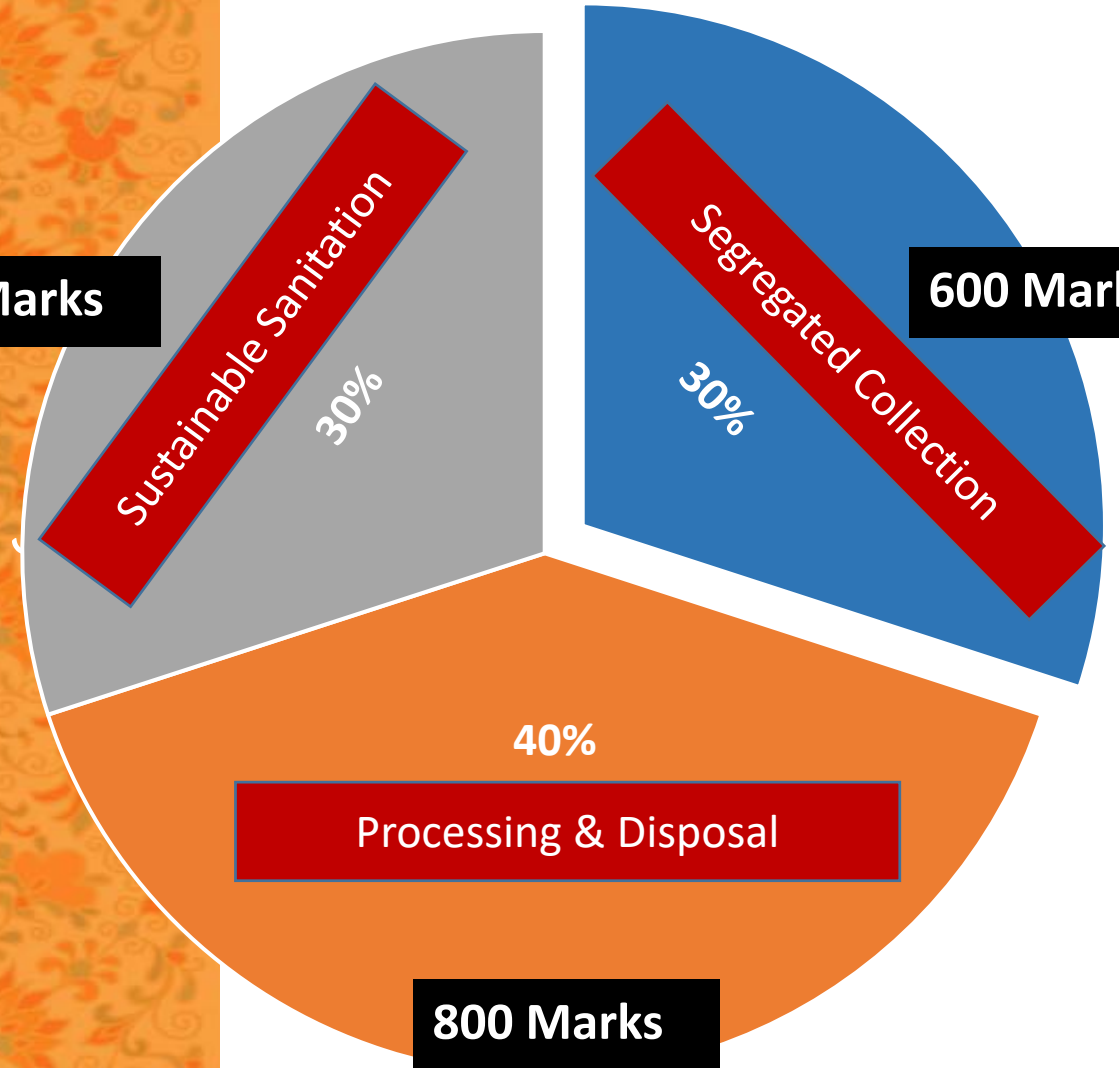
40%

Processing & Disposal

800 Marks

Total Number of Indicators: 7

600 Marks / 2,000 Marks



1.1

**Percentage of Wards** (including households/premises/gates\*/shops/commercial units) covered with **100% Door to Door Collection** and **transportation of solid waste**. (Coverage of wards means every unit of household, commercial establishment and shops in the ward).

**Marks  
100**

This parameter examines whether your ULB has a system in place for door-to-door collection of waste.



Scheme of Marking	Marks
Collected in > 95% Wards	100
Collected in 80%-95 Wards	90
Collected in 65-79% Wards	70
Collected in 50-64% Wards	50
Collected in 40-49% Wards	30
Collected in 25% - 39% Wards (no marks for <25% performance)	10

\***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

1.2

Percentage of Wards (including households/premises/gates\*/shops/ commercial units) covered with **100% segregation at source (wet, dry, sanitary & domestic hazardous \*\*)** 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)

**Marks  
200**

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



Separate container for hazardous waste

### Scheme of Marking

Marks

Collected segregated in > 95% Wards

200

Collected segregated in 75%-95 Wards

150

Collected segregated in 55%-74% Wards

125

Collected segregated in 35%-54% Wards

75

Collected segregated in 15%-34% Wards (no marks for <15%)

50

**\*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

**\*\*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.**

1.3

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

**Marks  
90**

Twice a day sweeping (including night sweeping) in all commercial and public areas, once a day sweeping in all residential areas, transformation of Garbage Vulnerable Points(GVP), and 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
<p>1. <b>Twice a day sweeping</b> (including night sweeping) in all *Public &amp; commercial areas roads and streets, and other relevant areas – <b>cleanliness maintained</b> (Y/N)</p>	30
<p>2. <b>Once a day sweeping in all residential areas – cleanliness maintained</b> (Y/N)</p>	20
<p>3. <b>Transformation of all GVPs transformed</b></p> <p>a) All existing transformed GVPs are well maintained (Ref.SS-2020 baseline)</p> <p>b) All new GVPs identified and transformed or there is no new GVP in the city</p> <p><b>Note:</b></p> <ul style="list-style-type: none"> <li>- All GVPs are to be uploaded on the GVP portal – in public domain</li> <li>- GVPs transformed should be claimed by uploading photo(s)</li> <li>- All transformed GVPs to be monitored daily with photos for at least 10 days</li> <li>- Any complaint on SwachhataApp about a garbage dump at a particular spot, thrice a month will also qualify for a GVP</li> </ul>	10 10
<p>4. <b>No storage bins (bin-less) in all wards</b> (Y/N)</p>	20
<p><i>*Public &amp; 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, <u>ULB managed parking areas, ULB managed parks &amp; gardens</u>), roads and streets, and other relevant areas</i></p>	

**Benefits extended to all Sanitary workers including Informal Waste Pickers, Informal sewer/septic tank cleaners – ‘Safaimitras’ i.e. workforce engaged under/through Jaagirdari system, SHG, NGO, private agency etc.**

- 1. Provision of personal protection equipment (PPE)** - including uniform, fluorescent jacket, hand gloves, raincoats, appropriate foot wear and masks, to all workers handling solid/ liquid waste
- 2. All Workers** have been facilitated to **link with at least three eligible government schemes** i.e, Bank A/c under Jan Dhan Yojna/Education to children/BPL Card/Ration Card/National Safai Karamchari Finance & Development Corporation (**NSKFDC**), Ayushman Bharat/Pradhan Mantri Awas Yojna/Accidental Insurance/Life Insurance/Ujjawala/Saubhagya/integration of NULM etc. or any other state schemes.
- 3. Monthly recognition of best performing workers** (name of workers and reason for recognition to be shared)

**SWM Rules 2016 mandates provision of Personal Protective Equipment(PPE) to all workers involved in handling solid/liquid 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	15
2. Linkages established with at least three eligible Government Schemes	15
3. Monthly recognition of best performing workers	15

1.5

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.)

\*area under ULB jurisdiction

Marks  
85  
(50+35)

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 50	Scheme of Marking - Water Bodies	Marks 35
100% Storm water drains/Nallah (Secondary/Tertiary) should have screens/filters at a suitable distance: <ul style="list-style-type: none"> <li>• At points of discharge into other water-bodies</li> <li>• For cities with more than 10 Lakh population: Automated/Mechanical screens on Secondary Nallahs for collection and cleaning of waste</li> </ul>	10	No solid waste floating/visible in 100% of area	5
No solid waste floating/visible in 100% of the areas	10	No open dumpsites present near the water bodies	5
Boundary wall around all Storm water drains/Nallah should be well maintained	10	No Garbage Vulnerable Points (GVP) present near the water bodies	5
No encroachment around storm water drains/Nallah	10	Placement and accessibility of Anti-littering messages / hoarding for citizens	5
Secondary Storm Water drains/Nallah properly covered with screens to filter solid waste	10	Adequate twin-litterbins placed in every 50 m of water bodies	5
		Sweeping and Cleaning arrangements are in place around water bodies	5
		Trash Cleaners are available to trap the solid waste floating on the water bodies	5

**Note:**

- Thrashers will only be required for water bodies exceeding certain size like - (a) >1 acre area and or (b) >30 metres width . Water bodies having lesser areas may opt for floating ropes to trap solid waste
- Water bodies having lesser areas may opt for floating ropes to trap solid waste.
- 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.

1.6

**Ban on the use, sale and storage of non-biodegradable plastic bags/  
plastic products less than 50 microns, in compliance with Plastic  
Waste Management Rules 2016**

**Marks  
30**

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, enforced and fine collected	30
Only ban notified	10
No action taken	0

**Note:** If Hoardings/Banners are not banned. Wall notice will be taken into consideration



# 1.7

**3R Principles: Whether initiatives taken in 2019 (SS-2020) still working or new initiative taken to reduce generation of Dry/Wet Waste? If yes, share details**

**Marks  
50  
(30+20)**

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. **Initiatives taken in 2019 will be validated from citizens if those initiatives are still in practice at the time of validation.**

## Few Examples



## Scheme of Marking

## Marks

Yes, any 5 initiatives taken in 2019 (SS-2020) still working	30
Yes, any 4 initiatives taken in 2019 (SS-2020) still working	25
Yes, any 3 initiatives taken in 2019 (SS-2020) still working	15
Yes, any 2 initiatives taken in 2019 (SS-2020) still working	10
Yes, any 1 initiative taken in 2019 (SS-2020) still working	5

## New Initiatives taken in 2020

## Marks

Yes, 3 new initiatives taken	20
Yes, 2 new initiatives taken	15
Yes, 1 New initiative taken	10



Artefacts from Waste

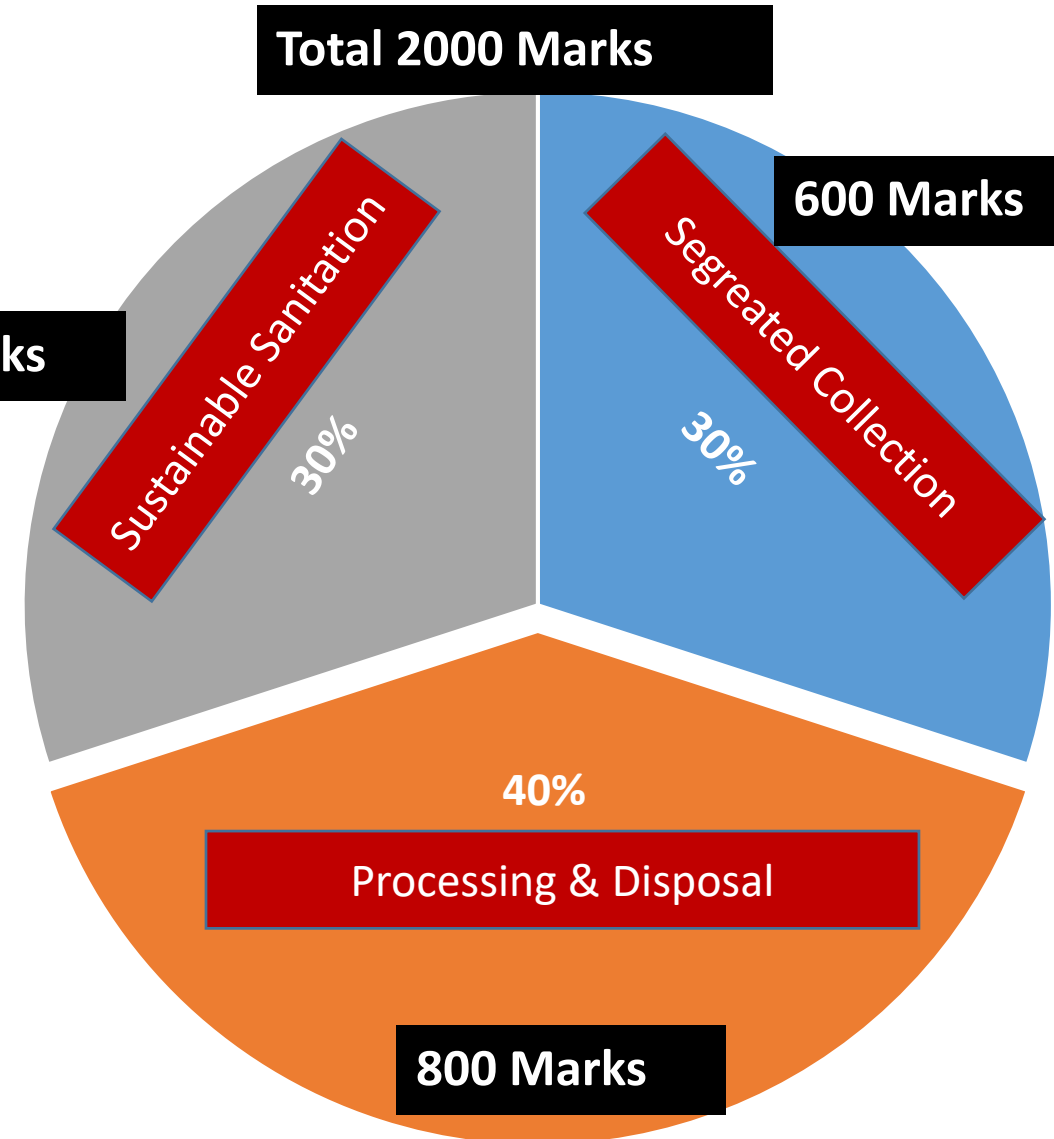
Bring Plastic Waste!

And get a delicious full meal absolutely free!

## 2. PROCESSING AND DISPOSAL

Total Number of Indicators: 13

800 Marks / 2,000 Marks



# 2.1

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

**Marks  
100**

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



Scheme of Marking	Marks
Between 91- 100%	100
Between 81- 90%	80
Between 71 - 80%	60
Between 61 -70%	40
Between 51 - 60%	20
Between 40 – 50%	10

# 2.2

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

Marks  
100

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.



Scheme of Marking	Marks
Processed between 91- 100%	100
Between 81- 90%	80
Between 71 - 80%	60
Between 61 -70%	40
Between 51 - 60%	20
Between 41 – 50%	10
Between 30 – 40-%	5



An initiative by  
panjab university  
students

Waste to worth: Leftovers from mess  
to Gaushala!

## 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**  
**60**

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%	60
Between 81- 90%	50
Between 71 - 80%	40
Between 61 -70%	30
Between 51 - 60%	20
Between 41 – 50%	10

# 2.4

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.

**Marks**  
**75**

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 sent 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**



Scheme of Marking	Marks
Processed between 91- 100%	75
Between 81- 90%	65
Between 71 - 80%	55
Between 61 -70%	45
Between 51 - 60%	35
Between 41 – 50%	25
Between 30 – 40%	15

2.5

Percentage of total **sanitary and domestic hazardous waste (mensural 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  
60



Scheme of Marking	Marks
Processed between 91- 100%	60
Between 81- 90%	55
Between 71 - 80%	50
Between 61 -70%	45
Between 51 - 60%	40
Between 41 – 50%	35
Between 30 – 40%	20

*\*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.*

# 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  $\geq 20$  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
<b>Mobile collection unit</b> (on call basis facility and weekly schedule) available <b>along with designated collection points</b> within reasonable distance for generator to bring and deposit	15
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	15
All C&D Waste collected from Bulk/Non-Bulk Generators are <b>segregated</b> in the following five categories: <b>Concrete, soil, steel, wood &amp; plastics, bricks&amp; mortar</b> at designated collection points	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. (ULBs in <1 L population category, if re-use the raw material will be sufficient provided sale receipts available)

Processing and selling of C&D waste collected from <b>non-bulk</b> and <b>bulk generators</b> (within city or at a cluster level)	Total Marks
<b>&gt;50%</b> C&D waste either processed in the facility by making products or raw-material re-used – <b>sold (with sale receipt)</b>	50
<b>40% -50%</b> C&D waste either processed in the facility by making products or raw-material re-used – <b>sold (with sale receipt)</b>	40
<b>30% -39%</b> C&D waste either processed in the facility by making products or raw-material re-used – <b>sold (with sale receipt)</b>	30
<b>20% -29%</b> C&D waste either processed in the facility by making products or raw-material re-used – <b>sold (with sale receipt)</b>	20
<b>10% -19%</b> C&D waste either processed in the facility by making products or raw-material re-used – <b>sold (with sale receipt)</b>	10
<b>&lt;10%</b> C&D waste either processed in the facility by making products or raw-material re-used – <b>sold (with sale receipt)</b>	0

- Note:
1. Processing plant must for >10 Lakh population cities
  2. Processing will also cover C&D waste re-used for non-constructional applications – filling of plinth and basement etc,



**2.7****Percentage of collectable waste (process rejects/unprocessed) going to the landfill****Marks  
75**

City has to make sure that waste once collected should be processed. Only process rejects should go to the landfill

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

Upto 10% including process rejects if any

75

11% - 15%

65

16% - 20%

55

21% - 25%

45

26% - 30%

35

&gt;30%

0

**2.8**

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

**Marks**  
**30****WHY**

This parameter assesses whether the landfill site of the ULB is scientific/ planned in nature or in accordance with SWM 2016 rules. Simple landfill will be considered as another category under the landfill site and will not qualify as sanitary landfill.



Scheme of Marking	Marks
Sanitary landfill available and being used / Landfill not required	30
Sanitary landfill under construction	20
Agreement for construction done but work not commenced	10
Tenders called for construction of sanitary landfill site	5
No process started	0

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
>95% of the total waste* remediated or no dumpsite/legacy waste	60
80 – 95% waste* remediated	50
60 – 79% waste* remediated	40
40 – 59% waste* remediated	30
20 -39% waste* remediated	20
10 – 19% waste* remediated	10
<p><i>Note:</i> *Cumulative Waste in all total dumpsites in the city</p>	

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  
30**

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

**Proposed SOP 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 waste generator	30
7-10%	25
3-6%	20
1-2%	15
<1%	0



**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.

- 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	45
80-95 %	35
60-79%	25
40-59%	15
20-39%	5

### 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

2.12

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

is covered by **ONLY USER CHARGES** (for SWM related services) **collected directly** or **user charges collected through Property Tax**, (SWM sub head)?

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

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

**Marks**  
**35**

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.

Scheme of Marking	Marks
100% of the cost	35
80% – 95% of the cost	30
60% – 79% of the cost	25
40% – 59% of the cost	20
20% - 39% of the cost	15
<20% of the cost	0

**2.13**

**Marks  
30  
(15+15)**

**Capacity Building of -**

- Sanitation workers managing solid and liquid waste** (including Informal Waste Pickers/ Safaimitras)
- ULB staff** (Sanitary Inspector and Above and Below Municipal Commissioner/EO)

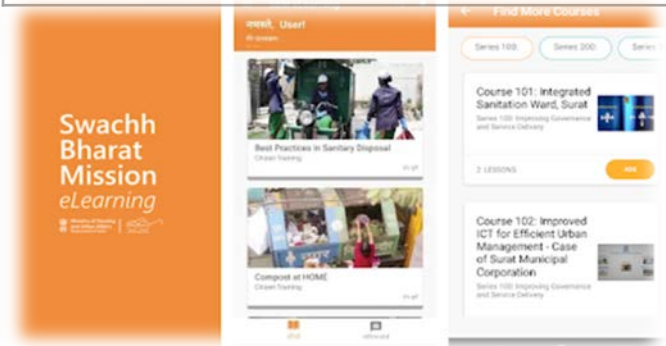


Training given in the operational areas of **Sanitation Workers'** duties viz. source segregation, composting etc. through workshops – **in each quarter**

**eLearning Platform** – Number of certifications undergone by **ULB staff** on the e-courses platform on SBM portal – **in each quarter**

Scheme of Ranking	Marks
100% of the <b>Sanitation Workers</b> trained	15
75 – 99% of the <b>Sanitation Workers</b> trained	10
50 – 79% of the <b>Sanitation Workers</b> trained	5
<50% of the <b>Sanitation Workers</b> trained	0

Scheme of Ranking	Marks
100% staff completed at least 3 courses	15
75 – 99% staff completed at least 3 courses	10
50 – 74% staff completed at least 3 courses	5
<50% staff completed at least 3 courses	0



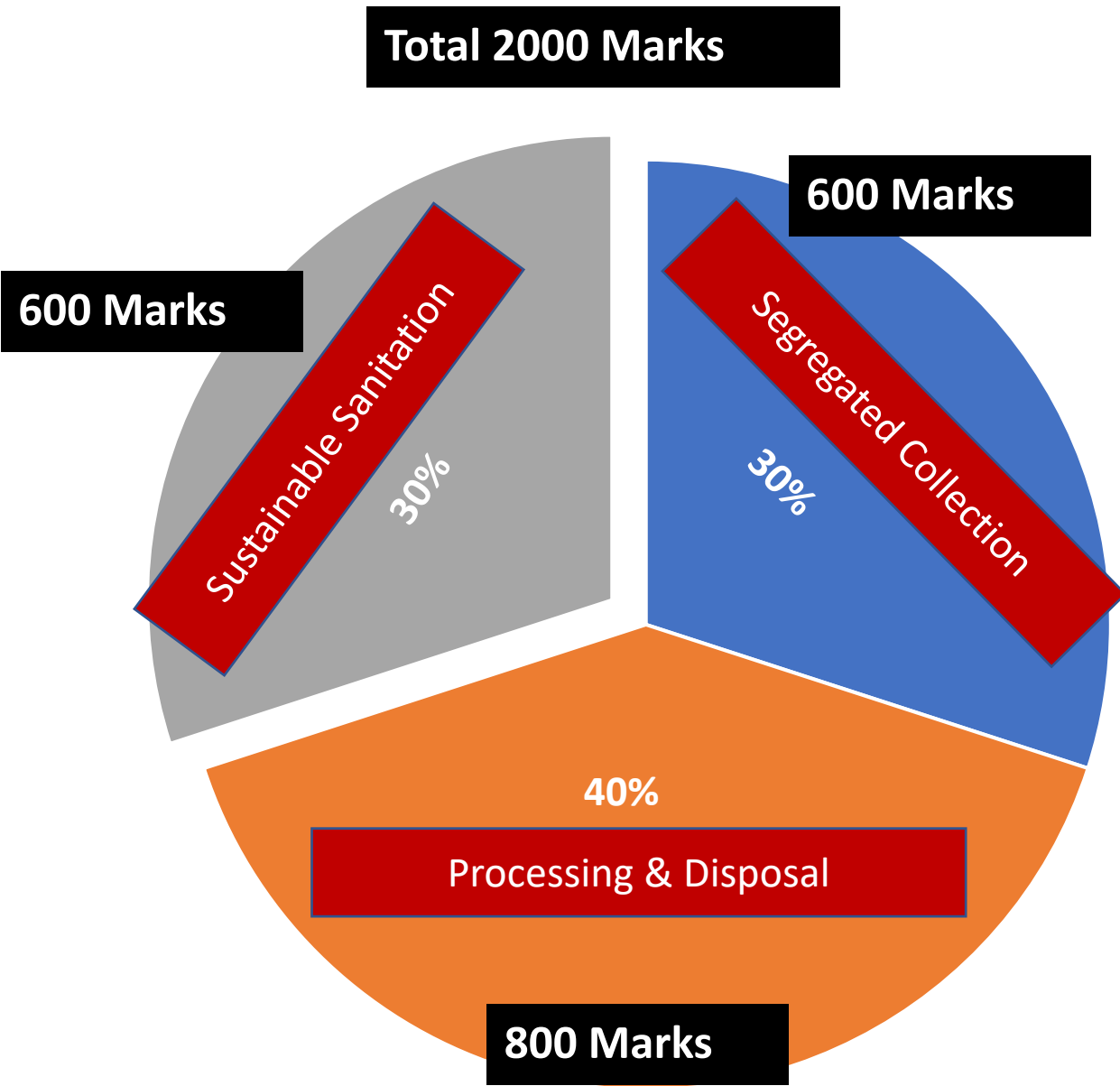
**Note:**

- For the first quarter **July- August, all existing certificates will be considered but for the second and third quarter ONLY fresh certificates will be considered.**
- Under this Indicator only quarterly performance will be evaluated – average monthly performance criteria will not be applied

# SUSTAINABLE 3. SANITATION

Total Number of Indicators: 5

600 Marks / 2,000 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**  
**75**

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+without Soak Pit	75
80-94% households/commercial establishment / CT & PT with Sewerage/Septic tank/Soak Pit/without Soak Pit	65
55-79% households/commercial establishment / CT & PT with Sewerage/Septic tank/Soak Pit/without Soak Pit	55
40 – 54% households/commercial establishment / CT & PT with Sewerage/Septic tank/Soak Pit/without Soak Pit	30
< 40% households/commercial establishment / CT & PT with Sewerage/Septic tank/Soak Pit/without Soak Pit <b>OR</b> no data available	0

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

# 3.2

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

**Marks**  
**100**

\* 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/**sewage** generated in the city is available or on cluster basis (within 10-50 km)



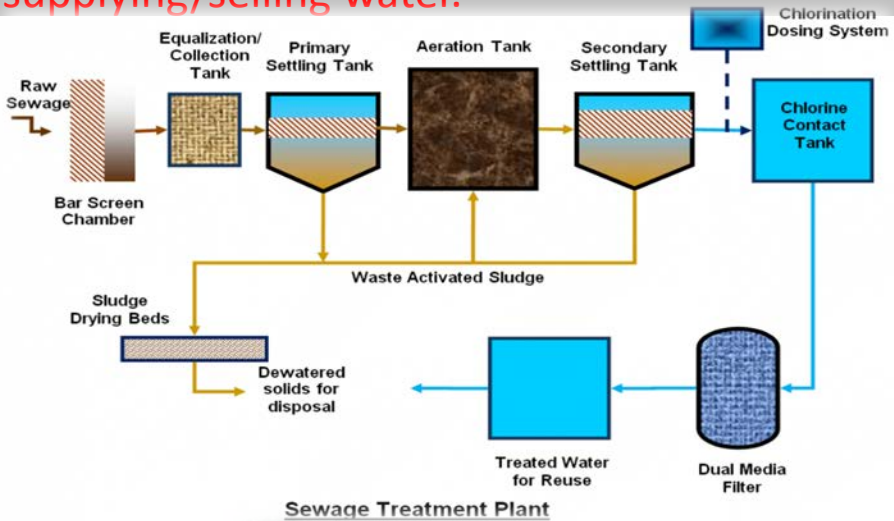
Scheme of Marking	Marks
>95% capacity matching with total faecal sludge/sewage generated	100
Between 75% -95%	80
Between 50% - 74%	60
Between 30% – 49%	40
<30% but not zero	20

# 3.3

**Marks**  
**175**  
**(130+45)**

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/sewage** - Whether **treated wastewater** from STP/FSTP reused/recycled?

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



Scheme of Marking	Marks
>95% Faecal sludge/Sewage treated	130
80%-94% Faecal sludge/Sewage treated	110
65-79% Faecal sludge/Sewage treated	90
50 – 64% Faecal sludge/Sewage treated	70
35 – 49% Faecal sludge/Sewage treated	50
< 35% Faecal sludge/Sewage treated <b>OR</b> no data available	0

Whether **plans** are in place to **reuse/recycle the treated waste water** to reduce the burden on fresh water?

Scheme of Marking	Marks
>30% treated waste water is reused/recycled <b>of which &gt;50% sold</b>	45
20% - 29% treated waste water is reused/recycled <b>of which 40%-50% sold</b>	35
10% - 19% treated waste water is reused/recycled <b>of which 30% - 39% sold</b>	25
<10% treated waste water is reused/recycled <b>of which 20-29% sold</b>	15



3.4

Qtr-2&amp;3

Are de-sludging operators ( de-sludging staff) registered , sewer maintenance staff trained on safety related issues, registered with the ULB and being monitored by the ULB. Whether ULB has met basic conditions to operationalize the services

Marks  
100  
(30+70)

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



### Scheme of Marking

Marks

100% De-sludging operators are registered (only private) and staff trained on all aspects of Sewer and Septic tank Maintenance - applied on ULB driven desludging services as well

10

Whether de-sludging vehicles matching the capacity of demand : Yes >70% demand met  
– ULB need to ascertain the demand keeping in view that de-sludging is mandatory every 3 year

20

### Basic Conditions

#### Scheme of Marking

Marks

Whether Citizens are aware through public notice/IEC etc. about the de-sludging services being provided (Yes/No)

5

Whether timely de-sludging schedule maintained or followed ?

20

- 100% septic tanks digitally tracked for scheduling desludging (<1 L cities can follow manual tracking)

(20)

- >75% septic tanks digitally tracked for scheduling desludging (<1 L cities can follow manual tracking)

(10)

Whether all de-sludging vehicles deployed are GPS/RFID enabled to track their movement (Yes/No)

10

Whether ULB has notified and collecting fine against persons / de-sludging operators dumping untreated faecal sludge in drains and / or open areas (Yes/No)

10

Whether Manual entry without safety gears banned in the city (Yes/No)

10

Whether user charges collected are meeting >75% operational cost of providing sanitation services

15

**3.5**

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

**Marks**  
**150**  
**(60+60+30)**

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. **Maintenance by Women SHG as Caretakers for CTs/PTs/Urinals will also be considered for maintaining cleanliness of CTs/PTs and urinals**

### 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	10
Functional bolting on all doors	5
Caretaker is present for maintenance	10
Open between 6am – 10pm	5

### Community Toilet

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

### Urinal

Scheme of Marking	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





# 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	50	60	80	100	120

## Independent Validation – Impact on ‘Service Level Progress’ Marks claimed

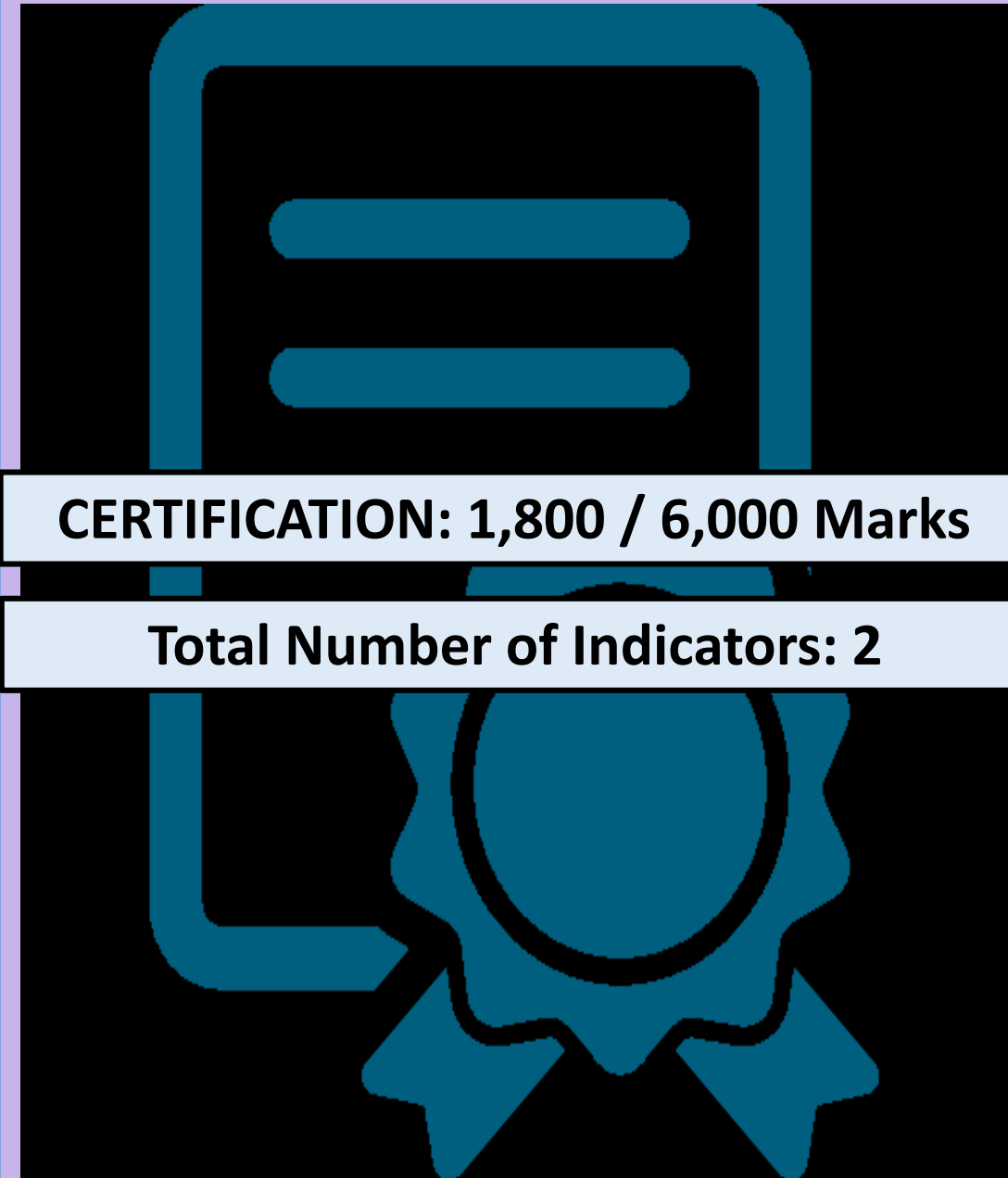
- Step-1: Adjusted Marks** - % of samples failed will lead to same % of marks deducted from the marks claimed under ‘Service Level Progress’
- Step-2: Negative Marking** - On account of failure of samples from 20% onwards, further negative marking will be applied as per the following table, to calculate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

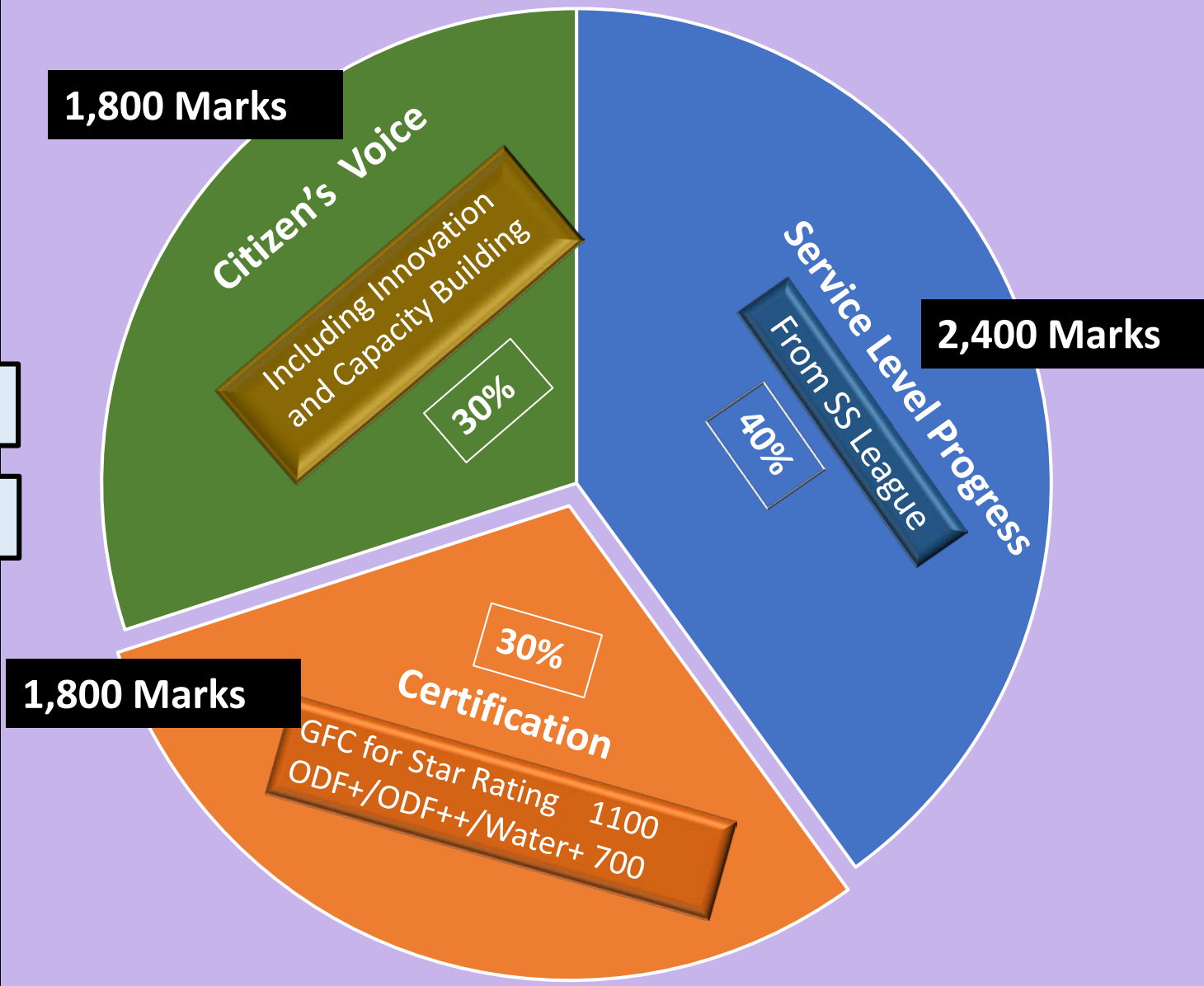
Indicator No.	Total Marks	Marks Claimed	% of samples failed	Marks to be deducted as per Step-1	Adjusted Marks (after adjusting Step-1)	Negative Marking as per Step-2	Final Marks (after adjusting Step-2)
1.1	100	90	15%	14	77	0	77
	100	90	30%	27	63	3	60
	100	90	55%	50	41	12	28

**Note:** At least 40% of the wards (samples) where progress claimed, will be covered under citizens validation.



**CERTIFICATION: 1,800 / 6,000 Marks**

**Total Number of Indicators: 2**





# CERTIFICATION: 1,800 / 6,000 Marks



## Certified GFC Star Rating Status (as on 28.02.2021)

Scheme of Ranking	Marks
7 Star City (Water+ mandatory)	1100
5 Star City (ODF++ mandatory)	900
3 Star City (ODF+ mandatory)	600
1 Star City (ODF mandatory)	200



## Certified ODF Status (as on 28.02.2021)

Scheme of Ranking	Marks
Water Plus City	700
ODF++ City	500
ODF+ City	300

### Note:

- Existing GFC certifications are based on 2019 progress/requests. For SS-2021, fresh application/certification required.
- ODF: All cities which are certified after 29<sup>th</sup> May 2020 will have certificate valid for 12 months

Multiple lenses for Ranking - SS, GFC and ODF are 3 independent assessments



Citizen's Engagement



Citizens Feedback



Citizen's Experience



Innovation & Best Practices



SwachhataApp

Citizen's Voice – 1800/6000 Marks

CITIZEN'S FEEDBACK – 600/1,800 Marks

7 Questions from Citizens

Citizen's Feedback will be collected from

1<sup>st</sup> January to 31<sup>st</sup> March 2021

However, Face to Face Citizen's Feedback will be collected between

1<sup>st</sup> March to 31<sup>st</sup> March 2021

## 7 Channels to Collect Citizens Feedback



Face to Face



MyGov Vote For Your City



1969 Helpline



Outbound Calls



SS2020 Portal



SwachhataApp

One Citizen One Feedback

# Citizen Feedback



**1. Are you aware that your city is participating in Swachh Survekshan 2021? Do you know the rank of your city in Swachh Survekshan-2020?**

(To assess if city promoted its achievement in Swachh Survekshan by reaching out to citizens)

Scheme of Marking	Marks
Yes - whether city is participating in Swachh Survekshan-2021	100
Yes – know the rank of the city in Swachh Survekshan-2020	50
No	0

# Citizen Feedback



**2. How many marks would you like to give to your city on the cleanliness level of your neighbourhood – Out of 100?**

*(Citizens will be asked to respond basis their overall experience in last 6 months)*

Scheme of Marking	Max Marks 100
Citizens can give any score between 0 to 100	_____

# Citizen Feedback



**3. How many marks would you like to give to your city on the cleanliness level of your commercial/ public areas – Out of 100?**

*(Citizens will be asked to respond basis their overall experience in last 6 months)*

<b>Scheme of Marking</b>	<b>Max Marks 100</b>
Citizens can give any score between 0 to 100	

# Citizen Feedback



**4. Whether you are always asked to give segregated dry and wet waste by your waste collector?**  
(To assess if segregation at source is enforced by the ULB)

Scheme of Marking	Marks
Yes, always	100
Yes but sometimes	50
Never	0

# Citizen Feedback



**5. How many marks would you like to give to your city on the cleanliness level of Public or Community toilet or Urinals of your cities – Out of 100?**

(Citizens using Public/Community toilets/Urinals will be asked to respond basis their overall experience – targeted population)

**Scheme of Marking**

**Max Marks 100**

Citizens can give any score between 0 to 100

\_\_\_\_\_



# Citizen Feedback



6. Do you know you can search nearest **Public Toilet on Google?**  
(To ascertain whether Citizens are aware about Google Toilet Locator)

Scheme of Marking	Max Marks
Yes	50
No	0

# Citizen Feedback



**7.** Do you know you can use **SwachhataApp/local App** to escalate your complaints around Swachhata?  
(To ascertain whether Citizens are aware about SwachhataApp/Local App)

Scheme of Marking	Max Marks
Yes	50
No	0



# Citizen Engagement

**Total Indicators - 10**

**450 / 1,800 Marks**

## **Please note:**

All progress to be claimed through MIS (except Indicator No.9 & 10) followed by upload on Swachh Manch and desired social media platforms. Subject to on-field validation in March 2021

# Citizen Engagement

1. Whether ULB has promoted and given recognition to **start-ups, entrepreneurs/Industries, Religious/Cultural Institutions, and Voluntary Organisations/other civil societies** for their work/contribution in **SBM during SSLeague-2021/ Covid-19 related issues** (April-December 2020). ULB need to document each category with brief write-up along with contact details and upload on Swachh Survekshan-2021 portal and associated social media channel, Swachh Manch and Facebook page of the ULB by **15<sup>th</sup> February 2021 (City name and ULB Code mandatory for entries)**



Scheme of Marking – for >1 L population	Scheme of Marking - for <1 L population	Marks
Yes, all in 4 categories recognized	Yes to any 2	40
Yes, but only 3 recognized	Yes to any 1	30
Yes, but only 2 recognized		20
Yes, but only 1 recognized		10
None		0

**Note:**

- List of people/organizations and contact details with photos and one page note describing the work done to be uploaded on Swachh Survekshan-2021 portal, Swachh Manch and ULB's Facebook page
- These entries will also be used for on-field validation
- On the basis of contact details these people will be called to understand whether the details provided 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  
30

2. Whether RWAs/NGOs/SHGs/Private Sector/CSR or others engaged to keep your city clean – nature of engagement to be shared **(from October 2020 onwards)**

- This indicator would assess the ULB's efforts to engage citizens and other stakeholders proactively. The idea is to ensure all citizens and stakeholders take ownership of cleanliness aspects in the city
- Private sector needs to be approached by the ULB for seeking active contribution via CSR funds towards city's infrastructure requirements for cleanliness.
- ULB can only provide infrastructure support in all such engagement. **Organization working with ULB on payment basis will not be considered.**
- All such activities to be uploaded on Swachh Survekshan-2021 portal and associated social media channel, Swachh Manch and Facebook page of the ULB by **15<sup>th</sup> February 2021 (City name and ULB Code mandatory for entries)**



Scheme of Marking	Marks
>50% wards covered in <b>&gt;10 L population</b> cities with minimum participation of 500 citizens (minimum 1 activity in each month) OR a digital campaign having minimum coverage of 5000 citizens	30
>70% wards covered in <b>3-10 L population</b> cities with minimum participation of 400 citizens (minimum 1 activity in each month) OR a digital campaign having minimum coverage of 4000 citizens	30
>80% wards covered in <b>1-3 L population</b> cities with minimum participation of 300 citizens (minimum 1 activity in each month) OR a digital campaign having minimum coverage of 3000 citizens	30
>90% wards covered in <b>50K -1L population</b> cities with minimum participation of 200 citizens (minimum 1 activity in each month) OR a digital campaign having minimum coverage of 2000 citizens	30
100% wards covered in <b>upto 50K population</b> cities with minimum participation of 100 citizens (minimum 1 activity in each month) OR a digital campaign having minimum coverage of 1000 citizens	30

**Note:**

1. List of people/organizations with photos and one page note describing the work done to be uploaded on Swachh Survekshan-2021 portal , Swachh Manch and ULB's Facebook page
2. List of wards where engagements happened with nature of engagement to be explained. Under digital intervention, link supporting claim to be provided
3. These entries will also be used for on-field validation. On the basis of details provided, random on-field interaction with citizens in the claimed wards will be made to verify the claim made
4. Suggested activities could be awareness rallies, street plays, focused group discussions, Interpersonal communication, roadshow, cultural activities with critical messages etc.
5. **Population wise citizen's samples will be picked referring Independent Validation Matrix being used for validating Service Level Progress indicators**

# Citizen Engagement

Marks

100

**3. Whether ULB has got Street Vendors/Hawkers linked with PM SVANidhi Scheme followed by 'Swachhata Oath' signed by these street vendors/hawkers.** ULBs are expected to promote PM SVANidhi Scheme and facilitated Street Vendors/Hawkers to get benefited under the scheme.

## Scheme of Marking for Cities with >10 Lakh population

Marks

>500 Street Vendors/Hawkers linked with PM SVANidhi Scheme and signed Swachhata Oath

100

300 – 500 Street Vendors/Hawkers linked with PM SVANidhi Scheme and signed Swachhata Oath

80

100 – 299 Street Vendors/Hawkers linked with PM SVANidhi Scheme and signed Swachhata Oath

50

## Scheme of Marking for Cities with 1-10 Lakh population

Marks

>300 Street Vendors/Hawkers linked with PM SVANidhi Scheme and signed Swachhata Oath

100

100 – 300 Street Vendors/Hawkers linked with PM SVANidhi Scheme and signed Swachhata Oath

80

50 – 99 Street Vendors/Hawkers linked with PM SVANidhi Scheme and signed Swachhata Oath

50

## Scheme of Marking for Cities with <1 Lakh population

Marks

>100 Street Vendors/Hawkers linked with PM SVANidhi Scheme and signed Swachhata Oath

100

50-99 Street Vendors/Hawkers linked with PM SVANidhi Scheme and signed Swachhata Oath

80

15-50 Street Vendors/Hawkers linked with PM SVANidhi Scheme and signed Swachhata Oath

50

### Note:

**1. Eligibility Criteria:** The Scheme is available for beneficiaries belonging to only those States/UTs which have notified Rules and Scheme under Street Vendors (Protection of Livelihood and Regulation of Street Vending) Act, 2014. Beneficiaries from Meghalaya, which has its own State Street Vendors Act may, however, participate.

**2. Note:** ULB wise performance of the scheme will be monitored and evaluated by the Ministry through centralized portal

**3. All Vendors/Hawkers linked with the scheme from 18<sup>th</sup> September 2020 onwards will be eligible for evaluation**

# Citizen Engagement

Marks  
40

4. Swachh Survekshan-2021 jingle, movie, poster/drawing, murals and street play competition (no age limit) by **31<sup>st</sup> January 2021** and awards to winning entries by **15<sup>th</sup> February 2021** – ULB wise entries\* for competition and winning entry to be uploaded on Swachh Survekshan-2021 portal and associated social media channel, Swachh Manch 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)



## Scheme of Marking

Marks 50

- |   |    |
|---|----|
| • Yes, <b>entries</b> and <b>results</b> for <b>all 5</b> uploaded as per cut-off dates 30 <sup>th</sup> Nov & 15 <sup>th</sup> Dec | 40 |
| • Yes, <b>entries</b> and <b>results</b> for <b>any 4</b> uploaded as per cut-off dates 30 <sup>th</sup> Nov & 15 <sup>th</sup> Dec | 30 |
| • Yes, <b>entries</b> and <b>results</b> for <b>any 3</b> uploaded as per cut-off dates 30 <sup>th</sup> Nov & 15 <sup>th</sup> Dec | 20 |
| • Yes, <b>entries</b> and <b>results</b> for <b>any 2</b> uploaded as per cut-off dates 30 <sup>th</sup> Nov & 15 <sup>th</sup> Dec | 10 |

## Note:

- List of people/organizations and contact details with photos and one page note describing the work done to be uploaded on Swachh Survekshan-2021 portal, Swachh Manch 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  
40

5. 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-2021 portal and associated social media channel, Swachh Manch and FaceBook page of the ULB **15<sup>th</sup> February 2021** – 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	40
Yes, minimum 4 Impacts identified	Yes minimum 2 impacts identified	30
Yes, minimum 3 Impacts identified	Yes minimum 1 impact identified	20
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 Swachh Survekshan-2021 portal, Swachh Manch 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-field validation. On the basis of contact details, these people will be called to understand whether the impact 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  
40

6. Identification and recognition of Champions – Man\* and Woman\* driving ‘Swachh Change’ in the ULB – to be identified among ULB Staff/Sanitary workers, CSR Lead, NGOs, SHGs etc. by **15<sup>th</sup> February 2021** (To be uploaded on Swachh Survekshan-2021 portal and associated social media channel, Swachh Manch and Facebook page of the ULB). (City name and ULB Code mandatory for entries)



Scheme of Marking for >10 L population	Scheme of Marking for 1-10 L population	Marks
Yes, minimum <b>10 men</b> and <b>10 women</b> recognized	Yes minimum <b>5 men</b> and <b>5 women</b> recognized	40
Yes, minimum <b>8 men</b> and <b>8 women</b> recognized	Yes minimum <b>4 men</b> and <b>4 women</b> recognized	30
Yes, minimum <b>6 men</b> and <b>6 women</b> recognized	Yes minimum <b>3 men</b> and <b>3 women</b> recognized	20
Yes, minimum <b>4 men</b> and <b>4 women</b> recognized	Yes minimum <b>2 men</b> and <b>2 women</b> recognized	10
Yes, minimum 2 man and 2 woman recognized	Yes minimum <b>1 man</b> and <b>1 woman</b> recognized	5
	Scheme of Marking for <1 L population	Marks
* Transgender(s) can also be considered	Yes minimum <b>3 men</b> and <b>3 women</b> recognized	40
	Yes minimum <b>2 men</b> and <b>2 women</b> recognized	20
<b>Note:</b>	Yes minimum <b>1 man</b> and <b>1 woman</b> recognized	10

- List of people and contact details with photos and a brief note (max 50 words) describing the work done to be uploaded on Swachh Survekshan-2021 portal, Swachh Manch 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

## 7. Whether awareness has been created around –

- (1) Good hygiene practices to stay healthy / Promotion of 14420 Helpline
- (2) Open Defecation Free and Garbage Free City Star Rating Status of the city and role of citizens
- (3) Innovative practices adopted under Swachh Bharat Mission
- (4) Role of citizens in demanding better service delivery from ULB under Swachh Bharat Mission
- (5) Know your Sanitary Worker and Sanitary Inspector program – Their Role and Your Duties

Cities are expected to **engage citizens proactively** so that initiatives undertaken are sustainable. **All awareness campaigns** to be uploaded on Swachh Survekshan-2021 portal and associated social media channel, Swachh Manch and FaceBook page of the ULB by **15<sup>th</sup> February 2021**. (City name and ULB Code mandatory for entries)



Scheme of Marking	Marks- 30
Awareness in all 5 : Yes in 100% wards	30
Awareness in any 4: Yes in 100% wards	25
Awareness in any 3: Yes in 100% wards	20
Awareness in any 2: Yes in 100% wards	15
Awareness in any 1: Yes in 100% wards	10

### Note:

1. List of awareness campaign, showing coverage and date of campaign to be uploaded on Swachh Suervekshan-2021 portal, Swachh Manch and ULB's Facebook page
2. This list will also be used for on-field validation **50% Observation** and **50% Citizens**
3. Direct observation and random interaction with citizens will be conducted to ascertain the claim.
4. **Population wise citizen's samples will be picked referring Independent Validation Matrix being used for validating Service Level Progress indicators**

# Citizen Engagement

Marks

50

8. Whether rankings of Swachh Hotel, School, Hospital (Healthcare facility), RWA/Mohalla, Government Offices and Market Association conducted? ULB need to conduct ranking **ONLY ONCE** by **31<sup>st</sup> January 2021** – results to be uploaded on Swachh Survekshan-2021 portal and associated social media channel, Swachh Manch and Facebook page of the ULB by **15<sup>th</sup> February 2021**. (City name and ULB Code mandatory for entries)

A sense of competition for cleanliness among Hotels, Schools, RWAs/Mohalla, Hospital, Government Offices and registered Market Associations will lead to improved overall experience of places with maximum footfall of citizens.



Scheme of Marking	Marks
Swachh Ranking done for all Six above	50
Swachh Ranking done for any Five above	45
Swachh Ranking done for any Four above	40
Swachh Ranking done for any Three above	30
Swachh Ranking done for any Two above	20
Swachh Ranking done for any One above	10
Swachh Ranking not done for any of the above	0

## Note:

- List of top-3 winners with photos to be uploaded on Swachh Survekshan-2021 portal, Swachh Manch and ULB's Facebook page
- In each category minimum 30 entries from >10L population, 25 entries from 3L-10 L population, 20 entries from 1L-3 L population, 15 entries from 50K – 1 L population and 10 entries for <50K population. List to be attached. Any 5 entries to be checked during on-field validation.
- Randomly 7 samples in each category for >10L , 5 samples in each category for 1-10 L and 3 samples in each category for <1 L population cities to be picked

# Citizen Engagement – through Direct Observation

Marks  
40

9. Are **Public and Community Toilets** prominently displaying **SBM messages** designed by the Ministry or ULB around usage of Public-Community Toilets, with Swachh Survekshan-2020 logo? (cities are advised to avoid use of plastic for IEC)

ULBs are expected to engage citizens with clear messaging around usage of Public/Community Toilets



Scheme of Marking	Marks
SBM messages are available in >95% CTs/PTs (Yes/No)	40
SBM messages are available in 70% - 95% CTs/PTs (Yes/No)	30
SBM messages are available in 50% - 69% CTs/PTs (Yes/No)	20
SBM messages are available in 30% - 49% CTs/PTs (Yes/No)	15
SBM messages are available in <30% CTs/PTs (Yes/No)	10

## 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	3	3	5	6
Total Zones in the city	2	4	4	5
<b>Total Locations</b>	<b>12</b>	<b>24</b>	<b>40</b>	<b>60</b>



# Citizen Engagement – through Direct Observation

Marks  
40

**10. Art Work around Swachh Survekshan-2021:** Hoardings/Billboards/Wall Writing/Murals/Mascot/Messaging on Commercial vehicles /Artefacts visible in all commercial/public areas of the city (cities are advised to avoid use of plastic for IEC)

ULBs are expected to engage citizens by promoting SS-2021 messages through art work and other means and motivate them to contribute and make their city No.1

Scheme of Marking	Marks
Yes, extensive promotion in terms of visibility is done (in >95% wards)	40
Yes, but moderate promotion is done (in 75%-94% wards)	30
Yes, but partial promotion is visible (50%-74% sample locations)	20
No or negligible promotion (only in <50% wards)	0



Sampling Criteria Assessment Area	Population			
	< 1 Lakh	1-3 Lakh	3-10 Lakh	>10 Lakh
Sample category – 1 (SS-2021 promotion)	1	1	1	1
Locations to be covered per zone	10	11	13	15
Total Zones in the city	2	4	4	5
<b>Total Locations</b>	<b>20</b>	<b>44</b>	<b>52</b>	<b>75</b>

# Actions improving Citizen's Experience - Direct Observation

Number of Indicators- 2

300/1,800 Marks



# Actions improving Citizen's Experience - Direct Observation



**1. Prioritizing aesthetics in making city Swachh - beautification of slums/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\*\*

\* 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-2021 portal managed by the agency.
- Assessors will visit all of the above mentioned areas/establishments
- Assessors will not interact with anyone. It will be purely their own assessment of the situation
- Assessors will click the pictures to support their observation/assessment

Scheme of Marking	Max Marks 200
Yes for all 7 above	200
Yes for any 6 above	175
Yes for any 5 above	150
Yes for any 3 above	100
Yes for any 2 above	50
Yes for at least any 1	25



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	3
Total Zones in the city	2	4	4	4
<b>Total Locations</b>	<b>14</b>	<b>28</b>	<b>56</b>	<b>84</b>

# Actions improving Citizen's Experience - Direct Observation



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



Scheme of Marking	Max Marks
	100
All roads and footpaths - <b>without potholes broken paver blocks</b>	20
All <b>construction areas are covered</b> to avoid dispersion of particulate matter	20
All <b>construction in public roads are demarcated and covered</b> to avoid dispersion of particulate matter	15
<b>No storage of construction material near road side</b>	15
<b>100% Green road dividers:</b> Plantation of specific types of species which are helpful in pollution control done in all road dividers of the city	15
100% Green belt areas of the cities are encroachment free	15

### Note:

- Roads having divider measuring 3-4 feet only should have greenery in the middle.
- Greenery along the road will also be considered

### 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	3
Total Zones in the city	2	4	4	4
<b>Total Locations</b>	<b>12</b>	<b>24</b>	<b>48</b>	<b>72</b>



# Swachhata App / Local App

Total Indicators - 4

350 / 1,800 Marks



## 4 Indicators from Swachhata App/ Local App

% of households are registered with SwachhataApp/Local App

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

% of Complaints resolved within SLA

User Feedback on resolved complaints

# SwachhataApp/Local App

1. Number of **Active Users** on Swachhata App/Swachh Manch/**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.
5. Volunteers for an Event through Swachh Manch .
6. Shared an Event on **Swachh Manch** (Social Media) .
7. Successfully Creates an Event on **Swachh Manch**.

## Methodology:

- ❖ Ranking will be done Month on month basis (effective from 1<sup>st</sup> July 2020 to 28<sup>th</sup> February 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 2020 will be the average of every month score from 1<sup>st</sup> July, 2020 till 28th Feb 2021

## 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 SS2021 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-2021 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 2021 will be the average of every month score from **1<sup>st</sup> July, 2020 till 28<sup>th</sup> February 2021**

# SwachhataApp/Local App

3. What percentage of households are the registrations?

Scheme of Scoring	Marks
>=15%	75
>=10% & <15%	65
>=8% & <10%	55
>=6% & <8%	45
>=4% & <6%	35
>=2% & <4%	25
< 2%	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 2020 will be the calculated as per the table above.

# SwachhataApp/Local App

## 4. 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.
- Minimum 10% Active user in that particular month will be mandatory to qualify for this indicator.
- Final Score of this indicator for Swachh Survekshan 2019 will be the average of every month score from 1<sup>st</sup> July 2020 till 28<sup>th</sup> February 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 2021 of this indicator will be the average of every month score



# Innovation & Best Practices

**To be validated by Citizens**

**Total Indicators - 2**

**100 Marks / 1,800 Marks**

# Category 1 : Innovation & Best Practices by ULB

6.1

Marks  
60

Quality of project submitted by the ULB under 'Innovation & Best Practices' among the areas – **Waste Management, Behaviour Change, sustainable sanitation, disaster management** or interventions contributing to proven improvement in **air quality, water conservation, wastewater treatment** and its re-use or **storm water management**. All Innovations must be completed by **31<sup>st</sup> January 2021** and uploaded on SS-2021 portal by **10<sup>th</sup> February 2021**

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

1. Sustainable Solutions
2. Public Private Partnership
3. Convergence across other flagship missions of the Government
4. IEC & Behaviour Change
5. Community Engagement
6. Sale of by-products of processing
7. Menstrual Waste Management
8. Robust faecal sludge management system
9. User friendly Community and Public Toilets

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

- 1. All cities are requested to submit one such project in the aforementioned categories. Comprehensive documentation with pictures/video clips for your project or initiative will make a stronger case for your city.**
- 2. Further such innovation/best practice to be promoted in the city - to help city during on-field validation**

## Category 2 : Innovation & Best Practices by Citizens/RWAs/NGOs/SHGs/Private Sector/CSR

6.2

Quality of project submitted by the ULB under 'Innovation & Best Practices' among the areas – Waste Management, Behaviour Change, sustainable sanitation, **disaster management** or interventions contributing to proven improvement in air quality and water conservation or re-use of waste water – All Innovations must be completed by **31<sup>st</sup> January 2021** and uploaded on SS-2021 portal by **10<sup>th</sup> February 2021**

**Marks  
40**

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

1. Sustainable Solutions
2. Public Private Partnership
3. Convergence across other flagship missions of the Government of India
4. IEC & Behaviour Change
5. Community Engagement
6. Sale of by-products of processing
7. Robust faecal sludge management system
8. Menstrual Waste Management
9. User friendly Community and Public Toilets

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

- 1. All cities are requested to submit one such project in the aforementioned categories. Comprehensive documentation with pictures/video clips for your project or initiative will make a stronger case for your city.**
- 2. Further such innovation/best practice to be promoted in the city - to help city during on-field validation**





# *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 Ganga (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



सर्वोत्तमं कर्म

Ministry of Housing and Urban Affairs  
Government of India



आत्मनिर्भर भारत



एक कदम स्वच्छता की ओर

**SWACHH  
SURVEKSHAN  
2Q21**

**स्वच्छ  
सर्वेक्षण  
2Q21**

**All the Best!**