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MOVING INDIA TOWARDS SANITATION FOR ALL



Standard Operating Procedure

Operation & Maintenance of Public/Community Toilets

Second Edition: Compliant with Covid -19 Advisory



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The Urban Management Centre (UMC) is working towards professionalizing urban management in India and South Asia. UMC provides technical assistance and support to Indian state local government associations and implements programs that work towards improvement in cities by partnering with city governments. UMC builds and enhances the capacity of city governments by providing much-needed expertise and ready access to innovations on good governance implemented in India and abroad.

M I S A A L
MOVING INDIA TOWARDS SANITATION FOR ALL

'Moving India towards Sanitation for All' (MISAAL) program is supported by USAID which aims to achieve Open Defecation Free (ODF) and its sustenance in four cities; Ahmedabad, Porbandar, Sambalpur and Jodhpur. The program, focuses on developing mechanisms, tools, systems and capacities for authorities to sustain ODF, ODF+ status; building capacities of community through engagement and behaviour change by MISAAL Sanitation Committees.

Standard Operating Procedure

Operation & Maintenance of Public/Community Toilets

Second Edition: Compliant with Covid -19 Advisory

Prepared by
Urban Management Centre

Under
**Moving India towards Sanitation
for All (MISAAL)**

Contents

Preface

The purpose of this Standard Operating Procedure (SOP) is to provide clear step-by-step procedure for cleaning public conveniences by urban local bodies either by their own staff or through private contractors. This SOP is developed based on compilation of available information, knowledge, field experience and general practices to provide guidance to ULB staff/ private operators for providing better toilets, in a consistent and standardized manner. It is an attempt to present the information in clear and concise manner to ULB staff/ private operators. In general, this document should be used as a reference and adapted based on site-specific requirements. We have prepared this document in compliance with The Prohibition of Employment as Manual Scavengers and their Rehabilitation Act, 2013. However, in case of any differences in interpretation of the Act and this document, the Act shall supersede any recommendations of this document.

This document has been developed using pictorial aids for easy comprehension. We suggest that urban local bodies paint the illustrations on the wall(s) to serve as a constant reminder and nudge the cleaner and caretakers for use of personal protective equipment (PPE).

The SOP details out the cleaning processes, maintenance activities, do's and don'ts and list of supplies and equipment for the caretakers and cleaners of the facilities.

We take this opportunity to express our gratitude to all concerned, in the hope that this volume will promote its objective of improving cleanliness of public sanitation facilities. I would also like to thank my colleagues Jay Shah, Ukti Naik, Shipra Patel, Anurag Anthony, Arvind Singh, Swati Mishra, Saman Quraishi and Meghna Malhotra who have supported in putting this document together.

Manvita Baradi

Director
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I. Introduction

The Swachh Bharat Mission (SBM) was launched on the 2nd October 2014 with a main aim of eliminating open defecation, manual scavenging, and creating awareness regarding sanitation amongst citizens. The major components of the mission are providing individual household toilets, community and public toilets, solid waste management improvements and undertaking IEC and public awareness activities.

As per SBM guidelines, all commercial areas should have public toilets within 1 km distance while community toilets should be located within 500 meters from households that do not have the required space to construct individual toilets. The biggest determinant to ensure the usage of such toilets is their levels of cleanliness. Hence, appropriate toilet cleaning mechanism is essential to ensure their sustained use.

Toilet cleaning is a regular operational process for ensuring functionality/ usability and quality of service delivery. Typically, municipal authorities either appoint their own staff or outsource such services to private contractors. It is often assumed that the sanitation staff (whether municipal or appointed by the contractors) is aware of the standard toilet cleaning process.

This document has been prepared as a guiding framework for the operating agency with regards to the operations and maintenance (O&M) of public and community toilets. It shall be the responsibility of the agency to monitor the operating procedure and ensure all the activities are being performed as specified in this document. In order to carry out operations, the agency shall hire a caretaker such that the facility is open and attended during the operational hours as fixed by the ULB. Minimum requirement for any gender segregated toilet block is one caretaker preferably female, one male or female cleaning staff; and one set of cleaning equipments and consumables.

Who is a Caretaker?

A caretaker is a supervisor who is responsible for upkeep and maintenance of toilet facilities. The caretaker is appointed and paid either by the ULB in case the ULB is responsible for O&M or by the private agency if O&M is outsourced. Caretaker should have knowledge or should be trained for acceptable cleaning procedure and maintaining register to record number of users in a day. The caretaker should also know the local language and shall be provided with uniform and an identity card by the competent agency.

Who is a Cleaner?

A cleaner is the person who conducts cleaning activities inside toilet facilities and its immediate surrounding. The cleaner will be appointed and paid either by the ULB in case the ULB is responsible for O&M or by the private agency if O&M is outsourced. A cleaner shall be provided with adequate and appropriate personal protective equipment (PPE) such as gloves, mask, shoes, uniform and identity card by the competent agency as and when required. A detailed list of Do's and Don'ts for the caretaker and cleaner has been mentioned later in this document.

In case the O&M has been outsourced the roles and responsibilities of the ULB is usually limited to the provision of water supply, de-sludging service in case of presence of septic tanks/ soak pits and responsive maintenance such as drainage choking, breakage or major leakage in water supply line and conducting major structural repairs in the facility.

Differentiating between 'Operation' and 'Maintenance'

The Operation and Maintenance of toilets involve two components – a) daily cleaning and b) maintenance of physical infrastructure. 'Operation' encompasses general day-to-day functions of cleaning of toilet seats, urinals, floor, walls, doors, windows, sanitary fixtures and rest of the interior and exterior of the toilet block. 'Maintenance' includes repair (and replacement) of infrastructure, plumbing, sanitary and electrical fixtures.



2. Covid-19 Advisory for Cleaning of Public Conviences

Coronavirus Disease 2019 (Covid -19) is an acute respiratory disease caused by a novel Coronavirus (SARS-CoV-2), transmitted in most instances through respiratory droplets, direct contact with cases and also through contaminated surfaces or objects. Though the virus survives on different surfaces for varied period of time, it gets easily inactivated by chemical disinfectants.

Public and community toilets are ideal for transmission of coronavirus as they are closed and not well ventilated in many of the cases. Public and community toilets are vulnerable to spread coronavirus as these toilets are used by different people who might have exposed and come in contact or interacted with the persons tested positive for Covid-19. Unhygienic conditions and not maintained toilets will play a role spreading coronavirus.

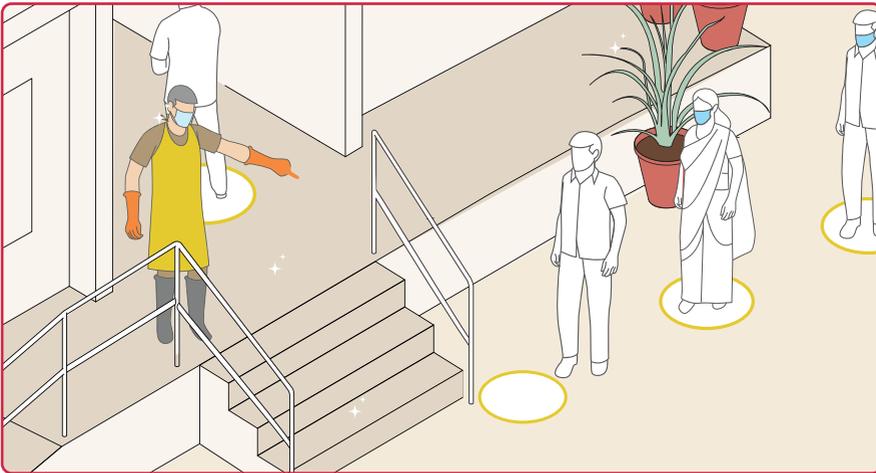
This section includes steps to be followed for cleaning of toilets and keeping it well maintained all the times to reduce the risk of spreading coronavirus. As per the government guidelines, it is mandatory for the cleaners to conduct cleaning activities by wearing PPE kit.

I. Maintain Physical Distancing

I. Instructing Users to Maintain Physical Distance

Instruct the users to maintain physical distancing by keeping at least 6 feet distance with each other while standing in marked circles outside the toilet block.

Inform the users to cover their face with mask or handkerchief.



2. Safe distance during user charges collection

Ask users for using digital payment method for collecting user charge. In case of no digital payment, ask user to keep the currency note or coin on the desk. Keep safe distance from the users while collecting user charges. Ensure both the user and a caretaker have covered the face.



2. Increasing the frequency of cleaning plumbing fixtures and frequently touched objects and surfaces

1. Cleaning of doors

Clean the plumbing fixtures and frequently touched surfaces/ objects like doors, latches, wash basins, taps, handrails, switches, door handles, etc. with soap powder/ detergent and rinse it with water. Wipe these surfaces/ objects with 1% sodium hypochlorite/70% alcohol based liquid and a clean dry cloth.

Once the doors and washbasins are cleaned, wipe the excess water from the common areas.



2. Cleaning of Taps, Latches and Wash Basins

Wash basins, water taps and door latches are the frequently touched objects and should be cleaned more frequently. After cleaning of these objects, wipe out the access water from the floor.



3. Cleaning buckets and mugs

1. Cleaning of Buckets and Mugs

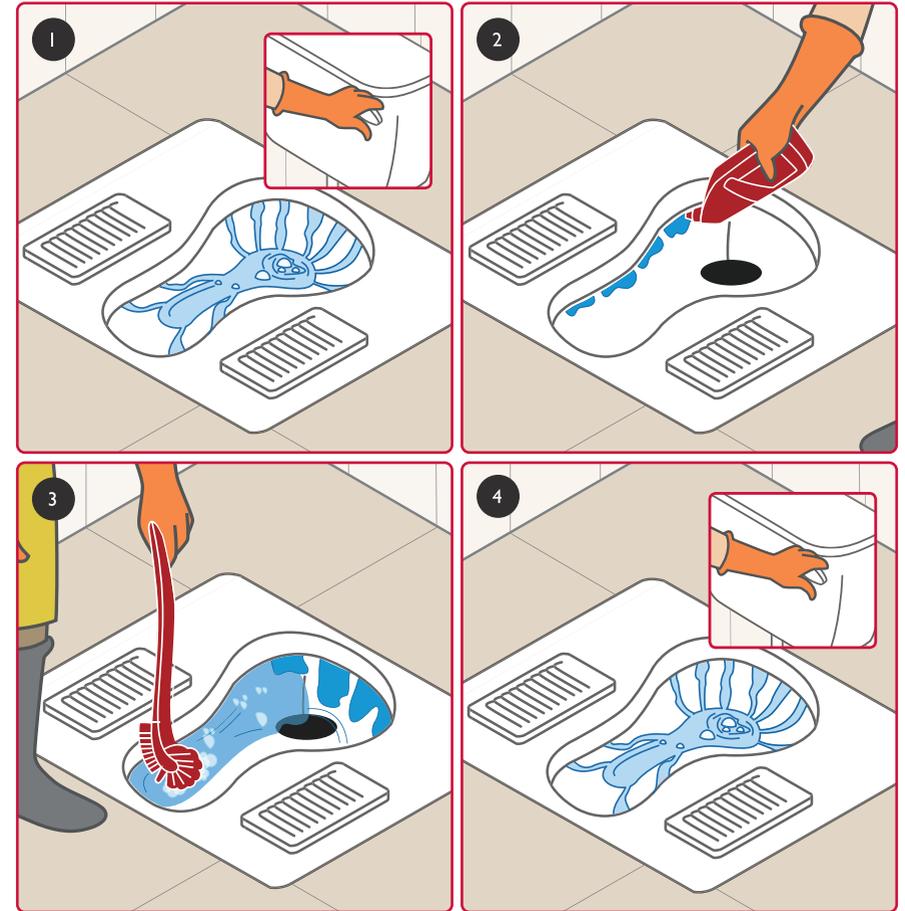
Disinfect buckets and mugs by cleaning them in soap water. Then wash it with fresh water.



4. Cleaning every cubicle atleast twice a day

1. Cleaning of Toilet Seats and Urinals

Clean the toilet cubicles, bathing units and urinals atleast twice a day with toilet cleaning liquid agent or Sodium hypochlorite 1%/ soap powder/ detergent and scrub it using a brush. Rinse it with water.



5. Disinfecting the facility minimum twice in a day

I. Disinfecting Toilet Block

Disinfect the toilet facility minimum twice a day with the use of 1% sodium hypochlorite or phenolic disinfectants.

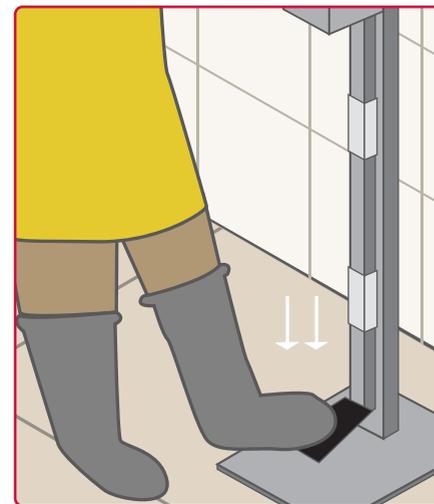
70% Alcohol based liquid can be used to wipe down surfaces where the use of bleach is not suitable, e.g. metal. (Chloroxylenol (4.5-5.5%)/ Benzalkonium Chloride or any other disinfectants found to be effective against coronavirus may be used as per manufacturer's instructions)



6. Use of Foot operated sanitizer

I. Foot Operated Sanitizer

Promote using of foot operated soap dispenser for washing hands at the handwash stations. This liquid should be alcohol-based sanitizer.



7. Foot operated dustbins

I. Replacing Dustbin

Replace all the existing dustbins with foot operated dustbin with proper lid..



8. Safe disposal of used paper napkins

I. Disposing Used Paper Napkins

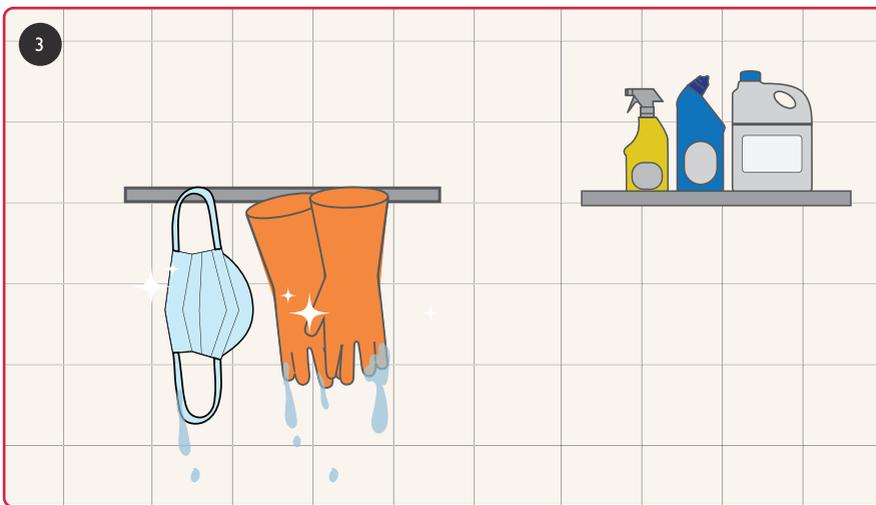
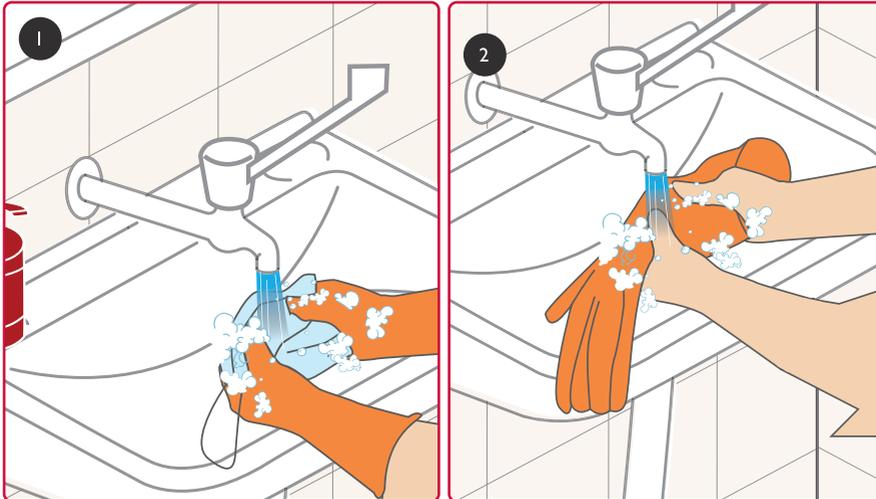
Ask users to dispose the used paper napkins inside the dustbin. If the used paper napkins are seen on the floor; the caretaker should dispose it in the dustbin with the help of dust collecting pan and dry broom wearing mask and gloves.



9. Disinfecting mask and gloves used by the caretaker

1. Cleaning Mask and Gloves

Dispose the mask into dustbin if it is disposable or disinfect the mask and gloves thoroughly and hang in a clean dry place. Do not touch any part of the body with the used gloves.

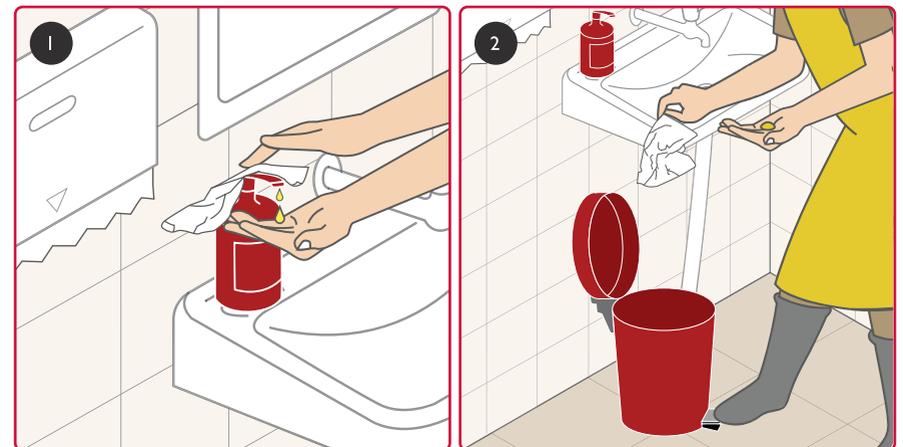


10. Washing hands after disinfecting mask and gloves

1. Washing hands after disinfecting mask and gloves

Wash the hands thoroughly with soap and water for minimum 20 seconds after disinfecting mask and gloves.

Operate the tap with elbow or paper napkin. Ask the competent authority to replace the existing tap with sensor-based tap or foot operated tap to avoid or reduce the human contact to such frequently touched objects. If sensor-based tap or foot operated tap is not available, the cleaner should clean the knob or spout of the existing tap with soap and then close it. Also ask user to do the same.



11. Do's & Don'ts

11.1 Do's & Don'ts wrt Covid-19

Do's for caretaker wrt Covid-19:

- ✓ Clean touched objects and surfaces frequently.
- ✓ Wear mask and gloves all the times when inside the toilet block.
- ✓ Wash your hands thoroughly with soap and water for minimum 20 seconds before having any food.
- ✓ Ask users to maintain social distance while standing outside the toilet block.
- ✓ Change your cloths after returning to home and wash the cloths.
- ✓ Disinfect all cleaning equipment after use and before using in other area.
- ✓ Disinfect buckets by soaking in bleach solution or rinse in hot water.
- ✓ To prevent cross contamination, discard cleaning material made of cloth (mop and wiping cloth) in appropriate bags after cleaning and disinfecting.

Don'ts for caretaker wrt Covid-19:

- ✗ Do not touch any of the body part especially eyes, nose and face.
- ✗ Do not touch any objects other than toilet cleaning equipment and consumables.
- ✗ Do not use disinfectants spray on potentially highly contaminated areas (such as toilet bowl or surrounding surfaces) as it may create splashes which can further spread the virus.

Chapter 2 is in compliance with Covid-19 advisory



3. Operation & Maintenance of Toilets

Minimum requirement for operating any gender segregated toilet block is one caretaker and one cleaner. The hours of operation of a public / community toilet shall be fixed by the ULB and the agency shall be obliged to keep the facility operational for the said number of hours. It shall be the responsibility of the caretaker to be available during the operational hours and perform his/her duties. The hours of operation should be displayed at the entrance of the facility, such that it is easily visible to the potential users. The caretaker at the facility shall be responsible for operating the water supply and storage related infrastructure such as the electric motor that pumps water into the storage facility, all electrical fixtures such as tube lights, bulbs, hand dryers, sanitary pad vending machine, incinerator and other additional infrastructure present within.

3.1 Cleaning Process To Be Followed by Cleaner

A public convenience may typically comprise of the toilet seats, urinals, bathing units, common areas, hand washing areas, water storage, electrical fixtures, plumbing fixtures, storage areas (janitor's room) and immediate surroundings. Each area has specific requirements for cleaning and their frequency may vary as needed. Some areas also require special equipment and supplies for cleaning. In this SOP, cleaning directions for various sub-components of the public conveniences have been provided along with the minimum frequency of cleaning.

3.1.1 Cleaning Activities (Minimum Once a Day)

I. Preparatory Activities

I. Wear Uniform and Protective Gear



2. Cleaning of Bathing Areas



1. Floor Drain Is Choked

In case the floor drain is choked, the cubicle should be cordoned-off until the maintenance activity is conducted. Use plunger in case of minor blockage in drain.

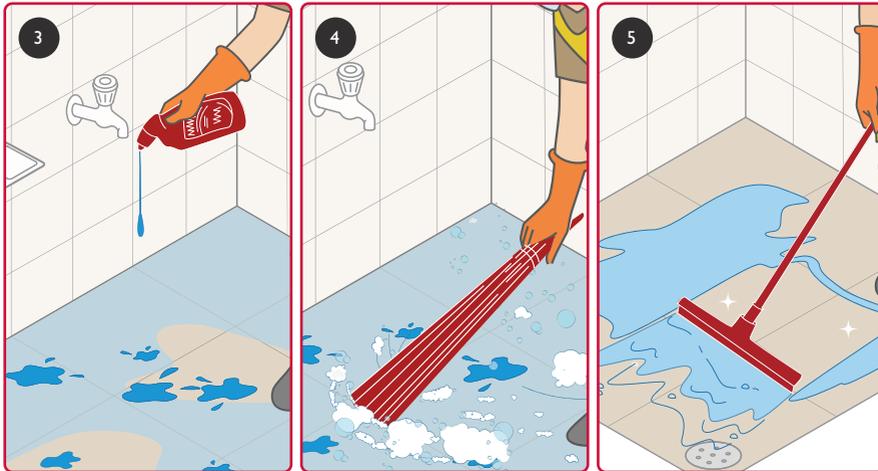


• Caution signboard

• Plunger

2. Cleaning of Bathing Area Cubicle

Remove dirt from the floor drain. Wet the areas which are to be cleaned by sprinkling water before applying cleaning agent/liquid. Apply liquid/powdered tiles cleaning agent on the floor of the bathroom. Use a brush/wet broom to scrub floor and rinse floor with water. Drain excess water from the floor using a wiper and mop the floor using a clean dry cloth.



- Liquid/Powdered floor cleaning agent
- Dust collecting pan
- Dry broom

- Brush/Wet broom
- Wiper

3. Cleaning the Plumbing Fixtures

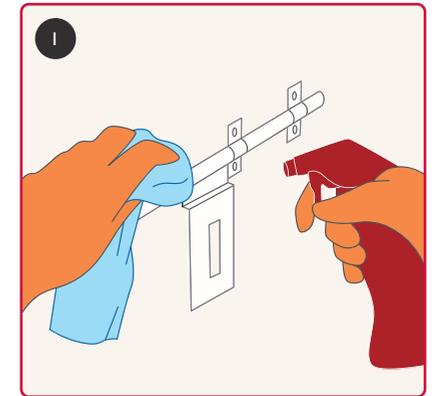
Apply liquid/powdered plumbing fixtures cleaning agent on taps, faucet, grab bars (if available for disabled friendly toilet seats) and other plumbing fixtures. Scrub using plastic scrubber/sponge.



- Liquid/powdered cleaning agent for plumbing fixtures
- Plastic scrubber/sponge

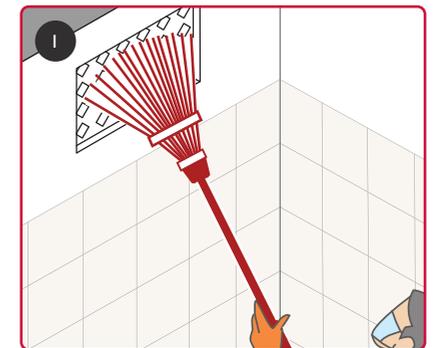
4. Cleaning Doors Fixtures

Wipe all doors, latches and handles with a damp cloth.



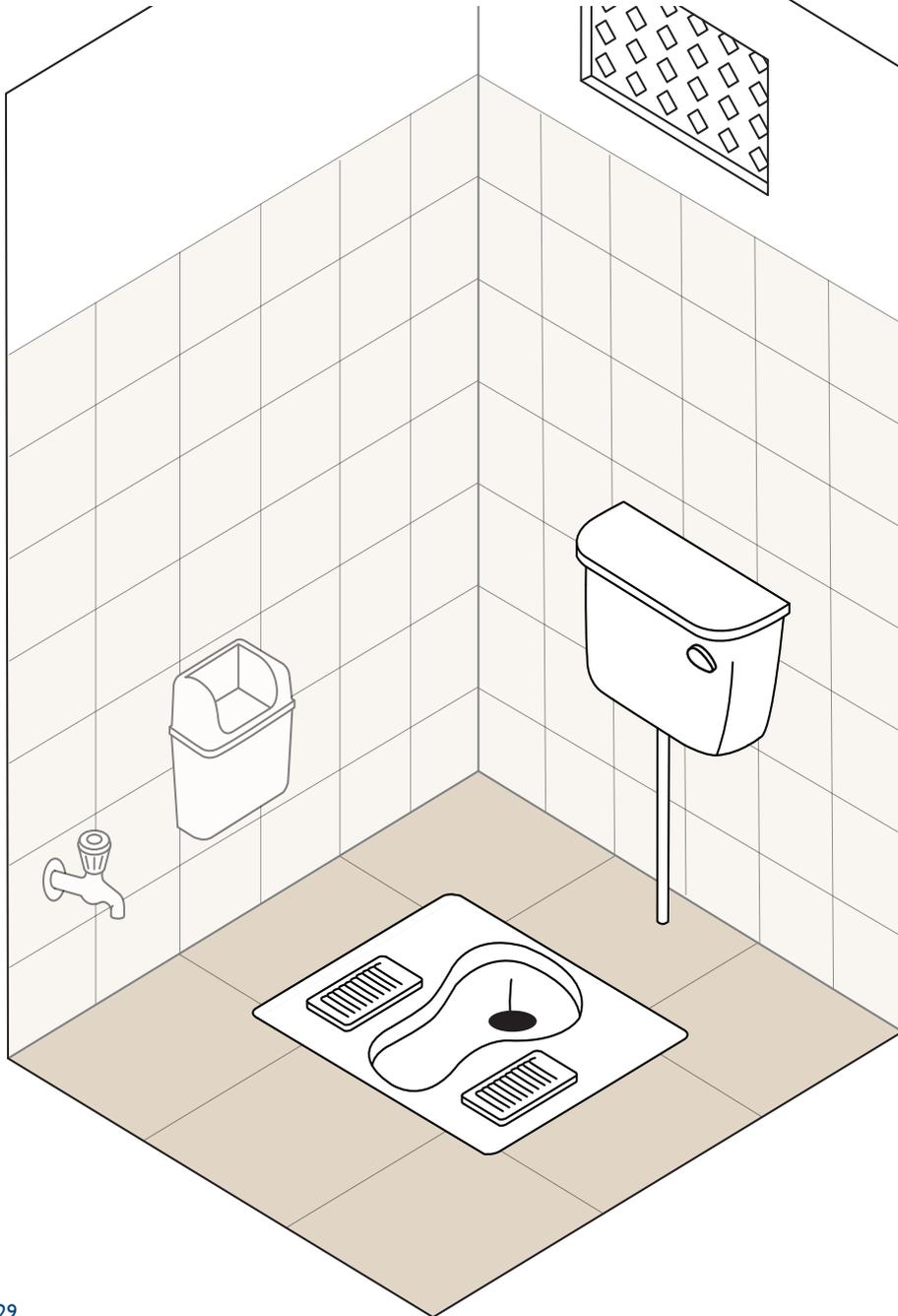
5. Cleaning Ventilators

Sweep all ventilators with a Long Handle Broom. In case glass louvers, exhaust fan or any other forms of ventilators, they maybe cleaned using cloth/scrubber as per cleaning instructions provided by the manufacturer of the exhaust fan.



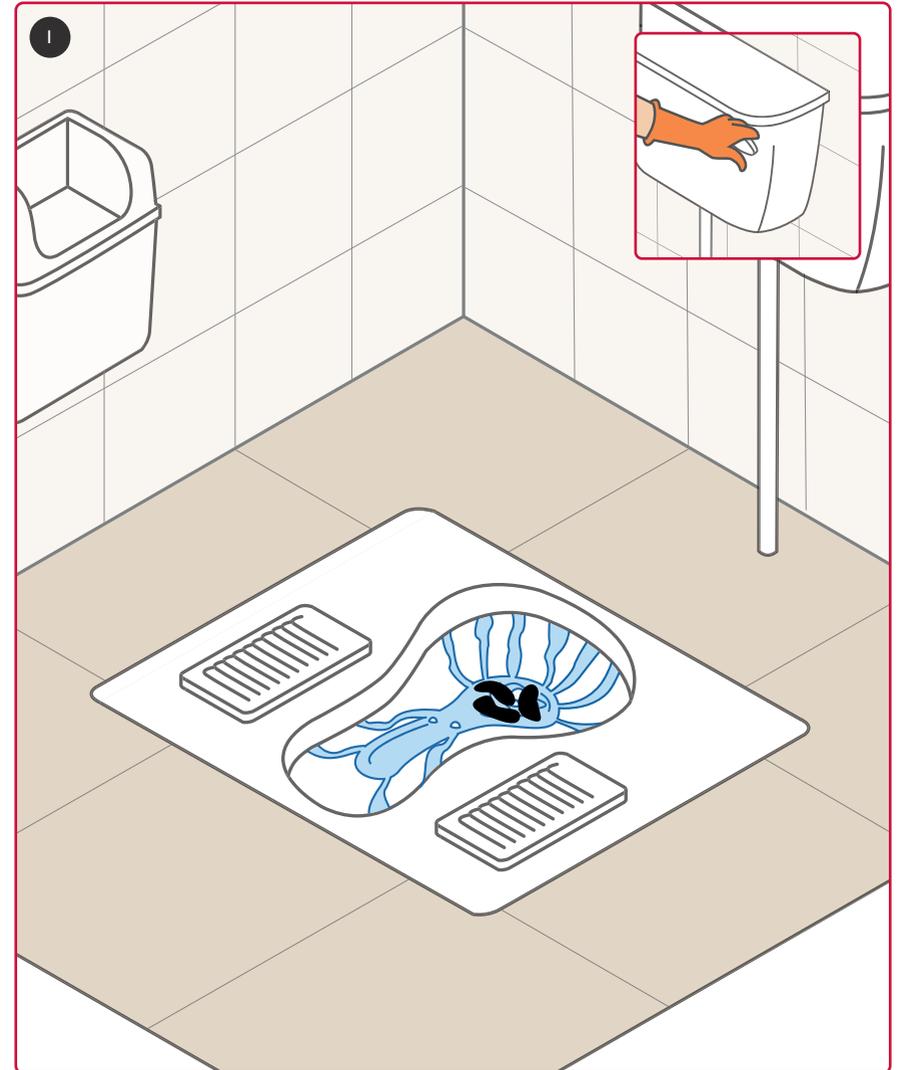
- Long Handle Broom

3. Cleaning of Water-Closet Cubicles



1. Cleaning Human Faecal Matter

In case human faecal matter is present in the toilet seat, please use flush for cleaning the toilet seat.



2. Removing Solid Waste

In case solid waste (other than human faecal matter) is present on the floor of the cubicle, it should be collected and discarded in the dustbin.



- Dust collecting pan
- Dustbin

3. Cleaning Choked WC

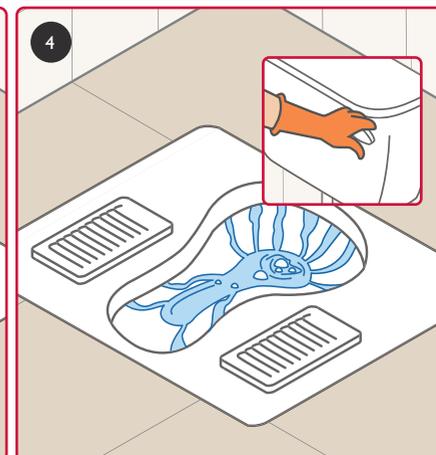
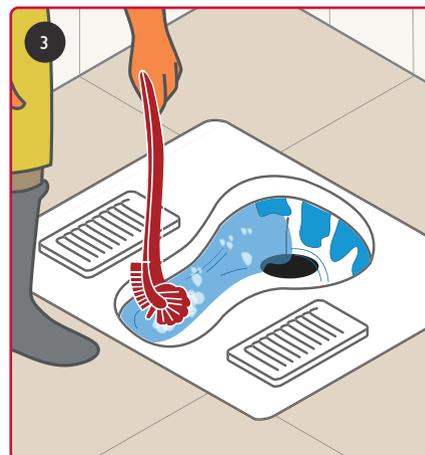
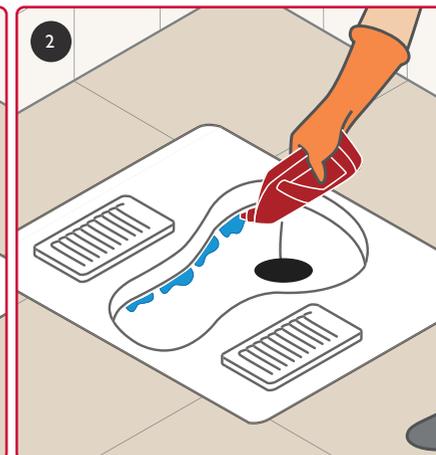
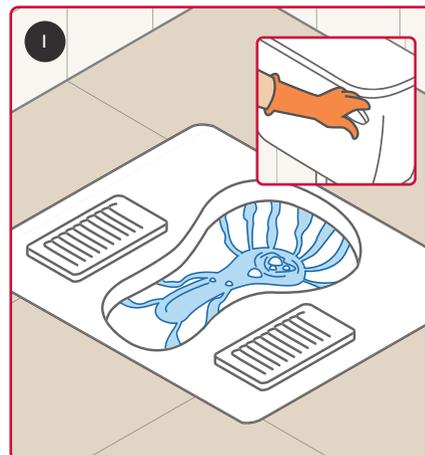
In case WC is choked, the cubicle should be cordoned-off until the maintenance activity is conducted.



- Caution signboard

4. Cleaning the Indian WC

Wet the areas which are to be cleaned by sprinkling water before applying cleaning agent/liquid. Apply soap/non-abrasive cleaning liquid/powder on the pan and clean it by flushing or pouring water. Apply liquid sanitary ware cleaning agent inside the Indian toilet seats and leave it for at least 20 minutes or as suggested in the instructions of using sanitary ware cleaning agent for cleaning toilet seats.

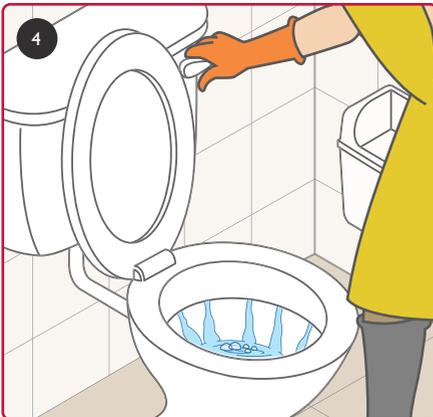
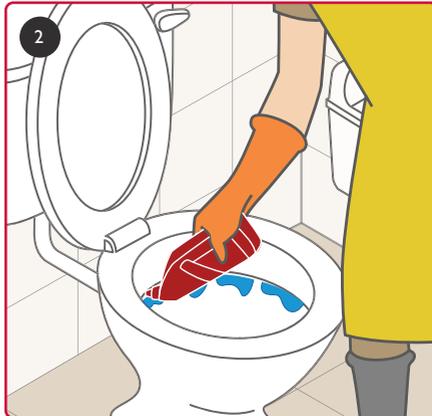


- Water soap/non-abrasive cleaning liquid/powder (non-acidic)

- Liquid sanitary ware cleaning agent
- Brush for cleaning toilet seats/bowls

5. Cleaning the Western WC

Wet the areas which are to be cleaned by sprinkling water before applying cleaning agent/liquid. For western WC seats, apply soap/non-abrasive cleaning liquid/powder on the seat rim, seat cover and cistern (if available) and clean it using sponge/cloth. Pour water over the rim and the cover; and wipe it using a dry cloth and flush the toilet seat. Apply liquid sanitary ware cleaning agent inside the WC bowls and leave it for at least 20 minutes or as suggested in the instructions of using sanitary ware cleaning agent for cleaning toilet seats. Clean inside of the WC bowl/seat using a brush ensuring all stains are removed. Flush or pour water to rinse the inside of the WC bowl/seat.



- Water, liquid sanitary ware cleaning agent
- Liquid/Powdered floor cleaning agent

- Brush/Wet broom
- Wiper, brush for cleaning toilet seats/bowls

6. Cleaning the Floor

Wet the areas which are to be cleaned by sprinkling water before applying cleaning agent/liquid. Apply liquid/powdered tiles cleaning agent on the floor of the toilet. Use a brush/wet broom to scrub floor and rinse floor with water. Remove dirt from the floor drain. Drain excess water from the floor using a wiper and mop the floor using a clean dry cloth.



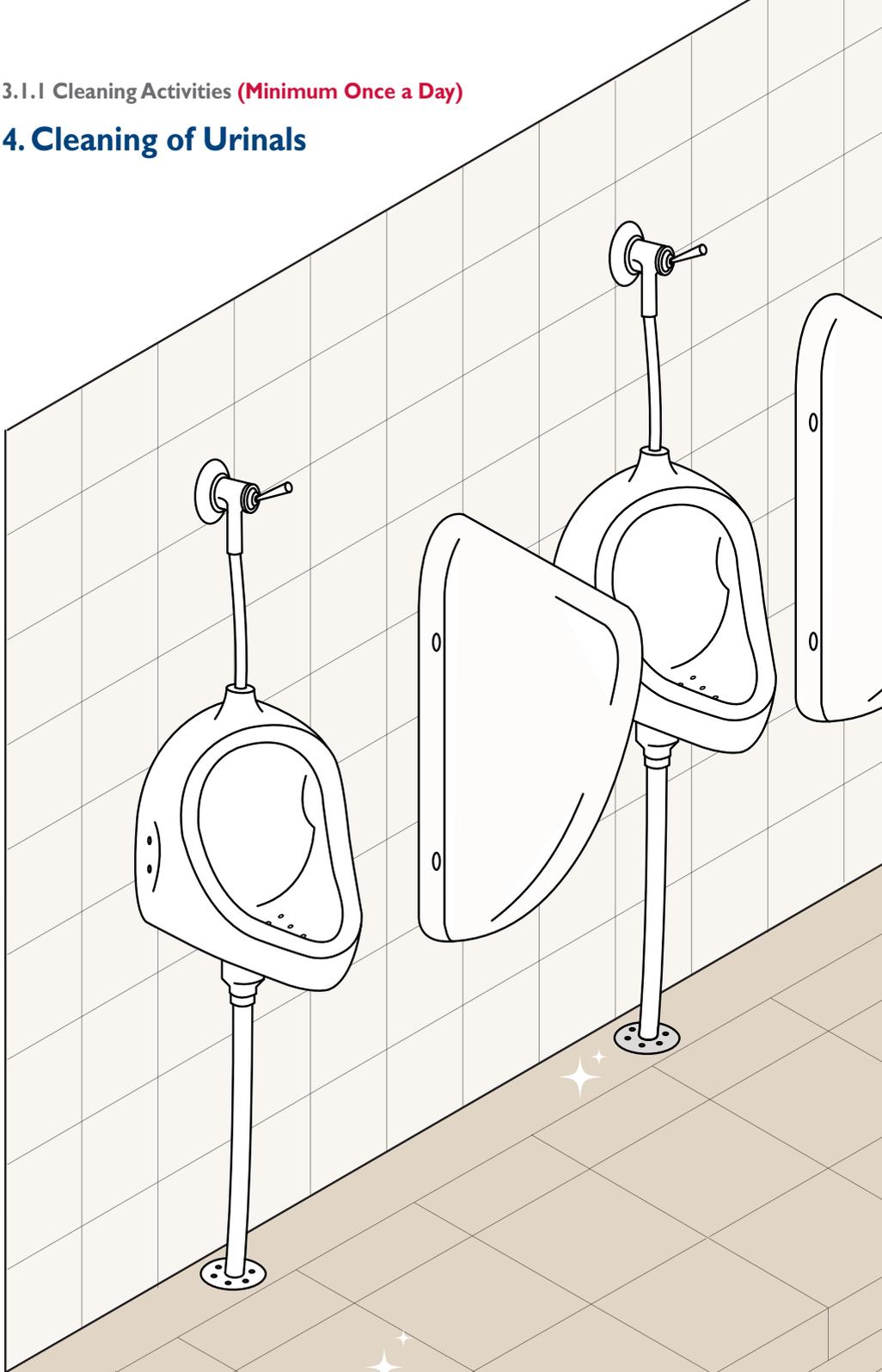
• Liquid/Powdered floor cleaning agent, brush/wet broom, wiper

7. Cleaning the Plumbing Fixtures, Doors and Ventilators

Please refer to Page 28.



4. Cleaning of Urinals



1. Removing Solid Waste

Remove solid waste if disposed in the urinal pots.

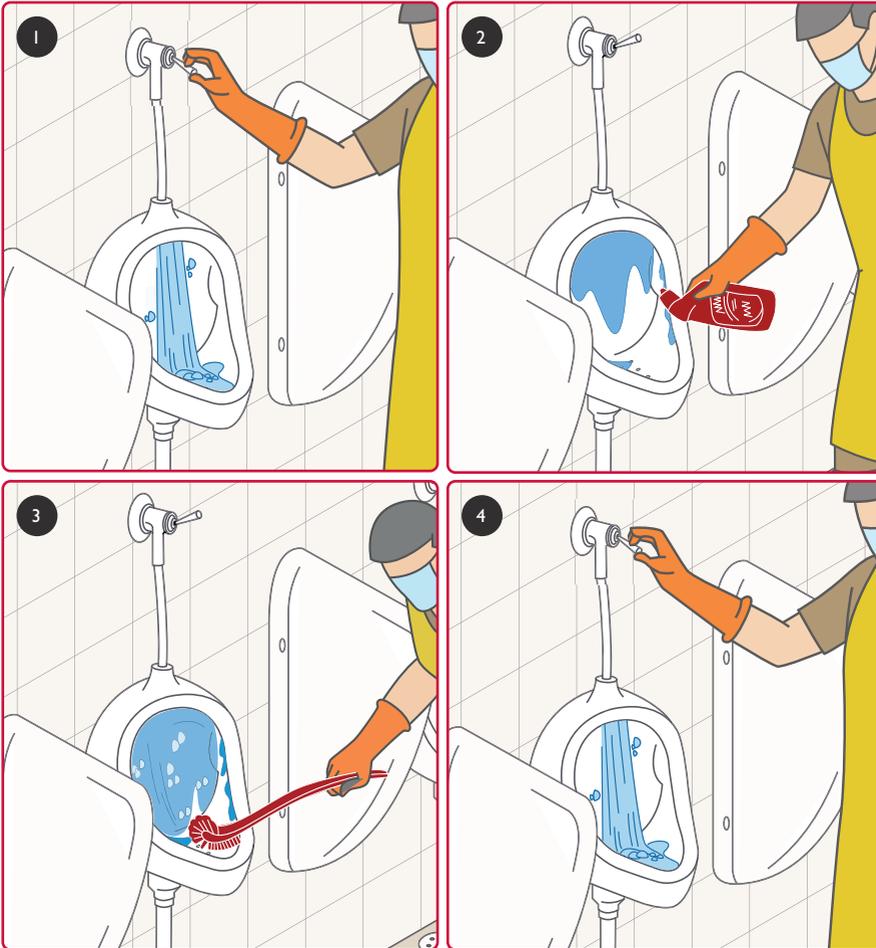


• Broom

• Dust Collecting Pan

2. Cleaning the Urinal

Wet the areas which are to be cleaned by sprinkling water before applying cleaning agent/liquid. Apply liquid sanitary ware cleaning agent inside the urinal and leave it for at least 20 minutes or as suggested in the instructions of using sanitary ware cleaning agent. Clean the inside of the urinal using a brush ensuring all stains are removed. Flush or pour water to rinse the inside of the urinal.



• Liquid sanitary ware cleaning agent

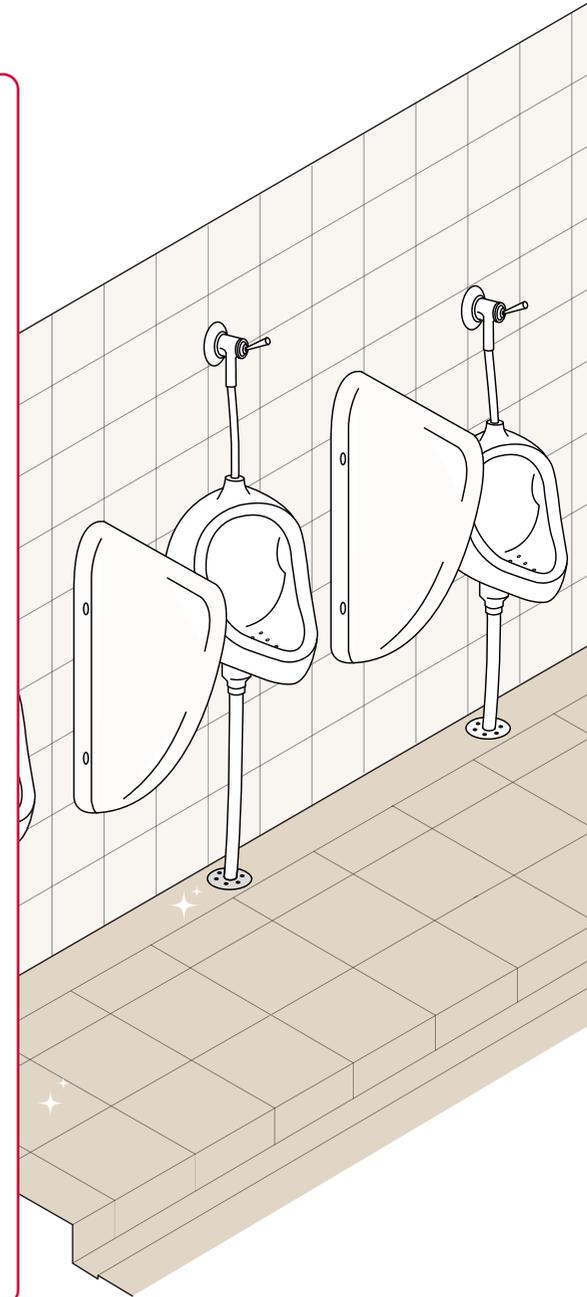
• Brush for cleaning toilet seats/bowls

3. Placing Naphthalene Balls

Check and place naphthalene balls in urinal pots if required.



• Naphthalene balls



5. Cleaning of Wash Basins



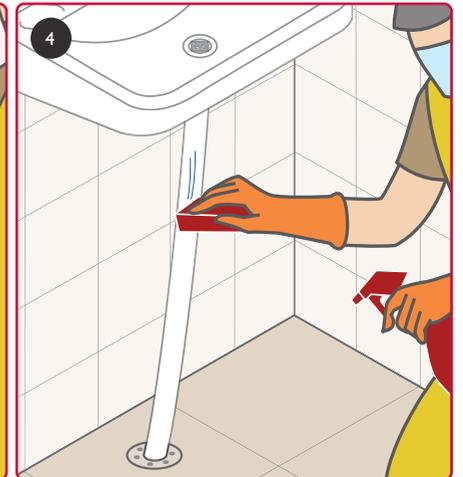
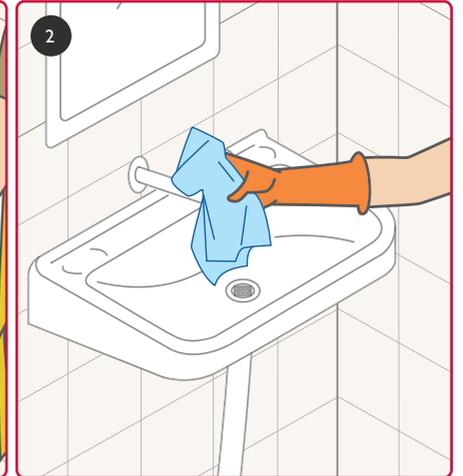
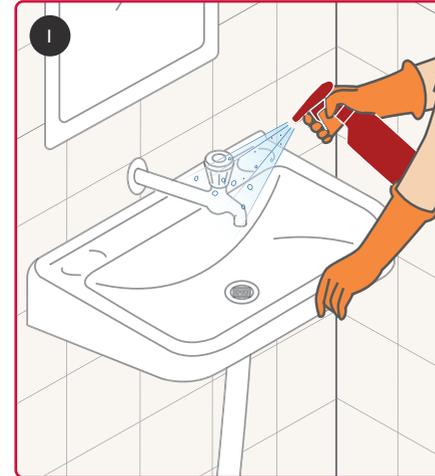
1. Clearing the Area Around

Clear the area around the wash basins and remove objects such as soap dish, tissue paper, towels or other such material and place them outside the cleaning area.



2. Cleaning the Fixtures

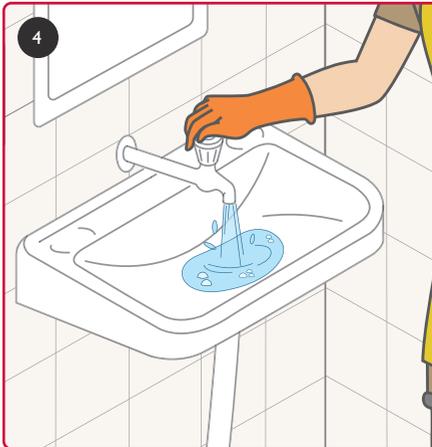
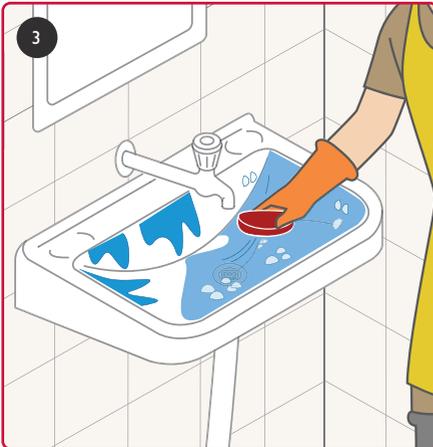
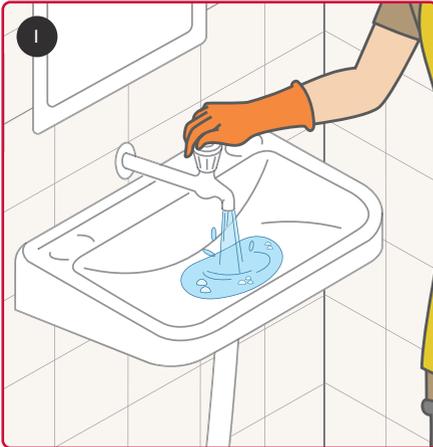
Apply liquid/powdered plumbing fixtures cleaning agent on taps, soap stand/soap dispenser and towel hanger and scrub using plastic scrubber/sponge. Exterior surfaces tap below wash basins (if any) and piping under basins (if any) should also be cleaned in the same manner. Wipe the mirror with a clean damp cloth. Refill the paper napkins if required.



- Liquid/powdered cleaning agent for plumbing fixtures, plastic scrubber/sponge
- Paper napkin

3. Cleaning the Basin

Wet the areas which are to be cleaned by sprinkling water before applying cleaning agent/liquid. Apply cleaning agent in the basin and leave it for 20 minutes or as suggested in the instructions of using cleaning agent. Then, scrub the wash basin using plastic scrubber/brush. Rinse the plumbing fixtures and wash basin with water. Use baking soda and a scrubber/sponge cloth for removing stubborn marks.



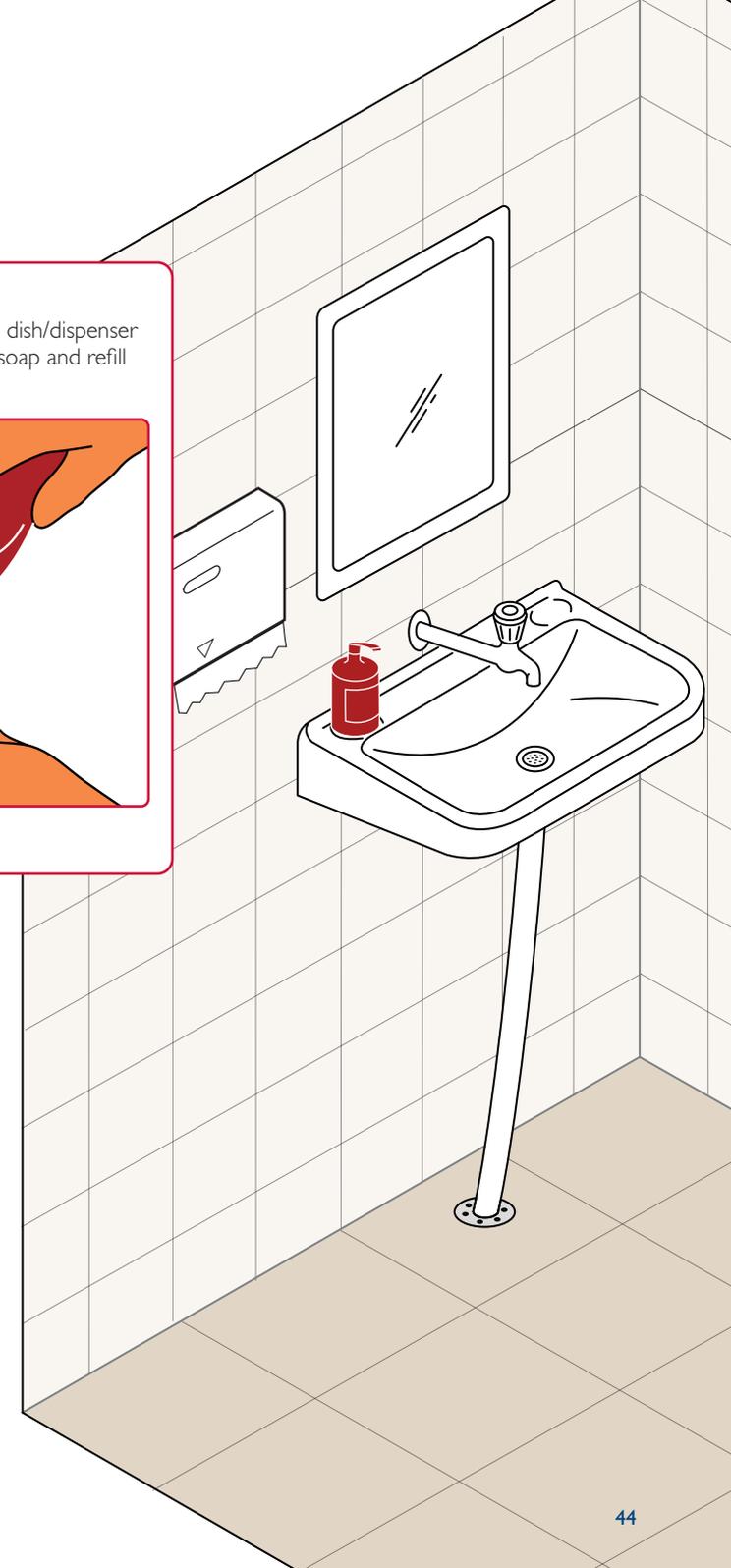
- Liquid/powdered cleaning agent for wash basin
- Plastic scrubber/brush.

4. Refilling the Soap

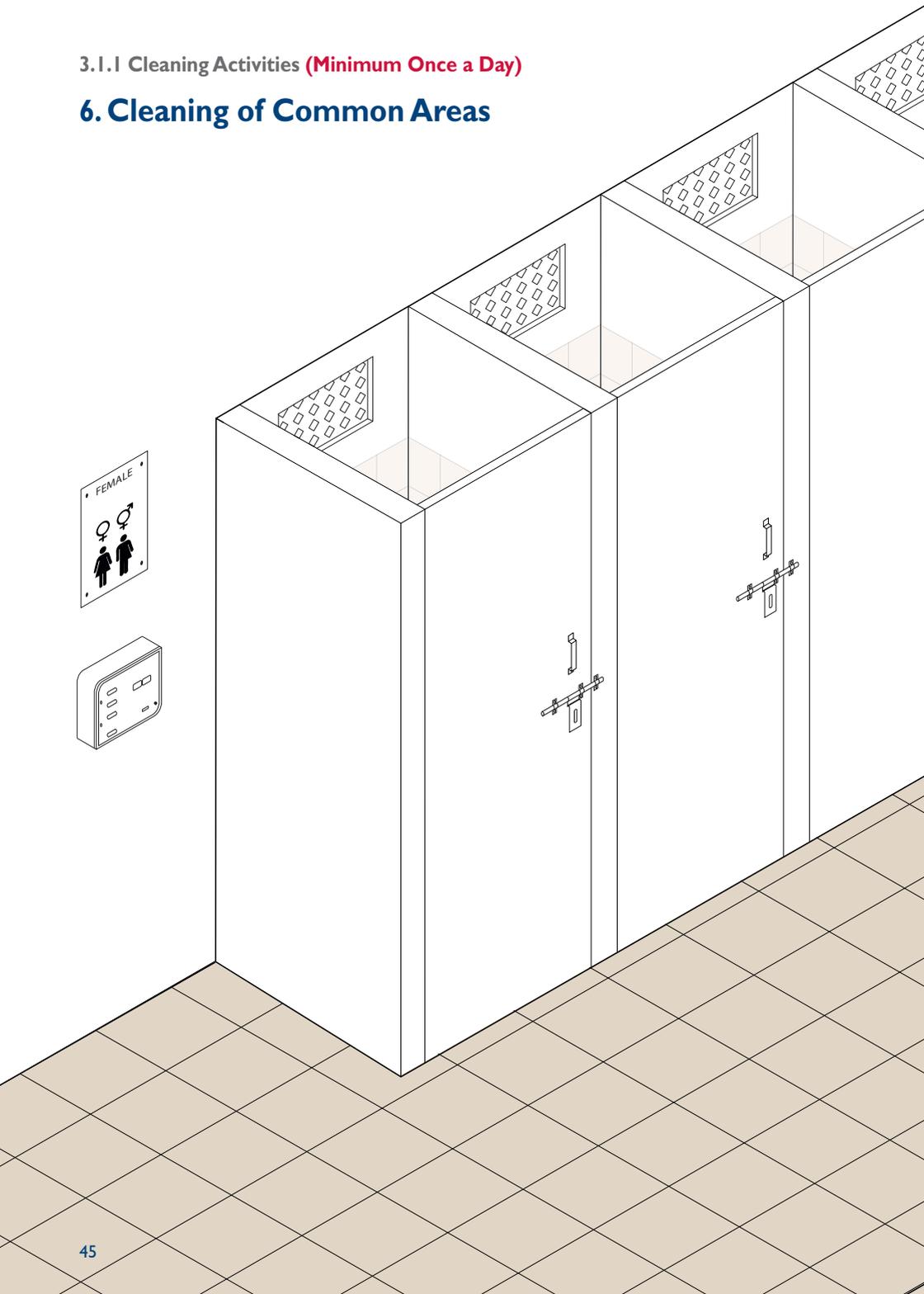
Check the hand wash soap dish/dispenser for availability of adequate soap and refill if required.



- Hand washing soap



6. Cleaning of Common Areas



1. Sweep

Sweep away dust and dirt from the common area using a dry broom. Collect the dust and dirt using a dust collecting pan and dispose it in the dustbin.



• Dry broom • Dustbin

• Dust collecting pan

2. Preparing Dust Bins

Remove garbage bags from all dustbins and place the dustbin outside the common area. Place new disposable garbage bag in the dustbins. Place a fresh garbage bag in the dustbins and place them in the common areas. Replace the dustbin if it is damaged or broken.



• Garbage bags, dustbin

3. Cleaning the Floor

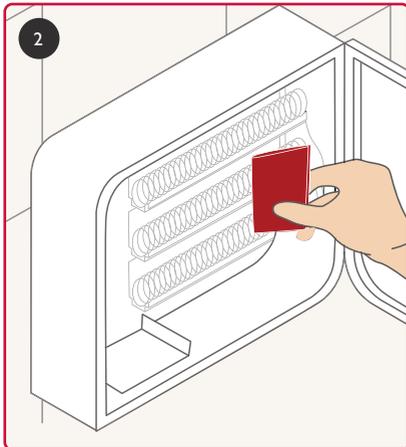
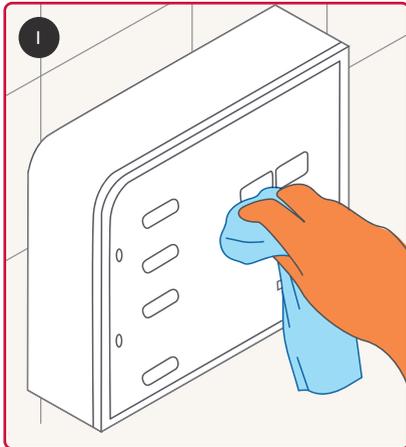
Wet the areas which are to be cleaned by sprinkling water before applying cleaning agent/liquid. Apply liquid/powdered floor cleaning agent on the floor of the common area and leave it for at least 20 minutes or as suggested in the instructions of using floor cleaning agent. Use a brush/wet broom to scrub floor and rinse floor with water. Remove dirt from the floor drain. Drain excess water from the floor using a wiper and mop the floor using a clean dry cloth.



• Liquid/Powdered floor cleaning agent, brush/ wet broom, wiper • Mug, Bucket

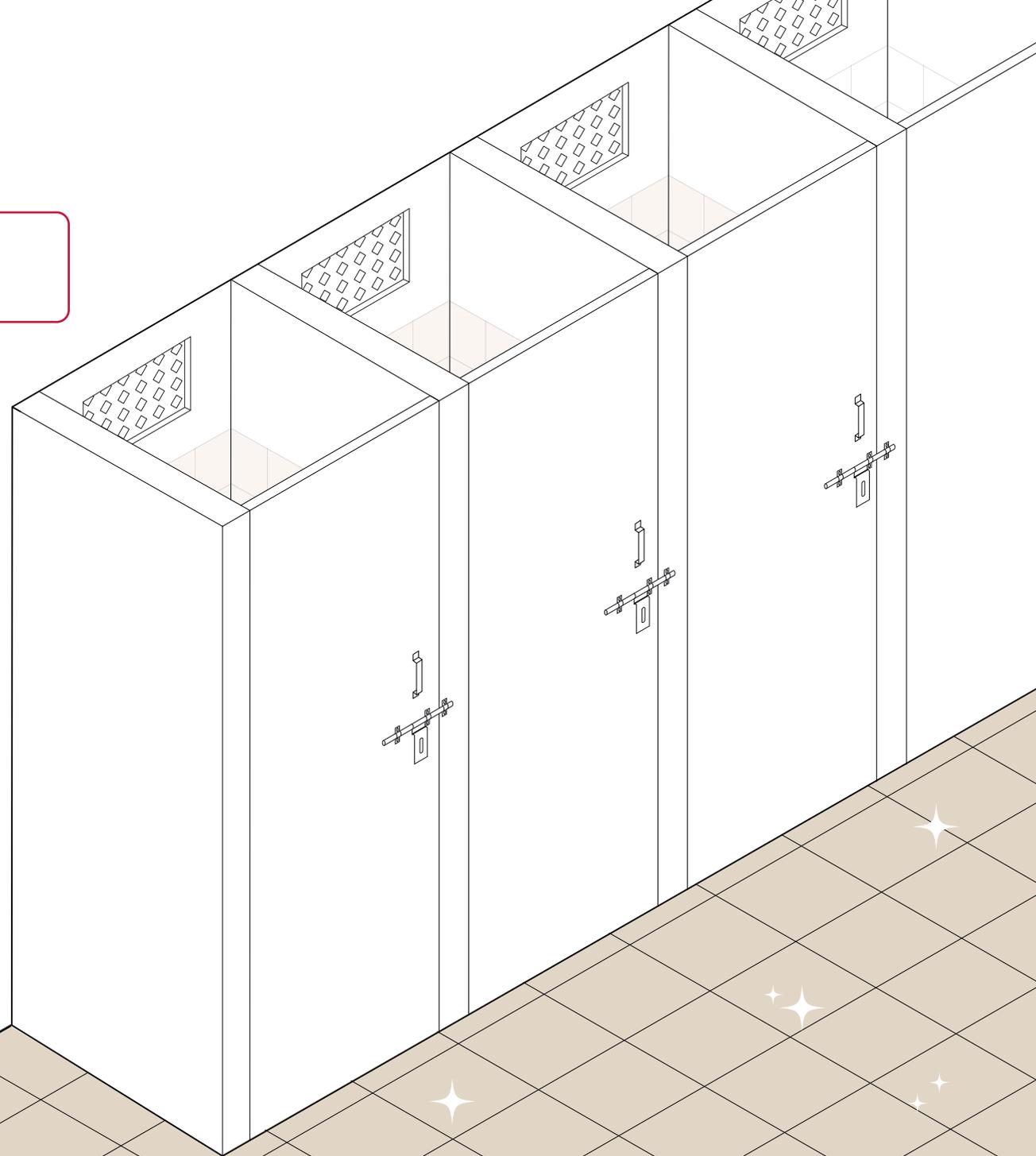
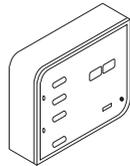
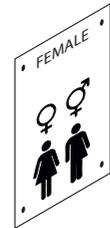
4. Sanitary Napkin Vending Machine

Clean sanitary napkin vending machine and incinerator, if it is available, as per the instructions of the manufacturer. In case O&M is outsourced to the agency as a part of annual maintenance contract, call the concerned person for refilling napkins to the machine



5. Cleaning the Doors and Ventilators

Please refer to Page 28.



7. Final Procedure



1. Wash Up

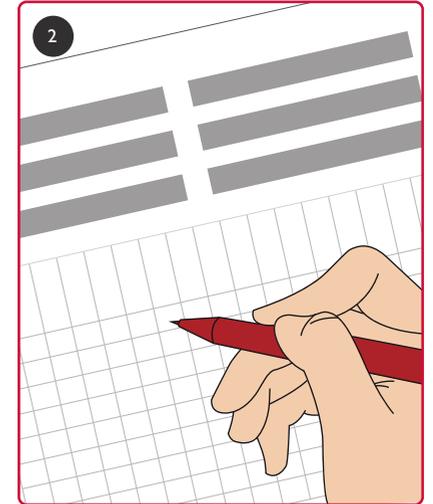
Remove gloves and wash hands with soap thoroughly.



- Hand washing soap

2. Inspect

Conduct final inspection for leakages and repairs required and update work records.



3.1.2 Cleaning Activities (Minimum Once a Week)

I. Cleaning of Tiles and Painted Walls

1. Cleaning the Tile

Wet the areas which are to be cleaned by sprinkling water before applying cleaning agent/ liquid. Apply liquid/powdered tiles cleaning agent on the tiled walls of the facility (both common areas and within cubicles) scrub using a brush and rinse with water. Use a dry cloth to wipe the wall tiles.

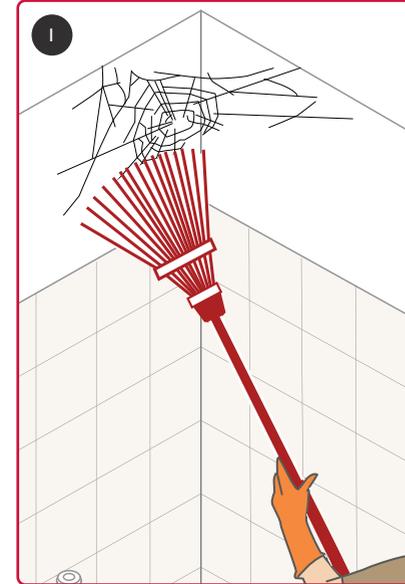


- Water
- Liquid/Powdered cleaning agent for tiles

- Brush/Scouring paper
- Dry cloth

2. Clean the Cobwebs

Clean cobwebs and dust on ceiling using a long handle broom/ brush before cleaning the bathroom.



- Long handle broom

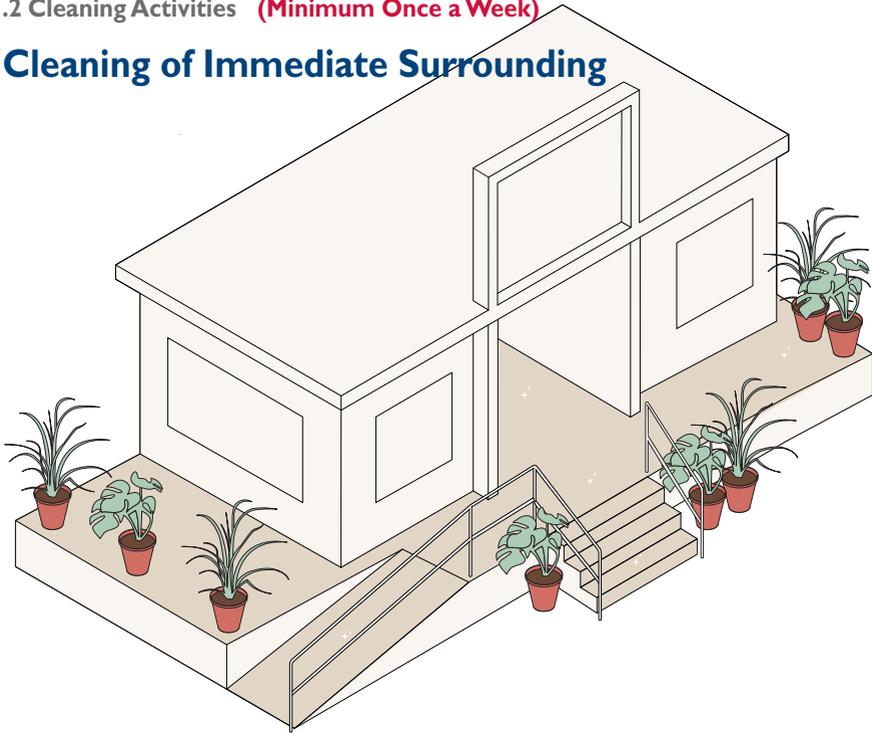
3. Cleaning the Painted Walls

Clean painted walls of the facility using a sponge/brush.



- Sponge/brush

2. Cleaning of Immediate Surrounding



1. Remove Obstructions

Remove obstructions from the entrance of the facility, if any.



2. Clear the Surroundings

Remove trash from the immediate surrounding of the facility using a dry broom. In case of faecal matter present on the floor, clear faecal matter mechanically. Do not indulge into manual cleaning. Spray disinfectants/water if required.



• Dry broom

• Dust collecting pan

• Disinfectant

3. Cleaning of Storage Area



1. Janitor's Room

Clean the storage area or janitor's room (if any) using a liquid cleaning agent and a mop.

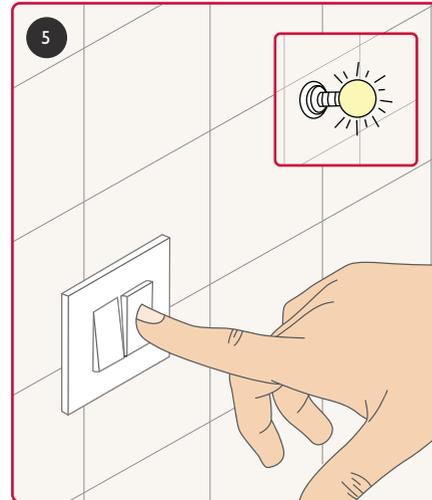
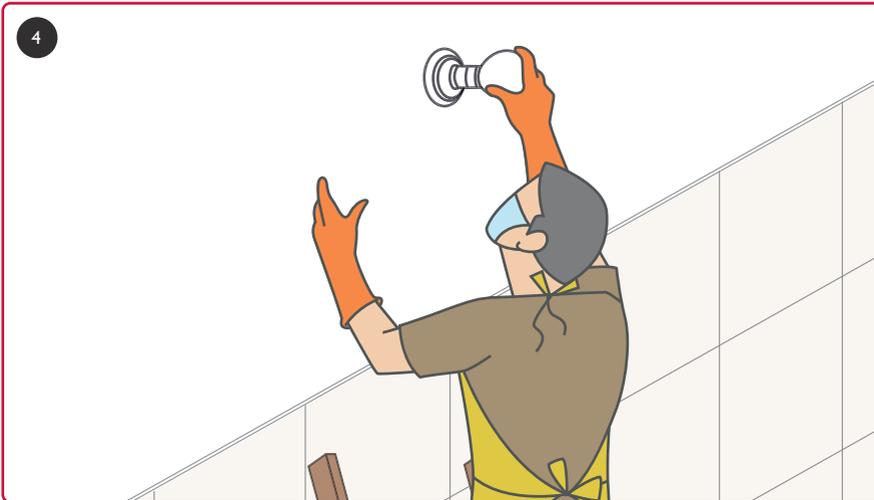
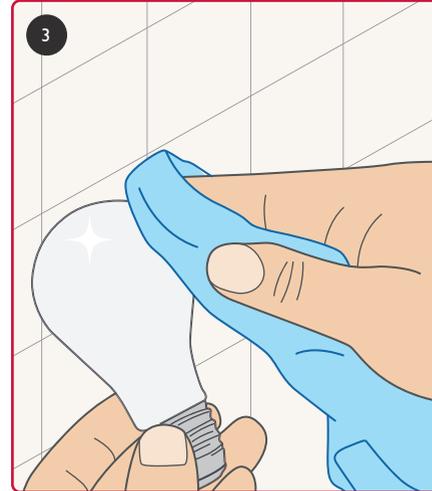
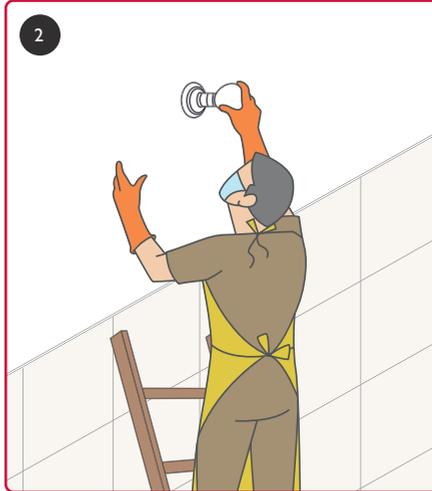
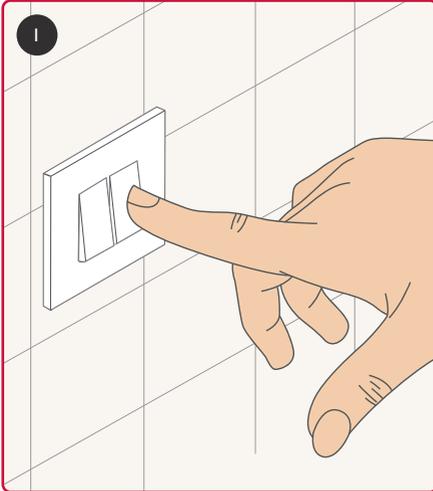


• Liquid cleaning agent, mop

I. Cleaning of Electrical Fixtures

I. Cleaning Electrical

Switch-off the power supply to the fixture being cleaned. Remove lights from their holders. Use ladder or a stool to reach fixtures placed at higher levels. Wipe lights using a dry clean cloth and place it in their respective holders. Inspect the fixture to ensure it is working.



• Ladder

• Cloth

3.2 Maintenance

As mentioned before, maintenance means repair and replacement of infrastructure, plumbing, sanitary and electrical fixtures, and other types of repairs as required.

Maintenance can be categorized as preventive and responsive. Preventive maintenance means regularly checking or inspecting something to lessen the likelihood of its failing or break down unexpectedly. This includes checking or inspecting electric fixtures such as switches and plug points, electric motor, pump etc., sanitary fixtures such as taps and drain pipes. While responsive maintenance means a remedial action to resolve a break down or failure including choking in main sewer lines, desludging septic tanks, unavailability of water in case of municipal supply etc.

The maintenance of PT/CTs includes wide range of issues from a broken door latch to no water supply. The following tables briefly demonstrates the roles and responsibilities of the agency for maintenance of the facilities:

3.2.1 Maintenance of the Facility

Infrastructure Within the Facility

Task (caretaker)	Category	Frequency
Water Supply		
To get the water storage facility cleaned from the inside and outside	Preventive	At least once in six months
Inspect the operations of the electric motor and get it repaired in case of malfunction	Responsive	Inspect once in a month and repair as and when required
Sewerage		
To monitor the requirement of desludging the septic tank/soak pits (if available)	Responsive	As and when required
To clear choked drains by making use of de-clogging agents/powders (the use of acid should be avoided)	Responsive	As and when required

3.2.2 Maintenance of the Facility

Internal Elements of the Facility

Task (caretaker)	Category	Frequency
Electrical Fixtures		
Inspect all bulbs, tube lights, fans, hand dryers, switches, plugs, miniature circuit breaker (MCB) switch and any other electrical fittings in the facility and repair/ replace as needed.	Preventive	Once a month
Plumbing Fixtures		
Inspect all the toilet seats, urinals, wash basins, flush knobs, taps, faucets, showers, pipes and any other plumbing fixtures within the facility for leakage and smooth operation, and repair/ replace as needed.	Preventive	Once a month
Other Elements		
Inspect all the doors, windows, ventilators, latches, hooks and any other elements within the facility for smooth operation, and repair/replace as needed.	Preventive	Once a month
Inspect sanitary pad vending machines and re-stock as needed. Inspect sanitary pad incinerators and clear out the ash as needed as per the instructions of the manufacturer.	Preventive	Once a month

3.2.3 Maintenance of the Facility

External Elements of the Facility

Task (caretaker)	Category	Frequency
Report any visible damage in the internal/external walls/ceiling such as large cracks and breakages, damage in soak pits/septic tanks and damage in the drains leading to the facility	Responsive	As and when required
Maintain a barrier free access to the facility by not allowing any other activities at or close to the entrance of the facility	Responsive	As and when required
Inspect other external elements like landscaping, ramp/stairs at the entrance, painted walls and signages (if any) and inform the agency in case of requirement of renovation/replacement	Preventive	As and when required

3.3 Do's & Don'ts

Toilet cleaning activity poses a risk of violating the Prohibition of Employment as Manual Scavengers and their Rehabilitation Act, 2013, which clearly states that the human faecal matter should not be cleaned manually. Other than that, there are many activities which care-takers and cleaners should not do. Following table shows the list of do's and don'ts for the caretaker and cleaner

3.3.1 Do's & Don'ts for the Caretaker

Don'ts

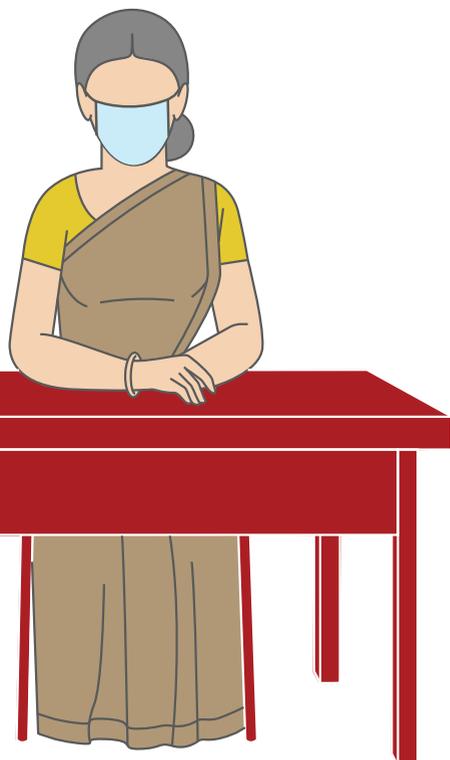
- ✗ Neither involve in manual cleaning of toilet nor allow anyone for the same, in case the faecal matter is present on the floor.
- ✗ Do not allow personal visitors inside toilet facility during operational hours.
- ✗ Do not enter inside female section when it is being used by any female users (in case of male caretaker only).
- ✗ Do not enter inside male section when it is being used by any male users (in case of female caretakers only).
- ✗ Do not indulge in fund mismanagement.
- ✗ Do not cause any damage to toilet facility.
- ✗ Do not allow documents such as cash book/stock register/vouchers etc., uniform and cleaning supplies to be taken outside toilet facility.
- ✗ Do not allow unauthorized or illegal activities inside the toilet or any activity which may discomfort the users. These could include consumption of alcohol, smoking, vending of products, unnecessary loitering, playing loud music, playing cards or other games etc.

3.3.1 Do's & Don'ts for the Caretaker

Do's

- ✓ Open the toilet facility on time.¹
- ✓ Collect user fees if the facility is operated on Pay and Use mode.
- ✓ Ensure/supervise thorough cleaning of toilet block which is conducted by the cleaner.
- ✓ Do spot cleaning, if required.
- ✓ Maintain a register of daily users and cash book.
- ✓ Fill receipt/payment vouchers and ensure their proper filing, with supportive bills.
- ✓ Be polite with users.
- ✓ Be properly dressed in uniform during operational hours.
- ✓ Be regular to the work and do not leave the toilet block unattended while on duty.
- ✓ Inspect the cleaning activity of the cleaner.
- ✓ Replace non-functional components (electrical) and cleaning supplies, in consultation with the agency.
- ✓ Keep an extra set of cleaning equipment and material in case of emergency.
- ✓ Replenish the consumables as and when required.
- ✓ Keep a check on the stock of cleaning supplies and maintain as per requirements list of equipment and supplies.
- ✓ Prevent disposal of garbage inside toilets and in open drains.
- ✓ Ensure periodic cleaning of septic tank (if available).
- ✓ Prevent and/ or remove unwanted markings or pictures in toilet facilities.
- ✓ Report any unlawful activity in/near facility to the agency.
- ✓ Manually register grievance in complaint register and report it to the ULB.
- ✓ Ensure security of facility property and consumables (like soap, mug, bucket).
- ✓ Inform the agency and the municipal official in case theft, burglary or vandalism happen in the toilet block.
- ✓ Any other responsibility, as given by the agency.

¹ Operational hours would be different across facilities based on the discretion of the respective wards.



3.3.2 Do's & Don'ts for the Cleaner

Don'ts

- ✗ Neither involve in manual cleaning of toilet nor allow anyone for the same, in case the faecal matter is present on the floor.

- ✗ Do not take out any sanitary supplies and uniform out of toilet facility.

- ✗ Do not throw or dispose garbage in toilet seats, septic tank, open drains and in open outside the toilet facility.

- ✗ Do not enter inside female section when it is being used by female users (in case of male caretaker only).

- ✗ Do not enter inside male section when it is being used by male users (in case of female caretakers only).

- ✗ Do not cause any damage to toilet facility.

3.3.2 Do's & Don'ts for the Cleaner

Do's

- ✓ Be polite with users.

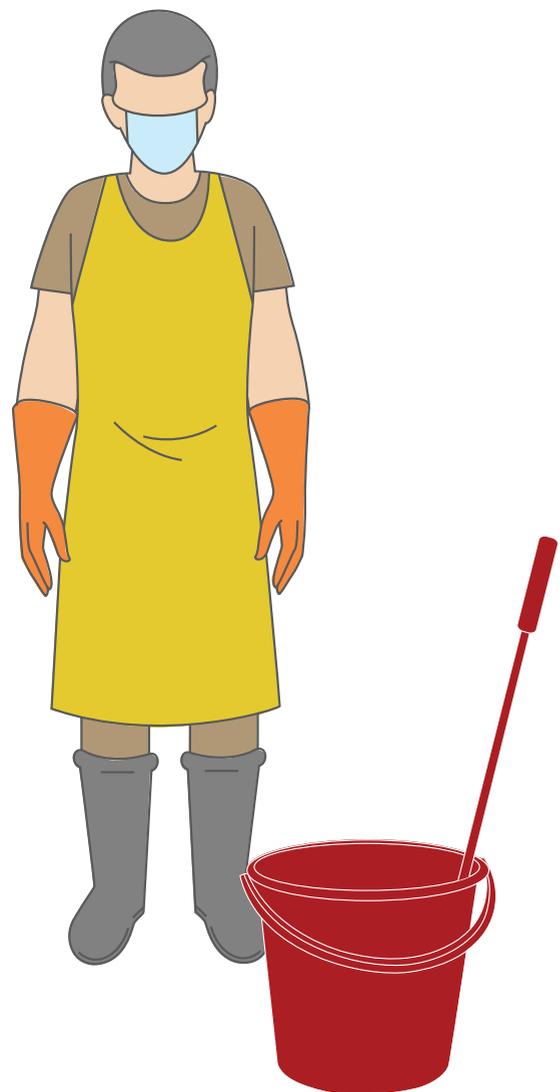
- ✓ Be properly dressed in uniform during operational hours.

- ✓ Be regular to the work.

- ✓ Do thorough cleaning of toilet facility every day, as per cleaning guidelines by making use of the equipment and supplies.

- ✓ Remove debris from toilet facility.

- ✓ Any other responsibility, as given by the agency.



3.4 Equipment & Supplies

Cleaning of toilet requires various equipment and supplies. These typically include safety gear for the cleaner, consumables (such as detergent and disinfectants) and other miscellaneous items for convenience. The caretaker should monitor the availability of all equipments and supplies and keep a check on those being used. The agency shall be responsible for providing all cleaning supplies based on the requirements mentioned in the following pages and as and when requested by the caretaker.

3.4.1 Equipment & Supplies (To be made available when required)

I. Safety Gear for Cleaners



These images are for representation only, and do not endorse any single product or brand.

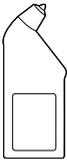
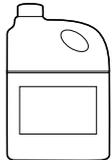
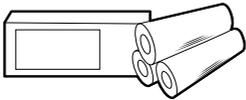
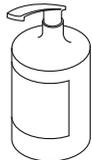
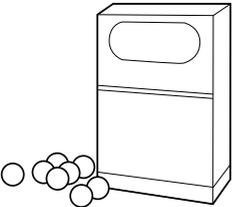
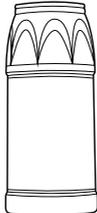
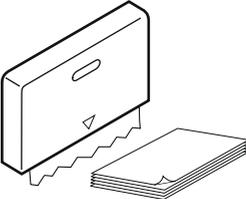
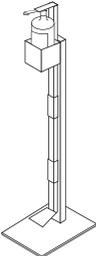
3.4.2 Equipment & Supplies (Replace at least once in six months)

2. Cleaner Equipment



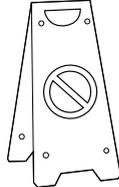
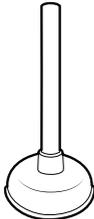
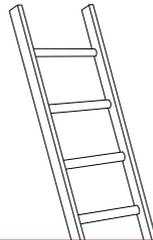
3.4.3 Equipment & Supplies (One set to be made available every fifteen days)

3. Cleaning Supplies & Consumables

<p>SANITARYWARE LIQUID CLEANING AGENT</p> 	<p>TILE CLEANING AGENT</p> 	<p>FLOOR CLEANING AGENT</p> 
<p>GLASS & MIRROR CLEANING LIQUID</p> 	<p>DISPOSABLE GARBAGE BAGS</p> 	<p>HAND WASHING SOAP / LIQUID</p> 
<p>NAPHTHALENE BALLS</p> 	<p>BAKING SODA</p> 	<p>PAPER NAPKIN</p> 
<p>FOOT OPERATED HAND SANITIZING</p> 		

3.4.4 Equipment & Supplies (Replace at least once in one month)

4. Other Equipment

<p>SIGN BOARDS / WARNING SIGNS</p> 	<p>CLEANING EQUIPMENT TROLLEY / TRAY</p> 	<p>ROOM FRESHNER (OPTIONAL)</p> 
<p>PLUNGER</p> 	<p>LADDER</p> 	

Annexures

Guidelines for preparation of 1% Sodium hypochlorite Solution

Product	Available chlorine	1 Percent
Sodium hypochlorite – liquid bleach	3.5%	1 part bleach to 2.5 parts water
Sodium hypochlorite – liquid	5%	1 part bleach to 4 parts water
NaDCC (sodium dichloroisocyanurate) powder	60%	17 grams to 1 litre water
NaDCC (1.5 g/ tablet) – tablets	60%	11 tablets to 1 litre water
Chloramine – powder	25%	80 g to 1 litre water
Bleaching powder	70%	7g to 1 litre water

Acronyms

CT	Community Toilet
ICMA	International City/County Management Association
IEC	Information, Education and Communication
O&M	Operation and Maintenance
PPE	Personal Protective Equipment
PT	Public Toilet
SBM	Swachh Bharat Mission
SOP	Standard Operating Procedure
ULB	Urban Local Body
UMC	Urban Management Centre
USAID	United States Agency for International Development
WC	Water Closet

Glossary

Community Toilet

Community toilets mean a shared facility provided by and for a group of residents or an entire settlement. Community toilet blocks are used primarily in low-income and/or informal settlements/ slums where space and/ or land are constraints in providing a household toilet. These are for more or less fixed user group.

Source: Guidelines for Swachh Bharat Mission, Dec 2014-Ministry of Urban Development, Govt. of India

Public Toilet

Public toilets are to be provided for floating population/general public in places such as markets, train stations train stations, tourist places, near office complexes, or other public areas where there are a considerable number of people passing by.

Source: Guidelines for Swachh Bharat Mission, Dec 2014-Ministry of Urban Development, Govt. of India

Standard Operating Procedure (SOP)

It is a detailed written instruction to achieve uniformity of the performance of a specific function. The purpose of SOP is to carry out the operations correctly and always in the same manner.

Source: <http://sop-standard-operating-procedure.com>

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