



Technical Audit of Public Conveniences Facilities in Ahmedabad

Training manual for surveyors

March 2013

Research

Urban Management Centre (UMC)



Submitted to:

Ahmedabad Municipal Corporation

About Urban Management Centre (UMC)

The Urban Management Centre (UMC) is a not-for-profit organization based in Ahmedabad, India. It works towards professionalizing urban management in India and worldwide. UMC provides technical assistance to local governments; supports programs that improve quality of life of citizens and builds capacity of governments. UMC specializes in the sectors of urban planning, water and sanitation, service delivery and management, energy, heritage and transportation. UMC is a legacy organisation of ICMA in the region.

Urban Management Centre

III Floor, AUDA Building,
Usmanpura Ashram Road, Ahmedabad, Gujarat
Tel: 91-79- 27546403/ 5303
Email: info@umcasia.org
Web: www.umcasia.org



TECHNICAL AUDIT OF PUBLIC CONVENIENCES IN AHMEDABAD

Training manual for surveyors

March 2013

**Submitted to:
Ahmedabad Municipal Corporation**



Contact Details:
Manvita Baradi,
Director, UMC
c/o ICMA, III Floor, AUDA Building, Usmanpura,
Ashram Road, Ahmedabad, Gujarat
Tel: 91-79-27546403/ 5303
Email: info@umcasia.org
Web: www.umcasia.org

1. GENERAL INFORMATION

Name of Surveyor	
Date of Survey	d.d/m.m/yyyy

1.1 The surveyor is supposed to fill in his/her full name in the blank provided along with the 'Name of the surveyor' and the date of conducting the survey. The name and date are to be filled before the start of the survey.

Unit ID no:	
Ward Name:	
Landmark:	
Address:	

1.2 This section is devised to capture in detail the location aspects of the Convenience. Appropriate questions need to be asked in local language to capture the needed information.

Unit ID no: WZ P 001

WZ	P	001
Zone Code	Type of Convenience	Three Digit Convenience Code

First two letters represents the zone name (**WZ**- West Zone, **CZ**- Central Zone, **NZ**- North Zone, **EZ**- East Zone, **SZ**- South Zone, **NWZ**- New West Zone) .Third letter represents the type of convenience (**P**- Pay & Use, **C**- Community / Public, **U**- Urinal). Last numerical value shows the number of the convenience).Enter complete postal address of the convenience, Ward name and near land mark if available.

1.3 Type of the facility:

Community Toilet- If the facility doesn't have any charge (free) and not operated by a PPP mode

Pay & Use: If the facility collects charges or operated by an Organisation/NGO

Urinals: If the convenience has only urinals

1.4 Details of caretaker

Name of the caretaker		
Phone number of the caretaker		
Does the facility have separate attendant and cleaner?	Yes	No
Monthly salary in INR	Attendant	Cleaner

Enter the name of the care taker and if available the phone number of Caretaker. A caretaker is a person employed to assist, guide, or provide a

service ensuring that toilet paper, soap, paper towels, and other necessary items are kept stocked. If there is a fee to use the washroom, it is collected by the caretaker and the cleaner is one who cleans the facilities. If the facility has separate attendant (caretaker) and cleaner then note the monthly salary of each.

Note: If possible find out that the caretaker is appointed by the organization or there is an outsourcing of job such as the caretaker resides some ware and he appoints him.

1.5 Location

Location (select multiple if applicable)	<input type="checkbox"/> Road Side	<input type="checkbox"/> Open space	<input type="checkbox"/> Slum/ chali
	<input type="checkbox"/> Market	<input type="checkbox"/> Institutional areas	<input type="checkbox"/> Public transit zones

The surveyor is expected to observe the surroundings and fill the necessary information.

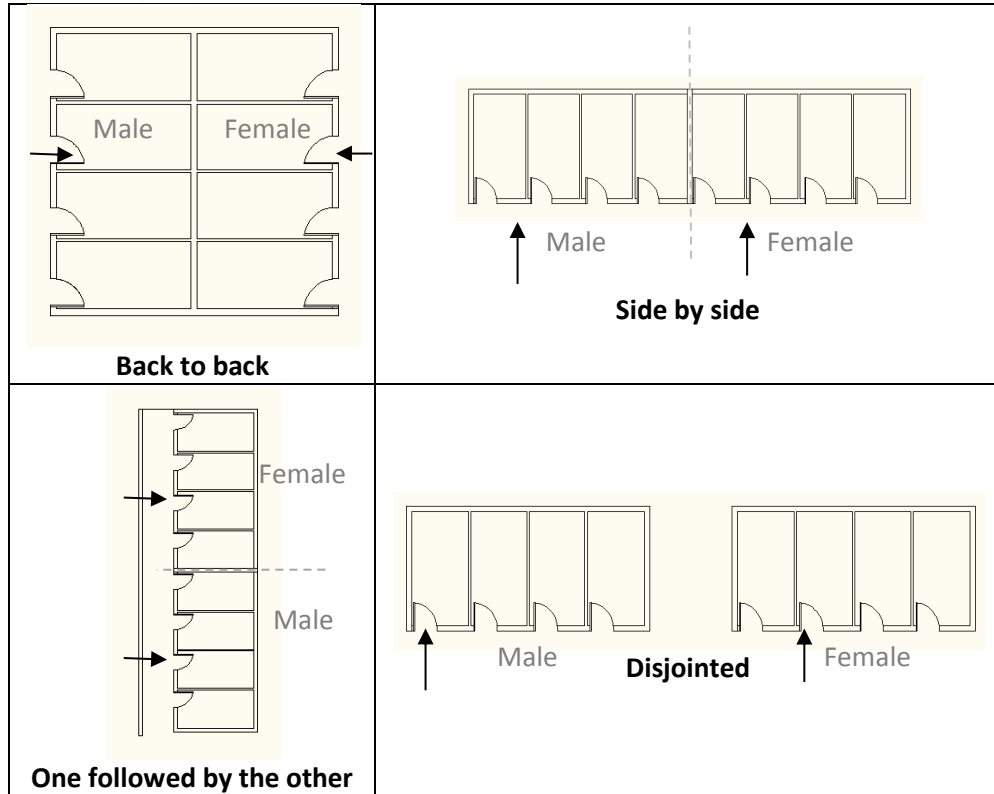
Tick multiple if the convenience is located at both the places (EX: if the convenience is located near the road side as well as a in a market place mark those two)

1.6 Is the facility accessible by wheel Chairs

	
Yes	No
If the structure has ramp and steps in a good condition then it is fully accessible	If the structure has steps without ramp or a ramp and steps without proper condition i.e., the ramp is very steep or in broken condition, obstructions such as dustbin etc., kept on ramp.







1.7 If the facility have separate sections for men and women the mark **Yes** or else **No**

1.8 Plan type of the Toilet(M/F)



2. QUALITATIVE ASSESSMENT

2.1 Over all condition of the building





		
 <p style="text-align: center;">Good</p>	 <p style="text-align: center;">Fair</p>	 <p style="text-align: center;">Bad</p>
<p>If the building is in good condition either it should be a newly constructed or it's neatly maintained like good wall paints, plaster is not chipping, door and</p>	<p>Buildings with good structure but the finishing is old and dirty or water leaks from one corner of the building etc.,</p>	<p>It is not neatly maintained like no wall paints, plaster is chipping, broken door and windows etc.,</p>

windows are in good condition etc.,		
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2.2 & 2.3 Overall cleanliness of toilet / seats, basins, other fixtures




		
 <p style="text-align: center;">Good</p>	 <p style="text-align: center;">Fair</p>	 <p style="text-align: center;">Bad</p>
<p>If the toilet seat, wall, floor and other fixtures are free from any stains, tobacco pan splitting etc., and it is clean enough</p>	<p>If the toilet seat has a little stains.</p>	

2.4 & 2.5 Ventilation and Day light

		
 <p style="text-align: center;">Good</p>	 <p style="text-align: center;">Fair</p>	 <p style="text-align: center;">Bad</p>

<p>If ventilators exists and are placed in a proper place by which day light enters in all cubical, common area(Corridors etc.,)</p>	<p>If ventilators exists and the day light enters in only some cubicles or if there is partial day light in the common area etc.,</p>	<p>If there is no facility of ventilation and if there is a compulsory need of electrical lighting then it is bad.</p>
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2.6 Functional & adequate electrical lighting

 <p align="center">Good</p>	 <p align="center">Fair</p>	 <p align="center">Bad</p>
<p>If there is a sufficient electrical lighting in every cubicle and in common places</p>	<p>If there is insufficient electrical lighting or if there was common electrical lighting for all cubicles</p>	<p>If there is no electrical lighting</p>

2.7, 2.8 Condition of doors and windows

  <p align="center">Good</p>	  <p align="center">Fair</p>	  <p align="center">Bad</p>
		<p>If the doors are broken or in the worse condition.</p>

2.9 Did the facility have stagnant water on the floor?

 <p style="text-align: center;">Yes</p>	<p>If there is no water on the floor mark No</p>
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2.10 If there exits bad odour in and around the facility mark **Yes** or else mark **No**

If the main access to the building unit clear of any obstructions mark **Yes**, if **No** mark the type of obstruction (Water logging, garbage, Stray Animals, Encroachment, Kutchha Road, etc.,)

2.13 If children are allowed to use the facility mark **Yes** or else **No**

2.14 to 2.18 If we observe open defecation/stray animals/garbage collection point/garbage littered/water logging in immediate surroundings mark **Yes** or else mark **No**

2.19 If we observe or get to know about any anti-social activities like consumption of alcohol, harassment of women etc., in the immediate surroundings mark **Yes** or else **No**

2.20 If other activities like tea/ pan stall, hawking be observed near to the convenience mark **Yes** or else **No**

3. INFRASTRUCTURE

3.1 Note the number of urinals, toilet seats, bathing units, wash basins, clothes washing facilities etc., available for male, female, children, and differently abled.

3.2 If all seats have a functional flush mark Yes or else No

3.3 If there a functional western toilet seat for men mark Yes or else No

3.4 If there a functional western toilet seat for women mark Yes or else No

3.5 If legible signage for user charges, timings, etc. displayed mark Yes and mark the language of signage or else No

 <p style="text-align: center;">Yes</p>	 <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th>અ.નં.</th> <th>વિગત</th> <th>વપરાશનો દર</th> </tr> </thead> <tbody> <tr> <td>૧</td> <td>સંડાલ</td> <td>૨.૦૦</td> </tr> <tr> <td>૨</td> <td>બાથરૂમ</td> <td>૩.૦૦</td> </tr> <tr> <td>૩</td> <td>બાથરૂમ મહિલાઓ માટે</td> <td>૩.૦૦</td> </tr> <tr> <td>૪</td> <td>કાર્ડ મશીન (રેશનકાર્ડ મુજબ)</td> <td>૨૦૦.૦૦</td> </tr> </tbody> </table> <p style="text-align: center;">૧૦ વર્ષથી નાના બાળકો અને મહિલાઓ માટે સંડાલનો વપરાશ વિનામુલ્યે છે.</p>	અ.નં.	વિગત	વપરાશનો દર	૧	સંડાલ	૨.૦૦	૨	બાથરૂમ	૩.૦૦	૩	બાથરૂમ મહિલાઓ માટે	૩.૦૦	૪	કાર્ડ મશીન (રેશનકાર્ડ મુજબ)	૨૦૦.૦૦
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3.6 Mark the source of water supply (Municipal Connection, Bore well, Tanker, No water)

3.7 Water Facility

a) If suppose one tap doesn't work properly, then mark non-functional tap with in the cubicle.
b) If all the taps are in working condition then mark functional tap with in the cubicle.



c)

Water to be fetched from storage within/outside building

d) If there is no water facility then mark **No Water facility**

3.8 Mark the method of waste water disposal (Municipal connection/Septic tank/Soap pit/In storm water drains/Open space/Water bodies.

3.9 Does the facility have a janitor's room/ cupboard/ storage/ shelf/ functional latch/ hanging clothes/ bags/ mirrors/ dustbin/ electrical plug points/ exhaust fans mark **Yes** or else **No**.

4. OPERATION AND MAINTENANCE

- 4.1 If the facility is operated 24x7 mark **Yes**, if **No** then write the opening and closing time
- 4.2 Responsibility to O & M the facility AMC, PPP or Local Community. If it is on PPP than write the name of the private agency responsible for O & M
- 4.3 Who cleans the facility AMC or PPP or Self Appointed or not maintained.
 - AMC:** Appointed by the government
 - PPP:** Maintained by the private organization or an NGO
 - Self Appointed:** 1) Appointed by the AMC nor an NGO,
2) Appointed by the Community or a person resides over there generates his/her own income
- 4.4 Who constructed the facility AMC, privatetrusts/NGO's, other govt. bodies or not known. If possible find the year of construction and the name of the organization.
- 4.5– 4.9 Fill the details of the care taker
- 4.10 If there a register of cleaning supplies and material Mark **Yes** or else **No**
- 4.11& 4.12 If there is a schedule for cleaning/maintenance of the building Mark **Yes** and note the number of times the facility is cleaned in a day or else **No**
- 4.13 Fill the details of the user charges (per use/Individual monthly pass/Household monthly pass)
- 4.14 Note the estimated number of users per day
- 4.15 Note the total average daily earning from user charges (in INR)
- 4.16 If there were commercial advertisements on the facility mark **Yes** or else **No**
- 4.17-4.20 If there were facilities like washing soap/liquid/sanitary cleaning liquids/powders/brooms/mops etc., mark **Yes** or else **No**.

Notes:

- If the facility does not have soaps, cleaning liquids, powders, brooms etc., Reason for not providing
- Does people are willing to pay as per the charge

5. COMMUNITY FEEDBACK

The following questions should be asked in the community who uses the convenience.

- 5.1 If children are allowed to use the facility mark **Yes** or else **No**
(Note: If it is free for children and the caretaker is collecting charges make a note.)
 - 5.2 If women feel safe to use the facility all the times mark **Yes** or else mark the reason (Exposure to men's urinals/toilets, fear of attendants cabin, Men at the main access, Past cases of harassment of women etc.,)
 - 5.3 If the facility is operated 24x7 mark **Yes**, if **No** then write the opening and closing time
- Notes on Operation and Maintenance:
- 5.4 Fill the details of the user charges (per use/Individual monthly pass/Household monthly pass)

5.5 Indicate the areas in need of urgent attention:

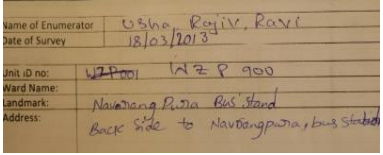




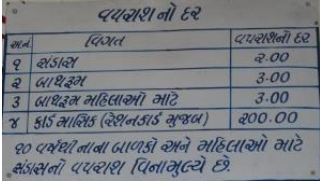


Cleanliness	
Payment	
Monthly pass not provided	
Water and light not adequate	
Safety for women	
Timing issues	
Location	

This section is devised to capture the areas in which people are feeling that action to be taken. Tick in the appropriate boxes (Tick multiple if applicable) based on the answers from the respondent.

Notes:

- Does the caretaker is collecting any extra amount?

Photographs to be taken:

<p>1. Unit ID no of the convenience</p> 	<p>2. Whole Building</p> 	<p>3. Main access of the building</p> 															
<p>4. Main Signage Board showing the name of the convenience and operator</p> 	<p>5. Photograph of care taker and his / her identity card if have</p> 	<p>6. Signage of user charges, timings, directional signage if displayed</p>  <table border="1"> <thead> <tr> <th>ક્રમ</th> <th>વિગત</th> <th>વપરાશનો દર</th> </tr> </thead> <tbody> <tr> <td>૧</td> <td>કોડસી</td> <td>૨.૦૦</td> </tr> <tr> <td>૨</td> <td>બાથરૂમ</td> <td>૩.૦૦</td> </tr> <tr> <td>૩</td> <td>બાથરૂમ મહિલાઓ માટે</td> <td>૩.૦૦</td> </tr> <tr> <td>૪</td> <td>ફાઇ માલિક (સ્ટેનડર્ડ સ્પષ્ટ)</td> <td>૨૦૦.૦૦</td> </tr> </tbody> </table> <p>૨૦ વર્ષથી નાના બાળકો અને મહિલાઓ માટે કોડસીનો વપરાશ વિનામુલ્યે છે.</p>	ક્રમ	વિગત	વપરાશનો દર	૧	કોડસી	૨.૦૦	૨	બાથરૂમ	૩.૦૦	૩	બાથરૂમ મહિલાઓ માટે	૩.૦૦	૪	ફાઇ માલિક (સ્ટેનડર્ડ સ્પષ્ટ)	૨૦૦.૦૦
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<p>7. Urinals, toilet seats, bathing units (hooks for hanging clothes), wash basins, mirrors, dust bins, plumbing fixtures(tap, flush, pipe line etc.) and common area</p> 																	
<p>8. Ventilation facilities in the building (exhaust fans/ ventilators) which covers the condition of day lighting</p> 																	



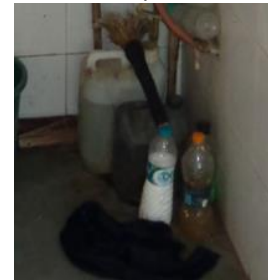
9. Cleanliness of the floor



10. Electrical lighting inside the building



11. Soaps, sanitary cleaning liquids, powders, brooms, mops etc.



12. Surroundings of the convenience



Stray animals
Water logging

Garbage dumped in/around surroundings

Garbage collection point/bin



Anti-social activities

Open defecation in/around

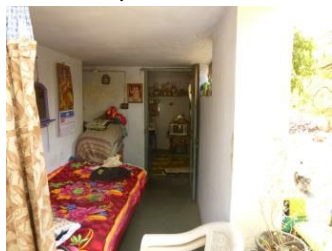
Other activities



13. Water supply



14. Janitor's room, storage room / shelf



15. Electrical plug points



16. Commercial advertisement facility



17. Photograph to be taken when interacting with the community

