



Enumerators' user manual for public conveniences survey

Capacity Building for Swachh Bharat Mission (Urban) – Sanitation Mapping Visakhapatnam



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- Part 1: Methodology Report on Primary Data Collection
- Part 2: Enumerators' user manual for open defecation spot survey
- Part 3: Enumerators' user manual for public conveniences survey
- Part 4: Facilitators' user manual for focussed group discussions



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Water & Sanitation for the Urban Poor Advisory



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Disclaimer

The scope of this training manual is to outline a methodology for primary surveys of open defecation spots and public/ community toilets in Visakhapatnam and conduct focussed group discussions in slums in proximity of identified open defecation spots. Photographs used in this manual are for representation and education only. Some photographs have been borrowed from other projects, also, of Urban Management Centre (UMC).

The document refers information collected during Urban Management Centre's (UMC) team's site visits, secondary information provided by the staff of various departments of the Greater Visakhapatnam Municipal Corporation (GVMC) and Water and Sanitation for the Urban Poor-Advisory (WSUP-A).

During the course of the study and report preparation we were provided with both written and verbal information. We also supplemented the study with hand drawn sketches and digital drawings. Nothing has come to our attention to cause us to believe that the data or maps provided by various sources are not true or not correct. We believe this information to be authentic and therefore have not conducted an independent audit of the same. No investigations of the title of tangible, and intangible assets has been made and matters of a legal nature relating to the title of the assets have not been considered.

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Acronyms and abbreviations

GoI	Government of India
GVMC	Greater Visakhapatnam Municipal Corporation
IHHL	Individual Household Latrine
IT	Information Technology
OD	Open Defecation
PPP	Public Private Partnership
SBM	Swachh Bharat Mission
SWM	Solid Waste Management
ULB	Urban Local Body
UMC	Urban Management Centre
WSUP-A	Water and Sanitation for the Urban Poor Advisory

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1. Background

The Swachh Bharat Mission (SBM) of the Government of India (GoI) has provided a thrust to sanitation related infrastructure provision and service delivery in all urban local bodies (ULB) of India. Under the SBM, ULBs are expected to achieve the objectives of SBM including

- Elimination of open defecation
- Eradication of manual scavenging
- Modern and Scientific Municipal Solid Waste Management
- To effect behavioural change regarding healthy sanitation practices
- Generate awareness about sanitation and its linkage with public health
- Capacity Augmentation for ULB's
- To create an enabling environment for private sector participation in Capex (capital expenditure) and Opex (operation and maintenance)

The SBM and respective state counterpart missions provide funds to ULBs for the following activities

1. Construction of new individual household latrines (IHHL) and conversion of existing insanitary IHHLs to sanitary toilets
2. Construction of community level toilets
3. Construction of public toilets (funding through PPP)
4. Providing end-to-end solid waste management (SWM) services

In order to effectively utilise and sustain the results of improved infrastructure and service delivery, it is important for the ULBs to maintain dynamic and reliable information of infrastructure provision under the SBM and O&M thereafter. In line with this approach, Greater Visakhapatnam Municipal Corporation (GVMC) and Water and Sanitation for the Urban Poor Advisory (WSUP-A) requested Urban Management Centre (UMC) to conduct a sanitation mapping for the city of Visakhapatnam to make it free of open defecation. This includes conducting primary surveys to identify hot spots and sanitation issues in the city. Surveys are envisaged to be conducted in/at:

- i. Open defecation spots
- ii. Public and community toilets
- iii. Slums around open defecation spots

This document is a training manual to ensure uniform and standard understanding of the survey questions and methodology to be adopted across all enumerators. The manual also contains instructions on the usage of mobile application 'UMC CityCollect'.

'UMC CityCollect' has been developed with the purpose of improving efficiency of surveys. It is an android based application for collection of data, survey and mapping. It is as a generic app which could be used by city managers and citizens for their activities and projects. The application, also allows an administrator to create new forms, create/delete users, validate individual entry and edit/overwrite entries filled by surveyors.

2. Conducting the Survey

This survey is at the heart of the strategy to identify the issues for open defecation in the city of Visakhapatnam and further will help devise strategies for making Vizag an OD-free city. Each interview conducted is a source of new information and hence should not be taken as a mechanical process.

The following guidelines will help you build rapport with a respondent and conduct a successful interview.

- a. Before you start the survey, ensure that the tablet has adequate battery to last through the survey.
- b. Make a list of all public/community conveniences with inputs from sanitary inspectors of respective wards. Also, locate the public/community convenience with assistance of sanitary inspectors
- c. Once the public/community convenience is located, observe the environs, whether the site is close to a slum or slum like settlement etc.
- d. Identify eligible respondents who would be able to provide you more information. Eligible respondents for this survey would be either community from neighbouring settlements who use the facility or the caretaker/attendant of the facility
- e. As an interviewer, your first responsibility is to establish a good rapport with the respondent. At the beginning of the interview, you and the respondent are strangers to each other. Introduce yourself and the purpose of the survey. If required, show them your identification card.
- f. If the respondent is hesitant about responding to the interview or asks what the data will be used for, explain that the information you collect will remain confidential, no individual names will be used for any purpose, and all information will be collated to write a report.
- g. You could further probe by asking a few neutral questions if you feel that the respondent is providing ambiguous answers. You could ask
 - "Can you explain a little more?"
 - "Could you please tell me again?"
 - "There is no hurry. Take a moment to think about it."
- h. Questions pertaining to women's needs are meant only for women respondents. Do not ask those questions while interviewing other respondents.
- i. Most of the questions here are multiple choice questions, you should never read out the answers to the respondents even if s/he has trouble answering
- j. Handling hesitant respondents: answering questions about their habits of sanitation could be difficult for a respondent. If the respondent seems shy or hesitant to respond, spend some time talking about things unrelated to the interview. For instance, you could talk to them about their native village, their occupation, IPL match, etc. If the respondent is giving irrelevant or elaborate answers, do not stop them abruptly or rudely, but listen to what they have to say. Then try to steer them gently back to the original question.
- k. If the respondent is reluctant or unwilling to answer a question, explain once again that a similar survey is happening across all wards of Visakhapatnam and that their Explanation will greatly benefit the GVMC to design a strategy for becoming a city which is free from open defecation and which will in time improve health of the city. If the respondent is still reluctant, write REFUSED next to the question.
- l. **Do not raise expectations:** You must not raise any false expectations of respondents that are beyond the scope of the survey. For instance, slum dwellers might ask for improvements in services, provision of individual household toilets, improve community toilets etc., you should inform them that while this survey will

help provide specific answers to GVMC, the appropriate officials from GVMC will take actions.

- m. **Language of the Interview:** once the eligible respondent is identified, evaluate whether the interview would be conducted in Telugu/Hindi/English.
- n. **Supplies and documents needed for fieldwork:** Before starting fieldwork each morning, confirm that :
 - The tablet is fully charged and carry the charger and battery pack
 - Assignment sheet is available in the list of projects assigned to you
 - Survey manual is available for ready reference
 - You have your ID card

3. General information

3.1. Steps to use the tablet

The device that has been provided for surveys would need to have latest version of the application 'UMC CityCollect'. Also, check that the device has adequate battery power to sustain the survey through the day. Following steps must be taken to improve performance of the device on field:

- Do not use this device for purposes other than survey;
- Do not install any other application than 'UMC CityCollect';
- Power off the device if not in use for prolonged periods in the day;
- Turn off Bluetooth and Wi-Fi when not in use;
- Turn off GPS location service, whenever not on field;
- Also turn off synchronisation to save power;
- Do not leave apps running in the background;
- Use power saver mode on the device, and turn off 'vibrate alert'

3.2. Steps to access the app

Ask administrator to install latest version of the application. You would also need a user-id and a password to access the application. These credentials must be used to log into the application and access the projects assigned for surveys.

Launch the application on the device and log in. Select the project assigned for survey and begin recording the data.

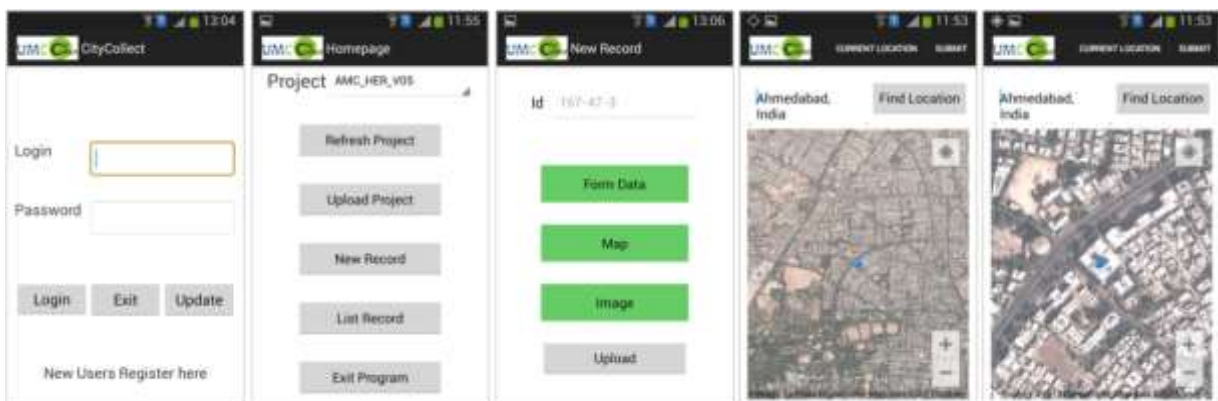


Figure 1 Interface of UMC CityCollect android application

4. Explanation of the questionnaire

This questionnaire requires information based on both visual observation and reports by caretaker/attendant, or users. Therefore some of the questions pertaining to general information about the facility may be answered beforehand in each case and rest of the details sought from caretaker/attendant.

Serial	Questions				
1	<table border="1"> <tr> <td>1.1 Name of Surveyor</td> <td></td> </tr> <tr> <td>1.2 Date of Survey</td> <td>dd / mm / yyyy</td> </tr> </table>	1.1 Name of Surveyor		1.2 Date of Survey	dd / mm / yyyy
1.1 Name of Surveyor					
1.2 Date of Survey	dd / mm / yyyy				

Explanation:

The surveyor is supposed to fill in his/her full name, and date in the space provided next to their respective fields.

2	<table border="1"> <tr> <td>2.1 Unit ID no:</td> <td></td> </tr> <tr> <td>2.2 Ward Name:</td> <td></td> </tr> <tr> <td>2.3 Landmark:</td> <td></td> </tr> <tr> <td>2.4 Address:</td> <td></td> </tr> </table>	2.1 Unit ID no:		2.2 Ward Name:		2.3 Landmark:		2.4 Address:	
2.1 Unit ID no:									
2.2 Ward Name:									
2.3 Landmark:									
2.4 Address:									

Explanation:

2.1 Create a unit ID that contains initials of the type of facility followed by the ward number prefixed with a zero, and further by the sequence of survey number.

eq. CT 009 12 consists of three different pieces of information.

Serial	Questions
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1. 'CT' signifies the type of toilet, which stands for 'community toilet' here
 - a. PT stands for 'public toilets'
 - b. U stands for 'urinals', where a toilet block has urinals only
2. '009' signifies the ward number corresponding to the ward where the toilet block is located;
3. '12' signifies the sequence in which toilet blocks are located in a given ward

Enter the landmark and address details. Surveyor should ask the operator of the facility or users to indicate popularly known landmark near the facility.

3	2.5 Type of Facility (tick)	<input type="checkbox"/> Community Toilet	<input type="checkbox"/> Public Toilet	<input type="checkbox"/> Urinal Only
	2.6 Mode of operation	<input type="checkbox"/> Free to use	<input type="checkbox"/> Pay & Use	<input type="checkbox"/> Allotted to HHs

Explanation:

Question 2.5

Community Toilet: If a facility is constructed exclusively for the purposes of a community, then it is called a community toilet.

- 'Community' here may imply any group of people living in a settlement, to which this facility may be designated for use.

Public Toilet: If a facility is constructed exclusively for the purposes of floating population, then it is called a public toilet.

Urinals only: If a facility has urinals only, check the option 'urinal only'.

Question 2.6

Free to use: Such facilities are operated without charging any fees from users.

Pay and Use: Users must pay fixed designated charges for each use of the facility.

Allotted to HHs: Some facilities may be operated in such a way that each unit inside the facility is allotted to different groups of HHs from the community.

- These HHs are solely responsible for operation and maintenance of units designated exclusively for their uses.

Serial	Questions		
4	2.7 Is the facility still functional	Yes	No
	2.8 Name of the caretaker		
	2.9 Phone number of the caretaker		
	2.10 Does the facility have separate caretaker and cleaner?	Yes	No
	2.11 Monthly salary in INR	Caretaker	Cleaner

Explanation:

'Functional facility': If the facility has public/community convenience has usable facilities (refer: **Serial 7**), and is in use, then it is called a functional facility.

Caretaker: A caretaker is a person employed to assist, guide, or provide the services of ensuring that toilet paper, soap, paper towels and other necessary items are kept stocked, and is the overall caretaker of the facility. If there is a fee to use the washroom, it is collected by the caretaker.

Cleaner: A cleaner is a person who cleans the facility and in many cases may be different than the caretaker. If the facility has separate caretaker/ attendant and cleaner, then note the monthly salary of each.

5	2.12 Location (select multiple if applicable)	<input type="checkbox"/> Road Side	<input type="checkbox"/> Open space	<input type="checkbox"/> Slum
		<input type="checkbox"/> Market	<input type="checkbox"/> Institutional areas	<input type="checkbox"/> Public transit zones
		<input type="checkbox"/> Beach	<input type="checkbox"/> Port Area	<input type="checkbox"/>



Explanation:

The surveyor is expected to observe the surroundings and fill the necessary information. Check multiple options if there it is located in the vicinity of more than one types of places. (eq.: if the convenience is located near the road side as well as in a market place mark those two)

Serial	Questions			
6	2.13 Is the facility accessible by wheel chairs?		<input type="checkbox"/> Yes	<input type="checkbox"/> No
	2.14 Does the facility have separate sections for men and women?		<input type="checkbox"/> Yes	<input type="checkbox"/> No
	2.15 Plan type of the toilet (M/F)	<input type="checkbox"/> Back to back	<input type="checkbox"/> Side by side	<input type="checkbox"/> One followed by the other
	<input type="checkbox"/> Others			

Explanation:

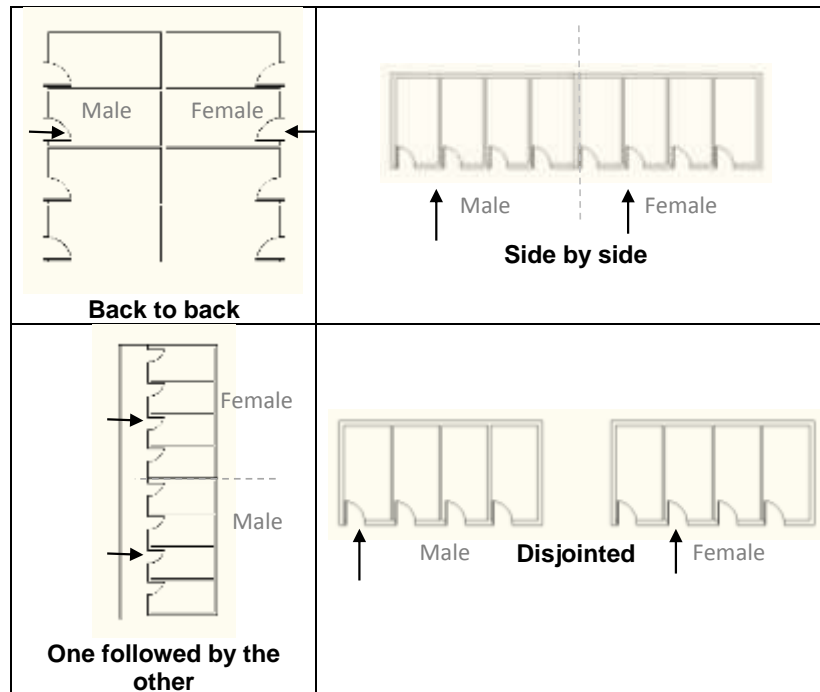
Question 2.13: Refer the following pictures to assess accessibility of the facility for the differently-abled.

Serial	Questions
 <p data-bbox="741 962 797 991">Yes</p>	 <p data-bbox="1603 962 1659 991">No</p>
<p data-bbox="349 1038 1122 1150">If the structure has ramp and steps in a good condition and easily accessible for a person on wheel chair to access the toilets, then it is fully accessible</p>	<p data-bbox="1220 1038 2018 1150">If the structure has steps without ramp or a ramp with a steep slope or ramp is broken or has obstructions such as dustbins/columns etc., kept on ramp.</p>

Serial	Questions
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Questions 2.14 and 2.15:

Refer the plans here to select appropriate options.



Serial	Questions			
7		Good	Fair	Bad
	3.1 Overall condition of the building			
	3.2 Overall Cleanliness of toilet			
	3.3 Cleanliness of seats, basins, other fixtures			
	3.4 Ventilation			
	3.5 Day light			
	3.6 Functional electrical lighting			
	3.7 Condition of Doors			
	3.8 Condition of Windows			

Explanation:

This assessment will be based on visual observation based on following criteria (refer illustrative photographs following the explanation here, for clarity):

Question 3.1:

If the building is neatly maintained and windows are in good condition etc., check 'Good'.

If the building has good structure but, is dirty from dust, stains of hard-water, rust, algal growth on walls, etc., check 'Fair'.

If the building is in dilapidated (structurally un-safe, or irreparable) condition, check 'Bad'.

Question 3.2:

If the toilet seat, wall, floor and other fixtures are free from any stains, check 'Good'.

If there are some stains on the toilet seat, check 'Fair'.

If the toilet seat is discoloured due to stains, check 'Bad'.

Question 3.4:

If the building is well-ventilated (absence of stench) and has good amount of day-light inside, check 'Good'.

Serial	Questions
	<p>If the building is well-ventilated and well-lit, check 'Fair'. If there is no ventilation or day-lighting inside the building, check 'Bad'.</p>
	<p>Question 3.6: Check whether the electrical fixtures are in working condition, by switching them on. If every cubicle and common places are well-lit with working electrical lights, check 'Good'. If there is insufficient lighting or common electrical lighting between cubicles, check 'Fair'. If there is no electrical lighting, check 'Bad'.</p>

Serial	Questions
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Overall condition of the building:

		
 <p data-bbox="353 1168 436 1200">Good</p>	 <p data-bbox="913 1168 974 1200">Fair</p>	 <p data-bbox="1512 1168 1572 1200">Bad</p>




Serial	Questions
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Overall cleanliness of toilet:






Serial	Questions
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Ventilation and Day-light:

 <p data-bbox="385 959 470 991">Good</p>	 <p data-bbox="940 959 1003 991">Fair</p>	 <p data-bbox="1713 959 1776 991">Bad</p>
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Serial	Questions	
Condition of doors and windows:		
 <p data-bbox="398 874 479 906">Good</p>	 <p data-bbox="927 874 987 906">Fair</p>	 <p data-bbox="1491 874 1552 906">Bad</p>

Serial	Questions	
 <p data-bbox="398 1002 479 1031">Good</p>	 <p data-bbox="927 1002 987 1031">Fair</p>	 <p data-bbox="1491 991 1552 1019">Bad</p>

Serial	Questions			
8	4.1 Did the facility have stagnant water on the floor?		<input type="checkbox"/> Yes <input type="checkbox"/> No	
	4.2 Is there bad odour in and around the facility?		<input type="checkbox"/> Yes <input type="checkbox"/> No	
	4.3 Is the main access to the building unit clear of any obstructions		<input type="checkbox"/> Yes <input type="checkbox"/> No	
	4.4 If no, then select the type of obstruction (select multiple options if applicable)	<input type="checkbox"/> Water Logging	<input type="checkbox"/> Garbage	<input type="checkbox"/> Stray Animals
		<input type="checkbox"/> Encroachment	<input type="checkbox"/> Kutcha Road	<input type="checkbox"/>
	4.5 Are children allowed to use the facility?		<input type="checkbox"/> Yes <input type="checkbox"/> No	

Explanation:

This assessment will be based on visual observation.

Check, and also ask the caretaker about the obstructions in the entrance of facility. Entrance maybe blocked by either, accumulation and stagnation of water (storm water or sewage overflow), or solid waste dump, or stray animals, or encroached upon, etc. (Check multiple options if applicable).

9	5 Condition of Immediate surroundings		
	5.1 Can open defecation be observed in/ around the facility?		<input type="checkbox"/> Yes <input type="checkbox"/> No
	5.2 Can stray animals be observed in/ around the facility?		<input type="checkbox"/> Yes <input type="checkbox"/> No
	5.3 Does the facility have garbage collection point/bin in immediate vicinity?		<input type="checkbox"/> Yes <input type="checkbox"/> No
	5.4 Is garbage littered?		<input type="checkbox"/> Yes <input type="checkbox"/> No
	5.5 Can water logging be observed?		<input type="checkbox"/> Yes <input type="checkbox"/> No
	5.6 Can traces of anti-social activities be observed?		<input type="checkbox"/> Yes <input type="checkbox"/> No
	5.7 Can other activities like tea/ pan stall, hawking be observed?		<input type="checkbox"/> Yes <input type="checkbox"/> No

Serial	Questions
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Explanation:

This assessment will be based on visual observation. Refer heading 6.1 in the Annexure.

10		Male	Female	Children	Differently Abled
	Number of provisions				
	6.1 Urinals				
	6.2 Toilet Seat				
	6.3 Bathing Unit				
	6.4 Washbasin				
	6.5 Clothes Washing Facility				
	6.6 Others				
	6.7 Others				

Explanation:

Count the number of each type of facility corresponding to each type of user in the building, and record their quantity in the form.

11	7.1 Do all seats have a functional flush?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
	7.2 Is there a functional western toilet seat for men?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
	7.3 Is a grab bar/ rail available in atleast one toilet cubicle for men?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
	7.4 Is there a functional western toilet seat for women?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
	7.5 Is a grab bar/ rail available in atleast one toilet cubicle for women?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
	7.6 Is legible signage for user charges, timings, etc. displayed?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
	7.7 If yes, language of signage	<input type="checkbox"/> Telugu	<input type="checkbox"/> Hindi
		<input type="checkbox"/> English	

Serial	Questions
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Explanation:

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

Check relevant options for each case in respective fields; based on observation of the surveyor (check multiple options if applicable).

Questions 7.6 and 7.7:

If the facility has legible and appropriate signage (refer below), check 'Yes'.





Serial	Questions				
12	8.1 Source of water supply	<input type="checkbox"/> Municipal Connection	<input type="checkbox"/> Borewell	<input type="checkbox"/> Tanker	<input type="checkbox"/> No water
	8.2 Water Facility	<input type="checkbox"/> Non-functional tap within cubicle		<input type="checkbox"/> Functional tap within cubicle	
		<input type="checkbox"/> Water to be fetched from storage tank outside cubicles		<input type="checkbox"/> No water facility	
8.3 Method of waste water disposal	<input type="checkbox"/> Municipal Sewer Connection	<input type="checkbox"/> Septic Tank/ Soak pit	<input type="checkbox"/> In Storm Water Drains	<input type="checkbox"/> Open Space/ Water Bodies	

Explanation:

Question 8.1: Check relevant options; based on observation of the surveyor (check multiple options if applicable).

Question 8.2: Check relevant options; based on observation of the surveyor.

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

Serial	Questions
<p>c) </p> <p>Water to be fetched from storage within/outside building</p>	
<p>d) If there is no water facility then mark No Water facility</p>	

Question 8.3: Check relevant options based on responses of the caretaker, cleaner, or users (check multiple options if applicable).

Serial	Questions		
13	9.1 Does the facility have a caretaker's room/ cupboard/ storage/ shelf?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
	9.2 Does the cubicle door have functional latch?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
	9.3 Does the cubicle have hooks for hanging clothes/ bags?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
	9.4 Does the facility have mirrors?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
	9.5 Is a dustbin available in the facility?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
	9.6 Does the facility have electrical plug points for users?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
	9.7 Does the facility have exhaust fans/ systems?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
	9.8 Does the facility have disposal bin/ incinerator for sanitary napkins?	<input type="checkbox"/> Yes	<input type="checkbox"/> No

Explanation:

This information may not always be ascertainable without assistance. It may be available from users or caretaker on the site, or from ULB officials (check multiple options if applicable).

Serial	Questions						
14	10. Is the facility operational 24x7?					<input type="checkbox"/> Yes	<input type="checkbox"/> No
	10.a. If no, then		Opening time: hh:mm		Closing time: hh:mm		
	10.b. Whose responsibility is it to operate & maintain the facility?		<input type="checkbox"/> GVMC staff	<input type="checkbox"/> GVMC appointed Private contractor	<input type="checkbox"/> On PPP	<input type="checkbox"/> Local community / self appointed	
	10.c. If on private contractor or PPP, name of the agency					
	10.f. Who constructed the facility?		<input type="checkbox"/> GVMC	<input type="checkbox"/> Port Trust	<input type="checkbox"/> Private trusts/ NGOs	<input type="checkbox"/> Other Govt. bodies	<input type="checkbox"/> Not known
	10.g. If not private trust/ NGO, then name of the organization						

Explanation:

Check relevant options for respective fields; based on observation by the surveyor.

GVMC staff: If the Municipal Corporation is directly maintaining the facility through its own staff

GVMC appointed Private contractor: If the agency that is maintaining the facility is private and maintaining the facility through a service contract with the GVMC.

PPP: If an agency has partnered with the GVMC for construction, operation, and maintenance of a public/community toilets, check this option.

Serial	Questions
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Local Community: If the resident community that uses the community toilet also cleans and maintains the facility.

Self-appointed: If, for a community toilet, the operation and maintenance of the facility may have been out-sourced by the members of the community to an individual or an agency, then check self-appointed.

15	10.2 If yes, does the care taker reside in the same building?		<input type="checkbox"/> Yes	<input type="checkbox"/> No
	10.2.1 What is the gender of the attendant?		<input type="checkbox"/> M	<input type="checkbox"/> F
	10.2.2 Was the attendant wearing uniform?		<input type="checkbox"/> Yes	<input type="checkbox"/> No
	10.2.3 Was the attendant carrying an identity card?		<input type="checkbox"/> Yes	<input type="checkbox"/> No
	10.2.4 Is there a register of cleaning supplies and material?		<input type="checkbox"/> Yes	<input type="checkbox"/> No
	10.2.5 Is there a schedule for cleaning/maintaining the building?		<input type="checkbox"/> Yes	<input type="checkbox"/> No
	10.2.6 Number of times the facility is cleaned in a day			
	10.2.7 Method of Cleaning the public toilets by GVMC		<input type="checkbox"/> Nuisance Tanker	<input type="checkbox"/> Safai (Beat) Kamdar

Explanation:

Seek answers to above questions from the caretaker or users (check multiple options if applicable).

There are many different models of constructing, operating, and maintaining public or community toilet facilities, which may involve:

Nuisance tanker: It is basically a water jetting machine mounted on a vehicle, with a water tank; for the purpose of cleaning public conveniences or nuisance spots (OD spots, sewage overflows, etc.).

Many a times, the agency that is actually cleaning and maintaining the facility might be different from the agency that is contracted to clean.

Serial	Questions			
16	Pricing/ User charges	Per use	Monthly pass (Individual)	Monthly pass (Household)
	11.1 Urinal for men			
	11.2 Urinal for women			
	11.3 Toilet for men			
	11.4 Toilet for women			
	11.5 Bathing for men			
	11.6 Bathing for women			
	11.7 Washing clothes for men			
	11.8 Washing clothes for women			
	11.9 Use by children			

Explanation:

Information on charges must be clearly written down and displayed in the facility, if it is operated in pay and use mode.

OR

Seek answers to above questions from the caretaker.

Monthly Pass: A monthly prepaid/postpaid subscription may be taken by users of a community toilet. Such subscription may be available for usage of different facilities of the toilet separately or combined.

- Also, the monthly pass may be issued to individuals or families/households.

Serial	Questions		
17	12.1 Is there a method to record number of users?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
	12.2 Number of users per day (estimate in case records are not maintained)		
	12.3 Total average daily earning from user charges (in INR)		
	12.4 Are there commercial advertisements on the facility for revenue generation?	<input type="checkbox"/> Yes	<input type="checkbox"/> No

Explanation:

Examine the records of users, if they are maintained, or seek advice of the caretaker to estimate the number of visitors per day. Based on records or the estimate, rough information on the total average daily revenue may be derived. Check appropriate option for revenue from commercial advertisement.

18	13.1 Does the facility have hand washing soap/ liquid?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
	13.2 Does the facility have sanitary cleaning liquids, powders, etc.?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
	13.3 Does the facility have appropriate brooms?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
	13.4 Does the facility have appropriate mops?	<input type="checkbox"/> Yes	<input type="checkbox"/> No

Explanation:

Seek answers to above questions from the caretaker or users.

Note: If such materials are not available, ask for reasons of not having these provisions.

Serial	Questions					
19	14 Is community available for feedback				<input type="checkbox"/> Yes	<input type="checkbox"/> No
	14.1 Are children allowed to use the facility?				<input type="checkbox"/> Yes	<input type="checkbox"/> No
	14.2 Do women feel safe using the facility at all times?				<input type="checkbox"/> Yes	<input type="checkbox"/> No
	14.3 If no, then reason:	<input type="checkbox"/> Exposure to men's urinals/toilets	<input type="checkbox"/> Fear of attendant's cabin	<input type="checkbox"/> Men at the main access	<input type="checkbox"/> Past cases of harassment of women	
		<input type="checkbox"/> Others (specify):				
	14.4 Is the facility operational 24x7?				<input type="checkbox"/> Yes	<input type="checkbox"/> No
14.5 If no, then		Opening time: hh:mm	Closing time: hh:mm			

Explanation:

Seek answers to **Questions 14.2 and 14.3** from women users (check multiple options if applicable).

Serial	Questions			
20	Pricing/ User charges	Per use	Monthly pass (Individual)	Monthly pass (Household)
	15.1 Urinal for men			
	15.2 Urinal for women			
	15.3 Toilet for men			
	15.4 Toilet for women			
	15.5 Bathing for men			
	15.6 Bathing for women			
	15.7 Washing clothes for men			
	15.8 Washing clothes for women			
	15.9 Use by children			

Explanation:

Seek answers to above questions from users.

Serial	Questions		
21	16.1 Percentage of households with individual toilets in slum		
	16.2 Are you aware of community or pay & use facility in the vicinity?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
	16.3 Do you use the facility?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
	16.4 Are monthly passes provided for pay& use toilets?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
	16.5 If no, why not?		

Explanation:

Question 16.1: It may be difficult for an individual to estimate the proportion of households in the slum that have individual toilets. However, some help from other members of the community may help the respondent to give an informed response.

Question 16.2: This question must not sound as a rhetorical question. The interviewer must sound genuinely curious to obtain a genuine response. Also, the respondent will respond in the affirmative only, if the question sounds a prompt that there is a toilet facility in the vicinity.

22	17 Indicate the areas in need of urgent attention (please tick, multiple options allowed):			
	Cleanliness		Light not adequate	
	Payment/ User Charges		Safety for women	
	Monthly pass not provided		Timing issues	
	Water not adequate		Location	

Explanation:

This question is devised to identify issues that need attention. Ask trigger questions such as:

Are you satisfied with the maintenance of the facility?

Would you want anything to change about the facility?

Check appropriate boxes (Check multiple if applicable) based on the answers from the respondent.

5. Annexure

This sections explains the kind of photographs to be taken for documenting the facility. Carefully observe the interiors of the facility, its exteriors and surroundings. These photographs do not necessarily mean that adequate information has been captured; any location specific information also must be captured.

5.1. Samples of photo-documenting the facility

Type	Photographs
Building	 A photograph showing the exterior of a public convenience building. The building has a white facade with a central entrance and two side wings. The entrance is marked with a sign that reads "DELUXE PAY & USE TOILET". Above the entrance, there is a larger sign that says "PUBLIC CONVENIENCES PAY AND USE" in English and Telugu. The building is flanked by two red brick pillars. A green and yellow metal fence is in the foreground. A person is visible near the entrance.

Entrance to the facility



Type

Photographs




Type	Photographs
<p>Photograph of the care taker</p>	 A photograph of a middle-aged man with a mustache, wearing a grey short-sleeved button-down shirt. He is holding a small white card in his right hand, showing it towards the camera. The background is slightly out of focus, showing a stone wall and some greenery. The lighting is bright, suggesting an outdoor setting.

Type	Photographs
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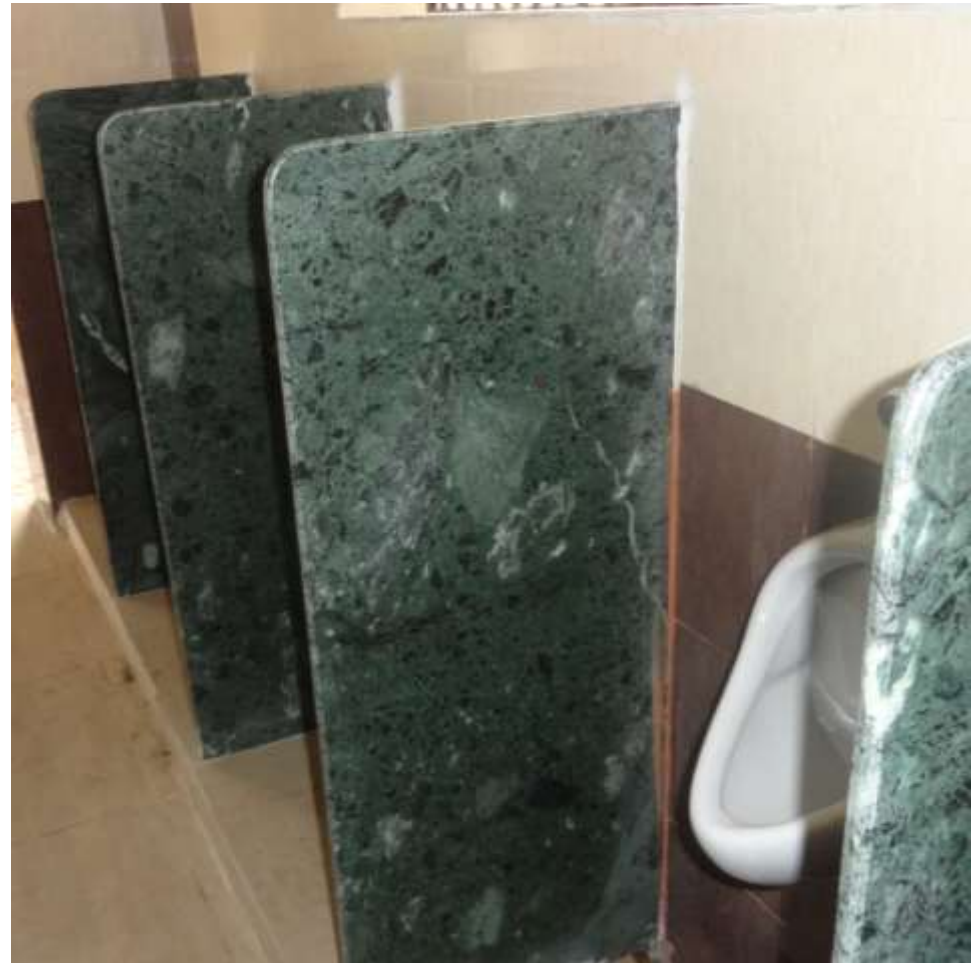
Signages



Type	Photographs
Board showing name of the facility and the operator	

Type	Photographs	
<p>Facilities available</p> <p>Wash basins</p> <p>Toilets</p> <p>Child-friendly toilets</p> <p>Urinals</p> <p>Mirrors</p>		

Type	Photographs
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Type	Photographs
------	-------------



Type	Photographs
------	-------------



Water logging



Type	Photographs
	

Type

Photographs

Surrounding area



Type

Photographs



Type	Photographs
Water supply	 <p>The photographs illustrate various water supply methods:</p> <ul style="list-style-type: none">Top-left: A well with a stone floor and a concrete cover, with two metal buckets nearby.Top-right: A door leading to a water tap or well, with a blue bucket on the floor.Bottom-left: A well with a concrete structure and a metal pipe leading to a tap.Bottom-right: A large black water tank mounted on a concrete structure, likely a roof, with a hand pump mechanism.

Type

Photographs

**Caretaker's
room**



Type

Photographs

Community
interview



5.2. Survey Questionnaire

General Information

1.1 Name of Surveyor			
1.2 Date of Survey	dd / mm / yyyy		
2.1 Unit ID no:			
2.2 Ward Name:			
2.3 Landmark:			
2.4 Address:			
2.5 Type of Facility (tick)	<input type="checkbox"/> Community Toilet	<input type="checkbox"/> Public Toilet	<input type="checkbox"/> Urinal Only
2.6 Mode of operation	<input type="checkbox"/> Free to use	<input type="checkbox"/> Pay & Use	<input type="checkbox"/> Allotted to HHs
2.7 Is the facility still functional	Yes	No	
2.8 Name of the caretaker			
2.9 Phone number of the caretaker			
2.10 Does the facility have separate caretaker and cleaner?	Yes	No	
2.11 Monthly salary in INR	Caretaker	Cleaner	
2.12 Location (select multiple if applicable)	<input type="checkbox"/> Road Side	<input type="checkbox"/> Open space	<input type="checkbox"/> Slum
	<input type="checkbox"/> Market	<input type="checkbox"/> Institutional areas	<input type="checkbox"/> Public transit zones
	<input type="checkbox"/> Beach	<input type="checkbox"/> Port Area	<input type="checkbox"/>
2.13 Is the facility accessible by wheel chairs?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
2.14 Does the facility have separate sections for men and women?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
2.15 Plan type of the toilet (M/F)	<input type="checkbox"/> Back to back	<input type="checkbox"/> Side by side	<input type="checkbox"/> One followed by the other
	<input type="checkbox"/> Disjointed		
	<input type="checkbox"/> Others		

Qualitative Assessment

	Good	Fair	Bad
3.1 Overall condition of the building			
3.2 Overall Cleanliness of toilet			
3.3 Cleanliness of seats, basins, other fixtures			
3.4 Ventilation			

3.5 Day light			
3.6 Functional electrical lighting			
3.7 Condition of Doors			
3.8 Condition of Windows			

4.1 Did the facility have stagnant water on the floor?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
4.2 Is there bad odour in and around the facility?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
4.3 Is the main access to the building unit clear of any obstructions	<input type="checkbox"/> Yes	<input type="checkbox"/> No
4.4 If no, then select the type of obstruction (select multiple options if applicable)	<input type="checkbox"/> Water Logging	<input type="checkbox"/> Garbage
	<input type="checkbox"/> Encroachment	<input type="checkbox"/> Kutcha Road
	<input type="checkbox"/> Stray Animals	<input type="checkbox"/>
4.5 Are children allowed to use the facility?	<input type="checkbox"/> Yes	<input type="checkbox"/> No

5 Condition of Immediate surroundings

5.1 Can open defecation be observed in/ around the facility?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
5.2 Can stray animals be observed in/ around the facility?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
5.3 Does the facility have garbage collection point/bin in immediate vicinity?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
5.4 Is garbage littered?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
5.5 Can water logging be observed?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
5.6 Can traces of anti-social activities be observed?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
5.7 Can other activities like tea/ pan stall, hawking be observed?	<input type="checkbox"/> Yes	<input type="checkbox"/> No

Notes on quality of the facility:	
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Infrastructure

Number of provisions	Male	Female	Children	Differently Abled
6.1 Urinals				
6.2 Toilet Seat				
6.3 Bathing Unit				
6.4 Washbasin				
6.5 Clothes Washing Facility				
6.6 Others				
.....				

6.7 Others				
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7.1 Do all seats have a functional flush?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
7.2 Is there a functional western toilet seat for men?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
7.3 Is a grab bar/ rail available in atleast one toilet cubicle for men?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
7.4 Is there a functional western toilet seat for women?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
7.5 Is a grab bar/ rail available in atleast one toilet cubicle for women?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
7.6 Is legible signage for user charges, timings, etc. displayed?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
7.7 If yes, language of signage	<input type="checkbox"/> Telugu	<input type="checkbox"/> Hindi	<input type="checkbox"/> English

8.1 Source of water supply	<input type="checkbox"/> Municipal Connection	<input type="checkbox"/> Borewell	<input type="checkbox"/> Tanker	<input type="checkbox"/> No water
8.2 Water Facility	<input type="checkbox"/> Non-functional tap within cubicle	<input type="checkbox"/> Functional tap within cubicle		
	<input type="checkbox"/> Water to be fetched from storage tank outside cubicles	<input type="checkbox"/> No water facility		
8.3 Method of waste water disposal	<input type="checkbox"/> Municipal Sewer Connection	<input type="checkbox"/> Septic Tank/ Soak pit	<input type="checkbox"/> In Storm Water Drains	<input type="checkbox"/> Open Space/ Water Bodies

9.1 Does the facility have a caretaker's room/ cupboard/ storage/ shelf?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
9.2 Does the cubicle door have functional latch?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
9.3 Does the cubicle have hooks for hanging clothes/ bags?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
9.4 Does the facility have mirrors?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
9.5 Is a dustbin available in the facility?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
9.6 Does the facility have electrical plug points for users?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
9.7 Does the facility have exhaust fans/ systems?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
9.8 Does the facility have disposal bin/ incinerator for sanitary napkins?	<input type="checkbox"/> Yes	<input type="checkbox"/> No

Notes on infrastructure:	
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Operation & Maintenance

10. Is the facility operational 24x7?	<input type="checkbox"/> Yes	<input type="checkbox"/> No		
10.1 If no, then	Opening time: hh:mm	Closing time: hh:mm		
10.1.1 Whose responsibility is it to operate & maintain the facility?	<input type="checkbox"/> GVMC	<input type="checkbox"/> Private contractor	<input type="checkbox"/> On PPP	<input type="checkbox"/> Local community

10.1.2 If on private contractor or PPP, name of the agency				
10.1.3 Who is actually cleaning the facility?		<input type="checkbox"/> GVMC	<input type="checkbox"/> On PPP	<input type="checkbox"/> Self-appointed	<input type="checkbox"/> Not maintained
10.1.4 Who constructed the facility?	<input type="checkbox"/> GVMC	<input type="checkbox"/> Port Trust	<input type="checkbox"/> Private trusts/ NGOs	<input type="checkbox"/> Other Govt. bodies	<input type="checkbox"/> Not known
10.1.5 If not private trust/ NGO, then name of the organization					
10.2 If yes, does the care taker reside in the same building?				<input type="checkbox"/> Yes	<input type="checkbox"/> No
10.2.1 What is the gender of the attendant?				<input type="checkbox"/> M	<input type="checkbox"/> F
10.2.2 Was the attendant wearing uniform?				<input type="checkbox"/> Yes	<input type="checkbox"/> No
10.2.3 Was the attendant carrying an identity card?				<input type="checkbox"/> Yes	<input type="checkbox"/> No
10.2.4 Is there a register of cleaning supplies and material?				<input type="checkbox"/> Yes	<input type="checkbox"/> No
10.2.5 Is there a schedule for cleaning/maintaining the building?				<input type="checkbox"/> Yes	<input type="checkbox"/> No
10.2.6 Number of times the facility is cleaned in a day					
10.2.7 Method of Cleaning the public toilets by GVMC		<input type="checkbox"/> Nuisance Tanker	<input type="checkbox"/> Safai (Beat) Kamdar	<input type="checkbox"/> No Cleaning	

Pricing/ User charges	Per use	Monthly pass (Individual)	Monthly pass (Household)
11.1 Urinal for men			
11.2 Urinal for women			
11.3 Toilet for men			
11.4 Toilet for women			
11.5 Bathing for men			
11.6 Bathing for women			
11.7 Washing clothes for men			
11.8 Washing clothes for women			
11.9 Use by children			

12.1 Is there a method to record number of users?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
12.2 Number of users per day (estimate in case records are not maintained)		
12.3 Total average daily earning from user charges (in INR)		
12.4 Are there commercial advertisements on the facility for revenue generation?	<input type="checkbox"/> Yes	<input type="checkbox"/> No

13.1 Does the facility have hand washing soap/ liquid?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
13.2 Does the facility have sanitary cleaning liquids, powders, etc.?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
13.3 Does the facility have appropriate brooms?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
13.4 Does the facility have appropriate mops?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Notes on O&M:		

Community Feedback

14 Is community available for feedback		<input type="checkbox"/> Yes	<input type="checkbox"/> No
14.1 Are children allowed to use the facility?		<input type="checkbox"/> Yes	<input type="checkbox"/> No
14.2 Do women feel safe using the facility at all times?		<input type="checkbox"/> Yes	<input type="checkbox"/> No
14.3 If no, then reason:	<input type="checkbox"/> Exposure to men's urinals/toilets	<input type="checkbox"/> Fear of attendant's cabin	<input type="checkbox"/> Men at the main access
	<input type="checkbox"/> Past cases of harassment of women		
<input type="checkbox"/> Others (specify):			
14.4 Is the facility operational 24x7?		<input type="checkbox"/> Yes	<input type="checkbox"/> No
14.5 If no, then	Opening time: hh:mm	Closing time: hh:mm	

Pricing/ User charges	Per use	Monthly pass (Individual)	Monthly pass (Household)
15.1 Urinal for men			
15.2 Urinal for women			
15.3 Toilet for men			
15.4 Toilet for women			
15.5 Bathing for men			
15.6 Bathing for women			
15.7 Washing clothes for men			
15.8 Washing clothes for women			
15.9 Use by children			

16.1 Percentage of households with individual toilets in slum			
16.2 Are you aware of community or pay & use facility in the vicinity?		<input type="checkbox"/> Yes	<input type="checkbox"/> No
16.3 Do you use the facility?		<input type="checkbox"/> Yes	<input type="checkbox"/> No
16.4 Are monthly passes provided for pay& use toilets?		<input type="checkbox"/> Yes	<input type="checkbox"/> No
16.5 If no, why not?			

17 Indicate the areas in need of urgent attention (please tick, multiple options allowed):

Cleanliness		Light not adequate	
Payment/ User Charges		Safety for women	
Monthly pass not provided		Timing issues	
Water not adequate		Location	

Notes on Community Feedback:	
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Urban Management Centre

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