



M I S A A L

MOVING INDIA TOWARDS SANITATION FOR ALL

Under the
URBAN WATER AND SANITATION FOR HEALTH (URBAN WASH ALLIANCE)

User Manual for Public Conveniences Profile and Diagnostics Tool

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Urban Management Centre

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USAID



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Acronyms

AMC	Ahmedabad Municipal Corporation
CT	Community Toilet
IHHL	Individual Household Latrine
PBR	Porbandar
PT	Public Toilet
O&M	Operations and Maintenance
ODF	Open Defecation
ULB	Urban Local Body
WASH	Water Sanitation and Hygiene
Wat-San	Water and Sanitation
PBR	Porbandar

Background

The Swachh Bharat Mission (SBM) recently celebrated its fourth year of completion on the 2nd Oct 2018. The mission was launched in 2014 to make India an open defecation free (ODF) country. Much has been achieved in the past four years which reflects improvement in sanitation. It became a citizen's movement. More than 90% of the urban India has been declared open defecation free (ODF), (MoHUA, 2019). Having achieved desirable access, through IIHL & Public/Community Toilet the urban local bodies (ULB) now need support and guidance to sustain ODF status.

“**Moving India towards Sanitation for All**” or the MISAAL program proposes strategy to have sustained efforts for ODF status in heritage cities. The program aims to establish a precedence for scalable and replicable Swachh Heritage cities in India. All four cities represent key heritage cities in their respective states with Ahmedabad as India's first World Heritage City declared by UNESCO. Sanitation is imperative in heritage cities. MISAAL intervention is 4-pronged – 1. Sustain ODF; 2. Achieve ODF+; 3. BCC and IEC Dissemination to sustain ODF; and 4. National Scale-up. MISAAL will showcase replicable and scalable models and tools and will be implemented through city-state & state-nation implementation model. It is being implemented in the 4 intervention cities namely, Ahmedabad, Porbandar in Gujarat, Sambalpur in Odisha & Jodhpur in Rajasthan.

As a part of the sanitation mapping process and formulating strategies to help the cities sustain ODF, one major activity is to conduct a detailed technical audit of the public and community toilets present in the city. The following document shall act as a guide for the enumerators who conduct the survey of public conveniences.

About this Manual

The purpose of this manual is to provide a clear step-by-step guidance for filling up information on sanitation survey of public conveniences at city level. The tool helps in generating the Public and Community Toilet profile which consists of existing infrastructure and cleanliness of the cubicles as per MoHUA SBM ODF+ protocol. This tool is developed based on the knowledge, field experience, and general practices to aid ULB staff for improvement of slum areas in the city.

With the help of this tool, the ULB can easily prepare an action plan to improve the Public and community toilets as it will provide seat wise infrastructure gaps in public and community toilets, arrive at a one-time estimate cost for the refurbishment required to upgrade the toilet as per ODF+ protocol and also develop contractual mechanisms for monitoring operations and introduce standard operating procedures for toilet cleaning.

Objectives of the Tool

Main objectives of the tool are:

- To identify gaps in adequacy of toilet seats in Public and Community Toilets, plumbing & electrical fixtures, cleanliness, signage and other common infrastructure footfall and user charges
- To develop an action plan for improving existing toilets to meet ODF+ criteria as per SBM
- To estimate the one-time refurbishment cost required for upgradation of the facilities
- Assess performance of O&M agencies
- Prioritize allocation of community toilets in settlements with very high number of users and removal of facilities in settlements with 100% IHHL coverage

Users of the Tool

The tool can be used by any organization working in development sector. The following users are envisaged for adoption of the tools.

1. Urban Local Bodies
2. Development sector organizations
3. Academia

What does the Tool help you do?

For achieving ODF status and sustain it, the city needs to focus on the performance of the PT/CT's citywide so as to provide safe and hygienic sanitation option for all. in the vulnerable areas and understand the situation of the same. The tool will help city to understand and identify the issues related to sanitation and improve the same in the vulnerable areas like slum and slum like settlements and hotspots like markets, transport nodes etc.

This tool prepared by Urban Management Centre aims to help city managers and decision makers of concerned departments such as Engineering, Solid Waste Management/ Public health to a) generate the basic toilet profile, b) assess the existing infrastructure deficit cubicle wise, c) assess the common infrastructure gap like water, waste water, electrical fixture e) assess one time refurbishment cost required to upgrade toilets as per ODF/ODF+ protocol f) Helps in assessing the performance of the private contractors

What does the Tool not do?

Currently, the tools identify the issues and deficit of basic seat wise infrastructural deficit. However, the tool does not cater the requirement of space availability for any infrastructure upgradation. Requirement of washbasins are design specific and numbers may vary with site condition such as plan of toilet, surrounding, etc.

Step-by-Step procedure to use the Public Conveniences Profiling and Diagnostics Tool

This tool contains 4 sheets: 1) Main Page, 2) Survey Data Input Sheet, 3) Input Photo Sheet, 4) PT-CT Profile. Please fill the details first in the Survey Data Input Sheet, and then fill the details in PT-CT Data Input Sheet and Input Map-Photo sheet. There is no need to fill any data in the PT-CT Profile Sheet as it will be generated automatically.

1. Main Page

This sheet contains brief of the tool and tabs for going to other sheets. Before going to any other sheet, please read the notes written in this sheet.

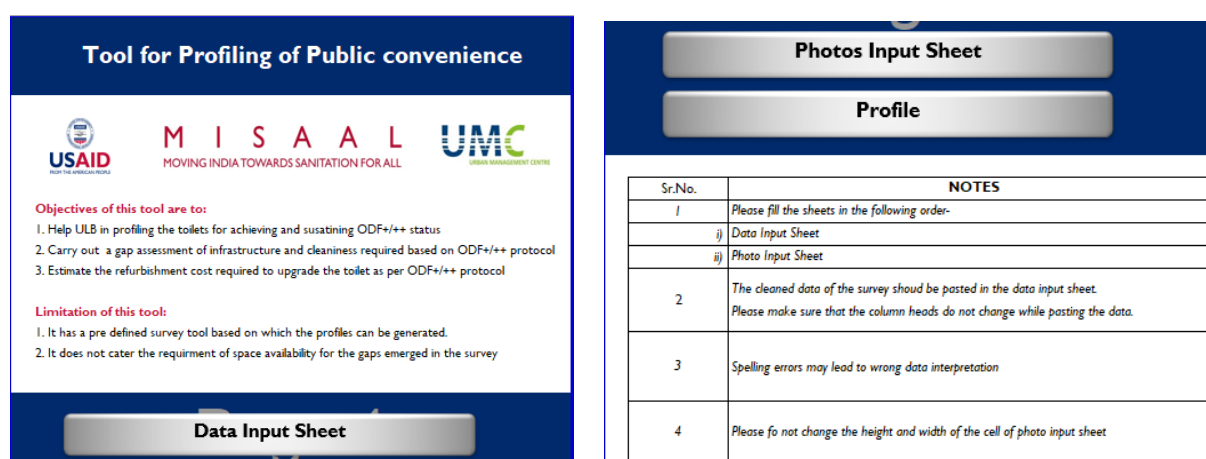


Figure 1 Overview of main page sheet

2. Data Input Sheet

As this tool will help you in assessing the existing situation of the public conveniences, you will need to conduct a comprehensive PT/CT survey through a google form in prior. After the completion of survey, you need to paste the survey data in the data input sheet. Also, you need to give a command of Ctrl+Y. As the survey will be conducted through google form, a spreadsheet will be generated automatically, and directly from it you need to copy paste the data in data input sheet.

3. Photo Input Sheet

This sheet will have photos of a particular toilet block. Please insert the images in the particular column head and do not change the size of the column as well as row, otherwise the images will shrink or stretch in the slum profile. Make sure that UID of the facility should be same as in the data input sheet, if not it will not match, and images will not change respectively. More than one photo in

a particular column head should be grouped and then pasted as an image. Following photos and maps should be considered to have a good and complete profile of a toilet facility¹.

4. PT-CT Profile

This section will brief you about the existing infrastructural situation of Public and Community Toilet, gap analysis and one-time refurbishment costing of the individual toilet.

The slum profile section is divided into five: a) Basic information, b) Existing infrastructural deficit, c) d) Access to sanitation, e) Access to safe waste water disposal system and f) Access to solid waste management system.

a) Basic Information

General information like Address, Location O&M agency, type of users, timing etc.
 Functionality Information like available and functional male, female child friendly and disabled friendly toilet seats, urinals, Bathrooms and Washbasins (Following 4 parameters are considered for functionality - functional tap, intact toilet seat, unchoked drainage, functional doors and latches)







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Facility Report - West Zone				ODF	
Sardar Patel Stadium		Public Toilet Pay & Use (for all)		I0WZ35	
General Information					
Address	Subhash circle	Location	Road Side		
Facility is constructed by	Urban Local Body (Municipality or Municipal Corporation)	O&M agency	Nasa foundation		
Most type of users	Commuters	Estimated number of users per day	450		
Open 24x7	No	Opening time	04:00:00		
Plan type of Facility	Parallel with different entrance	Closing time	22:00:00		
Functionality					
(N.A. =No facility. Functional toilet seat - considered 4 parameters - functional tap, intact toilet seat, unchoked drainage, functional					
		Male Facilities	Female Facilities	Child Friendly Facilities	Disabled Friendly Facilities
	Available Toilet seats	3	2	1	1
	Functional Toilet seats	3	0	0	1
	Available Urinals	4	NA.	0	NA.
	Functional Urinals	0	NA.	0	NA.
	Available Wash basins	3		0	0
	Available Bath rooms	2	1	NA.	NA.

Figure 2 PT-CT Profile (General Information)

¹ Examples are attached in the Annexure C: Examples of photos and maps for slum profile.

b) *Common Infrastructure*

Performance Index of the facility as per ODF++ criteria, existing situation of common infrastructure like overall cleanliness of the facility, building and washbasins; water availability and waste water disposal, revenue generated from the facility.

Performance Score of the facility (as per ODF++ criteria)					
Cleanliness category of the Facility	Mandatory Service Indicators Score	Essential Service Indicators Score	Desirable service Indicators Score	Aspirational service Indicators Score	
Unusable	54%	69%	41%	73%	
Condition of the facility					
Water availability	Adequacy of facility	Overall Condition of the Building	Overall cleanliness of facility	Overall cleanliness of basins	Overall Ventilation Facility
During opening hour	Inadequate	Good	Fair	Fair	Natural ventilation
Water availability and waste water disposal					
Sources of water supply	Municipal Connection		Leakage in the overhead tank?	No	
Method of waste water disposal	Sewer Connection		Responsible for emptying septic tank	0	
Overall cleanliness and operations					
Overall cleanliness of the facility	Fair		Supply of consumables, cleaning equipment and inventory (Phenyl, Acid, Broom, Bucket,	Yes	
Overall cleanliness of Toilet seats	Fair		Use of protective gears	Yes	
Method of cleaning	Manually		Availability of day light	Natural ventilation	
No. of times facility cleaned in a day	Thrice a day		Obstructions while accessing facility	Parking	
Supervisor/ caretaker on duty	Yes		OU in or around the facility	No	
Responsible for cleaning facility	Hired by O & m agency		OD visible in or around the facility	No	
Revenue from the facility (In INR)					
Average daily earning from user charge	750		Availability of advertisement space	Yes	

Figure 3 PT-CT Profile (Common Infrastructure)

c) *Financial Costing (Refurbishment Cost)*

Total cost of refurbishment of is calculated as per the gap analysis for different elements of plumbing fixtures, electrical fixtures, civil costing and other fixtures considering the rates as per Government E-Marketplace (GeM) portal.

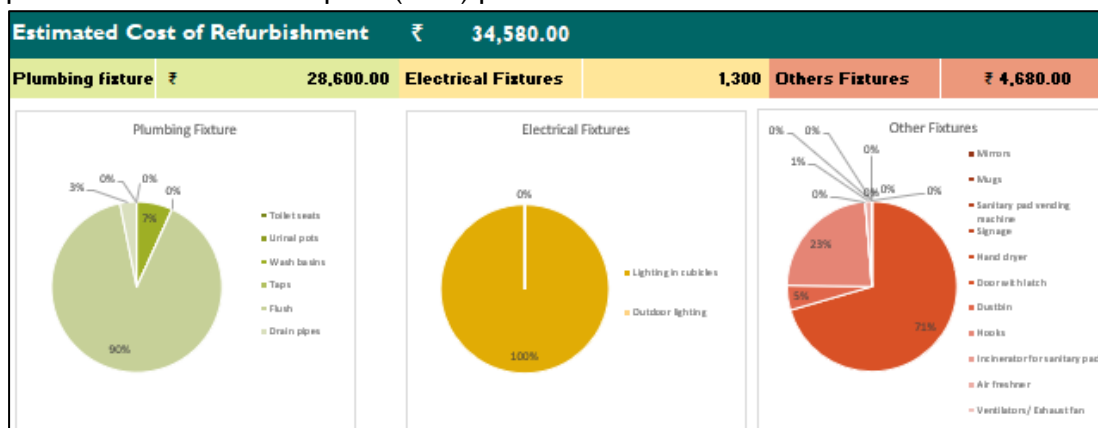


Figure 4 PT-CT Profile (Financial Costing)