



Technical Audit of Public Conveniences Facilities in Ahmedabad

STAGE 4 - RECOMMENDATION REPORT

October 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

Stage 4:Recommendation Report

October 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

Disclaimer

The scope of this report is to conduct a technical audit of public conveniences including public toilets, pay & use toilets, bathing facilities and urinals provided by Ahmedabad Municipal Corporation (AMC) within their jurisdiction (approx. 460 sq.km.). AMC provided a list of such conveniences to Urban Management Centre (UMC) for conducting the audit. The data and results stated in this report are as of May 2013.

In the course of our assignment, we expect to be provided with both written and verbal information supplemented by hand drawn sketches, archive pictures, maps and drawings. Nothing has come to our attention to cause us to believe that the data or maps provided by various sources are not true. However, no responsibility is assumed for the authenticity and all the information is believed to be reliable, and has not been independently verified by UMC.

Nothing contained herein, to the contrary and in no event shall UMC be liable for any loss of profit or revenues and any direct, incidental, consequential damages incurred by any user of this document. In case this document is to be made available or disclosed to any third party, this disclaimer along with all the limiting factors must be issued to the concerned party. The fact that UMC assumes no liability whatsoever, if for the reason any party is led to any loss for acting upon this document, must also be brought to the notice of the concerned party.

Images used in this report are of Urban Management Centre unless explicitly stated otherwise. This research document is a joint copyright of AMC and of the Urban Management Centre.

Table of Contents

List of figures	6
List of tables	7
Chapter 1. Introduction	11
1.1 Backdrop to the Audit- the National Urban Sanitation Policy.....	11
1.2 Need of the audit.....	12
1.3 Methodology for the audit.....	13
Chapter 2. Results of Toilet Audit	17
2.1 Overall findings	18
2.2 Overall condition of public toilets.....	22
2.3 Toilet surroundings&Accessibility.....	23
2.4 Infrastructure	27
2.4.1 Facilities and Supplies	28
2.5 Toilet Design.....	29
2.5.1 Accessibility for disabled.....	29
2.5.2 Gender Equity	30
2.5.3 Internal design	31
2.5.4 Toilet information and communication	31
2.6 Operation, Maintenance and Management of toilets	33
2.6.1 Building Condition.....	33
2.6.2 Cleanliness	34
2.6.3 Management of public convenience facilities.....	36
2.6.4 Cleaning by“Nuisance Tankers”	36
2.7 Understanding Governance of toilets	37
Chapter 3. Recommendations	43
3.1 Centralised information system for public toilets / urinals	43
3.2 Focus on providing individual toilets/ shared toilets in slums.....	43
3.3 Prioritization of location of toilets / urinals.....	44
3.4 Engineering up-gradation for toilets that need immediate attention.....	45
3.5 Improvement in O & M of toilet / urinals	45
3.5.1 A fixed cleaning regime of public toilets by AMC.....	45
3.5.2 Monitoring of cleanliness of toilets that are managed by AMC and private empanelled agencies	46
3.5.3 Revising the financial model for PPP in pay &use toilets	47

3.5.4	Contracts management	49
3.6	Design Manual for public toilets / urinals	52
3.7	Complaints redressal Systems	55
3.8	Signages and way finding directions	56
3.9	Educating the citizens and Behaviour change of users	56
	Annexure 1: Facilities not in use and community demanded to demolish the facility	60
	Annexure 2: Pay & Toilets Located on Major Roads.....	64
	Annexure 3: Zone wise summary of issues	70
	Bibliography	73

List of figures

Figure 1 :	Existing Situation of Public Conveniences in Ahmedabad	12
Figure 2:	Type wise share of public toilet in Ahmedabad.....	18
Figure 3:	Zone-wise public toilets, Ahmedabad	18
Figure 4:	Facilities Not in use and Facilities which community wants to demolish	19
Figure 5:	Facilities not in use	19
Figure 5:	Map showing location of community toilets in Ahmedabad.....	20
Figure 6:	Map showing location of pay & use toilets in Ahmedabad	20
Figure 7:	Map showing location of public urinals in Ahmedabad.....	21
Figure 8:	Facilities which community wants to be demolished	21
Figure 9:	Overall scoring of toilets in Ahmedabad	22
Figure 10:	Zone-wise scoring of toilets in Ahmedabad	23
Figure 11:	Type-wise overall toilet scoring	23
Figure 12:	Garbage littered around the facility	24
Figure 13:	Littered Garbage and Water Logging around facilities	24
Figure 14:	Garbage littering - type-wise	25
Figure 15:	Stray animals around the facility	25
Figure 16:	Stray animals attracted to garbage littered around the facility	25
Figure 17:	Activities around the facilities	26
Figure 18:	Toilets having obstruction in the entrance.....	26
Figure 19:	Photographs showing encroachments on the main access of the facilities	26
Figure 20:	Water supply status	27
Figure 21:	Wastewater disposal type	27
Figure 22:	Water supply in the public toilets.....	28
Figure 23:	Facilities in pay & use toilets	28
Figure 24:	Store room and Caretaker room.....	29
Figure 25:	Accessibility for disabled	29
Figure 26:	Separate sections for male & female.....	30
Figure 27:	Common Facilities for Men and Women	30
Figure 28:	Day light in toilets	31
Figure 29:	Ventilation in toilets	31
Figure 30:	Bad day light and ventilation of toilets	31
Figure 31:	Language of signages in pay & use toilets	32

Figure 32: Signages in toilets	32
Figure 33: Signage in the Pay & Use toilets	32
Figure 34: Overall building condition.....	33
Figure 35: Condition of toilet buildings	33
Figure 36: Cleanliness rating.....	34
Figure 37: Cleanliness in toilets	34
Figure 38: Toilets in extremely Bad condition	35
Figure 39: System blockage due to choked drainage	35
Figure 40: Nuisance tanker and Cleaning of community toilets.....	36
Figure 41: Institutional structure for public conveniences.....	38
Figure 42: Public toilet cleaning mechanism	39
Figure 43: A shared community toilet at Dr. Mirajkarnichali, Khokhra	43
Figure 44: Decision tree for toilet provision	44
Figure 45: Pictorial representation of mobile toilets.....	44
Figure 46: Kankariya ward proximity analysis	45
Figure 47: Pay & Use toilets situated on major roads	48
Figure 48: Illustration of toilet design.....	53
Figure 49: Link workers coverage in kankaria ward’s slum & slum like areas	57
Figure 50: Pay & Use toilets located on major roads	64

List of tables

Table 1: Details of audited facilities.....	17
Table 2: Zone wise facilities	17
Table 3: Type wise number of toilets	17
Table 4: Location-wise and type-wise number of toilet	18
Table 5: Type-wise and location wise toilet seats, urinal cubicles and daily users	22
Table 6: Women feeling safe in community toilets	30
Table 7: Women perception of safety	30
Table 8: Zone-wise nuisance tanker	36
Table 10: Distribution of toilets across private agencies.....	47
Table 11: Variations in Contracts given to Private Authorities.....	50
Table 12: A Sample list of design elements	53
Table 13: Facilities found during the audit which are not in use.....	60
Table 14: Facilities found during the audit that are not in use &where the community has demanded these to be demolished	61
Table 15: Pay & Use toilet located within 50 meters of roads wider than 20 mts	64

Chapter 1

Introduction

Chapter 1. Introduction

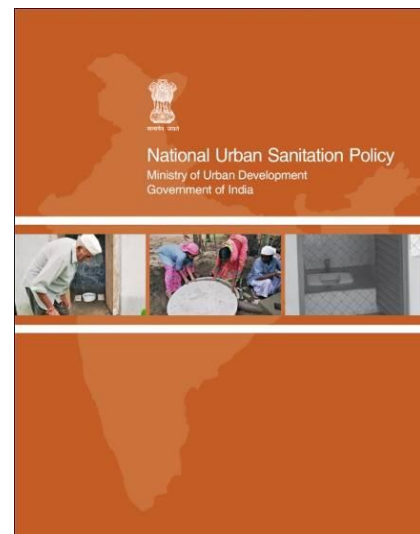
In 2012-13, The Ahmedabad Municipal Corporation (AMC) with technical support from the Urban Management Centre prepared the City Sanitation Plan (CSP) for the city. The CSP highlighted the national sanitation ranking conducted by Ministry of Urban Development in 2009 in which Ahmedabad stood 19th among 423 cities of the country surveyed for the ranking exercise. A deeper analysis into the scoring revealed that Ahmedabad scored poorly in sanitation sector, i.e. provision of public conveniences in the city. Despite a high number of facilities, the condition of public conveniences was reported to be poor and open defecation was observed at many locations.

Following on the findings from the sanitation ranking in 2009, AMC undertook several steps in order to achieve complete sanitation including preparation of a city sanitation plan, a master plan for municipal solid Waste management towards achieving zero waste, initiating an information-education-communication (IEC) Campaign for solid waste management and drafting of public health bye-laws. In order to identify issues with public conveniences in the city, AMC engaged the Urban Management Centre to conduct a detailed technical audit of all public conveniences located in the AMC jurisdiction.

1.1 Backdrop - the National Urban Sanitation Policy

The Ministry of Urban Development (MoUD), of the Government of India launched its National Urban Sanitation Policy in November 2008 with the goal of “community-driven, totally sanitized, healthy and loveable cities and towns”. The policy advocates that all cities should become open defecation free, all human wastes and liquid wastes should be collected and safely treated and adequate resources should be available for the operation and maintenance of the sanitation facilities.

As sanitation is a state subject, states would be required to develop state sanitation strategy that articulates its vision for accomplishing the goals of the National Urban Sanitation Policy. Cities which are responsible for sanitation will be required to develop city sanitation plans, implement and maintain the infrastructure facilities. MoUD hired CEPT University and The Urban Management Centre to survey 24 towns of Gujarat under the sanitation ranking.



Sanitation is defined as safe management of human excreta, including its safe confinement treatment, disposal and associated hygiene-related practices.

While this policy pertains to management of human excreta and associated public health and environmental impacts, it is recognized that integral solutions need to take account of other elements of environmental sanitation, i.e. solid waste management; generation of industrial and other specialized/ hazardous wastes; drainage; as also the management of drinking water supply.

The Millennium Development Goals (MDGs) enjoin upon the signatory nations to extend access to improved sanitation to at least half the urban population by 2015, and 100% access by 2025. This implies extending coverage to households without improved sanitation, and providing proper sanitation facilities in public places to make cities open defecation free.

A totally sanitized city will be one that has achieved outputs or milestones specified in the National Urban Sanitation policy, the salient features of which are as follows:

- Cities must be open-defecation free and provide access to toilets for poor people.
- Must eliminate the practice of manual scavenging and provide adequate personnel protection equipment that addresses safety of sanitation workers.
- All wastewater should be safely collected, treated and disposed.
- Recycle/reuse of treated wastewater for non-potable purposes should be implemented wherever possible.
- Solid waste collected and disposed safely.
- Services to the poor and systems for sustaining results.
- Improved public health outcomes and environmental standards.



Figure 1 : Existing Situation of Public Conveniences in Ahmedabad

1.2 Need of the audit

As evident from the Ministry's sanitation rating, AMClost majority of the marks in public conveniences. As observed during the rating survey, open defecation and urination was found at many locations although functional, the condition of public toilets visited at public places were found to be in bad condition and were poorly maintained.

During preparation of City Sanitation Plan (CSP) of Ahmedabad, the Urban Management Centre observed many issues in public conveniences, some of which have been listed below. AMC decided to investigate further into the findings by hiring UMC.

- lack of cleanliness
- poor infrastructure
- poor condition of building
- no running water
- accumulation of municipal solid waste in and around public conveniences
- poor accessibility of the facilities
- absence of signage to indicate locations or distance of conveniences from major public places
- gender issues
- Timings of public conveniences
- Anti-social activities
- Poor hygiene in the immediate vicinity of the conveniences
- Insufficient number of seats with regards to local usage.

1.3 Methodology for the audit

AMC provided a list of public conveniences based on the type of facility such as urinals, public toilets and pay & use toilet blocks. Urban Management Centre (UMC) collated these multiple files to prepare a master list of public conveniences in the city.

UMC designed a checklist and conducted a pilot survey. Amendments were made to the checklist based on the pilot survey and a full scale survey was then implemented. UMC visited all the public conveniences within AMC's jurisdiction (excluding autonomous zones like university campus, airport, railway stations etc.).

Toilets have been scored on several criteria including building condition, accessibility, cleanliness, other facilities, internal design & infrastructure. Each of these criteria has been sub-divided into aspects, and each aspect has been given 1 mark. The maximum score that can be given to a toilet is 26. Toilets scoring Less than 8 marks are classified as "Bad", toilets scoring between 9 & 16 are classified as "Fair" and toilets scoring above 16 marks are classified as "Good".

Further to the audit of the facilities, Urban Management Centre team also met with several officials at the AMC central office, zonal and wards offices to understand the process of operation and maintenance of these facilities. The PPP contracts for the construction and O&M for pay & use toilets have also been studied for making improvements.