

# Training Manual for Self Help Groups on Operations & Maintenance of Community/Public Toilets



Ministry of Housing  
and Urban Affairs  
Government of India

**DAY-NULM**  
Deendayal Antyodaya Yojana  
National Urban Livelihoods Mission



**UMC**  
URBAN MANAGEMENT CENTRE

## **DISCLAIMER**

This training material has been prepared by Urban Management Centre (UMC) in consultation with State Urban Development Agency (SUDA), Govt. of Odisha for providing training to members of Self Help Groups / Area Level Federations /City Level Federations for Operation & Maintenance of Community and Public toilets. This training material has been prepared for the exclusive use and benefit of the SHG's and DAY-NULM functionaries. If any part of the report is reproduced or replicated, UMC and SUDA, Odisha shall be acknowledged.

# ABOUT THE TRAINING MANUAL

## THIS MANUAL HAS BEEN PREPARED FOR

**Primary Audience:** Members of Self Help Groups/Area Level Federations/City Level Federations

**Secondary Audience:** DAY-NULM functionaries, other Government and Non-Government personnel interested in understanding the functioning of operations and maintenance of a community toilet or public toilet

## TYPE OF TRAINING



Theory Duration



Practical Duration

## DURATION

**02:30**  
Hours

**02:00**  
Hours

# OBJECTIVE

## OBJECTIVE OF THIS TRAINING

1. To understand how to operate and maintain a community toilet or public toilet
2. To understand the roles and responsibilities of all the stakeholders involved –  
ULB/SHG/ALF/CLF
3. When to reach out to the Municipality if there are problems in operation and maintenance of the community toilet or public toilet
4. To understand the functioning of a community toilet (CT) or public toilet (PT) through visit to community toilet (CT) or public toilet (PT) .



# CONTENTS

**Responsibilities of the Urban Local Body**

**Responsibilities of the Self Help Group**

**Roles and Responsibilities as operator of a CT**

**Operating Community Toilet**

**Record keeping**

**Safety and Hygiene**

**Contacting ULB**

**Special Care During COVID – 19**

# **Responsibilities of the Urban Local Body**



# **Responsibilities of the Self Help Group**



Cleaning toilet block



Minor repair works  
– replacing latch,  
taps etc.



Keep toilet block open during agreed operational hours



**SHG'S  
RESPONSIBILITIES**

Submit monthly invoice to ULB for payment



Maintaining Record

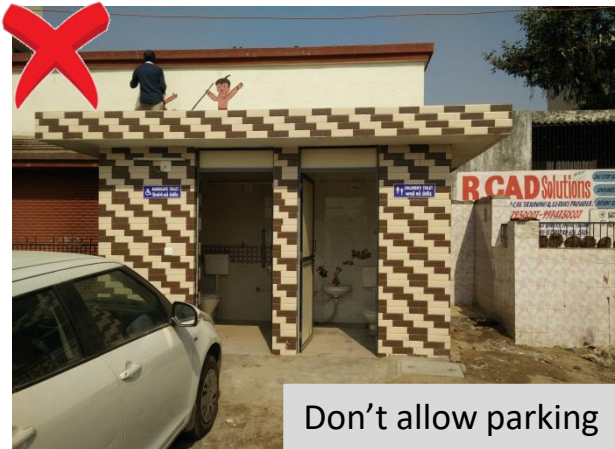


# **Roles & Responsibilities As Operator of a CT or PT**

# ACCESSIBILITY



Entry to the toilet



# CLEANLINESS OF TOILETS

- **No faecal matter** should be visible in the toilet seats
- The toilet seats and surrounding walls should be **stain free**
- Urinals and bathing units should be **clean all the times**



# CLEANING COMMON AREAS

- Passage/common area of the toilet block and walls should be **visibly clean all the time**
- Stagnant water on the floor should be cleared





# MINOR REPAIR & MAINTENANCE

- **Minor repair works** such as broken latches, taps, leakage in the pipes, faults in electrical switch boards etc. should be fixed as early as possible.



# PURCHASING CONSUMABLES

- Keep **spare quantity of consumables** for the toilet blocks.
- Preferably procure **consumables from other SHGs** that are producing these items.

1. Liquid sanitary ware cleaning agent

2. Liquid/ powdered tiles cleaning agent

3. Liquid/ powdered floor cleaning agent

4. Liquids/ powdered plumbing fixtures cleaning agent

5. Soap/ non-abrasive cleaning liquid/ powder (non-acidic)

6. Disposable garbage bags

7. Hand washing soap

8. Naphthalene balls

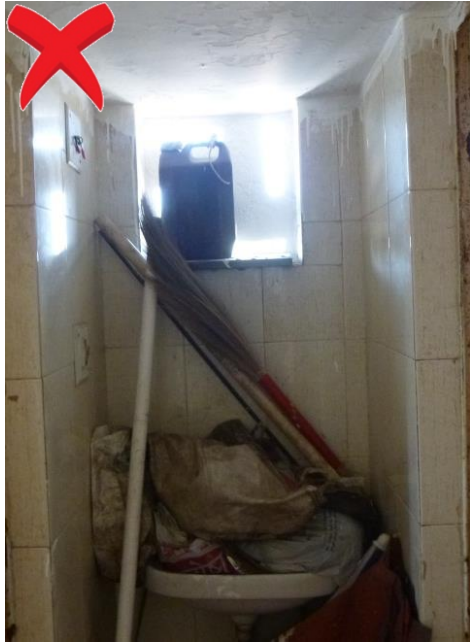
9. Baking soda

10. Glass and mirror cleaning liquid



# STORING CONSUMABLES

- **Properly store** the cleaning consumables and equipment at the right place.
- Do not keep it in a toilet seat, on the wash basin or at the places which are used for other purposes.
- **Replenish** the consumables as and when required





# PURCHASING CLEANING EQUIPMENT

ROLES & RESPONSIBILITIES AS OPERATOR OF A CT

1. Brush for cleaning toilet seats/ bowls
2. Plastic scrubber/brush for cleaning wash basins
3. Brush/ scouring paper for cleaning tiles
4. Brooms for dry areas
5. Cloths/ mops for cleaning floor
6. Floor wiper
7. Bucket & Mug
8. Sponges/ soft cloth for cleaning mirrors
9. Dust collecting pan
10. Brooms for wet areas
11. Dustbins
12. Plastic scrubber/sponge for scrubbing plumbing fixtures



# **Operating Community Toilet or Public Toilet**

# OPERATIONAL HOURS OF THE CT/PT

- The toilet block should be open - **24 hours a day or as per the agreed hours of operation.**
- The toilet cubicles **should not be closed/locked** for any reasons.



**OPEN  
24 Hours**



# CLEANING TOILET BLOCK- USAGE OF PPE

- Cleaning of the toilet block with **appropriate personal protective equipment** is a must.
- Use **face mask, gloves and gum boots** for cleaning toilet
- **Frequency of cleaning** toilet block is as per the agreement or SOP (if provided)



# CLEANING TOILET BLOCK- USE OF CLEANING EQUIPMENT'S

- Clean the toilet *using appropriate cleaning equipment's*.
- Do not clean the toilet block with bare hands.





# CLEANING FAECAL MATTER

- ***Do not clean faecal matter manually*** or ***engage anybody for cleaning*** - it is extremely hazardous for health and prohibited as per the Manual Scavenging Act, 2013
- Always ***clean any faecal matter, if found in the toilet, using a high-pressure spray pipe*** .



# Record Keeping

# MAINTAINING REGISTERS

- Maintain a **register for toilet users** to know the daily as well as monthly users
- **Toilet user card / Monthly pass** can also be given to the households to identify whether the users are from the community.
- Maintain **attendance register of caretaker**
- Maintain the **inventory for consumables and cleaning equipment's**
- Maintain records and **bills of repairs works**

**“युग ओन्स गेट” स्कीम**

समस्याएं म्युनिसिपल कोर्पोरेशन (आरोग्य विभाग)

नं. २४      वार्ड नं. : ०४० कोल्हा

लाभार्थी नं. : २०२१ मा २      माता नं. : २०१००७

पिता नं. :      पितानु नं. : २०१००७

नाम : २०१००७ मा २      पत्नी का नाम : २०१००७

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संरक्षण नं. :     

संचालक नं. नाम : S.K. Velam      फोन नं. : ९९५४२२२५



RECORD KEEPING



# MAINTAINING RECORD OF DAILY CLEANING SCHEDULE

												
Date	Toilet Seat	Urinal	Wash Basin	Floor	Wall	Mirror	Dust Bin	Liquid Soap	Toilet Roll	Toilet Freshner	Cleaning Time	Checked by
1												
2												
3												
4												
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# MAINTAINING BOOK OF ACCOUNTS

Income/Expense heads (O&M Costs for Community Toilet block)	Monthly Expenses*	Monthly Revenues*
Monthly O&M Charges Paid by ULB to SHG (as per agreement)	-	20,000
Septic tank desludging cost (if any)	750	-
Cleaning Consumables and cleaning equipment's (Buying Phenyl, Cleaning Liquids, Brooms Etc.)	2,500	-
Minor Repairs (Replacing Taps, Fixing Doors Etc.)	-	-
Wages for Caretaker/Cleaner	5,000	-
Advertisement Revenues	-	4000
User Charges	-	-
<b>Total</b>	<b>8,250</b>	<b>24,000</b>

\* The figures mentioned in the table above are indicative ONLY.

# **Safety and Hygiene**

# PERSONAL PROTECTIVE EQUIPMENT

- Use **personal protective equipment** while cleaning the toilets
- Maintain **personal hygiene**. Wash your hands and legs with soap after the cleaning activity



Gloves



Gum Boots



Masks



Reflective Jacket



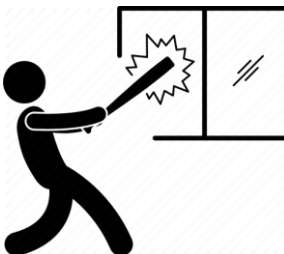
# Contacting ULB

# WHEN TO CONTACT THE ULB?

Contact the ULB or concerned ULB official for any of the following reasons:



Theft or burglary



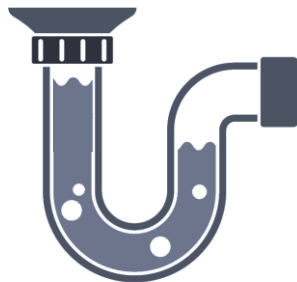
Vandalism



If water tanker  
is needed



Cleaning water storage  
facilities



Choked drainage  
line



If waste is not  
collected

# WHEN TO CONTACT THE ULB?

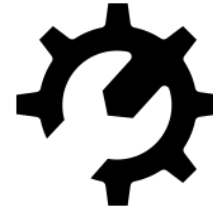
Contact the ULB or concerned ULB official for any of the following reasons:



Infrastructure facility related  
repair & maintenance



Irregular water &  
electricity supply



Equipment/machinery related  
repair & maintenance



If septic tank is full and needs  
desludging



If the waste is not collected  
from the CT/PT

# **Special Care During COVID – 19**

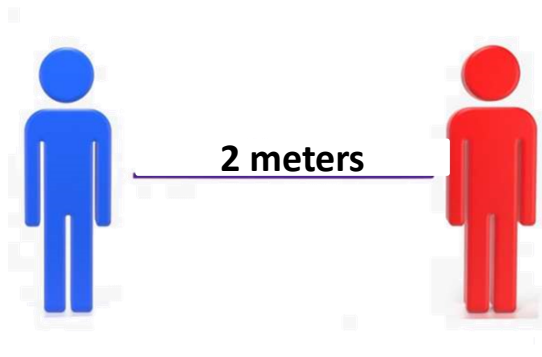


# GENERAL INFORMATION

- **Wash hands and wear PPE – gloves, mask, helmet and boots before starting work**
- Instruct the community members to **maintain minimum 6 feet distance from each other while using the CT**
- Wear **full sleeve and full length clothes**
- **Never** touch your face with your hand or glove
- **Wash hands** before and after use of toilets
- **Wash PPE** and **sanitize** them daily after use



Wearing PPE



Maintain social distancing



Wash your hands regularly with soap

Image Source: thehindu.com  
www.swissinfo.ch

# MAINTAINING SOCIAL DISTANCE

SPECIAL CARE TO BE TAKEN DURING COVID -19



Mark circles outside the CT/PT at **minimum 6 feet (2 meters) distance** from each other

Instructing users to stand in a queue inside the **marked circles**



# CLEANING FREQUENTLY TOUCHED SURFACES



**Increase the frequency of cleaning plumbing fixtures and frequently touched objects and surfaces like doors, latches, wash basins, taps, handrails, switches, door handles.**

## **How to clean?**

- Step 1 – Apply Soap powder/detergent and rub the surface
- Step 2 - Rinse it with water
- Step 3 – Wipe the surface with dry cloth

# DISINFECTING THE TOILET BLOCK

- Clean the CT/PT daily
- Request the ULB to **disinfect the CT/PT daily**
- Disinfect the **toilets and keep wash area clean**



Image Source: hindustantimes.com

*Training Manual for SHG Members to Operate and Maintain Community Toilets*



# USING FOOT OPERATED DISPENSERS

## Foot operated dispensers

- Provision of Foot operated liquid soap dispensers
- Provision of Foot operated sanitiser stand



# DISPOSAL OF PPE

## Disinfecting mask and gloves

- Dispose the mask into dustbin (if using disposable mask)
- Dispose the gloves into dustbin (if using disposable gloves)
- Disinfect or wash the mask/gloves, if it is reusable as per Government guidelines



Image Source: shutterstock.com as on 26.07.2020



**Foot operated dustbin at the facility**



**Regular dustbin at the facility**

## Placing foot operated dustbins

- Ensure that the dustbins used at the facility are foot operated with proper lid.
- Remove the existing dustbins, if they are not foot operated.

# REGULAR HANDWASHING

Wash hands with soap for minimum 20 seconds

1



Wet hands

2



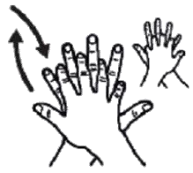
Apply soap

3



Rub hands palm to palm

4



Rub the back of hands

5



Scrub between fingers

6



Rub back of fingers of opposing sides

7



Clean thumb

8



Rub finger tips

9



Rinse hands

10



Dry with clean napkin

SPECIAL CARE TO BE TAKEN DURING COVID -19



