

File No.15/54/2017-SBM-1
Government of India
Ministry of Housing and Urban Affairs
(SBM-I Section)

Nirman Bhawan, New Delhi
Dated: 20th May 2019

To,

State Mission Director(s),
Swachh Bharat Mission (Urban) - All States and UTs

Subject: Amendments to ODF, ODF+ and ODF++ Protocols.

Sir/ Madam,

As part of its continuing efforts to encourage cities to improve the status of urban sanitation under the ambit of Swachh Bharat Mission (Urban), the Ministry of Housing and Urban Affairs (MoHUA) had released the ODF, ODF+ and ODF ++ protocols to adjudge the Urban Local Bodies(ULBs) on parameters of sustainable sanitation .I am directed to convey that certain amendments have been done to the existing protocols of ODF, ODF+ and ODF++ to ensure sustainability sanitation initiatives taken by the ULBs. The amendments done are attached as **Annexure 1 and Annexure 2** for necessary compliance by ULBs.

Encl: As above.

Yours faithfully,


(Ajit Kumar)

Under Secretary to the Govt. of India

Ph. No. 23062654

Copy for information to:

1. Principal Secretary, Urban Development Department- All States/Union Territories
2. Quality Council of India- for necessary information and action.

Annexure 1

Amendments to ODF, ODF+ and ODF++ protocols are as below:

1. ULBs who have been certified as ODF shall be eligible for inspection of higher certifications i.e. ODF+ or ODF++ only after the existing certificate has expired or is due to expire.
2. ULBs applying for ODF + or ODF ++ should have mandatorily achieved 100% target of IHHL, CTs and PTs.
3. All exemptions to ODF, ODF+ and ODF ++ protocols given during Swachh Survekshan 2019 vide DO letter dated 21st December 2018 stand withdrawn.
4. Cooling off period for re-assessment would be 30 days. Any ULB which is observed to be non-compliant to the ODF, ODF+ or ODF ++ protocol during assessment shall be eligible for re-assessment only after 30 days from the date of previous assessment. Further, if a ULB fails for the second time consecutively, it shall be eligible for reassessment only after 6 months from the date of second failure.
5. CT-PT Cleanliness Matrix (Annexure 2) released on 1st November 2018 shall be an integral part of the ODF+ and ODF ++ protocols.
6. ULBs applying for ODF (First time/ re-certification) need to ensure that CTs/PTs in the city fall under 'Clean' category as per CT-PT Cleanliness matrix.
7. Declaration of a ULB as ODF, ODF+ or ODF++ during model code of conduct (Council/State Legislative/ Lok Sabha elections) is not permissible. Alternate terminology such as "Compliance of XYZ protocol by ABC ULB "can be issued by the Administrative head of the ULB.
8. For ULBs which are due for ODF re-certification and are compliant to apply for ODF+ or ODF++ can directly apply for higher certification. Upon completion of the assessment, the ULB may be certified as ODF+ or ODF++ based on the compliance to the criteria as per protocol.
9. ULBs need to ensure that :
 - (a) ULBs should have ensured that each household has been provided with an Individual toilet or has access to community toilet.
 - (b) Adequate/minimum number of Community and Public Toilets are constructed as per guidelines of Central Public Health and Environmental Engineering Organisation (CPHEEO) and at the same time complying to the requirements mentioned in the respective protocols.
 - (c) **SMS/ any other ICT based feedback system:** For ULBs with population less than 50,000, ULBs may deploy manual feedback mechanism to ensure citizen feedback is being recorded and addressed. The ULB should have mapped all its public/community toilets on Google Maps.

(d) Incinerator facility available for disposal of used sanitary napkins for toilet having > 10 seats and also to the toilets adjacent to Women College and hostels and sanitary napkin vending machine:

- a. ULBs which are unable to install incinerator machines within the toilet premises, need to establish a robust mechanism for managing disposal of sanitary napkins in compliance with Bio-medical Waste Management Rules, 2016 for offsite disposal.
- b. The bins being used for disposal of sanitary napkins should be clearly demarcated for "Sanitary/ Bio-medical waste only".
- c. These bins should not be used for any purpose other than "SANITARY/ BIO-MEDICAL WASTE" strictly.
- d. In the absence of a vending machine for sanitary napkins, an alternative mechanism needs to be devised by the ULB to provide sanitary napkins.

(e) Available and regularly cleaned (covered) litter bins, with bins available with each toilet seat (to be checked only in female seats):
Litter bins can be placed at a common location within the female toilet premises, provided the male and female sections are segregated in the overall toilets block structure.

(f) Sanitation Service Level Benchmarks needs to be notified by the ULB and suitable public notice may be issued for the same.

(g) ULBs shall be given a 48 hour window from the time of completion of assessment to raise any objections to the assessment. Post 48 hour, no claims for resolution/ correction of assessment shall be entertained. Any pending documents with reference to the protocol requirements may be submitted within this 48 hour window.

Annexure 2

Revised CT-PT cleanliness scoring matrix

MATRIX

Indicator	Unusable	Usable but dirty	Clean	Very Clean	Excellent	Additional / Aspirational
Mandatory	<60%	>60%	>70%	>80%	>90%	>95%
Essential			>60%	>70%	>80%	>90%
Desirable				>60%	>70%	>80%
Additional / Aspirational						>90%

Toilet Cleanliness Protocol for Public and Community Toilets based on range of services available and level of cleanliness													
Sl No	Indicators (Range of Services)	Maximum Marks	Option 1	Marks	Option 2	Marks	Option 3	Marks	Option 4	Marks	Score received (A)	Weight (B)	Final score (A*B)
MANDATORY SERVICE INDICATORS (MAXIMUM SCORE - 100)													
M1	All toilet seats and urinals clean and usable at all times	20	>75% seats are clean	20	50-75% seats are clean	15	25-50% seats are clean	10	<25% seats are clean	0			20%
M2	Wash basin(s)/hand wash facility clean and usable at all times	5	100% clean	5	Partially clean	3	Not clean	1	Not available	0			6%
M3	Availability of water	20	Water is available in all cubicles	20	Water is available in <50% cubicles	15	Water is available in/around the premises	10	Water is not available	0			20%
M4	Adequate ventilation facility (vents, slanted glass and/or exhaust fan)	15	Exhaust Fan available	15	Slanted Glass available	10	Natural Ventilation	5	Ventilation not available	0			15%

M5	Premises are well lit at all times, within and	are at all both and	15	Yes (Functional light points available both)	15	Yes (Functional lights available inside the premises)	10	Yes (Functional light points outside the premises)	5	No (No light points available)	0	15%	
M6	outside, with each seat having its own light point, and all light points functional			outside the premises and within the toilet cubicles				outside the premises)					
M6	Functional bolting arrangements on all doors of all toilet seats (ladies toilets will be assessed separately)		10	>75% doors have functional bolting arrangements	10	50-75% doors have functional bolting arrangements	8	25-50% doors have functional bolting arrangements	5	<25% doors have functional bolting arrangements	0	9%	
M7	Untreated faecal sludge/ septage and sewage from the toilet is not discharged and/or dumped in drains, open areas or water bodies		15	Yes	15					No	0	15%	
ESSENTIAL SERVICE INDICATORS (MAXIMUM SCORE - 100)													
E1	Toilet floor is dry and clean at all times		20	Very Clean	20	Clean	15	Partially clean	10	Not clean	0	22%	
E2	Mirrors, if available, are clean and polished		5	Very Clean	5	Clean	3	Partially clean	1	Not clean	0	12%	
E3	Available and regularly cleaned (covered) litter bins, with bins		12	>75% cubicles have litter bin and are regularly cleaned	12	50-75% cubicles have litter bin and are regularly cleaned	10	25-50% cubicles have litter bin and are regularly cleaned	5	<25% cubicles have litter bin and are	0	12%	

Toilet Cleanliness Protocol for Public and Community Toilets based on range of services available and level of cleanliness

Sl No	Indicators (Range of Services)	Maximum Marks	Option 1	Marks	Option 2	Marks	Option 3	Marks	Option 4	Marks	Score received (A)	Weight (B)	Final score (A*B)
E4	available with each toilet seat (to be checked only in female seats)								regularly cleaned				
E4	Available soap / operational soap dispenser	9	Soap Dispenser available and functional with liquid soap / soap bar available	9	No dispenser, but hand-washing Soap Available	6	Detergent soap bar available, not suitable hand-washing soap	3	Soap not available	0		8%	
E5	Usable taps and fittings, with no leakage OR water tank in or outside the structure with water available in it at all times during opening hours	10	>75% cubicles have usable taps with no leakage	10	50-75% cubicles have usable taps with no leakage	8	25-50% cubicles have usable taps with no leakage	6	<25% cubicles have usable taps with no leakage	0		6%	
E6	Gender-segregated, separate entrances for males and females, if both facilities available in single block	12	Yes (separate entrances for males and females)	12					No	0		12%	
E7	Entrance/ accessibility (like ramp, stairs) to toilet block is barrier free.	12	Yes	12					No	0		8%	

Toilet Cleanliness Protocol for Public and Community Toilets based on range of services available and level of cleanliness

SI No	Indicators (Range of Services)	Maximum Marks	Option 1	Marks	Option 2	Marks	Option 3	Marks	Option 4	Marks	Score received (A)	Weight (B)	Final score (A*B)
E8	including those for specially abled persons Premises are visible to passersby, with clear signage, and the area within 3 m from each direction of the structure is not encroached by unauthorized construction and vendors												
		11	Signage Available within every 100 m in each (min 5 signage)	11	Signage Available within every 300 m (min 3 signage)		Signage Available within every 500 m (min 1 signage)		No Signage Available	0		8%	
E9	Staff is provided with necessary supplies of consumables, cleaning equipment, protective gear and inventory and there is no stock out for longer than 24 hours	9	Yes all 3 available	9	Yes 2 available	7	Yes 1 available	5	Not available	0		12%	
DESIRABLE SERVICE INDICATORS (MAXIMUM SCORE – 100)													
D1	Roster being maintained for regular cleaning and maintenance and a caretaker is on duty at all	25	Yes (Roster and Caretaker both available)	25	Yes - (Caretaker available but roster is not maintained)	15	Yes - (only roster/register available)	10	No (None available)	0		20%	

Toilet Cleanliness Protocol for Public and Community Toilets based on range of services available and level of cleanliness													
Sl No	Indicators (Range of Services)	Maximum Marks	Option 1	Marks	Option 2	Marks	Option 3	Marks	Option 4	Marks	Score received		Final score (A*B)
											(A)	(B)	
D2	times during open hours Public/Community Toilet is visible on Google Maps toilet locator as 'SBM Toilet'	25	Yes	25					No	0		20%	
D3	Name and contact details of the following are displayed prominently - Toilet identification number, name of ULB under whose jurisdiction toilet is covered, ward number and maintenance authority prominently displayed for each toilet block Supervisor, Supervisor's agency and area Sanitary Inspector>Contact number will be checked whether it is working or not)	20	Yes	20					No	0		20%	
D4	Complaint registration and	20	Yes	20					No	0		20%	

Toilet Cleanliness Protocol for Public and Community Toilets based on range of services available and level of cleanliness													
Sl No	Indicators (Range of Services)	Maximum Marks	Option 1	Marks	Option 2	Marks	Option 3	Marks	Option 4	Marks	Score received (A)	Weight (B)	Final score (A*B)
	redressal mechanism (Swachhata App/local app/ other ICT-based media such as whatsapp, Swachhata helpline 1969) is in place and is functional, with all complaints, maintenance issues or incidents resolved within 24 hours of registration/ manual register for capturing feedback in cities with less 50000 population												
D5	Air freshener (Odonil) applied	1	Yes	10					No	0		20%	
ADDITIONAL / ASPIRATIONAL SERVICE INDICATORS (MAXIMUM SCORE – 100)													
A1	Walls and floors are stain / graffiti free	1	Yes	15					No	0		15%	
A2	Low height toilets/Indian toilets for children	1	Yes	15					No	0		15%	
A3	Plants / shrubs in the vicinity of toilet complex Are well maintained/ Plant pots available	1	Yes	10					No	0		15%	
A4	Space earmarked for advertisement	1	Yes	10					No	0		10%	

Toilet Cleanliness Protocol for Public and Community Toilets based on range of services available and level of cleanliness													
Sl No	Indicators (Range of Services)	Maximum Marks	Option 1	Marks	Option 2	Marks	Option 3	Marks	Option 4	Marks	Score received (A)	Weight (B)	Final score (A*B)
A5	for revenue generation(Even if advertisement is not available marks will be awarded)												
A5	Hand dryer / paper napkin available/ Towels	10	Yes	10					No	0		10%	
A6	Ladies' toilets have vending machine for sanitary napkins	10	Sanitary napkin vending machine is available and functional	10	Sanitary napkin vending machine is available but not functional	5			Not available	0		10%	
A7	Incinerator facility available for disposal of used sanitary napkins for toilet having > 10 seats and also to the toilets adjacent to women college and hostels	10	Incinerator is available and functional	10	Incinerator is available but not functional	5			Not available	0		10%	
A8	Functional floodlights / halogen vapour lamps outside the toilet premises during the night, without any dark, shadowy areas	5	Yes	5					Not available	0		5%	

Toilet Cleanliness Protocol for Public and Community Toilets based on range of services available and level of cleanliness													
SI No	Indicators (Range of Services)	Maximum Marks	Option 1	Marks	Option 2	Marks	Option 3	Marks	Option 4	Marks	Score received (A)	Weight (B)	Final score (A*B)
A9	in the vicinity of the toilet SMS /any other ICT based feedback system (with number displayed on which SMS has to be sent)	10	Available	10					Not available	0		5%	
A10	Structural audit of toilet block done	5	Yes	5					No	0		5%	

IMPORTANT NOTE: Should any of the mandatory service indicators fall in the 'poor' category, the toilet will be categorized as "UNUSABLE" irrespective of its scores received in the other indicators.