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2019



# SWACHH BHARAT MISSION

## INDORE MUNICIPAL CORPORATION

Improving Sanitation Services of Cleanest City  
of India through

### SERVICE LEVEL BENCHMARKING

  
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Indore Municipal Corporation

## Service Level Benchmarking

A Handbook on Service Level Benchmarking has been developed and released by the Indore Municipal Corporation. It seeks to:

- Define a common minimum framework for monitoring and reporting on these indicators
- Set out guidelines on how to operationalize this framework in a phased manner. The framework encompasses following performance indicators.

### 1. Detailed guidelines:-

#### a. Sanitation Services

- All households that have space to construct toilet, have constructed one. That should be functional and well-maintained, with water availability.
- All occupants of those households that do not have space to construct toilet have access to a community toilet within a distance of 500 meters.
- All commercial areas have public toilets within a distance of 1 kilometer.
- Ensure that there is no open defecation and open Urination is being taking place.
- All CT/PT should open and close as per the time defined by IMC/Ministry of housing and Urban Affairs/State/Council.
- Identification of all Urination Vulnerable points (UVP's) and transforms them into clean spaces.
- The city has sufficient mobile toilets/toilet facilities for use during occasions with large gatherings in a single area i.e. situations with high demand for toilets, where existing facilities may not be sufficient, regardless of how infrequent these occasions are.
- Ensure Provision of toilet facilities to migrant population/construction workers (construction sites with 25 workers or more) with safe disposal of faecal sludge.
- All residential societies with resident welfare associations (RWAs)/housing or mohalla committees have toilet facilities within the premises for the use of male and female nonresident domestic workers, construction workers, maintenance staff, drivers, etc. that are clean and usable at all times. Where RWA or housing committee does not exist, ULB shall suo moto form a committee for the purpose, in consultation with concerned area residents
- Ensure to recover Operation and maintenance cost of all community / public toilets and FSTP through revenue streams such as advertisement rights, user charges, property tax, CSR and other means.
- Carry out structural audit of all community / public toilets and necessary repairs and renovations on the basis of the findings.

  
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- The city has issued and notified fines against open defecators, open urination and defined penalty / fine against concessionaires/maintenance authorities in-charge of community / public toilets in service contract.
- All functional public and community toilets should be appropriately provisioned and well-maintained, with all conditions given in ODF, ODF plus and ODF plus plus protocols. In addition to that, each toilet shall be scored atleast 90% as per the framework provided in ODF, ODF plus and ODF plus plus protocols defined by Ministry of Housing Urban Affairs.
- Imposition of user charges, if any, for community and public toilets
- Provide personal protective equipment (PPE) and cleaning equipment to staff at toilets.

**b. Sewerage network**

- Prepare city sewerage network plan
- Sewer networks, where existing, are maintained as per norms
- No discharging in open environment—water bodies, drains, open land, etc.
- Safe Containment systems (such as septic tanks, twin pits or other on-site sanitation systems prescribed by CPHEEO or under SBM-Urban Mission Guidelines)
- Regular and safe emptying, treatment and/or safe disposal of septage from these toilets managed as per norms/protocols
- All septic tank cleaning service providers are registered and licensed by IMC, operate through contract with the respective administration/authority in allotted areas and utilize well-maintained mechanized equipment (as per recommendation of National Policy on FSSM)
- Safe conveyance and treatment of all faecal sludge as per Central Pollution Control Board (CPCB) standards or as amended by the state PCB.
- Sewage/septage treatment facilities are operated and maintained as per norms
- Treated sludge is disposed of at designated site or diverted for appropriate recovery/reuse (recovery/reuse as per norms).
- Complaint redressal System with all overflow/leakage issues/any other issues resolved within defined period of time of being brought to notice
- IMC has issued and notified fines against persons / desludging operators dumping untreated fecal sludge in drains and / or open areas.
- All individual, community and public toilets should also meet the conditions defined for management of faecal matter in protocols.
- Provide personal protective equipment (PPE) to staff to provide mechanical emptying services

**c. Water Supply and Water Connectivity**

- Coverage of water supply connections
- Extent of metering of water connections
- Efficiency in redressal of customer complaints

  
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- Efficiency in collection of water supply-related charges

**d. Storm Water Drainage**

Extent of the network and effectiveness of the network are emphasized to assess storm water drainage systems performance. As this service does not yield any direct revenues, financial sustainability is not considered. Indicators selected are:

- Coverage of storm water drainage network

**e. Waste Water Management**

- Coverage of toilets
- Adequacy of wastewater treatment capacity
- Extent of reuse and recycling of wastewater
- Efficiency in redressal of customer complaints
- Efficiency in collection of sewerage-related charges

**2. Monitoring Guidelines:-**

**a. Necessary Facilities in all community and public toilet**

S.No.	Condition
<b>Cleanliness</b>	
1	All toilet seats and urinals clean and usable at all times
2	Wash basin(s) clean and usable at all times
3	Toilet floor is swept and mopped at all times
4	Mirrors, if available, are clean and polished
5	Available and regularly cleaned litter bins, with bins available with each toilet seat
6	Roster being maintained for regular cleaning and maintenance and a caretaker is on duty at all times during opening hours
<b>Support infrastructure</b>	
7	Availability of water
8	Available and operational soap/soap dispenser
9	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	Adequate ventilation facility (vents, slanted glass slats and/or exhaust fan)
11	Premises are well lit at all times, with each seat having its own light point, and all light points functional
12	Functional bolting arrangements on all doors
<b>Accessibility</b>	
13	Gender-segregated, distinct entrances for males and females, if both facilities available in single block
14	Entrance/ accessibility (like ramp, stairs) to toilet block is barrier free, including those for specially abled persons
15	Premises are visible to passersby, with clear signage, and the area within 3m from each

  
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	direction of the structure is not encroached by unauthorized construction and vendors
16	Public/Community Toilet is visible on Google Maps toilet locator as 'SBM Toilet'
<b>Operations and Maintenance</b>	
17	Untreated faecal sludge/septage and sewage from the toilet is not discharged and/or dumped in drains, open areas or water bodies
18	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
19	Name and contact details of the following are displayed prominently - Supervisor, Supervisor's agency and area Sanitary Inspector
20	Complaint registration and redressal mechanism is in place and is functional, with all complaints, maintenance issues or incidents resolved within 24 hours of registration
<b>Total</b>	

**b. Additional facilities in atleast 25% functional community and public toilet(s) in each ward**

S.No.	Condition
<b>Cleanliness and aesthetics</b>	
1	Walls and floors are clean and stain/graffiti free
2	Air freshener is available and applied
3	Plants / shrubs in the vicinity of toilet complex are well maintained
<b>Additional amenities/infrastructure</b>	
4	Hand dryer/ paper napkin is available
5	Bathing facility is available
6	Low height toilets and basins are available for use by children
7	Women's toilets have sanitary napkin vending machine and adequate disposal mechanism for sanitary napkins
8	Functional floodlights/ halogen vapour lamps outside the toilet premises during the night , without any dark, shadowy areas in the vicinity of the toilet
<b>Green technology</b>	
9	Rainwater harvesting facility is available
10	Water-saving or reuse technology has been incorporated
<b>Financial viability</b>	
11	Space has been earmarked for revenue generation
12	Toilet is self-sustainable (100% operation and maintenance cost met from revenue generated within premises)
<b>Total</b>	

  
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### 3. Operationalising the SLB Framework

The Initiative involved the provision of technical support for the implementation of the framework in Indore. The overarching aim of the SLB Pilot Initiative has been to take the SLB framework forward from concept to practice. Moreover, it aims to establish the link between benchmarking and internal performance improvement efforts. By doing so, it is expected that IMC would be encouraged to integrate the benchmarking process and its outputs into their decision processes.

IMC Commissioner would verify the SLB performance. Thereafter, based on the observations IMC Commissioner would guide for improving performance and would provide a chance to reflect on their performance. It enabled officials to identify their shortcomings as well as possible strategies for overcoming them. As a follow-up to this exercise, Indore would help to develop specific actions, proposed to take and expected service levels consequent to their implementation. It is hoped that IMC would embrace the principle of service accountability and take the lead in using the SLB framework to deliver improved services for their citizens.



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