



Scheme for Ranking of ULBs in Himachal Pradesh

**Department of Urban Development,
Himachal Pradesh, Shimla-2.
Website-ud-hp.in**

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Introduction:

Himachal Pradesh State is a predominantly hill State with the total population of 68.56 (6.85 Millions) residing in 55673 sq km area. Like any other part of our great country, urbanization is fast increasing and posing variety of problems related to urbanization in Himachal Pradesh as well.

Currently urban population of the state is 7.13 Lakhs (10.04% of the total population) but it is fast increasing. The state currently has 2 Municipal corporation (Shimla), 31 Municipal Councils and 21 Nagar Panchayats to provide qualitative municipal services in Urban Areas.

The urban Development Department of State, in close partnership with ULBs is striving to find innovative and advanced technological solutions to urban problems of the State like; integrated urban transport, Sanitation, Solid Waste Management, Urban Infrastructure, Urban Poverty, Urban Housing, Urban Planning, Financial Sustainability of ULBs and general Urban Governance.

The task is gigantic; but the Department find it to be achievable through the active community involvement and hard work and sincere efforts of all officers and employees of the department.

About Scheme

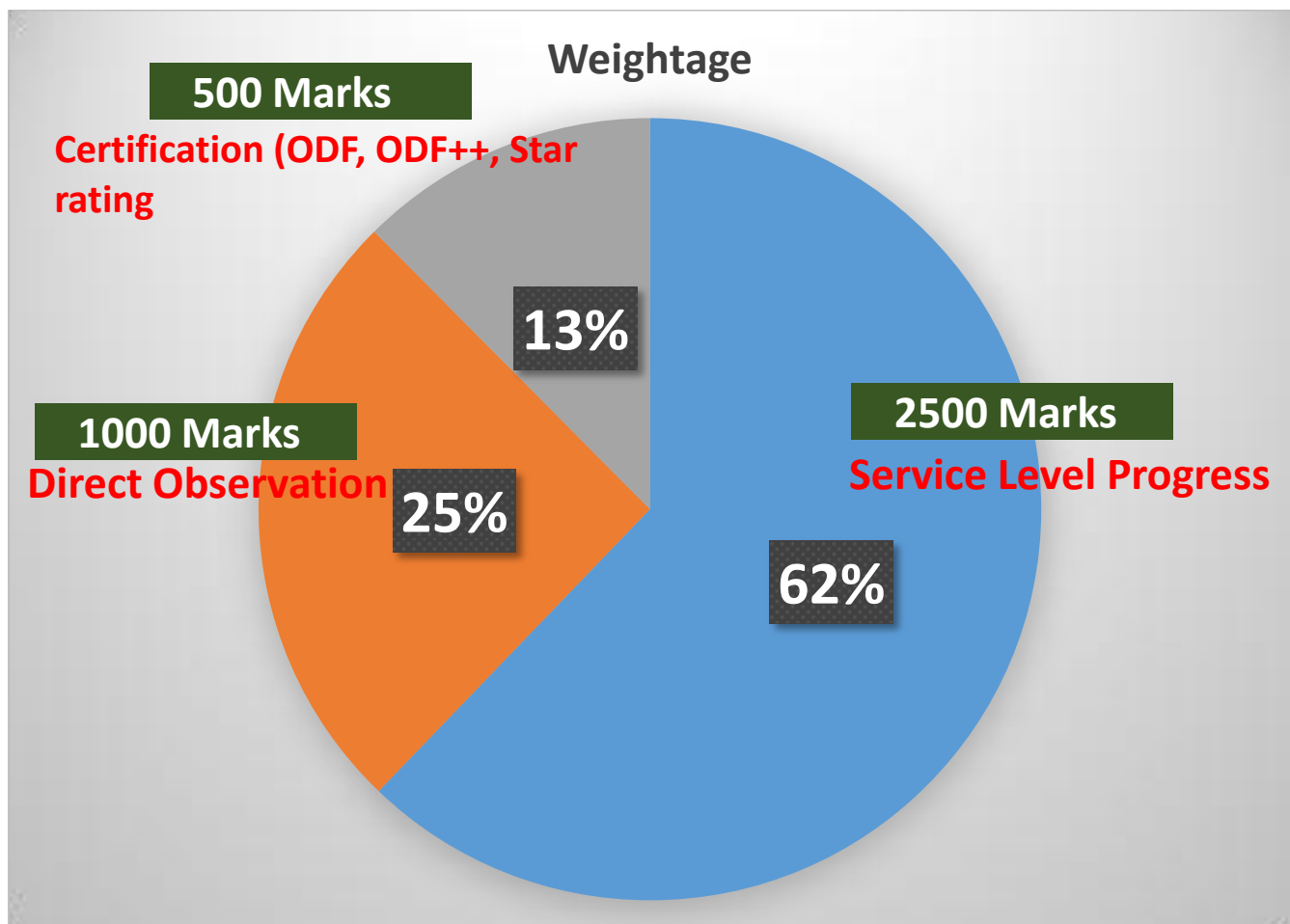
Urban areas are often called the „engines of growth“. The number of urban areas has been growing across the State and the existing urban areas have been witnessing growth in population. It is the responsibility of the State to provide various facilities to people residing in urban areas. Urban Local Bodies (ULB)

provide an essential link between the State Government and the urban population. ULBs provide number of basic services to the urban population like sanitation, parks, roads, garbage collection, streetlights etc. as a result of which the role that ULBs play in the quality of life of people is substantial. A better and clean environment is sine qua non of healthy living. In order to raise the standard of services being provided to the people by the ULBs, it is essential to foster competitive spirit among various ULB so that they strive to provide better services to the urban populace of the State. In pursuance of this initiative, the State Government has introduced Scheme for Ranking of ULBs to rank Urban Local Bodies. Ranking will be based on three categories i.e Municipal Corp., Municipal Council and Nagar Panchayat. **Incentive will be given to top ranking ULBs as per the scheme approved by the Government.** Directions have also been passed by Hon'ble NGT in OA No.606/2018 regarding a system for ranking of cities, towns and villages in the State based on level of compliance with environment laws may be developed. In compliance to these directions Department of Urban development has developed a Scheme for Ranking of Urban Local Bodies in Himachal Pradesh.

Eligibility Criteria:

- The scheme is applicable to all Urban Local Bodies of the State.
- It is mandatory for all the Urban Local Bodies of the state to participate in the scheme.

Marks Weightage



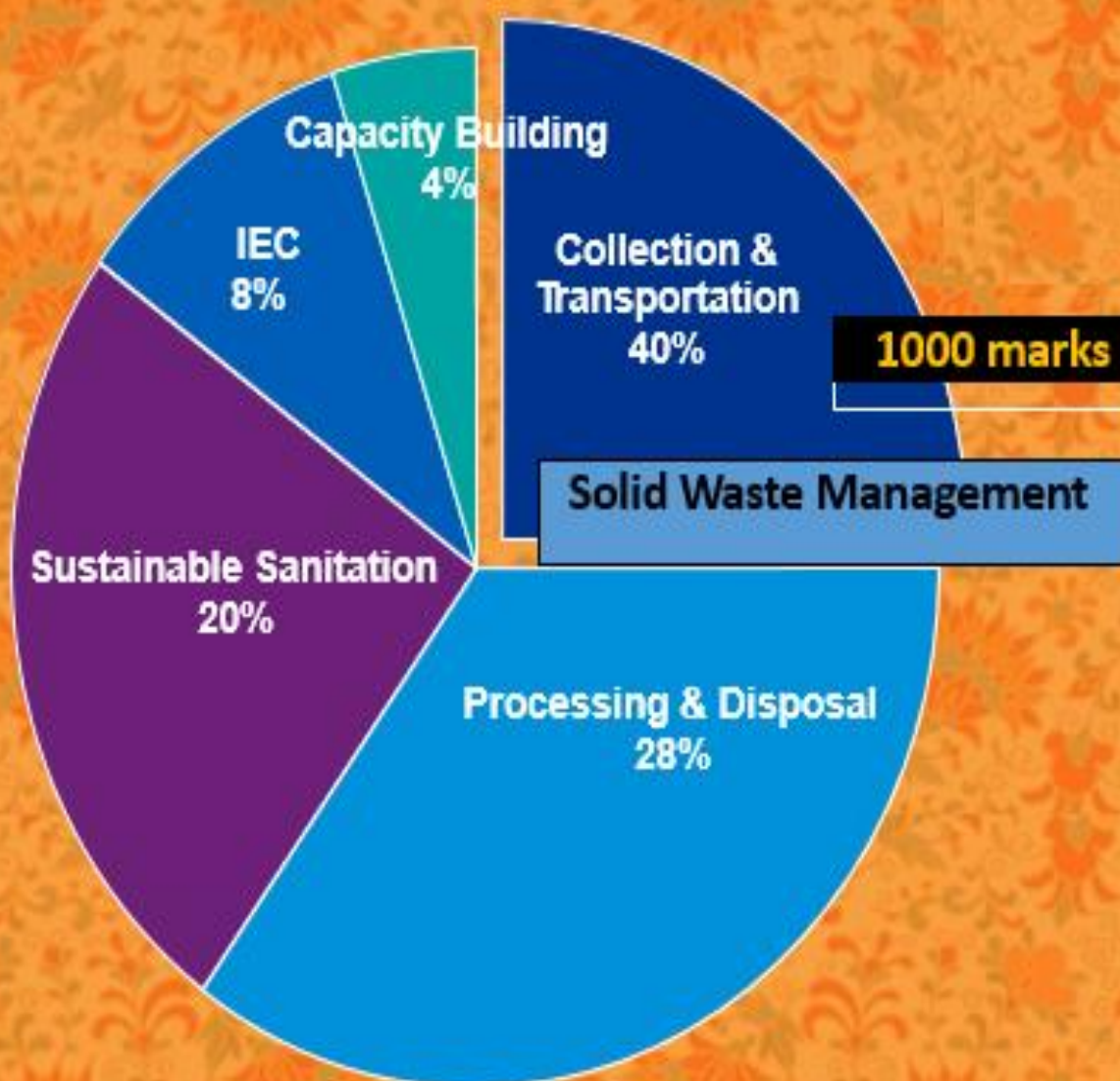
Detailed Marks Description

S. No	Component	Sub component	Marks	Total Marks
1	Service Level Improvement			2500
1.1		Collection & Transportation	1000	
1.2		Processing & Disposal	700	
1.3		Sustainable Sanitation	500	
1.4		IEC & Behavior Change	200	
1.5		Capacity Building	100	
2	Direct Observation			1000
3	Certification			500
		Total		4000

Service Level Progress

Marks-2500/4000

1. COLLECTION AND TRANSPORTATION



1.1

Percentage of Wards covered with operational **Door to Door Collection** of wasteMarks
120

WHY

This parameter examines whether your ULB has a system in place for door-to-door collection of waste. Coverage of wards means each and every unit of household, commercial establishment and shops in the ward.

Details to be Provided

- Total no. of wards
- No. of wards with door to door collection
- No. of vehicles deployed for door to door collection in each ward
- No. of sanitation staff deployed for door to door collection in each ward
- No. of Gates (collection points) in each ward of ULB jurisdiction
- No. of commercial establishments/shops in each ward of ULB jurisdiction
- Total waste collected from each ward

Note: Only total count is required for the above parameter

Scheme of Ranking for Door to Door Collection

Marks

Practiced in >95% Wards	120
Practiced in 80%-95% Wards	100
Practiced in 65%-79% Wards	80
Practiced in 50%-64% Wards	50
Practiced in <50% Wards	0

1.2

Percentage of Wards practicing source **segregation of waste** which is maintained till processing/disposal siteMarks
500

WHY

This parameter examines whether your ULB has a system in place for collection of waste in segregated manner (Wet and dry waste). The segregated waste thus collected should be maintained in three streams (Biodegradable, Non Biodegradable and Hazardous waste) until it reaches the processing plant/site or Material Recovery Facilities (MRF). Coverage of wards means all households/commercial establishment in the ward.

Details to be provided

- No. of wards practicing source segregation of waste
- No of Gates (Collection Points) practicing source segregation
- Total no. of vehicles (with partition) for door to door collection
- Total waste collected from each ward – dry, wet and Hazardous separately.
- No. of Gates (Collection Points) handed over segregated waste (ward wise)
- No. of Gates (Collection Points) handed over mixed waste (ward wise)
- Whether Mix Waste is collected in a separate bag

Note: Only total count is required for the above parameter.

Door to Door waste collection is mandatory in ULB's where underground dustbins have been installed except the gated community/ area where these can be considered as collection points.

Scheme of Ranking for Door to Door Collection	Marks
Segregated in >95% Wards	500
Segregated in 80%-95% Wards	400
Segregated in 65%-79% Wards	300
Segregated in 50%-64% Wards	200
Segregated in <50% Wards	100

1.3

ICT based Monitoring Mechanism in place for : Ward wise Collection and Transportation (C&T) including emptying Litter bins from Commercial areas (no spill over), Monitoring of Garbage Vulnerable Points (GVPs) and Sanitation Staff.

Marks
40

WHY

This indicator examines the ICT enabled mechanisms by which the ULB monitors its efficiency of the collection and transportation system, regularity of its staff and sustaining the transformation/cleanliness of Garbage Vulnerable Points. Cities with <1 lakh population can monitor Collection & Transportation through a manual system.

Details to be provided

- Total no. of vehicles for collection and transportation
- No. of vehicles with ICT based monitoring (Collection and Transportation)
- Total number of GVPs identified in the city through ICT
- No of CCTVs, if installed for monitoring
- No. of GVPs transformed and sustained through ICT based monitoring
- Total no. of sanitation workers
- No. of sanitation staff whose attendance is monitored through ICT

Note: Only total count is required for the above parameter

Scheme of Ranking for 100 % coverage**Marks**

ICT based monitoring of door to door (including litter bins) Collection & Transportation	40
ICT based GVP monitoring	20
ICT based attendance for Sanitary Workers	10

1.4

Percentage of **Informal Waste Pickers** formally integrated into **Sustainable Livelihoods**

Marks
30

WHY

Formally integrating the informal waste pickers helps improve the living standards of urban poor by engaging them in areas including collection & transportation, processing (Material Recovery Facilities etc.), construction/ maintenance of toilets. or establishing linkages with National Urban Livelihood Mission (NULM) and Skill India etc.

Details to be Provided

- Total number of informal waste pickers identified
- No. of waste pickers formally integrated with ULB
- No. of waste pickers who have been given/availed medical benefits
- No. of waste pickers who have been linked to PM-SYM
- % of Informal Waste Pickers identified among total workers integrated viz. SHG, NGO workers - permanent staff (sanitary workers) to be excluded.

Note: Only total count is required for the above parameter

Scheme of Ranking**Marks**

>95% Informal waste pickers integrated	30
80-95% Informal waste pickers integrated	20
60-79% Informal waste pickers integrated	10
Less than <60% integrated	0

Benefits extended to Sanitary workers including Informal Waste Pickers i.e. workforce engaged under/through Jaagirdari system, SHG, NGO, private agency, independent waste pickers etc.

1.5

1. **Provision of personal protection equipment (PPE)** - including uniform, fluorescent jacket, hand gloves, raincoats, appropriate foot wear and masks, to all workers handling solid/liquid waste
2. All Workers have been facilitated to link with at least two eligible government schemes i.e, Accidental Insurance/Life Insurance/Ujjawala/Saubhagya/Integration of NULM etc.
3. Monthly **recognition of best performing workers** (name of workers and reason for recognition to be shared)
4. **Training imparted to workers on segregation of waste**

**Marks
40**

WHY

SWM Rules 2016 mandates provision of protective equipment(PPE) to all workers involved in handling solid/liquid waste (engaged under Jaagirdari, SHG, NGO, private Agency, regular/casual workers etc.).

Workers can be linked with Aayushman Bharat health scheme/ESI or by issuing health cards, conducting training

Details to be provided

- Total number of sanitary workers in place along with other informal workers
- No. of workers provided with PPE
- No. of workers who have been integrated with least two social welfare schemes.
- Name of the schemes
- No. of sanitation workers given recognition on monthly basis
- No. of sanitation workers given training on segregation of waste

Note: Only total count is required for the above parameter

Scheme of Ranking – 100% compliance Marks against each parameter

1. PPE to all workers	10
2. Linkages established with at least two eligible Government Schemes	10
3. Monthly recognition of best performing workers	10
4. Training imparted to more than 90% workers on segregation of waste	10

100% Wards are Clean in the Urban Local Body (ULB)

1.6

Twice a day sweeping (including night sweeping) in all commercial areas, once a day sweeping in all residential areas, removal of animal dung, transformation of Garbage Vulnerable Points(GVP), no solid waste visible in storm water drains/water bodies, Retrofitting/Up keeping of slums and old city areas*) *No broken footpaths, no open drains, buildings not damaged, painted, street lights are in place and operational.

Marks
70

WHY

This parameter is to examine whether all the commercial areas in the city are swept at different intervals of the day including festivals and Sundays (with mandatory night sweeping , clearing animal dung, elimination of GVPs). and old city areas should have painted walls, plantations, covered drains. Slums ins/no open pits, free from water logging, etc.

Details to be provided

- No. of commercial areas; residential areas
- No. of commercial and residential areas covered with twice a day sweeping
- No. of GVPs transformed
- No. of water bodies cleaned, transformed and maintained
- No. of houses in slums/old city areas done with retrofitting

Note: Only total count is required for the above parameter

Scheme of Ranking

Marks

1.	Twice a day sweeping in all commercial areas	15
2.	Once a day sweeping in all residential areas	15
3.	Removal of animal dung	5
4.	Transformation of GVPs	15
5.	No solid waste in storm water drains/water bodies	10
6.	Retrofitting/Up-keeping of slums and old city* (wherever required)	10
7.	Adherence for all above six	30

Proportionate marks, with reference to percentage of coverage, shall be allotted. 100% marks for 100% coverage.

1.7

Is the city bin free?

50
Marks

Street/road side large bins and dhalaos (meant for secondary storage) should be removed.

WHY

This indicator examines if the ULB has provided facilities/options for citizen /establishment for door to door collection of waste in a segregated manner so that secondary transfer points with large bins/ dumper placers /hook loader bins are not required in the city. Please note that placing litter twin bins of capacity 50-100 Leaguers in commercial/public areas is exempted under this indicator. Please make sure litter bins are labelled properly for dry and wet waste. Shopkeepers and commercial establishments should also have individual twin bins. Vendors are not expected to dump their waste in the litter bins.

Note: Shopkeepers should ensure cleanliness of open spaces in front of their shop along with availability of litter bins. Wherever, shopkeepers have provided litter bins, ULB is not expected to place additional litter bin in commercial areas.

Additional details to be provided

- No. of locations where-in secondary bins were placed / are placed.
- No of locations where secondary bins have been removed
- No. of commercial areas/public areas
- No. of litter bins placed in commercial /public areas

Note: Only total count is required for the above parameter

Scheme of Ranking

Marks

Bin Free in >95% wards	50
Bin Free in in 75-95% wards	40
Bin Free in 50-74% wards	30
Bin Free in <50 % wards	5

1.8

Whether City has banned single use plastic from all festivals/social gatherings/events?

50 Marks

WHY

This indicator would assess the extent of enforcement for discouraging one time use 'Plastic' in the city. Considering the environmental degradation caused by one-time use plastics, cities should work towards discouraging its citizens from using single-use plastics.

Details to be Provided

- Date of notification of ban on 'single use plastic' updated till 5th day of the
- Total number of challan issued and
- Amount of fine collected for non-compliance

Note: Only total count is required for the above parameter

Scheme of Ranking

Marks

Yes	50
No	0

1.9

3R Principles: Whether measures taken to reduce generation of Dry/Wet Waste? If yes, share details

50 Marks

WHY

This indicator would assess the ULB's effort to reduce the waste generated by household/commercial/industrial establishments in the city and should adopt the 3R principles. The focus should be on reducing the amount of waste which is finally transported to the processing/disposal site or processed through on-site composting*.

Details to be Provided

- Total waste generated by the city : (Monthly From Jan'19 –till current month)

**Example: Barton Bhandar Thalla Bhandar Food banks to provide food who don't have access to food, reuse of old books/clothes, Waste Exchange Program, leftover (but not stale/not expired) eatables from hotels/restaurants/Office or School Mess to needy ones/Gaushalas, Toiletry kept in the hotel should be fixed/dispensed, ban on sauce sachets/plastic straws/glasses, incentives to use own plates/dish to take food/eatables...etc.*

Note: Only total count is required for the above parameter

Scheme of Ranking

Marks

Yes	50
No	0

1.10

Whether City has notified EPR (Extended Producers Responsibility).**Marks
50****WHY**

As defined under Solid Waste Management Rules 2016, Extended Producer's Responsibility is responsibility of any producer of packaging products such as plastic, tin, glass and corrugated boxes, etc., for environmentally sound management, till end-of-life of the packaging products;

Criteria: The producers are required to set out modalities for waste collection system based on Extended Producers Responsibility and involve State Urban Development Departments, either individually or collectively, through their own distribution channel or through the local body concerned.

Details to be Provided

- Date of notification for EPR

Note: Only total count is required for the above parameter

Scheme of Ranking**Marks**

EPR Notified

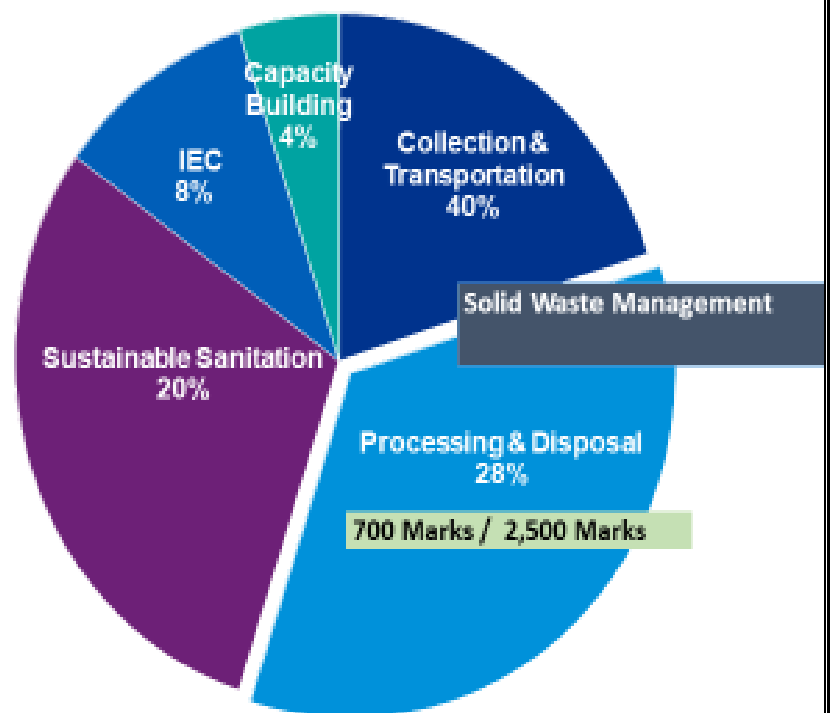
50

EPR not notified

0

Processing and Disposal

Total Number of
Questions: 13



2.1

Whether capacity of wet waste processing facility/facilities in the city is matching with the total wet waste generated by the city?

Marks
50

WHY

The indicator would assess whether a city has adequate facility/infrastructure to process the wet waste generated

Details to be Provided

Scheme of Ranking

Marks

- Total Wet Waste generated daily on actual basis/DPR or by using 225 gram per capita criteria.
- Total number of Centralized and decentralized waste processing units in the city along with input capacity
- Quantity of compost/bio-gas generated.
- Total waste generated by city minus Waste processed by RWAs or through Home compost/bio-gas should be equal to the total waste collected by the city.
- Of the total waste generated, quantity of wet waste sent to the landfill

Yes, 100%

50

Only 90%

40

Only 80%

30

Only 70%

20

Only 60%

10

< 60%

0

Note: Only total count is required for the above parameter

2.2

Percentage of total **wet waste** collected is **treated**, either by decentralized or centralized processing.

Marks
100

WHY

This indicator assesses the extent of decentralized and centralized management of wet waste generated. The amount of wet waste being sent to the landfill should be minimized.

Details to be Provided

- Total **Wet Waste generated** daily on actual basis/DPR or by using 225 gram per capita criteria.
- **Total number of Centralized and decentralized waste processing units** in the city –
- **Quantity of compost/bio-gas generated.**
- total waste collected by the city i.e. Total waste generated by city minus Waste processed by RWAs or through Home compost/bio-gas.
- Of the total waste generated, quantity of wet waste sent to the landfill
- No. of households practicing home composting
- Total waste processed through home composting

Note: Only total count is required for the above parameter

Scheme of Ranking

Marks

>95% of the waste	100
80 – 95%	80
60 – 79%	60
40 – 59%	40
<40%	

2.3

Percentage of total **dry waste** (excluding plastic and domestic hazardous waste) collected is **treated/Re-used/recycled**, either by decentralized or centralized processing

Marks
50

WHY

This indicator assesses the extent of decentralized and centralized management of dry waste generated. Is the dry waste of the city being recycled or reused?

Details to be Provided

- Total **dry Waste generated daily using per capita** criteria OR actual generation value
- Total **number of decentralized waste processing units** in the city – Waste processing capacity and Waste processed per day (including RWAs and Bulk Generators)
- Total waste processed per day – Log Book to be referred
- **Waste processing capacity to be taken for only functional processing units**

Note: Only total count is required for the above parameter

Scheme of Ranking

Marks

>95% of the waste	50
80 – 95%	40
60 – 79%	30
40 – 59%	20
<40%	0

2.4

Percentage of total **plastic waste** collected is **treated/Re-used/recycled**, either by decentralized or centralized processing

Marks
50

WHY

This indicator assesses the extent of decentralized and centralized management of dry waste generated. Is the dry waste of the city being recycled or reused?

Details to be Provided

- Total **Plastic Waste generated daily**
- Total **number of decentralized waste processing units** in the city – Waste processing capacity and Waste processed per day (including RWAs and Bulk Generators) –
- Total waste processed per day – Log Book to be referred
- **Waste processing capacity to be taken for only functional processing units**

Scheme of Ranking

Marks

>95% of the waste	50
80 – 95%	40
60 – 79%	30
40 – 59%	20
<40%	10

Note: Only total count is required for the above parameter

2.5

Percentage of total **hazardous waste** collected is **treated**, either by decentralized or centralized processing

Marks
50

WHY

This indicator assesses the extent of decentralized and centralized management of dry waste generated. Is the dry waste of the city being recycled or reused?

Details to be Provided

- Total **Hazardous Waste generated daily**
- Total **number of decentralized waste processing units** in the city – Waste processing capacity and Waste processed per day (including RWAs and Bulk Generators) –
- Total waste processed per day – Log Book to be referred
- **Waste processing capacity to be taken for only functional processing units**

Scheme of Ranking

Marks

>95% of the waste	50
80 – 95%	40
60 – 79%	30
40 – 59%	20
<40%	10

Note: Only total count is required for the above parameter

2.6

Any mechanism in place to manage **Construction & Demolition (C&D) waste** as per **C&D Waste Management Rule, 2016**? Whether plans in place to initiate **processing of C&D Waste**?

Marks
50

WHY

This indicator assesses the extent of **decentralized and centralized management of C&D waste generated**. The indicator would also assess the extent of utilization of C&D waste in the city.

How city is tracking random dumping? Whether C&D Waste Helpline in place? Availability of dedicated

Details to be Provided

- **Average C&D waste generated daily** – ULB to share the data.
- **Date of Public notification for C&D waste services**
- **No. of vehicles for managing C&D waste**
- **Date of notification for** penalty system in place for open dumping
- **No. of Bulk Waste Generators of C&D Waste Management Plan from (generating >300 Ton C&D waste in a month)**
- **Quantity of C&D waste reused in** in Government/Municipal/Municipality approved construction activities in non-structural applications.
- **No of collection centers for C&D waste.**

Note: Only total count is required for the above parameter

Scheme of Ranking

Marks

>95% of the waste	50
80 – 95%	40
60 – 79%	30
40 – 59%	20
<40%	10

2.7

Remediation of existing dumpsites undertaken and the stage of the same

Marks
80

WHY

This parameter assesses whether remediation is being practiced or whether the city is dumping waste in an unplanned manner as per the SMW 2016 rules.

Details to be Provided

- **No. of dumpsites identified for remediation**
- **No. of dumpsites remediated**
- **Quantity of waste remediated**

Note: Only total count is required for the above parameter

Scheme of Ranking

Marks

>95% of the waste remediated	80
80 – 95%	60
60 – 79%	40
40 – 59%	20
<40%	10

2.8

Is the landfill in the city a **sanitary landfill**? Or **landfill not required/ Zero landfill city**

Marks
50

WHY

This parameter assesses whether the land fill site of the ULB is scientific/ planned in nature or in accordance with SWM 2016 rules

Details to be Provided

- Is landfill is operational, (Y/N)
- **Quantity of waste being dumped** in the landfill site
- If landfill is under construction; Expected date of completion
- If Work is yet to be started: Expected date of commencement of work

Note: Only count is required for the above parameter

Scheme of Ranking

Marks

Sanitary landfill available and being used / Landfill not required

50

Sanitary landfill under construction

40

Agreement for construction done but work not commenced

15

Tenders called for construction of sanitary landfill site

5

No work started

0

2.9

Percentage of **Bulk Waste Generators (BWG)**, including those generating more than 100 Kgs (or less as notified by the State/city) of waste per day, practicing on site processing of their wet waste - processing not outsourced to ULB. However, cities with <1 Lakh population can outsource to ULB

Marks
60

WHY

This parameter assesses whether the bulk waste generators in a city (including RWAs) are practicing on site composting their premises or not. All such establishments generating more than 100 Kgs(or as notified by the State/city) of waste per day are being considered as bulk waste generator. Outsourcing of waste processing through ULB will not be considered for marking

Details to be Provided

- No. of establishments and RWAs generating more than 100 Kgs (or less as notified by the State/city) of waste per day.
- Date of notice/letter issued by ULBs to all the above listed establishments for practicing on-site processing of waste.
- Quantity of wet waste generated in the identified BWG
- Quantity of waste processed on-site
- Quantity of waste sent to landfill by BWG

ULBs in <1 lakh population cities are allowed to process the waste of Bulk Waste Generators provided all Bulk Waste Generators are identified and commercial rates are charged

Note: Only total count is required for the above parameter

Scheme of Ranking

Marks

>95% BWG practicing on-site processing

60

80-95 %

50

60-79%

40

40-59%

30

Less than 40%

0

2.10

Whether City has **empaneled service provider(s)** managing **collection and processing of dry/wet waste** to cater Bulk Waste Generators (BWGs) or households not being covered under Door-to-Door Collection (details should be available on public domain)

Marks
20

WHY

This indicator would check the coverage of waste collection and processing of waste from establishment which otherwise could not be catered through ULBs existent collection mechanism

Details to be Provided

Scheme of Ranking

Marks

- Date of empaneled service provider for collection and processing of BWG
- Quantity of waste processed by waste the service provider
- The details of collection facility for above mentioned establishments should be available in public domain to ensure respective citizens are aware about the services provided by the ULB and do not dispose garbage randomly on streets.

Yes

20

No

0

Note: Only total count is required for the above parameter

2.11

Percentage of **households processing their wet waste at Home** (Households under RWAs will qualify under the BWG definition)

Marks
50

WHY

This indicator assesses the extent of home composting being practiced to manage wet waste generated in the city. IEC campaign supported by proper handholding will help citizens to opt for home composting, thus taking ownership of their wet waste

Details to be Provided

Scheme of Ranking

Marks

- Total number of households in ULB jurisdiction
- Total number of household processing **wet waste** in their premises itself (except households falling under RWA and are qualified as Bulk Waste Generators)
- Total **Quantity of wet waste** processed by households
- No. of Gated societies/RWAs are assessed under the category of 'Bulk Waste Generators' and **total wet waste processed** by them. Please note, except cities with <1 Lakh population, such gated societies/RWAs either opt for on-site processing or processing outsourced to a private operator.

>5% of the households

50

3-4%

40

2-3%

30

1-2%

20

<1%

0

Note: Only total count is required for the above parameter

2.12

Percentage of **Swachhata App/Local App** complaints covers issues related with **littering/garbage dumping/overflowing litter bins**

Marks
50

WHY

This indicator would assess the extent of complaints pertaining to SWM received on Swachhata App/Local App. The ULBs efforts towards maintaining cleanliness till date should be sustained.

Details to be Provided

- Complaints received on monthly basis shall be considered for scoring under this indicator
- The data shall be sourced directly from Swachh.City

Scheme of Ranking

Marks

<5% complaints	50
Between 6-10% complaints	40
Between 11-15% complaints	30
Between 16-25% complaints	20
> 25% complaints	0

Note: Only total count is required for the above parameter

2.13

What percentage of the operational cost of Sanitation and Solid Waste Management is covered by Property Tax, (SWM/sanitation sub head), User Charges(for SWM/ sanitation related services), Sale of city compost and Advertisement rights on CT/PT and Litter Bins? Salary expenses to Daily wagers, contractual or outsourced staff through service providers(against vacant posts) will be added along with cost

Marks
40

WHY

To assess extent of cost recovery in solid waste management services

Details to be Provided

- Total value of **property tax collected with specific sub-head for SWM/ Sanitation** charges
- Total value of **user charges** collected from households/commercial units for providing solid waste management services
- Total **operational cost of SWM activities** in the ULB e.g. collection costs, salaries, equipment and capital costs, transportation costs, processing costs
- Total **revenue from sale of city compost** and **other sources** of revenue from processing of waste to be provided

Scheme of Ranking

Marks

100% of the cost	40
80 – 95% of the cost	30
60 – 79% of the cost	20
40 – 59% of the cost	10
<40%	0

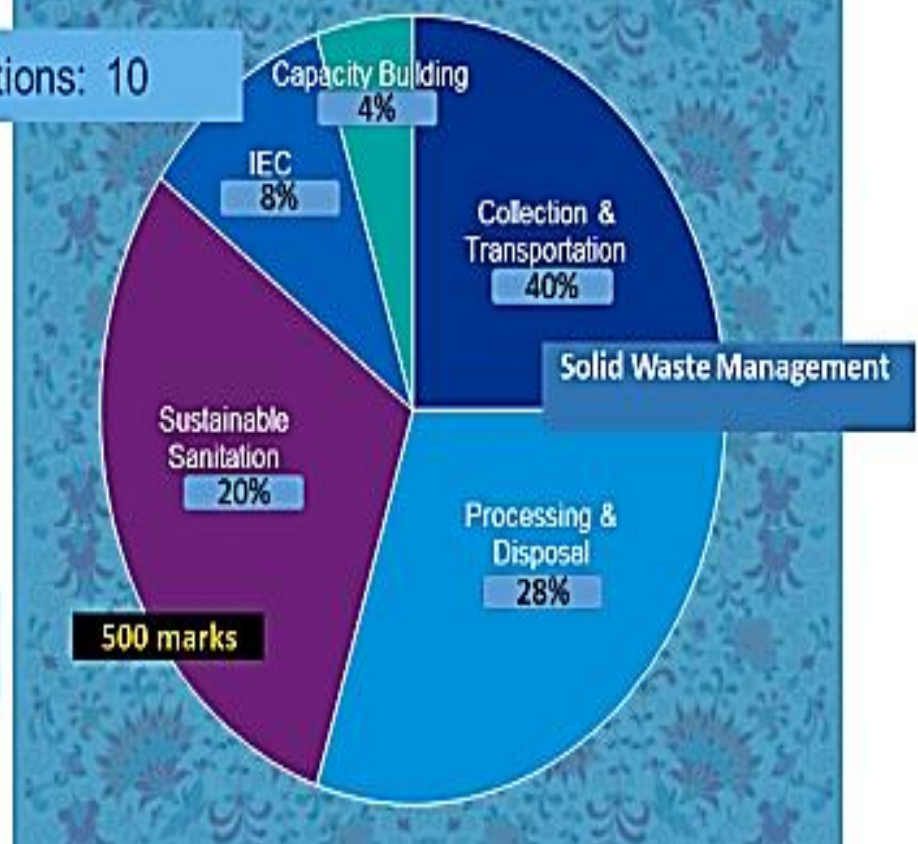
Note: Only total count (Rs. in Lakh) is required for the above parameter

Sanitation

3. SANITATION

Total Number of Questions: 10

500 Marks / 2,500 Marks



1

Faecal Sludge/Liquid Waste generation by -		No.
1	Households: Housing unit	
2	Commercial establishments/Units: Shops, offices, restaurant, hotel and banquet halls	
3	Institutions: Educational, Research and Training	
4	Other entities: Workshop/religious places and Tourist Spots	

2

Connection Scenarios	Sewerage	Septic tank/Soak/twin Pit	Open discharge
1 Household			
- IHHL			
- CT/PT			
2 Commercial establishments			
3 Other entities			

3

Periodic de-sludging of Septic tank/Soak/twin Pit		
By ULB	By ULB authorized Private Operator	By own arrangement
No. of Vehicles	No. of Vehicles	No. of Vehicles (if available)

4

Processing Facility of Septage / Septic tank sludge	
FSTP	Co-treatment at STP

5

Treatment of discharge	STP (MLD)	FSTP (MLD)	Open Discharge (MLD)
1 Sewerage			
2 Septic/Soak/Twin Pit			

6

Processing of Waste Water	
STP Capacity (MLD)	FSTP Capacity (MLD)

Treatment of Sludge left after treatment			
Sludge Composted	Gas Biomethanization from Sludge	Direct Land application	Dumped indiscriminately

8	Waste Water reaching to			
	STP through Sewerage Connection	FSTP through collection by de-sludging operators		

↓

9	Plant Capacity Utilization	Design Capacity (MLD)	Waste Water Treated (MLD)	Waste Water Discharged Untreated (MLD)
	Waste Water generated/collected through Sewerage			
	Waste Water generated/collected through Desludging			

↓

10	Percentage of Treated Water Recycled/Reused		
	Irrigation/Horticulture	Industry	Discharge

↓

11	Rejuvenation of Storm Water Drains		
	Visible waste water flowing	Solid waste floating	Screens available at regular intervals
	Yes / No	Yes / No	Yes / No

↓

12	Action plan to address the problem of polluted storm water drains (to be shared by the ULB)	
	1	
	2	
	3	
	4	
	5	
	6	

Other details to be captured as part of City Profile

For operational plants:

- No. of plants that have become non-operational in the last one month because of lack of adequate input waste water flow
- No. of plants that have become non-operational in the last one month because of lack of adequate electricity supply

Sl.No.	Particulars	Operational STPs	Non-operational	Proposed	Under construction
1	Number				
2	Lat/long Location				
3	Level of treatment : primary / secondary / tertiary				
4	Number of plants where co-treatment of fecal sludge is happening				
5	Total installed capacity (in MLD)				
6	Capacity actually utilized (in MLD)				
7	No. of plants using/ proposing to use - the following technologies:				
	- Activated Sludge Process (ASP)				
	- Membrane bioreactor (MBR)				
	- Moving Bed Biofilm Reactor (MBBR)				
	- Oxidation Pond				
	- Sequencing Batch Reactor (SBR)				
	- Upflow Anaerobic Sludge Blanket Reactor (UASB)				
	- Open Technology				
	- Others				
8	Method of disposal of effluent :				
	- Empty into lakes/ponds/water bodies				
	- Empty into drains				
	- Empty into open field				
	- Used for irrigation / horticulture / farming				
	- Industrial use				
9	No. of plants converting sludge into compost				
10	No. of plants converting sludge into electricity / energy				

3.1

ULB / Development Authority / Cantonment Board has prepared **FSSM Action Plan** or has notified sanitation service level benchmarks, at the least adhering to all conditions defined for SBM ODF++, in municipal bye-laws (or equivalent) and published the same in at least two dailies with wide reach OR its not required if the city is 100% covered through sewerage system.

Marks
40**WHY**

This indicator would assess the extent of planning done by ULBs for Faecal Sludge and Septage Management and ODF++ certification. The ULB should disseminate/engage the same with citizens

Details to be Provided

- Date of formulation of FSSM action plan developed by the ULB/DA/CB.
- Whether service level benchmarks have been published in public domain(Y/N).
- No. of households/commercial establishment/CT&PT are mapped to sewerage network
- No. of households/commercial establishment/CT&PT are mapped to septic tanks
- No. of vehicles used for de-sludging with log book
- Has the city notified the user charges, to be charged, from the households/commercial establishments. **Date of notification to be provided**

Note: Only total count is required for the above parameter

Scheme of Ranking**Marks**

Yes, FSSM Action Plan prepared and notified

40

No

0

What is Service Level Benchmarking?

A Handbook on Service Level Benchmarking has been developed and released by the MoHUA. It seeks to identify a minimum set of standard performance parameters for the water and sanitation sector that are commonly understood and used by all stakeholders across the country; define a common minimum framework for monitoring and reporting on these indicators; and set out guidelines on how to operationalize this framework in a phased manner. The framework encompasses 28 performance indicators:

WATER SUPPLY

- Coverage of water supply connections
- Per capita supply of water
- Extent of metering of water connections
- Extent of non-revenue water
- Continuity of water supply
- Quality of water supplied
- Cost recovery in water supply services
- Efficiency in redressal of customer complaints
- Efficiency in collection of water supply-related charges

WASTEWATER MANAGEMENT

- Coverage of toilets
- Coverage of wastewater network services
- Collection efficiency of wastewater network
- Adequacy of wastewater treatment capacity
- Quality of wastewater treatment
- Extent of reuse and recycling of wastewater
- Extent of cost recovery in wastewater management
- Efficiency in redressal of customer complaints
- Efficiency in collection of sewerage-related charges

SOLID WASTE MANAGEMENT

- Household level coverage of SWM services
- Efficiency of collection of municipal solid waste
- Extent of segregation of municipal solid waste
- Extent of municipal solid waste recovered
- Extent of scientific disposal of municipal solid waste
- Extent of cost recovery in SWM services
- Efficiency in redressal of customer complaints
- Efficiency in collection of SWM-related user charges

STORM WATER DRAINAGE

- Coverage of storm water drainage network
- Incidence of water logging/flooding

3.2

What percentage of Households, Commercial Establishments and CTs/PTs are connected to a closed system such as sewerage, septic tank + soak pit, twin-pit system etc. (no open system/connection/flow/discharge)

Marks
50
WHY

This indicator will ascertain whether the city has adequate coverage of sewerage network or septic tanks

Details to be Provided

- Total no. of households in ULB jurisdiction
- No. of households/commercial establishment/CT&PT are mapped to sewerage network or have septic tanks
- No. vehicles used for de-sludging with log book
- No. of septic tanks in the city
- Date of notification of user charges, if charged and collected from the households/commercial establishments

Note: Only total count is required for the above parameter

Scheme of Ranking**Marks**

>95 % households/commercial establishment/CT&PT are connected to sewerage system or have septic tanks	50
80-94% households/commercial establishment/ CT & PT	40
55-79% households/commercial establishment/ CT & PT	30
40 – 54% households/commercial establishment/ CT & PT	20
< 40% households/commercial establishment/ CT & PT OR no data available	0

3.3

What percentage of faecal sludge generated from Households/Commercial Establishments/ CTs/PTs is treated at FSTP/STP - Scientific processing of faecal sludge

Marks
70
WHY

This indicator will ascertain whether the city has adequate processing facility for faecal sludge

Details to be Provided

- **Quantity of faecal sludge generated in the city(per day)**
- **No. of working/functional STPs/FSTPs** in the city
- No. of under construction STPs/FSTPs in the city
- **Quantity of Sewage** treated per day (in MLD)
- Capacity to treat per day (in MLD)
- How sludge left untreated is used

Note: Only count is required for the above parameter

Scheme of Ranking**Marks**

>95% Faecal sludge treated	70
80-94% Faecal sludge treated	60
55-79% Faecal sludge treated	50
40 – 54% Faecal sludge treated	40
< 40% Faecal sludge treated OR no data available	0

3.4

Whether capacity of FSTP/STP in the city is matching with the total faecal sludge generated by the city

Marks
60

WHY

This indicator would assess whether the infrastructure to treat entire faecal sludge generated in the city is available or not

Details to be Provided

- Amount of faecal sludge generated in the city (MLD)
- No. of functional FSTPs in the city
- Treatment capacity of FSTPs (MLD)
- Actual quantity of faecal sludge being treated (MLD)

Note: Only count is required for the above parameter

Scheme of Ranking**Marks**

>95% capacity matching with total faecal sludge generated	60
Between 75% -95%	40
Between 50% - 74%	20
Less 50%	0

3.5

Are **de-sludging operators** registered with the ULB and being **monitored** by the ULB

Marks
40

WHY

This indicator assess whether the de-sludging activities are being monitored by the ULB or not. Uncontrolled dumping of faecal matter within the city /outside city should be prohibited.

Details to be Provided

- Number of de-sludging operators registered with the ULB.
- No. of desludging operators not registered with ULB
- Date of notification of user charges/fee collected No. of non-registered operators(if any)

Note: Only total count is required for the above parameter

Scheme of Ranking**Marks**

Yes, either ULB is directly providing de-sludging services or private operators are registered	40
Neither services provided by ULB or private operator registered with ULB	0

3.6

The city has issued and notified fines against persons / de-sludging operators dumping untreated faecal sludge in drains and / or open areas

**Marks
50****WHY**

This indicators assess the regulatory control of the ULB to curb dumping of untreated faecal sludge in drains or open areas

Details to be Provided

- Date of Notification mentioning fines for dumping of untreated faecal sludge in areas apart from designated decanting points/areas.
- No. of fines imposed on registered/unregistered desludging operators.

Note: Only total count is required for the above parameter

Scheme of Ranking	Marks
Yes, ban on open dumping of faecal sludge notified	50
Not notified	0

3.7

Whether plans are in place to reuse/recycle the waste water

Marks
50

WHY

Acknowledging the shortage of fresh water and efforts to conserve fresh water, ULBs need to consider reuse and recycling of waste water

Details to be Provided

- Has Action plan been developed to treat waste water(Y/N).
- No. of functional waste water treatment plants
- Capacity of waste water treatment plants(MLD)
- Quantity of waste water being treated (MLD)

Note: Only total count is required for the above parameter

Scheme of Ranking

Marks

Yes, Plan in place and >95% waste water is reused/recycled	50
Between 75% - 94% waste water is reused/recycled	40
Between 50% - 75% waste water is reused/recycled	30
<50% waste water is reused/recycled	20

3.8

Are all Public toilets in your city uploaded as 'SBM toilet' on google Maps

Marks
40

WHY

Easy access to Public toilet will improve Public toilet usage. Floating population will also get benefited by searching and accessing the 'SBM toilets' on google map.

Details to be Provided

- Should be verified from MoHUA (GTL) dash board www.sbmtoilet.org
- Toilet data to be submitted on GTL Portal

Note: Only total count is required for the above parameter

Scheme of Ranking

Marks

Yes	40
No	0

WHY

Easy and timely access to Community and Public toilet will improve Community/Public toilet usage.

Details to be Provided

- No. of CT/PT in ULB jurisdiction
- No. of functional CT/PT in ULB jurisdiction
- No. of CT/PT open between 6AM to 10 PM

Note: Only total count is required for the above parameter

Scheme of Ranking**Marks**

>95% CT/PTs	40
80 – 95% CT/PTs	30
70 – 84% CT/PTs	20
55 – 69% CT/PTs	10
<55% % CT/PTs	0

3.10

What percentage of **Operations and Maintenance costs** of Community/Public Toilet and FSTP are being recovered through revenue streams viz. Property tax (sanitation specific), User charges, etc.

**Marks
60****WHY**

This indicator would assess the sustainability of city's infrastructure towards Faecal Sludge and Septage Management.

Means of Verification

- Detail of **working/functional CTs & PTs, FSTPs/STPs** in the city.
- Copy of **user fee collected** for services provided .
- Total **costs involved in operation and maintenance of the Faecal Sludge Management infrastructure.**
- **Details of desludging operators** (with name, vehicle and phone number) mapped to households/ward which have septic tank or are not connected to sewage network.

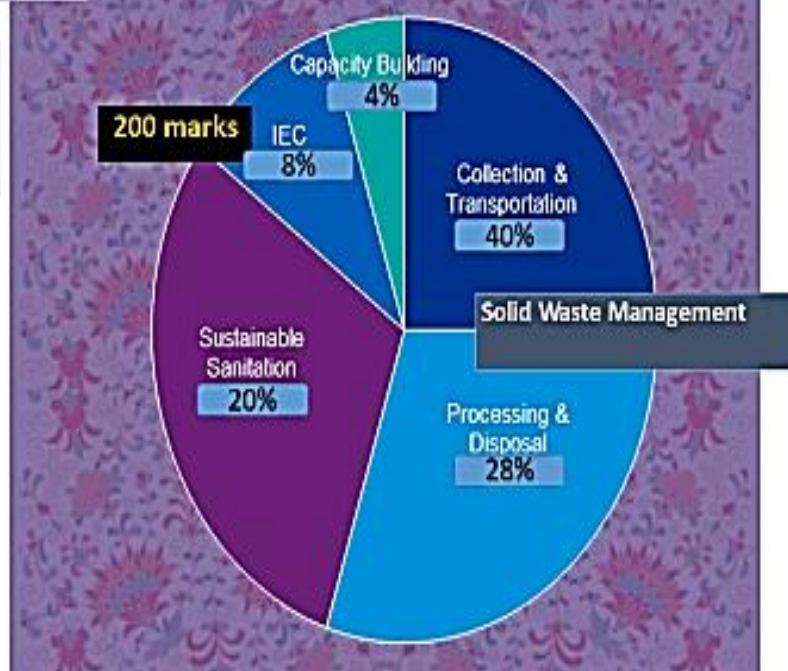
Scheme of Ranking	Marks
100% of the cost	60
80-99%	40
60 – 79%	20
40 – 59%	10
< 40%	0

IEC & BEHAVIOR CHANGE

4. IEC & BEHAVIOR CHANGE

200 Marks / 2,500 Marks

Total Number of Questions: 2



4.1

Whether quarterly rankings of Swachh Hotel, School, Hospital, RWA/Mohalla and Market Association conducted?

Marks
70

WHY

A sense of competition for cleanliness among Hotels, Schools, RWAs/Mohalla and registered Market Associations will lead to improved the overall experience of places with maximum footfall of citizens. **ULB need to conduct ranking.**

Details to be Provided

- Number of all hotels, schools, hospitals, RWAs/Mohalla and Market Associations
- Whether results announced in the newspapers, Swachh Manch and social media

Note: Only total count is required for the above parameter

Scheme of Ranking

Marks

Swachh Ranking done for all Fives above	70
Swachh Ranking done for any Four above	60
Swachh Ranking done for any Three above	50
Swachh Ranking done for any Two above	40
Swachh Ranking done for any one above	30
Swachh Ranking not done for any of the above	0

4.2

Whether RWAs/NGOs/SHGs/Private Sector through CSR engaged to keep your city clean – nature of engagement to be shared

Marks
70

WHY

This indicator would assess the ULB's efforts to engage citizens and stakeholders proactively. The idea is to ensure all citizens and stakeholders take ownership of cleanliness aspects in the city.

Private sector needs to be approached by the ULB for seeking active contribution via CSR funds to wards city's infrastructure requirements for cleanliness.

All such activities to be updated on Swachh Manch.

Details to be Provided

- No. of RWA, NGO, SHG and Private Sector establishments in the city
- No. of activities conducted with them towards cleanliness of the city
- For CSR engagements : Total amount / quantity of contribution by such private sector stakeholders
- Number of women entrepreneur/SHG members/other groups engaged in cleanliness related activities

Note: Only total count is required for the above parameter

Scheme of Ranking

Marks

Yes, in >95% Wards	70
Yes, in 75% - 94% Wards	55
Yes, in 50% - 74% Wards	35
Yes, in 25% - 49% Wards	25
Only in <25% Wards	10

4.3

Whether 'Swachh campaigns' promoted in your city?

Marks
60

WHY

Cities are expected to **promote Swachh Survekshan-2019 creative** are placed at all prominent places of high citizen footfall to ensure participation.

Details to be Provided

- No. of Swachhta campaigns being promoted in the city
- **No. of places** where creative have been used.
- **Count of dissemination** through social media
- No. of organizations/citizens engaged

Scheme of Ranking

Marks

Yes	60
No	0

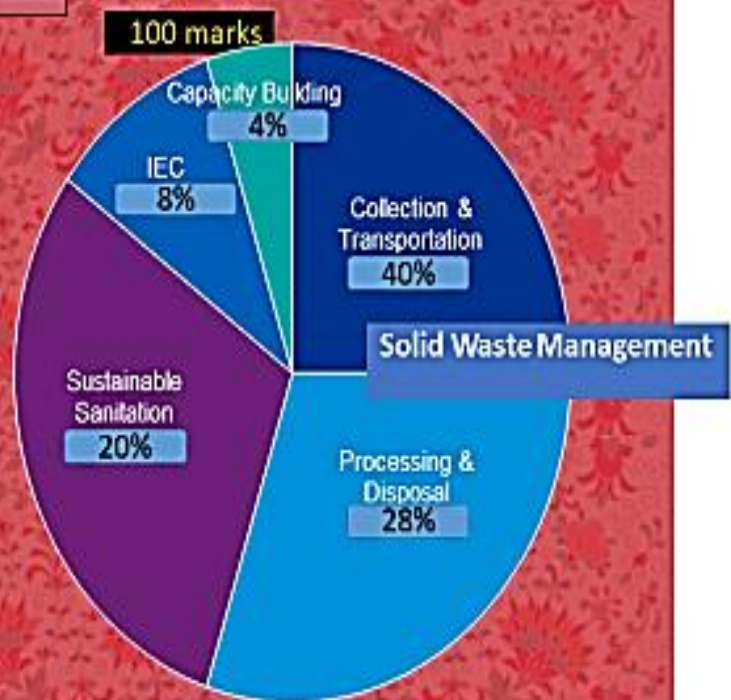
Note: Only total count is required for the above parameter

CAPACITY BUILDING

5. CAPACITY BUILDING

100 Marks / 2,500 Marks

Total Number of Questions: 2



5.1

Whether Caretakers deployed at CT/PT trained on maintaining their facilities?

Marks
50

WHY

The indicator would assess the extent to which caretakers are aware about safe sanitation and cleanliness practices which would benefit in the overall cleanliness of CT/PT to which they are assigned

Details to be Provided

- No. of functional CT and PT in the city
- No. of caretakers deployed at the CT/PT
- No. of training imparted to the caretakers with date ,time and attendance record

Note: Only total count is required for the above parameter

Scheme of Ranking	Marks
Yes, 100% caretakers trained	50
80% - 99% trained	40
60% -79% trained	30
<60% trained	0

5.2

Percentage of Sanitary Workers trained and equipped for cleaning water bodies/drains and installing waste screening systems/filters in drains

Marks
25

WHY

This indicator would assess whether sanitary workers are aware and equipped for cleaning water bodies , maintaining/installing waste screening systems/filters.

Details to be Provided

- List of sanitation staff deployed for cleaning water bodies
- Details of training imparted specifically for installation/maintenance of waste screening system/filters etc.
- Pictorial and documentary evidence of training conducted along with attendance records.

Note: Only total count is required for the above parameter

Scheme of Ranking	Marks
Yes, 100% Sanitary Workers trained	25
80% - 99% trained	15
60% -79% trained	10
<60% trained	5

5.3

Number of Gastro+Respiratory related cases registered in the dispensary and/or hospital of the ULB between April 2019 to June 2019 in comparison to patients registered between April 2018 to June 2018

**Marks
25****WHY**

This indicator would assess whether Gastro+Respiratory disease burden in the Cantt Board reduced in comparison with the previous year

Details to be Provided

- Total number of patients registered between April 2019 to June 2019
- Total number of patients registered between April 2018 to June 2018

Note: Only total count is required for the above parameter

Scheme of Ranking**Marks**

>30% reduction in patients' registration

25

15-30% reduction in patients' registration

15

Upto 15% reduction in patients' registration

10

Zero reduction in patients' registration

0

DIRECT OBSERVATION

Marks-1000/4000

Yes, 100% clean (zero waste spot)	200
Yes, but not 100% clean (waste spotted in 1-2 points/ locations)	150
Partially clean (waste spotted in 3-5 points/locations)	100
Not clean (Waste spotted in >5 points/locations)	0

Methodology

- Assessors will move around the residential area and commercial areas to observe/ assess if the area is dean.
- Assessors will not interact with anyone. It will be purely their assessment of the situation
- Assessors will click the pictures to support their observation/assessment

	< 1 Lakh	1-3 Lakh	3-10 Lakh	>10Lakh
Categories-2 (Residential and Commercial areas)	2	2	2	2
Locations to be covered per zone	5	4	5	6
Total Zones in the city	2	4	4	5
Total Locations	20	32	40	60



Toilets clean and user friendly - Total 250 Marks

broken tiles/wall plaster		electric light and natural light	

* For <1 lakh population cities, feedback register can be used

Methodology

- Assessors will not interact with anyone. It will be purely their assessment against the above check list
- Assessors will click the pictures to support their observation/assessment

	< 1 Lakh	1-3 Lakh	3-10 Lakh	>10Lakh
Categories - 2 (CT and PT)	2	2	2	2
Locations to be covered per zone	3	3	5	6
Total Zones in the city	2	4	4	5
Total Locations	12	24	40	60



ULB, with Swachh Survekshan-2019 logo

Methodology

- Assessors will not interact with anyone. It will be purely their assessment of the situation.
- Assessors will click the pictures to support their observation/assessment

	< 1 Lakh	1-3 Lakh	3-10 Lakh	>10Lakh
Categories - 2 (CT and PT)	2	2	2	2
Locations to be covered per zone	3	3	5	6
Total Zones in the city	2	4	4	5
Total Locations	12	24	40	60



Methodology

- Assessors will not interact with anyone. It will be purely their assessment of the situation
- Assessors will click the pictures to support their observation/assessment

	< 1 Lakh	1-3 Lakh	3-10 Lakh	>10Lakh
Categories - 2 (CT and PT)	2	2	2	2
Locations to be covered per zone	3	3	5	6
Total Zones in the city	2	4	4	5
Total Locations	12	24	40	60



–Litterbinsavailableatevery50meter,NoTransferStations-wastebeingtransported

MetHodology

- Besides their observations, assessors may also interact with vendors/shopkeepers to arrive at a final conclusion Assessors will click the pictures to support their observation/assessment
- Weekly vegetable/fruit markets and Mandis (APMC) are covered.

	< 1 Lakh	1-3 Lakh	3-10 Lakh	>10Lakh
Categories-2 (Vegetable/Fruit and Fish/ Meat Market)	2	2	2	2
Locations to be covered per zone	2	2	3	4
Total Zones in the city	2	4	4	5
Total Locations	8	16	24	40



– Swachh Survekshan-2019 hoarding/bill board/wall writing in place (City may avoid)

100 % adherence to all 4 parameters	170
100 % adherence to 3 parameters	130
100 % adherence to 2 parameters	100
100 % adherence to 1 parameter only	50

Methodology

- Assessors will visit catchment areas of biggest Railway Station, Bus Station/Depot and Airport of the city
- Assessors will not interact with anyone. It will be purely their assessment of the situation
- Assessors will click the pictures to support their observation/assessment

Note: If no Railway Station or Airport in the city, then assessor shall visit the second biggest Bus Station or in the absence of second biggest Bus Station, other transport hubs (Taxi stand/Auto stand) shall be considered



7. Swachh Survekshan-2019: Hoardings/Billboards/Wall

Methodology

- Assessors will not interact with anyone. It will be purely their own assessment of the situation
- Assessors will click the pictures to support their observation/assessment

	< 1 Lakh	1-3 Lakh	3-10 Lakh	>10Lakh
Categories - 2 (CT and PT)	2	2	2	2
Locations to be covered per zone	3	3	5	6
Total Zones in the city	2	4	4	5
Total Locations	12	24	40	60



Methodology

- Assessors will visit all of the above mentioned areas/establishments
- Assessors will not interact with anyone. It will be purely their own assessment of the situation
- Assessors will click the pictures to support their observation/assessment

	< 1 Lakh	1-3 Lakh	3-10 Lakh	>10Lakh
Category-2 : Slums and public places	2	2	2	2
Locations to be covered per zone	5	4	5	6
Total Zones in the city	2	4	4	4
Total Locations	20	32	40	48

CERTIFICATION

Marks-500/4000

Is the city certified under Star Rating Protocol for Garbage Free City - 3, 5, or 7 Star? Or declared 4 Star?

Marks
300

Purpose

This indicator would assess the city on the Star Rating achieved. It may be noted that only 3, 4, 5 and 7 star rating shall be applicable under the scheme of ranking

Means of Verification

- Portal/Assessment report of third party agency appoint by the Government of India shall be considered for this evaluation.
- For 4 Star declaration – portal/ official communication from the state will be referred

Scheme of Ranking	Marks
Certified 7 Star without failure	300
Certified 7 Star with failure	250
Certified 5 Star without failure	200
Certified 5 Star with failure	150
Declared 4 Star	100
Certified 3 Star without failure	50
Certified 3 Star with failure	30
Declared 2 Star	20
Declared 1 Star	10

ODF Status

Marks
200

Purpose

To encourage cities to become Open Defecation Free and further ensure sustainability, this indicator would assess the ULB on ODF, ODF+ and ODF ++ protocols adhered.

Means of Verification

ODF/ODF+ / ODF++ certification issued by the Government India upon recommendations of the third party shall be considered for awarding marks in this indicator

Scheme of Ranking	Marks
City is ODF ++ Certified	200
City is ODF + Certified	150
City is re-certified ODF without failure	100
City is ODF Certified/re-certified ODF with failed attempt	50
City is self-declared ODF	25

