

- ❖ On satisfactory completion of the entire work and after the final payment the amount retained as security deposit (without interest) only will be released by this office.

### **Payment:**

Payment of the Study Fees will be made in three installments.

- First installment 10% of the total fee will be paid on Submission of the Inception Report as mobilization advance.
- Second installment 60% of the total fee will be paid on completion of work in all and on submission of interim draft report.
- Third and final installment (30% of the total fee) to be paid on submission of final report with evidence-based documentation and acceptance of the report by SUDA.

### **Deliverables**

- **1<sup>st</sup> Deliverable - Inception Report**, after fifteen (15) days from the date of issue of work order: Inception Report shall cover (i) survey designs (ii) format of the questionnaires (iii) specific work plan with timeline and milestone and (iv) structure of the final report is to be presented to Department and will be finalized by the department within a week after submission.
- **2<sup>nd</sup> Deliverable - Draft Report**: After completion of the first round of field visit to every village of the district/s and analyzing primary and secondary data, the agency should submit a draft report of the entire study within 45 days from the date of issue of work order and the draft report is to be presented to departments for discussion and finalization of the same.
- **3<sup>rd</sup> Deliverable- Presentation of Final Report**, within 15 days from the date of submission of the first report on getting approval of the draft report. Once the final report is received, the Mission will seek a presentation on the study highlighting key findings and recommendations from the analysis. Raw data are to be also submitted in CD.

The final report should be substantiated by photographs of the processes, facilities and initiatives in the ULBs/ Wards verified as well as documentation of some of the best practices and deviations, if any.

### **Dispute**

The decision of State Urban Development Agency shall be final and binding in all matters.

**Director**  
**State Urban Development Agency**

## Annexure-1

### Status of IHHL construction for Zone-I

Sl. No.	District	Name of the ULB	No of Wards	Area	Population	Final Target for Construction of IHHL	No of IHHL Construction Completed	% of Construction Completed	Online Photo Upload of no of Constructed IHHL	% of Photo uploaded	Status
<b>Zone-I</b>											
1	COOCH BEHAR	Dinhata	16	4.55	36124	1094	1094	100	1098	100	State declared ODF
2	COOCH BEHAR	Haldibari	11	10	14404	215	215	100	215	100	State declared ODF
3	COOCH BEHAR	Mathabhanga	12	2.79	23895	1296	1292	100	1292	100	State declared ODF
4	COOCH BEHAR	Mekliganj	9	3.88	9123	402	403	100	402	100	State declared ODF
5	COOCH BEHAR	Tufanganj	12	2.49	20999	531	531	100	531	100	State declared ODF
	<b>Cooch Behar District Total</b>				<b>104545</b>	<b>3538</b>	<b>3535</b>	<b>100</b>	<b>3538</b>	<b>100</b>	
6	MURSHIDABAD	Beldanga	14	3.98	29205	975	943	97	475	49	ready for ODF certification
7	MURSHIDABAD	Berhampore	28	31.4	195363	2837	2837	100	2844	100	ready for ODF certification
8	MURSHIDABAD	Dhulian	21	6.25	95713	7990	7200	90	5650	71	ready for ODF certification
9	MURSHIDABAD	Domkal	21	89.9	121727	5677	5230	92	3575	63	ready for ODF certification
10	MURSHIDABAD	Jangipur	21	8.2	88165	2702	2702	100	2702	100	ready for ODF certification
11	MURSHIDABAD	Kandi	18	13	55615	2714	2490	92	847	31	ready for ODF certification
	<b>Murshidabad District Total</b>				<b>585788</b>	<b>22895</b>	<b>21402</b>	<b>95</b>	<b>16093</b>	<b>69</b>	
12	NADIA	Birnagar	14	5.52	30799	1323	1323	100	1328	100	State declared ODF
13	NADIA	Chakdah	21	15.4	95203	495	495	100	710	143	State declared ODF
14	NADIA	Cooper's Camp	12	1.5	18843	1213	1213	100	595	49	State declared ODF
15	NADIA	Gayeshpur	18	30	58998	529	529	100	477	90	State declared ODF
16	NADIA	Kalyani	21	29.2	100620	654	654	100	632	97	State declared ODF
17	NADIA	Krishnanagar	24	16	153062	1835	1835	100	1569	86	State declared ODF
18	NADIA	Nabadwip	24	11.7	125528	2454	2454	100	2454	100	State declared ODF
19	NADIA	Ranaghat	20	7.72	75344	1018	1018	100	130	13	State declared ODF
20	NADIA	Santipur	24	25.9	151777	1852	1852	100	1904	103	State declared ODF
	<b>Nadia District Total</b>				<b>810174</b>	<b>11373</b>	<b>11373</b>	<b>100</b>	<b>9799</b>	<b>87</b>	

## Annexure-2

### Price Bid Form

1	Name of Tender	ODF Facilitation, Verification and Certification of the Urban Local Bodies of West Bengal
2	Tender Ref.	MEMO : SUDA-313/2015/....., Dated 16.09.2019
3	Name of Tenderer (Empanelled Agency)	
4	Address of Agency for Communication with email ID	
5	Name and address of person who is authorised to sign bid document and commit on behalf of the tenderer with email ID	
6	Statement of acceptance for performance security	Yes/ No
7	A Consultancy fee per ward:( In figure and in words) For Zone- I /II/ III (For each zone separate sheet should be provided)	xxxxxx INR
	B Taxes & Duties, if any in INR ( with each of the quoted rate)	xxxxxx INR
<b>Total</b>		

Signature of Tenderer with seal

## Annexure-3

### ODF Protocol Guideline.





सत्यमेव जयते

Ministry of Urban Development  
Government of India

[www.moud.gov.in](http://www.moud.gov.in)  
[www.swachhbharaturban.gov.in](http://www.swachhbharaturban.gov.in)  
[www.swachhbharat.mygov.in](http://www.swachhbharat.mygov.in)



- ii. The questionnaire to facilitate data collection will be created by the third party in conjunction with Ministry of Urban Development.
- iii. The survey assessors will use IT enabled devices to record their observations and findings along with photographs.
- iv. The third party will systematically collect photos as evidence for field observations ensuring that the location, date and time are tagged on all the pictures.
- v. For the assessment, cities will be classified based on population as below. Based upon the size of the city, it will be divided into 2 or 4 zones.
- vi. For larger cities (greater than 5 lakh population) the city will be divided into 4 zones – North, South, East and West.
- vii. For smaller cities (lesser than 5 lakh population) the city will be divided into 2 zones – North and South.
- viii. All locations will be finalized based on the third party's discussion with the ULBs.

Location Type	No. of location per zone	No. of location per city (5 lakh +)	No. of location per city (<5 lakh)
Slum	1	4	2
School	1	4	2
Public Area (Main Market, Religious Area)	1	4	2
Residential Area	1	4	2
Bus Station/ Railway Station	1 per city	1	1
<b>Total</b>	<b>5</b>	<b>17</b>	<b>9</b>

### Protocol to be followed for Swachh Certification for ODF

The following protocol will need to be followed for receiving the Swachh Certification:

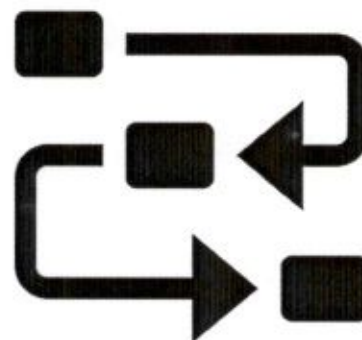
- a. City self-declares itself as "Open Defecation Free" for the first time and communicates the same to MoUD through the state SBM Mission Directorate.
- b. Upon request by ULB or MoUD, a third party (selected by MOUD) will mobilize assessors to conduct the verification within a period of 30 days.
- c. For the initial verification, the third party will assess both Service Level Status as well as conduct Independent Observation.
- d. Based upon the result of the assessment, the third party will make recommendations to MoUD for cities to be certified ODF.
- e. MoUD will subsequently issue a certificate to the city for the same based upon the recommendation of the third party.
- f. The certificate, when issued, will need to be recertified every 6 months.
- g. For recertification, upon receiving request, the third party will conduct independent observation within the city within a period of 30 days.
- h. It is to be noted that Service Level Status will not be re-checked during the re-assessment



### Methodology for Swachh Certification for ODF

The verification process will be conducted in two parts:

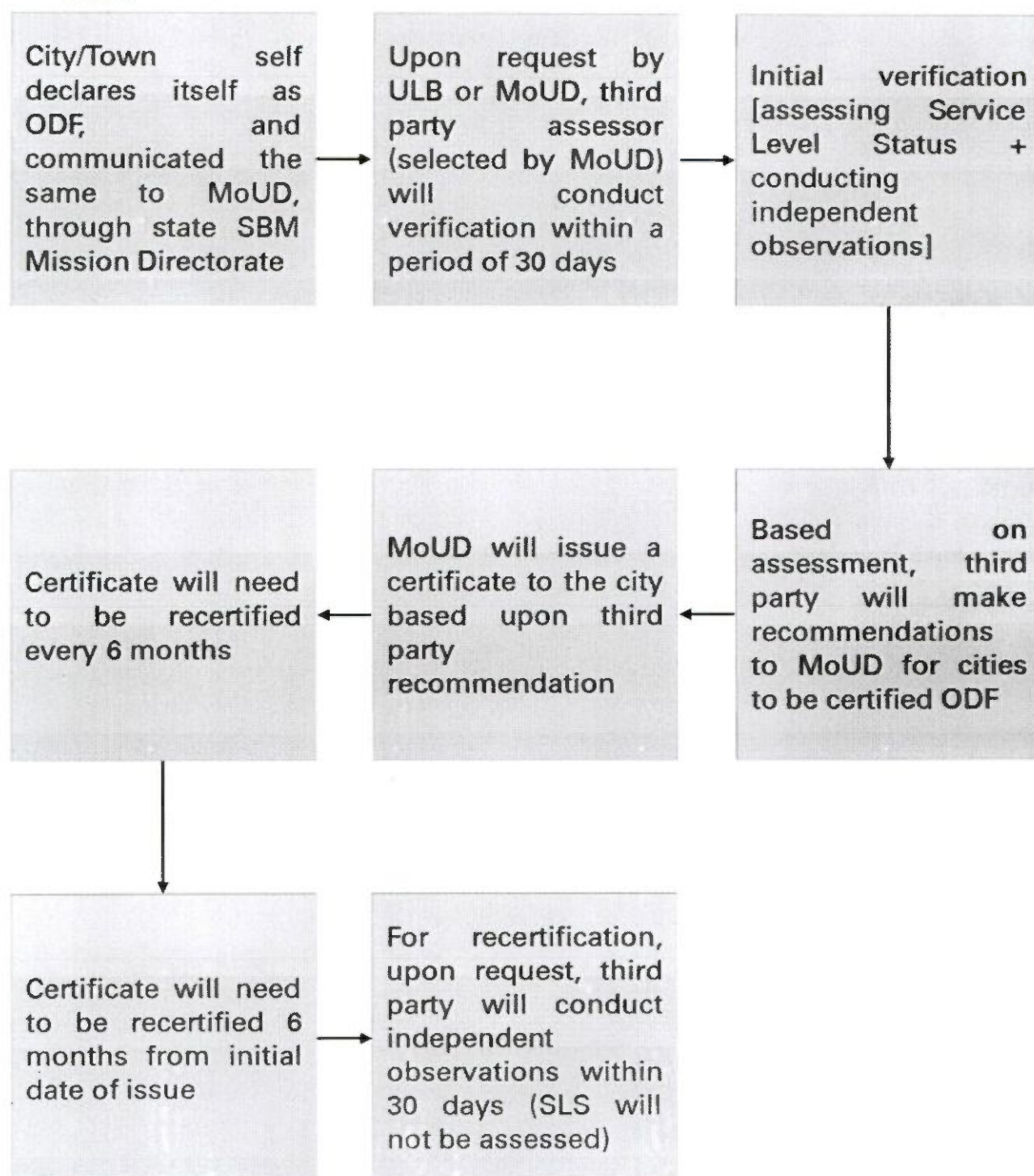
- i. Service Level Status
  - ii. Independent Observations
- a. **Service Level Status :**
    - i. Preliminary data will be collected in advance by a process of self-assessment from municipals as per the defined protocol.
    - ii. Third party assessors will visit ULBs to review the documentation and collect the data systematically ensuring that the process is independent and unbiased.
  - b. **Independent Observations :**
    - i. The collection of data will be based on physical observation by the third party assessors.





## Swachh Certification for ODF

Once a city has communicated to MoUD the final resolution declaring the city to be ODF, a third party verification process ("**Swachh Certification**") is to be adopted, for the final ODF certification. Subsequently, recertification of ODF will happen at fixed intervals (every six months), so as to ensure that there is no slippage of the ODF status.



4. Format for self-declaration to be submitted by Self-Help Groups

This is to declare that every member of the Self-Help Group  
..... (Name of Self-help group) in Ward  
number..... of ..... (name of municipal  
corporation, comprising ..... members (number of  
members), whose names are attached as annexure, along  
with their family members, uses a toilet at home / uses a  
community toilet situated near the neighborhood, for  
defecation and urination.



.....  
(Signature OR thumb impression, and Name, of President of the Self-Help Group)

Date:

(Attach list of names of SHG members)

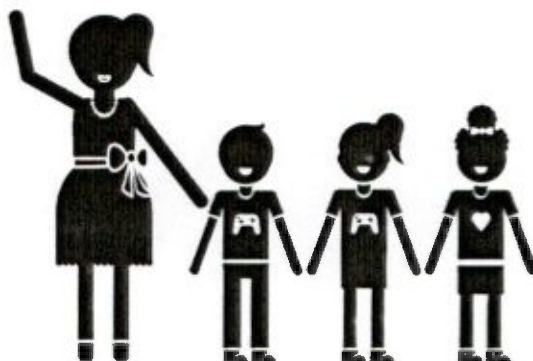


**Annexure - 2**

**Format for self-declaration by school staff and teachers**

**(to be attached with the school declaration)**

I, ..... (name of staff or teacher) do hereby declare that neither I nor any of my family members go out for defecation. I declare that my family members and I use a toilet at home / use a community toilet in the neighborhood, for defecation.



.....  
(Signature and Name of staff)

Date:

**Annexure - 1**  
**Format for self-declaration by school students**  
**(to be attached with the school declaration)**

I, ..... (name of student) do hereby declare that neither I nor any of my family members go out for defecation. I declare that my family members and I use a toilet at home / use a community toilet in the neighborhood, for defecation.



.....  
(Signature and Name of student) / (Signature and name of guardian for students of class nursery – class 4)

Date:





**3. Format for declaration to be submitted by schools**

I do hereby declare that:

- .....school (name of school), in ward no....., under ..... (name of Municipal Corporation / municipality), has ..... numbers of students, and ..... numbers of staff (including teachers).
- The school has sufficient numbers of functional toilets for all students and staff. None of the students or staff go out for defecation or urination while in school.
- Every student in the school, along with their family members, uses a toilet at home / uses a community toilet situated near the neighborhood, for defecation.
- The self-declaration from each of the students and staff are attached herewith (refer Annexures 1 and 2)

.....  
(Signature and Name of Principal / Headmaster / Headmistress of School)

Date:

2. Format for declaration to be submitted by Ward Councilor

I, Ward councilor of .....(ward details), under ..... (name of Municipal corporation / municipality / town panchayat) do hereby declare that:

- a) At any point in a day, nobody in the ward is found defecating in the open
- b) All households in the ward that have space to construct toilets, have constructed one
- c) All occupants of households in the ward that do not have space to construct toilets, have access to a community toilet within a distance of 500 meters
- d) All commercial areas in the ward have public toilets within a distance of 1 KM
- e) All primary and secondary schools in the ward have submitted self-declarations to me that all their enrolled students have access to, and are routinely using toilets at home and at school
- f) All self-help groups in the ward have submitted self-declarations to me that all residents of the ward have access to, and are routinely using, toilets at home.



I further declare that I have formally submitted this declaration to the ..... (name of Municipal corporation / municipality / town panchayat) for further necessary action.

.....  
(Signature, and Name of Ward Councilor)

Date:

Seal:

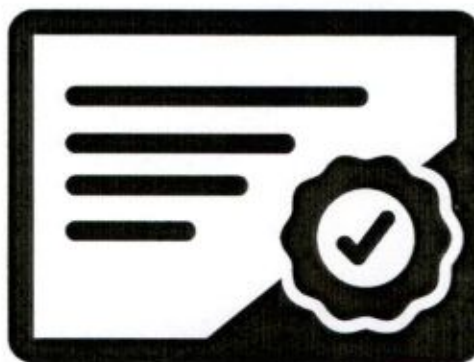


## ODF Declaration Formats

### 1. Format for declaration to be submitted by City / town

I, ..... Mayor / Chairperson of ..... (name of Municipal corporation / municipality / town panchayat) do hereby declare that:

- a) All Chairpersons of ward committees in the city / town have submitted their self-declarations regarding ODF status
- b) Preliminary resolution has been passed declaring the city / town as open defecation free;
- c) Above resolution has been publicly announced, inviting public feedback / objection within 15 days of announcement.
- d) The city has a mechanism in place to impose fines on open defecators
- e) Since no objections have been received within the stipulated time period / since objections and feedback received from the public have been addressed, a final resolution has been adopted by this office regarding ODF status
- f) This final resolution has been communicated to the state government for further verification.
- g) Third party verification process of ODF status has been completed.



Accordingly, ..... (name of city/ town) is hereby declared Open Defecation Free.

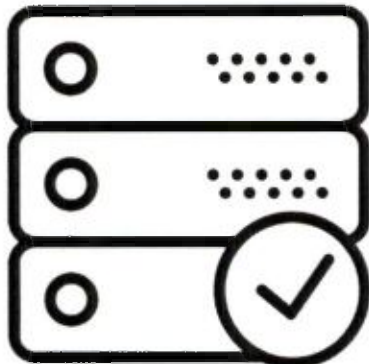
MoUD is now requested to carry out the "Swachh Certification" process for ..... (name of city/town).

.....  
(Signature, and Name of Mayor / Chairperson)

Date:

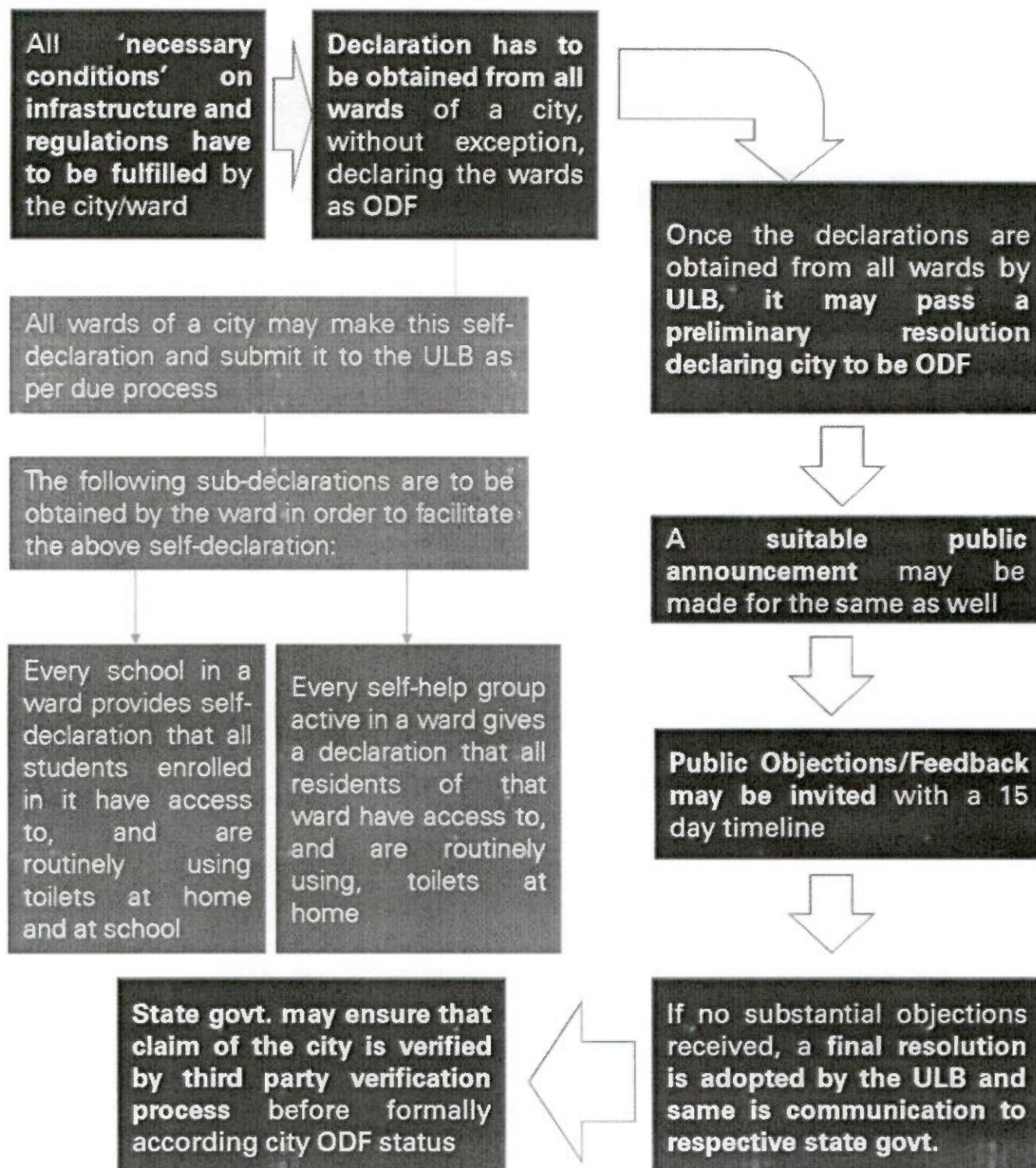
Seal

The protocol is elaborated below:

- 1) All the '**necessary conditions**' on infrastructure and regulations have to be fulfilled by the city / ward
  - 2) Following the fulfilment of (1) above, a declaration has to be obtained from all wards of the city/town, without exception, declaring respective wards as ODF. All wards of a city may make this self-declaration and submit to city municipal administration as per due process. The following sub-declarations are to be obtained by the ward/s in order to facilitate the above self-declaration:
    - i. Every school in a ward provides self-declaration that all students enrolled in it have access to, and are routinely using toilets at home and at school.
    - ii. Every self-help group active in a ward gives a declaration that all residents of that ward have access to, and are routinely using, toilets at home.(Formats for the above declarations are provided later in this document)
- 
- b) Once the above declarations have been obtained from all wards by the respective city municipal administration, the city municipal administration may pass a preliminary resolution declaring the city to be Open Defecation Free.
  - c) A suitable public announcement may be made for the same as well.
  - d) Following such resolution, public objections/feedback may be invited, with a fifteen day timeline. If no substantial objections are received at the end of this time, a final resolution is adopted by the city municipal administration and the same is communicated to respective state governments.
  - e) On receipt of the said communication, the state government may ensure that the claim of the city is verified through an appropriate third party verification process (in a time bound process) before formally according the city the status of being ODF.
  - f) MOUD will then carry out the "Swachh Certification" process (detailed later in this document), which also needs to be re-certified every six months.

## ODF Declaration Protocols

The following protocol is to be adopted for declaring a city / ward as Open Defecation Free (ODF):





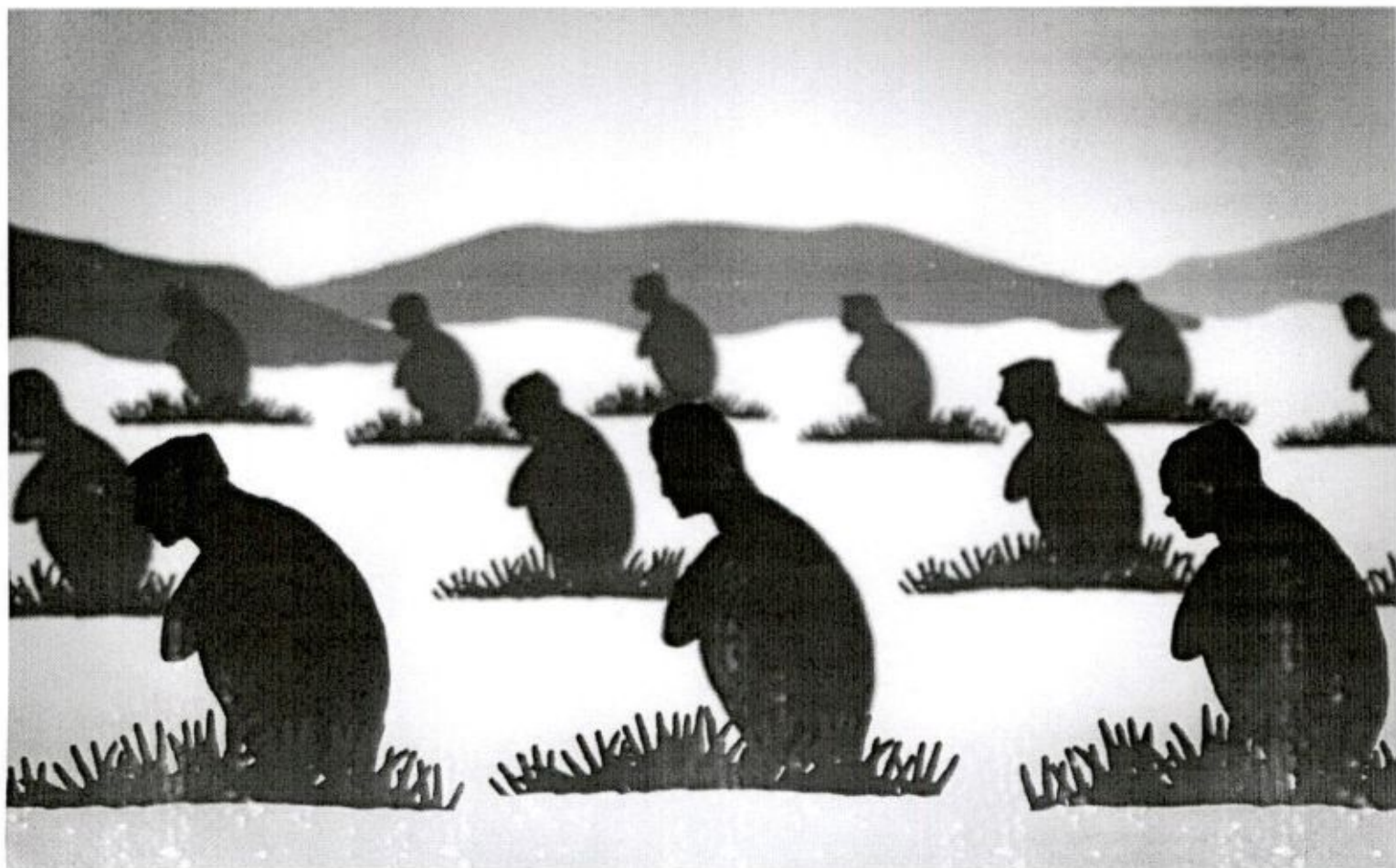
## Definitions and Necessary conditions

### Definition of Open Defecation Free city / ward

A city / ward can be notified/declared as ODF city/ ODF ward if, at any point of the day, not a single person is found defecating in the open.

### Necessary infrastructure and regulatory conditions to be achieved before declaring a city/ ward as Open Defecation Free:

- 1) All households that have space to construct toilet, have constructed one.
- 2) 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.**
- 3) All commercial areas have **public toilets within a distance of 1 kilometer.**
- 4) City has a mechanism in place through which fines are imposed on people found defecating in the open



## Background, Objectives & Scope

### Background

India's urban population has sharply increased from 19.9% in 1971 to 31.2% in 2011. This unprecedented growth, along with high economic growth, has resulted in a severe challenge for Urban India, in terms of addressing the incremental infrastructural needs of a fast-growing urban population. One of the major challenges arising out of increased migration of the populace from rural areas to cities and towns in search of an improved quality of life has been the issue of access to sanitary facilities, and the attendant menace of open defecation, especially in areas housing economically weaker sections of society, where OD spots are more likely to be found.



The Swachh Bharat Mission – Urban aims to fulfil the objective of 100% Open Defecation Free status in all 4,041 Urban Local Bodies in the country by October 2019. This will entail providing access to toilet facilities (i.e. construction of sanitary latrines – individual household toilets, community and public toilets). In parallel, it will also entail operation and maintenance of these facilities to maintain their functionality, along with behavior change initiatives through intensive participation of key stakeholders – self-help groups, students and youth, corporate organizations, to ensure that these sanitary facilities are used regularly.

### Objectives

The purpose of this manual is to provide a readiness check and guideline for cities and towns that are working towards achieving Open Defecation Free status. Addressing the issue of open defecation from a process as well as outcome point of view, the manual provides a detailed compilation of the ODF protocol laid down by the Ministry of Urban Development (MOUD), and ODF declaration formats from various stakeholders, that wards and cities are required to submit, as part of the ODF declaration process. It also describes the third party declaration process to verify and certify ODF claims by ULBs.

### Scope

This ready reckoner can serve as a readiness manual for all Urban Local Bodies to prepare themselves and their concerned stakeholders in achieving Open Defecation Free status and officially declaring the same, following the protocol outlined.

## Table of Contents

Background, Objectives & Scope	1
Definitions and Necessary Conditions	2
ODF Declaration Protocols	3
ODF Declaration Formats	5
Swachh Certification for ODF	11



# FOREWORD



## **M. Venkaiah Naidu**

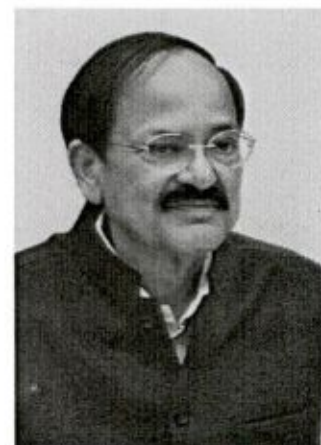
Minister of Urban Development, Housing & Urban Poverty Alleviation

The Swachh Bharat Mission, launched on 2<sup>nd</sup> October 2014, has one of its stated objectives the achievement of Open Defecation Free (ODF) status in all the 4041 Urban Local Bodies (ULBs) in India, by October 2019. This is probably the best tribute the country can pay to the father of our nation, Mahatma Gandhi.

While 5929 wards and 115 cities have already become ODF, 681 cities, 8000 wards, three states (Andhra Pradesh, Kerala and Gujarat) and one UT (Chandigarh) are poised to become ODF by March 2017. Obviously, we still have a long way to go in terms of achieving the goal of an ODF Urban India. As we all appreciate, this would be possible not only through creation of infrastructure (individual, community and public toilets, and urinals), but also through a change in attitude and mindset towards safe and sanitary habits, along with mass scale participation from all stakeholders.

In a bid to step up the pace of ODF achievement, our Ministry is now monitoring outcomes (number of ODF wards and cities) in a focused manner, rather than outputs (numbers of toilets built). In this regard, I am happy to see this manual on Open Defecation Free cities which can be a very useful ready reckoner for all Urban Local Bodies that are working towards their ODF goals. ULBs can follow the guidelines provided in the pages to prepare themselves to declare themselves as ODF, as per the prescribed protocols.

It is my firm belief that this will go a long way in building the capacities of our municipal bodies, in our collective journey towards a "Swachh Bharat" by 2<sup>nd</sup> October 2019.







# Declaring your City/Town OPEN DEFECATION FREE

*A ready-reckoner for Urban Local Bodies*



सत्यमेव जयते

Ministry of Urban Development  
Government of India





188  
Federation of  
Indian Chambers  
of Commerce and Industry

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E [mousumi.ghose@ficci.com](mailto:mousumi.ghose@ficci.com), [wbsc@ficci.com](mailto:wbsc@ficci.com)  
CIN: U99999DL1956NPL002635  
ISO 9001 : 2015 Certified

**Mousumi Ghose**  
Assistant Secretary General

July 4, 2019

**Smt. Debarati Dutta Gupta, WBCS (Exe)**  
Director  
State Urban Development Agency  
ILGUS Bhaban, HC Block, Sector- III, Salt Lake, Kolkata - 700 106

Dear

*Ms. Dutta Gupta,*

Kindly find attached a proposal for Assessment of Open Defecation Free (ODF) Status of Identified ULBS in West Bengal for your kind consideration.

As you may be aware FICCI is the largest and oldest apex business organisation in India. FICCI has been working extensively with the Central and State Governments in several projects and flagship events.

We look forward to your kind approval.

With best regards

*Mousumi Ghose*

( Mousumi Ghose)

Industry's Voice for Policy Change

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**Proposal  
Assessment of Open Defecation Free (ODF)  
Status of Identified ULBs in  
West Bengal**

Submitted By





**Mousumi Ghose**  
Assistant Secretary General

178  
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Indian Chambers  
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CIN: U99999DL1956NPL002635  
ISO 9001 : 2015 Certified

July 4, 2019

**Smt. Debarati Dutta Gupta, WBCS (Exe)**  
Director  
State Urban Development Agency  
ILGUS Bhaban, HC Block, Sector- III, Salt Lake, Kolkata - 700 106

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*Mousumi Ghose*  
( Mousumi Ghose)

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## Introduction

---

According to Census 2011, India's urban population is 377 million or 31% of the total population. These numbers are expected to increase to 600 million by 2031. The Census 2011 also showed that in 4,041 statutory towns, close to eight million households do not have access to toilets and defecate in the open (7.90 million). Weak sanitation has significant health costs and untreated sewage from cities is the single biggest source of water resource pollution in India. This indicates both the scale of the challenge ahead of the Indian cities and the huge costs incurred from not addressing them.

The Swachh Bharat Mission (SBM) is being implemented by the Ministry of Urban Development and by the Ministry of Drinking Water and Sanitation for urban and rural areas respectively.

### Mission Objectives of Swachh Bharat Mission (SBM) Urban Overview

1. Elimination of open defecation
2. Eradication of Manual Scavenging
3. Modern and Scientific Municipal Solid Waste Management
4. To effect behavioral change regarding healthy sanitation practices
5. Generate awareness about sanitation and its linkage with public health
6. Capacity Augmentation for ULB's

A detailed state protocol for declaration, certification and verification of ODF status of different administrative units has been published by the State Government. As indicated in the State Protocol on ODF verification etc., the State Government too is to initiate a verification process from the state level itself to substantiate the claims of the ULBs and Districts for achieving ODF.

### About ODF in West Bengal

---

West Bengal continues to be one of the most successful eastern states in terms of rural sanitation coverage. There has been a committed initiative to accelerate urban sanitation coverage, reduce open defecation and improve management of solid and liquid wastes.

### Need of conducting the Verification Study

---

State Urban Development Agency, Govt. of West Bengal, will ascertain the actual status of the ODF declared ULBs through conducting a field verification to assess the present situation for final declaration by the State.

The present proposal is for rendering the services of verification for ascertaining actual ODF (Open Defecation Free) status through carrying out of extensive survey in the identified ULBs across the districts in West Bengal in a systematic and scientific manner.



## Coverage Area

The Department intends to conduct the verification across the 13 districts of West Bengal covering 64 ULBs and 1400 wards.

Sr. No.	District	No. of ULBs	No. of Wards
1	Bankura	1	19
2	Birbhum	4	81
3	Cooch Behar	5	60
4	Hooghly	8	197
5	Howrah	1	32
6	Murshidabad	3	72
7	Nadia	9	171
8	North 24 Pdns	16	406
9	Purba Burdwan	4	67
10	Paschim Burdwan	1	43
11	Purba Medinipur	4	83
12	Paschim Medinipur	1	17
13	South 24 Pdns	7	152
	<b>Total</b>	<b>64</b>	<b>1400</b>

## Research Design and Methodology

In any Verification Study, the quantitative approach is the most suited methodology to study any intervention programme. Hence the Survey Methodology will only comprise of Quantitative Approach.

### Capsule 1: Quantitative Approach

There would be two important components here with closed-ended set of questionnaires:

1. ULB level verification sheet
2. Household verification sheet

## Sample Size

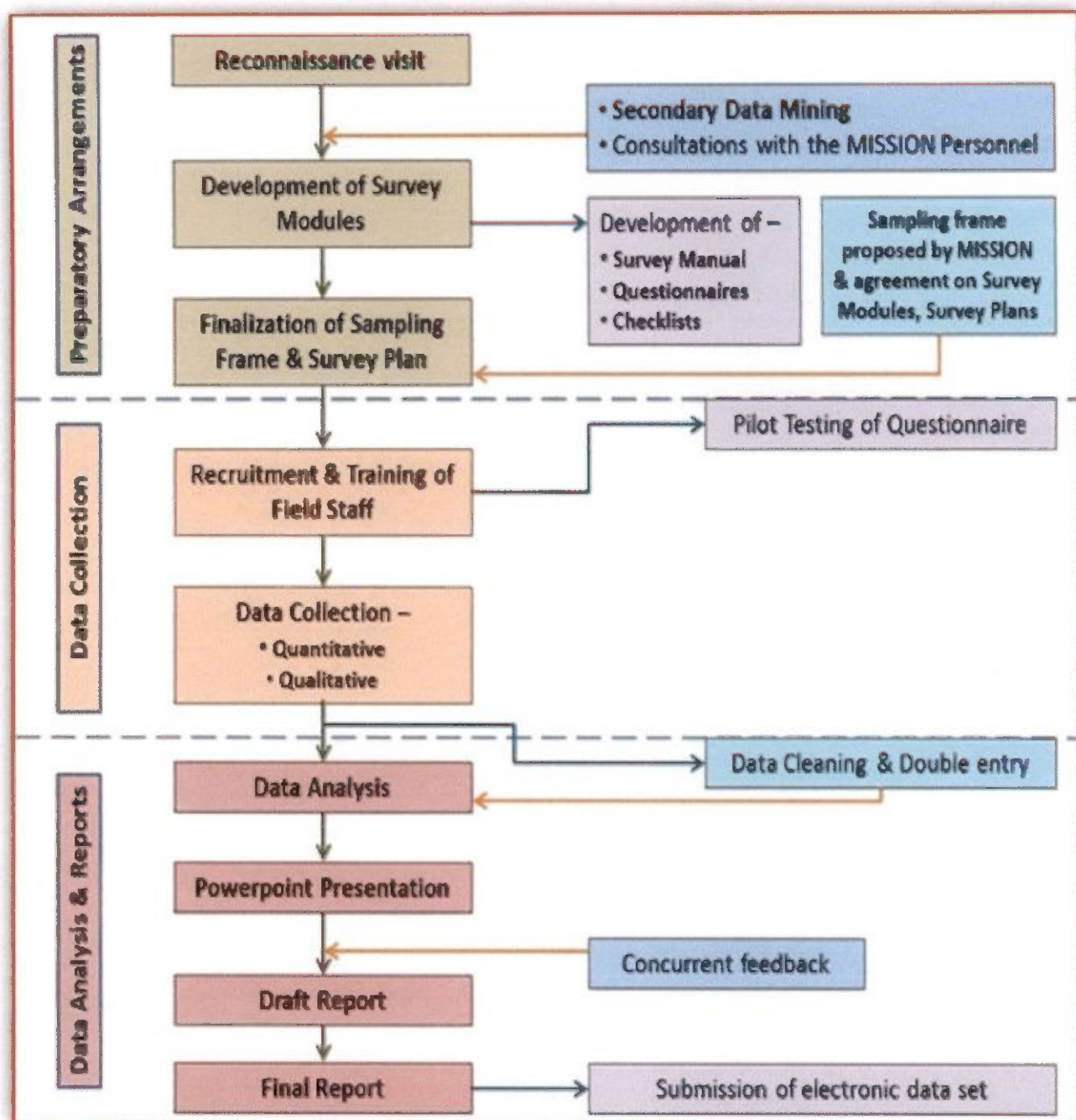
### Capsule 1: Quantitative Approach

The total sample size is estimated to reach to 18264 including households, institutions, schools, ULBs.

Sr. No.	District	ULB	No. of Wards	Sample Calculation (10 HH+1 institution+2 schools=13)	ULB Survey (1in each ULB)
1	Bankura	1	19	247	1
2	Birbhum	4	81	1053	4
3	Cooch Behar	5	60	780	5
4	Hooghly	8	197	2561	8
5	Howrah	1	32	416	1
6	Murshidabad	3	72	936	3
7	Nadia	9	171	2223	9
8	North 24 Pgns	16	406	5278	16
9	Purba Burdwan	4	67	871	4
10	Paschim Burdwan	1	43	559	1
11	Purba Medinipur	4	83	1079	4
12	Paschim Medinipur	1	17	221	1
13	South 24 Pgns	7	152	1976	7
	<b>Total</b>	<b>64</b>	<b>1400</b>	<b>18200</b>	<b>64</b>



## Implementation Plan



### I. Finalization of Survey design

Seek support from SUDA in the framing of the sampling design, sample coverage, such that we can get a better idea about the sampling frame. Subsequently we will discuss about the indicators and sub-indicators on which data are to be collected from each category of respondents (based on the study design suggested).



## II. Preparation of Study Tools

After thorough discussion on the indicators and sub-indicators, different set of study tools will be prepared for collecting the data required for the indicators/sub-indicators.

**The study will have the following research instruments:**

### Quantitative Tools

- **Questionnaire for ULB Survey**
- **Structured HH questionnaire** –ODF Verification Checklist will collect quantitative information that will address the core objectives of the study. The detailed questionnaire will be administered to selected respondents.

The final version of the instruments will be translated in Bengali language prior to the briefing session in respective locations.

## III. Training of Field Team

**Training is very important for the quality of data and therefore, we follow the detailed training schedule.** The training will be done by the Field Manager under the guidance of the Team Leader. The Field Manager will not only train the field teams but observe them in actual field while collecting actual data, beyond the training period. Training includes classroom training, mock interviews in classroom, visiting the field, administering questionnaires for practice, scrutiny to identify issues for re-training.

We propose to have two days training in Kolkata including field practices in surrounding slums. The first part will be classroom training and mock interviews. The second will be for solving issues which the trainers observed during the field practice. Teams will be taken for the field practice of data collection. Post the field practice, the questionnaires of all the field investigators will be scrutinized by the trainers and they would be debriefed on the gaps if any.

We also give training to our field supervisors on scrutiny/editing work and back-check of the filled-in questionnaires. Though these supervisors have a long experience of the supervisory work, yet scrutiny/editing of data of a specific study needs orientation on the questions which need to be scrutinized for completeness and consistency checks.

**In addition to the team of supervisors and investigators, there will be one Field Manager under whose control all the teams will work.**

## IV. Pre-testing of Questionnaire

In order to test the suitability of the questionnaires according to the local needs (such as terminology) we propose to test the questionnaire in one adjoining location after the training. The selection of the location will be done in consultation with the officials.

The purpose of this exercise will be to firm up on the following aspects:

- Completeness of range of issues/ variables covered
- Relevance of issues/ variables/ response option
- Flow/ sequence of questions
- Appropriateness of translations
- Terminology used

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- Identify any double meaning questions and rectify
  - Time taken for the interview
  - Problems encountered in approaching the survey populations

Based on the outcomes of the pilot survey, necessary changes will be made in the questionnaire and in the study design.

#### **V. Preparation for the main Survey**

For the quality of data, there will be one supervisory level staff with each field teams for collection of quantitative data. The supervisors in the teams are selected from the pool of field personnel to ensure accountability in the quality of data.

#### **VI. Team Deployment**

The decisive factors for deployment of number of teams depend upon the time available for data collection and the spread of the area to be surveyed. It is also of equal importance to keep supervisory control over quality of data procured.

The basic qualification of field staff (investigators) will be at least bachelor's degree with thorough understanding of the local languages in the coverage areas of our study. The fieldwork would be carried out under the guidance of well-experienced professionals having rich expertise in quantitative surveys.

#### **VII. Team Size for the Study**

Each survey team would comprise of 1 supervisor and at least 2 investigators. Minimum qualification of the Supervisor will be at least graduate and that of the Field Investigators would be 10+2 passed and all of them to be versed in local language.

Considering the issue of the present study, female as well as male investigators will be utilized to conduct the quantitative assignment while males can act as the supervisors for the present study.

Researcher will be part of the assessment at all the stages of the survey.

#### **VIII. Quality assurance**

The data collected in field will be edited in field office for all skip sequences and consistency. The data entry will be done using a program that has in built checks on ranges, consistencies and skips to the maximum extent possible to minimize the error during punching. In order to ensure accuracy of the data being entered, double data entry and validation will be carried out. In fact this has been our usual practice for all the field surveys.



We take the following steps for assurance of the quality of data.

- As this survey does not require confidentiality, at least **10 percent questionnaires will be back-checked** by the supervisors in the field
- Team supervisors will back-check 15 to 20 percent filled-in questionnaires on daily basis.
- Field supervisors edit all the questionnaires on daily basis for completeness and consistency.
- In the case of this study, the Field Executive will also check quality of the field work.
- For open fields/questions, answers will be appropriately coded; using good number of questionnaires and code list so prepared will be submitted to the researchers of the study. At the end of the data entry, coding, cleaning and validation, Modulus will submit the clean data sets including identifiers for all the indicators and sub-indicators.
- The survey data entry will be done using in-house data-entry software. This takes care of both range and consistency checks. The cleaned data will be used for analyzed as per the analysis plan using SPSS software.
- Data are received at research office almost every week for scrutiny and data entry. Data received is carefully scrutinized before it is passed on for data entry. One person, in the Data Processing Division at HQ has responsibility for such continuous scrutiny.

**We will ensure that the data our teams collect meets all the standards.**

## **IX. Data Processing**

Editors in the data processing unit will edit all the questionnaires before sending them for data entry. Data will be entered in tailor-made software. The data entry program has most of the in-built checks for data quality control. If inconsistencies observed it would be sorted out by looking at the filled-in- schedules.

The Project team will monitor the data processing on a continuous basis.

## **X. Data Analysis and submission of Deliverables**

### **Quantitative Analysis:**

A detailed analysis and tabulation plan will be prepared, based on which tables are generated. Information is presented for each component on which information is collected.

The counterfactual is an estimate of what the outcome would have been for a program participant in the absence of the program.

**The final data set will be in SPSS.**

The Summary report of completion of assignment will be shared with the Department for their inputs before finalization



## Assignment duration

---

13 weeks from the date of receiving of approval letter from the authority including 1 week lead time.

## Financials

---

Rs. 48,49,800.00/- (Rupees Forty Eight Lakhs Forty Nine Thousand Eight Hundred) plus taxes as applicable to cover the following:

- Cost of Fieldwork & Analysis - Household, Institutions, ULBs
- Developing Report
- Training Cost



**Mousumi Ghose**  
Assistant Secretary General

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Federation of  
Indian Chambers  
of Commerce and Industry

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E mousumi.ghose@ficci.com, wbsc@ficci.com  
CIN: U99999DL1956NPL002635  
ISO 9001 : 2015 Certified

July 4, 2019

**Smt. Debarati Dutta Gupta, WBCS (Exe)**  
Director  
State Urban Development Agency  
ILGUS Bhaban, HC Block, Sector- III, Salt Lake, Kolkata - 700 106

Dear *Ms. Dutta Gupta,*

Kindly find attached a proposal for Assessment of Open Defecation Free (ODF) Status of Identified ULBS in West Bengal for your kind consideration.

As you may be aware FICCI is the largest and oldest apex business organisation in India. FICCI has been working extensively with the Central and State Governments in several projects and flagship events.

We look forward to your kind approval.

With best regards

*Mousumi Ghose*  
( Mousumi Ghose)

Industry's Voice for Policy Change

Head Office : Federation House, Tansen Marg, New Delhi - 110 001  
T +91 11 2373 8760-70 (11 lines) F +91 11 2332 0714, 2372 1504 E ficci@ficci.com www.ficci.in

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**Proposal  
Assessment of Open Defecation Free (ODF)  
Status of Identified ULBs in  
West Bengal**

Submitted By





## Introduction

According to Census 2011, India's urban population is 377 million or 31% of the total population. These numbers are expected to increase to 600 million by 2031. The Census 2011 also showed that in 4,041 statutory towns, close to eight million households do not have access to toilets and defecate in the open (7.90 million). Weak sanitation has significant health costs and untreated sewage from cities is the single biggest source of water resource pollution in India. This indicates both the scale of the challenge ahead of the Indian cities and the huge costs incurred from not addressing them.

The Swachh Bharat Mission (SBM) is being implemented by the Ministry of Urban Development and by the Ministry of Drinking Water and Sanitation for urban and rural areas respectively.

### Mission Objectives of Swachh Bharat Mission (SBM) Urban Overview

1. Elimination of open defecation
2. Eradication of Manual Scavenging
3. Modern and Scientific Municipal Solid Waste Management
4. To effect behavioral change regarding healthy sanitation practices
5. Generate awareness about sanitation and its linkage with public health
6. Capacity Augmentation for ULB's

A detailed state protocol for declaration, certification and verification of ODF status of different administrative units has been published by the State Government. As indicated in the State Protocol on ODF verification etc., the State Government too is to initiate a verification process from the state level itself to substantiate the claims of the ULBs and Districts for achieving ODF.

## About ODF in West Bengal

West Bengal continues to be one of the most successful eastern states in terms of rural sanitation coverage. There has been a committed initiative to accelerate urban sanitation coverage, reduce open defecation and improve management of solid and liquid wastes.

## Need of conducting the Verification Study

State Urban Development Agency, Govt. of West Bengal, will ascertain the actual status of the ODF declared ULBs through conducting a field verification to assess the present situation for final declaration by the State.

The present proposal is for rendering the services of verification for ascertaining actual ODF (Open Defecation Free) status through carrying out of extensive survey in the identified ULBs across the districts in West Bengal in a systematic and scientific manner.

## Coverage Area

The Department intends to conduct the verification across the 13 districts of West Bengal covering 64 ULBs and 1400 wards.

Sr. No.	District	No. of ULBs	No. of Wards
1	Bankura	1	19
2	Birbhum	4	81
3	Cooch Behar	5	60
4	Hooghly	8	197
5	Howrah	1	32
6	Murshidabad	3	72
7	Nadia	9	171
8	North 24 Pgns	16	406
9	Purba Burdwan	4	67
10	Paschim Burdwan	1	43
11	Purba Medinipur	4	83
12	Paschim Medinipur	1	17
13	South 24 Pgns	7	152
	<b>Total</b>	<b>64</b>	<b>1400</b>

## Research Design and Methodology

In any Verification Study, the quantitative approach is the most suited methodology to study any intervention programme. Hence the Survey Methodology will only comprise of Quantitative Approach.

### Capsule 1: Quantitative Approach

There would be two important components here with closed-ended set of questionnaires:

1. ULB level verification sheet
2. Household verification sheet

## Sample Size

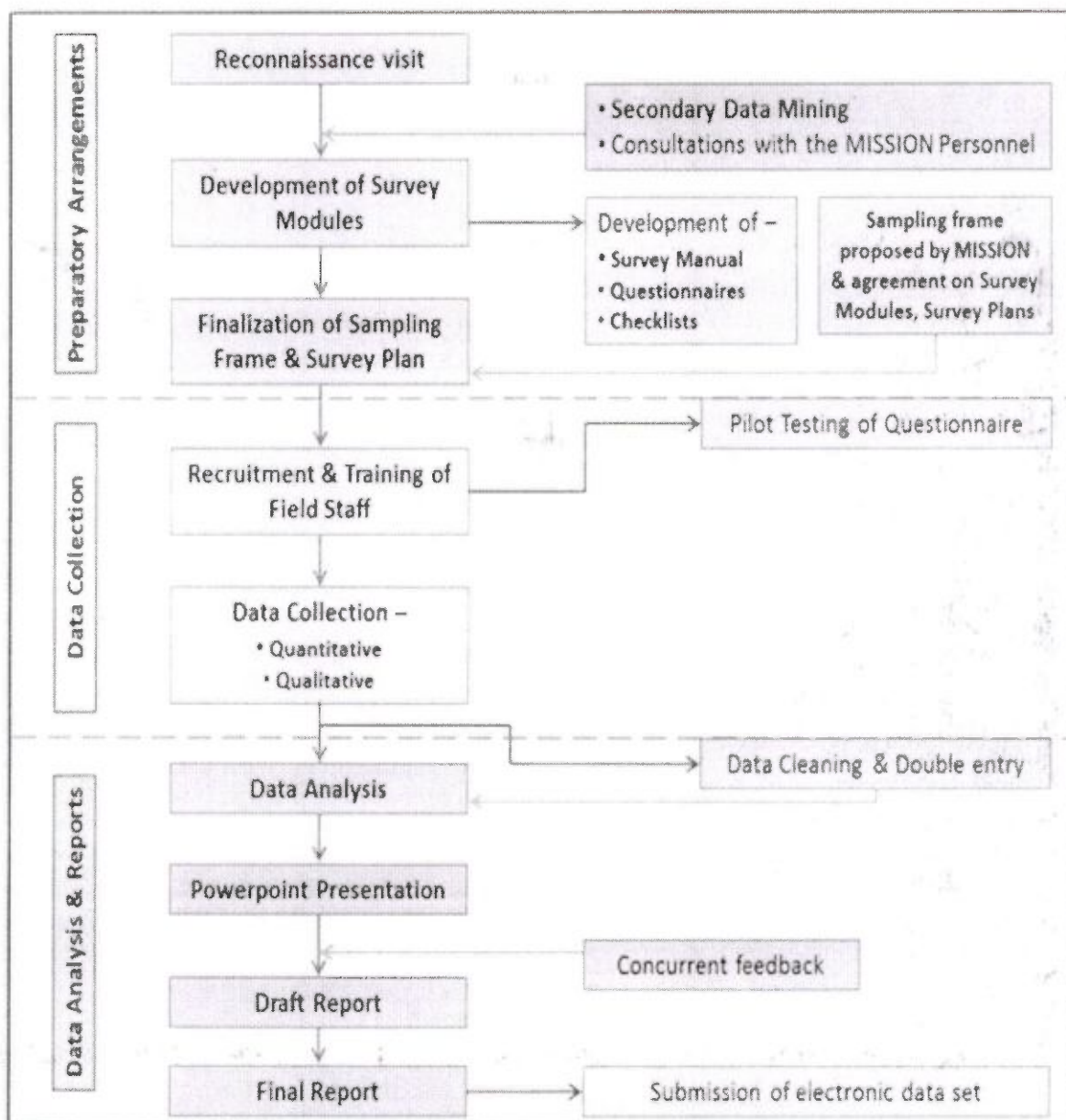
### Capsule 1: Quantitative Approach

The total sample size is estimated to reach to 18264 including households, institutions, schools, ULBs.

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- Cost of Fieldwork & Analysis - Household, Institutions, ULBs
- Developing Report
- Training Cost

## STATUS OF IHHL Constructed as on 01.08.2019

Sl No	Name of the ULB	District	Final Target for Construction of IHHL as per Ground Reality	No of IHHL Constrn Completed	% of Constrn Completed
1	Arambagh	HOOGHLY	3901	3560	91.26
2	Champdany	HOOGHLY	1765	1765	100.00
3	Dankuni	HOOGHLY	1097	1097	100.00
4	Barasat	NORTH 24-PGS	3016	3016	100.00
5	Barrackpore	NORTH 24-PGS	300	300	100.00
6	Bhatpara	NORTH 24-PGS	1755	1597	91.00
7	Bongaon	NORTH 24-PGS	5000	5000	100.00
8	Dum Dum	NORTH 24-PGS	280	280	100.00
9	Gobardanga	NORTH 24-PGS	960	960	100.00
10	Habra	NORTH 24-PGS	2310	2310	100.00
11	New Barrackpore	NORTH 24-PGS	893	893	100.00
12	Egra	PURBA MEDINIPUR	680	680	100.00
13	Kalna	Purba BARDDHAMAN	462	462	100.00
14	Katwa	Purba BARDDHAMAN	832	832	100.00
15	Dinhata	COOCH BEHAR	1094	1094	100.00
16	Haldibari	COOCH BEHAR	215	215	100.00
17	Mathabhanga	COOCH BEHAR	1296	1287	99.31
18	Mekliganj	COOCH BEHAR	402	402	100.00
19	Tufanganj	COOCH BEHAR	531	531	100.00
20	Baidyabati	HOOGHLY	632	610	96.52
21	Chandannagore MC	HOOGHLY	144	141	97.92
22	Hooghly Chinsurah	HOOGHLY	710	652	91.83
23	Konnagar	HOOGHLY	47	47	100.00
24	Rishra	HOOGHLY	616	616	100.00
25	Serampore	HOOGHLY	557	557	100.00
26	Tarakeswar	HOOGHLY	810	810	100.00
27	Uttarpara Kotrung	HOOGHLY	183	183	100.00
28	Birnagar	NADIA	1323	1323	100.00
29	Chakdah	NADIA	495	495	100.00
30	Cooper's Camp	NADIA	1213	1213	100.00
31	Gayeshpur	NADIA	529	529	100.00
32	Kalyani	NADIA	654	654	100.00
33	Krishnanagar	NADIA	1835	1835	100.00
34	Nabadwip	NADIA	2454	2454	100.00
35	Ranaghat	NADIA	1018	1018	100.00
36	Santipur	NADIA	1852	1852	100.00
37	Ashokenagar-K	NORTH 24-PGS	3440	3440	100.00
38	Baduria	NORTH 24-PGS	1206	1206	100.00
39	Baranagar	NORTH 24-PGS	516	516	100.00
40	Basirhat	NORTH 24-PGS	3150	3150	100.00
41	Garulia	NORTH 24-PGS	222	222	100.00



## STATUS OF IHHL Constructed as on 01.08.2019

Sl No	Name of the ULB	District	Final Target for Construction of IHHL as per Ground Reality	No of IHHL Constrn Completed	% of Constrn Completed
42	Halisahar	NORTH 24-PGS	169	169	100.00
43	Kamarhati	NORTH 24-PGS	300	300	100.00
44	Kanchrapara	NORTH 24-PGS	704	704	100.00
45	Khardah	NORTH 24-PGS	209	208	99.52
46	Madhyamgram	NORTH 24-PGS	1200	1124	93.67
47	Naihati	NORTH 24-PGS	1115	1084	97.22
48	North Barrackpore	NORTH 24-PGS	302	302	100.00
49	Panihati	NORTH 24-PGS	1000	976	97.60
50	South Dum Dum	NORTH 24-PGS	800	800	100.00
51	Taki	NORTH 24-PGS	815	815	100.00
52	Titagarh	NORTH 24-PGS	440	440	100.00
53	Contai	PURBA MEDINIPUR	500	462	92.40
54	Haldia	PURBA MEDINIPUR	2813	2813	100.00
55	Panskura	PURBA MEDINIPUR	3398	3100	91.23
56	Tamluk	PURBA MEDINIPUR	2042	1966	96.28
57	Baruipur	SOUTH 24-PGS	377	377	100.00
58	Budge Budge	SOUTH 24-PGS	977	977	100.00
59	Diamond Harbour	SOUTH 24-PGS	1595	1595	100.00
60	Jainagar-Mazilpur	SOUTH 24-PGS	1677	1677	100.00
61	Maheshtala	SOUTH 24-PGS	6562	6417	97.79
62	Pujali	SOUTH 24-PGS	515	515	100.00
63	Rajpur-Sonarpur	SOUTH 24-PGS	7000	6900	98.57
64	Bishnupur	BANKURA	5315	5100	95.95
65	Barddhaman	Purba Bardhaman	7666	7666	100.00
66	Durgapur MC	Paschim Bardhaman	30708	28647	93.29
67	Dainhat	Purba BARDDHAMAN	430	430	100.00
68	Memari	Purba BARDDHAMAN	1500	1500	100.00
69	Dubrajpur	BIRBHUM	2491	2336	93.78
70	Nalhati	BIRBHUM	3883	3883	100.00
71	Rampurhat	BIRBHUM	1541	1422	92.28
72	Sainthia	BIRBHUM	1250	1250	100.00
73	Uluberia	HOWRAH	8670	8670	100.00
74	Beldanga	MURSHIDABAD	975	943	96.72
75	Berhampore	MURSHIDABAD	2837	2837	100.00
76	Jangipur	MURSHIDABAD	2702	2702	100.00
77	Kandi	MURSHIDABAD	2714	2490	91.75
78	Chandrakona	PASCHIM MEDINIPUR	1040	1040	100.00
79	Midnapore	PASCHIM MEDINIPUR	3372	3076	91.22
80	Ramjibanpur	PASCHIM MEDINIPUR	1172	1172	100.00
81	Ghatal	PASCHIM MEDINIPUR	700	700	100.00
<b>Total</b>			<b>163871</b>	<b>159389</b>	



Director SUDA &lt;sbm.wbsuda@gmail.com&gt;

**FW: List of Expired ULBs | West Bengal**

2 messages

Somesh Bisht &lt;someshbist@qcin.org&gt;

Mon, Jan 21, 2019 at 5:01 PM

To: "Director, SUDA" &lt;sbm.wbsuda@gmail.com&gt;, "sbmcellsuda@gmail.com" &lt;sbmcellsuda@gmail.com&gt;

Cc: SBM-ODF &lt;sbmodf@qcin.org&gt;, Anjali Chauhan &lt;anjali@qcin.org&gt;, saniya makhija &lt;saniya.makhija@qcin.org&gt;

Dear Sir,

Greetings from Quality Council of India!

Please find below the ULBs with ODF certification expired or expiring shortly.

S.No	State	District	ULB	Census Code	Population	Final Date of Certification	Final Date of Expiry
1	West Bengal	North 24 Parganas	Barasat	801707	278000	17-07-2018	17-01-2019
2	West Bengal	North 24 Parganas	Barrackpore	801702	153000	17-07-2018	17-01-2019
3	West Bengal	North 24 Parganas	Bhatpara	801695	383762	19-07-2018	19-01-2019
4	West Bengal	Hooghly	Chamdpani	801726	111251	19-07-2018	19-01-2019
5	West Bengal	North 24 Parganas	Dum Dum	801713	115000	19-07-2018	19-01-2019
6	West Bengal	Hooghly	Arambag	801724	66175	21-07-2018	21-01-2019
7	West Bengal	North 24 Parganas	Habra	801697	147221	21-07-2018	21-01-2019
8	West Bengal	Hooghly	Dankuni	801731	250000	24-07-2018	24-01-2019
9	West Bengal	North 24 Parganas	New Barrackpore	801709	76846	24-07-2018	24-01-2019
10	West Bengal	North 24 Parganas	Bongaon	801691	111000	28-07-2018	28-01-2019
11	West Bengal	North 24 Parganas	Gobardanga	801696	45377	28-07-2018	28-01-2019
12	West Bengal	Nadia	Taherpur	801684	38039	28-07-2018	28-01-2019

8/1/2019

Gmail - FW: List of Expired ULBs | West Bengal

13	West Bengal	East Midnapore	Egra	801761	30148	31-07-2018	31-01-2019
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For any queries, contact the undersigned.

Regards

Somesh Bisht

Quality Council Of India | Project Planning and Implementation Division

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Director SUDA <sbm.wbsuda@gmail.com>  
To: Somesh Bisht <someshbist@qcin.org>

Tue, Jan 22, 2019 at 10:54 AM

Dear Someshji,

Kindly send me the list of ULB who has submitted their City Profile online. Then we can say them for your visit for ODF. We are going to complete the online entry of CT, PT and IHHL online entry and for that SUDA level workshop are being organised phase wise to complete the job quickly.

Kindly cooperate us by sending the name of ULBs who has completed their City Profile and ready for ODF visit at your end.

Regards,

SUDA SBM Team

[Quoted text hidden]



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**Government of West Bengal**  
**Panchayats & Rural Development Department**  
**Joint Administrative Building, Floor-9A, Block-HC-7**  
**Sector- III, Salt Lake City, Kolkata- 106**

**Memo No-5068 -RD/PH&S/S/1E-8/2015**

**Date: 12.10.2017**

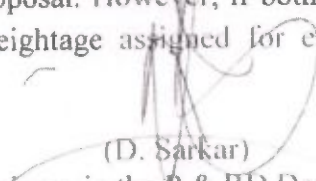
**Notice inviting Expression of Interest (EOI) for ODF Facilitation, Verification and  
Certification of the Six Districts of West Bengal**

Expression of Interest is hereby invited from reputed and bonafide Organizations /Agencies/Academic Institutions having experience in executing baseline survey/evaluation studies/ verification exercises etc. for Government programmes, either at the Central or State level, for conducting State level Facilitation, Verification and Certification of ODF status through carrying out of extensive house-to-house and village-level survey in the following 6 (six) Districts of West Bengal namely, Howrah, Maldah, Dakshin Dinajpur, Murshidabad, Paschim Medinipur, and Birbhum Districts. Organization /Agency/Academic Institution, wishing to undertake the work in the above 6 (six) districts are required to submit Technical and Financial bids in separate sealed envelopes.

The Technical and Financial bids should be in separate sealed envelopes super-scribing "Technical Bid" and "Financial Bid" to be submitted in a common sealed envelope clearly super scribed "Bid for Engaging Organization /Agency/Academic Institution for "Field Assessment in ascertaining ODF (Open Defecation Free) status in identified Districts" and bearing the name and address of the bidder Organization/Agency/Farm/Academic Institution. The work may be awarded to one or more bidders. The amount quoted in the financial bid should be inclusive of all taxes and charges and for the contract period. Interested agencies may apply for participation along with concept note and mentioned necessary documents in technical bids and rate should be quoted on the basis of rate per Gram Panchayat in financial bids. Clearly mentioning the name of the district for which the rate is being offered.

The EOI is to be submitted in the office of the Commissioner, Panchayats and Rural Development Department, 9<sup>th</sup> Floor, Joint Administrative Building, Block-HC-7, Sector- III, Salt Lake City, Kolkata- 700106, **up to 1.00 P.M on 24.10.2017** and the same will be opened on the same day at 2.00 P.M in presence of authorized representative of the bidding Agency.

The Mission Authority reserves the right to reject any proposal on evaluation of the technical proposal itself, without even opening the financial proposal. However, if both the technical and financial proposals are considered, there will be weightage assigned for evaluation of both components.

  
(D. Sarkar)  
Commissioner in the P & RD Department

## Terms of Reference for the work "Conducting State Level Facilitation, Verification and Certification of ODF Status in 6(six) Districts of West Bengal"

### Introduction:

On 2<sup>nd</sup> October 2014, the Government of India renamed the Nirmal Bharat Abhiyan (NBA) programme as Swachha Bharat Mission (Gramin) [SBM (G)] with the mandate of making the entire country Open Defecation Free (ODF) by 2<sup>nd</sup> October 2019. The objective of achieving the ODF status was to be realized in a mission mode approach for which a state level Mission has been constituted under the aegis of the Panchayats & Rural Development Department, Government of West Bengal. Under Mission initiatives, creation of sanitation facilities has been interspersed with a rigorous and sustained behaviour change communication at the individual as well as community level so as to ensure that using toilets for defecation becomes the universal norm in the entire state. At the same time, in order to ensure quality outcomes, two things have been emphasized. One, focus on sustainable behaviour change, and two, focus on making villages completely open defecation free (ODF) thereby improving the overall cleanliness of the Gram Panchayats/villages.

Basic tenets of ODF at the present stage have been identified as the following:

- ❖ All the households have access to safe and sanitary toilet facilities and no one is defecating in the open.
- ❖ All the Schools and Anganwadi Centres have toilet facilities and the students and teachers / staff members in schools and children and workers in the Anganwadi centres are using toilets facilities when in the institutions and
- ❖ There is no visible sign (sight or smell) of open defecation in the villages.
- ❖ Overall cleanliness is maintained in the villages.

As the campaign geared up in all the districts after launch of the Mission, many Gram Sansads and Gram Panchayats have declared themselves ODF after conducting internal verification following the published State ODF verification and certification protocol (available at <http://www.missionnirmalbangla.in/publications>. ) As indicated in the said Protocol, the State Government too is to initiate a verification process from the state level to substantiate the claims of the GPs/ Blocks and Districts after those administrative units self-declare themselves as ODF. Howrah, Maldah, Dakshin Dinajpur, Murshidabad, Paschim Medinipur, and Birbhum districts which were targeted to become ODF within 2017-18 have supposedly completed or to be completed their respective targets and are waiting to be declared as ODF by the State Government within 31<sup>st</sup> March, 2018.

Now, the Mission authority in the Panchayats and Rural Development Department, Government of West Bengal has decided to ascertain the actual status of the ODF and State level Facilitation,



Verification and Certification of ODF status in selected districts, viz., Howrah, Maldah, Dakshin Dinajpur, Murshidabad, Paschim Medinipur, and Birbhum through conduct of field verification to assess the present situation for final declaration by the State Government. The State Government intends to engage independent agencies for conducting the above verification studies to ascertain the claim of achievements (ODF status) made by the PRIs. The intending bidders are requested to go through State ODF Protocol for detailed understanding of the objectives, procedure and other details of ODF verification.

**Requirements:**

- a) Agency should have the capability to provide services for the work as specified above.
- b) Should have adequate manpower and infrastructure (including computer hardware and software) required for the job and must have physical presence with Office Address at Greater Kolkata at least for last 2 (two) years.
- c) Since the job is time bound, the Agency would be required to work within the deadlines and in close coordination with the Mission Office in the Panchayats & Rural Development Department, Government of West Bengal.
- d) Each agency shall have a senior functionary of their organization as Coordinator who would be continuously in touch with the verification teams of the agency and districts as well as the State Mission Office. The name and contact details of the Coordinator should be given to P&RD Department, Govt. of West Bengal before the actual field work is started.
- e) Since the exercise will cover the selected districts in their entirety, sufficient manpower in the form of Field Investigators and Supervisors will have to be placed into operation.
- f) Minimum qualification of the Supervisor should be at least graduate and that of the Field Investigators should be 10+2 passed and all of them should be able to communicate effectively in the local language.
- g) Interested agencies may apply for participation before the undersigned along with necessary documents in respect of following eligibilities-
  1. Copy of registration Certificate
  2. Office address proof
  3. Experience in similar works since last five years
  4. Service Tax , CGST & SGST Registration, as applicable
  5. PAN
  6. Last three years audit and accounts
  7. Others



### **Essential Credentials**

- a) The Agency should be a reputed organization having a minimum of 5 years' experience in monitoring and evaluation of a central or state sponsored Scheme.
- b) Should have experience in analyzing and monitoring reports.
- c) The Agency should have experts /manpower proficient in all regional language(s)/local language(s).
- d) Should have demonstrated capacity to carry out structured evaluations of large scale projects using both quantitative and qualitative approaches.
- e) Should have the capacity to collect and analyze data from variety of sources at National, State and local level.
- f) Should have the capacity to prepare a feasible and comprehensive study design for evaluation, with data collection tools and analytical framework in consultation with the State Mission Office.
- g) Should have the capacity to structure data, create electronic databases, and develop output results in appropriate formats.
- h) Should have the Capacity to ensure logistic arrangement for site visits and data collection from the field.
- i) To have willingness to undertake the assignment in the given timeframe.
- j) The agency must have physical presence with Office Address at Greater Kolkata.

### **Roles and Functions of the Agency**

- To develop and prepare all the data collection instruments including questionnaires, checklist for beneficiaries, structured focussed group discussion format, and tabulation plan and finalize it in consultation with Department.
- Undertake survey work in the selected district/s, as per requirement. The district allocation to an agency will be decided by the P&RD Department, Govt. of West Bengal.
- To interact with the District, Block and Gram Panchayat authorities in the selected district and chalk out a detailed field visit plan for verification.
- To conduct field visit in each of the villages to ascertain ODF status (early morning visit and evening visit may be required to get firsthand knowledge of the practice of open defecation or absence of it).

- To identify, in discussion with the villagers and local functionaries, traditional Open Defecation sites of the villages and inspect those sites to ascertain whether the sites are still visited by the open defecators or not.
- To interact with randomly selected villagers, visit their houses, inspect toilet facilities at the household level or the toilet where the members of such households have access and ascertain through canvassing of questionnaire or group meeting with villagers regarding use of such facilities by all members of the households at all times of requirement.
- On the basis of observation during field visit, consultation of data obtained from the IMIS and the local authorities mark the villages as Green, Yellow and Red based on the ODF status of the concerned village.
- Provide feedback to the local administration (both block and district) and the State Mission about the deficiencies noticed in the villages, if any and suggest specific rectification measures.
- Once the rectifications is reported by the district/ block authority, within three weeks from the date of receipt of the first report, make a second visit to the identified villages and ascertain if the ODF status has finally been achieved.
- Finally, once the agency is satisfied that all the villages of the district have achieved ODF status, submit a detailed report to the State Mission on the ODF status of the district in 2 hard copies and 3 compact discs.
- The agency will keep the Mission updated of developments through periodic reports.
- The Agency will ensure that their contact details (email, postal, Telefax, mobile) of contact person and field supervisor may be kept updated at all times and apprised to the Department.
- For monitoring and understanding the progress of work, an App namely <http://www.wbprdgpmis.in> has been developed, hosted and maintained by this Department. The App is meant for entering the day to day progress of the work by the Verification Agency.

#### **Methodology for ODF Facilitation, Verification and Certification:**

##### **Condition for ODF GP**

- All the households having access to sanitation facilities at the household/ community level
- All the members of all the households are using the toilets, every time all the days
- There are no visible sign of open defecation in the villages

##### **Process:**

The Agencies will –

- ❖ Visit each and every village / Sansad in the identified District
- ❖ interact with the villagers / households
- ❖ Schools/ICDS/SSK/MSK/HS/Madrasha etc. to be visited

- ❖ Community Sanitary Complex to be visited at the public congregation place/dhaba/brick field etc.
- ❖ Household without latrine or person practicing OD to be visited (Snowball Method)
- ❖ Identify the villages in relation to their status of access to and usage of toilets
- ❖ Mark the villages as Red, Yellow and Green
- ❖ provide feedback to the local administration including the district and state on the status and measures required to transform all the red and yellow villages into green
- ❖ provide facilitative support to the local functionaries in spearheading intensive behaviour change communication to ensure access to and usage of toilets by all the households and members
- ❖ After first level verification the agency should facilitate the district level consultation meet among Red, and yellow GPs& PS
- ❖ Finally, after taking repeated rounds of field visit and follow up, certify individual villages and Gram Panchayats as ODF
- ❖ Develop and prepare all the data collection instruments, checklists, format, and tabulation plan and finalize it in consultation with Department.
- ❖ Undertake the activities taking into consideration the process followed/adopted in the district.
- ❖ Cross/back check data.
- ❖ Prepare all reports time to time and share with the local administration including the District and State
- ❖ Verification of ODF process documentation at each level
- ❖ Case studies and Photograph

#### **Methods:**

Use of Structured / Semi structured questionnaires.

- ❖ Transact walk in the GP along with group of villagers for assessment and identify the OD areas prevailing, if any.
- ❖ Focused Group discussion / Rapid Participatory ODF Appraisal.
- ❖ ODF /OD sites to be visited. (Snowball Method)
- ❖ Morning visit to be done to see the functionality of the Najardari Committee or Open Defecation habits of the people.
- ❖ GP to be considered as unit

#### **Sub-Contracting of work:**

Sub-contracting of the work or part thereof awarded under these terms of contract shall not be permitted in any form. Sub-contracting will lead to termination of contract and forfeiture of Performance Guarantee in addition to any other actions for violation of ToR.



### **Time and Duration of Contract:**

Duration of the study will be for a period of **45(forty five)** days from the date of award of the contract. The work is to be initiated within 3 days from the date of award of the contract. The initial field verification, interaction with villagers, initial colour coding, feedback to administration, second verification after any required rectification and submission of interim report is to be completed within **45(forty five)** days from the date of award of the contract positively. The final qualitative report may, however, be submitted within 15 days from the draft report.

### **Service to be provided by the client**

- The Department would advise/write to the District authority for rendering necessary assistance for undertaking the work.
- The Department would provide a password protected data entry portal to the agency for updating the daily field work report. (<http://www.wbprdgpmis.in>)
- The Department would advise/write to the District authority for rendering necessary assistance for undertaking the work.

### **Quoting of rates for the exercise**

The rates should be quoted on the basis of **rate per Gram Panchayat for each of the 6 (Six) Districts.**

### **Sub-Contracting of work:**

Sub-contracting of the work or part thereof awarded under these terms of contract shall not be permitted in any form. Sub-contracting will lead to termination of contract and forfeiture of Performance Guarantee in addition to any other actions for violation of ToR.

### **Performance Security**

- ❖ The bidder shall provide to the employer, a Performance Security amounting 10% (Ten percent) of the total contract price for a period of 50 days or final bill payment in the form of a Bank Guarantee or fixed Deposit Receipts in the name of Additional Chief Executive Officer, WBSRDA (Total Sanitation campaign) from a scheduled commercial bank within 7days from the receipt of work order.
- ❖ On satisfactory completion of the entire work and after the final payment the amount retained as security deposit (without interest) only will be released by this office.

## Payment:

Payment of the Study Fees will be made in three installments.

- First installment 10% of the total fee will be paid on Submission of the Inception Report as mobilization advance.
- Second installment 60% of the total fee will be paid on completion of work in all and on submission of interim draft report.
- Third and final installment (30% of the total fee) to be paid on submission of final report with evidence-based documentation and acceptance of the report by the Mission authority.

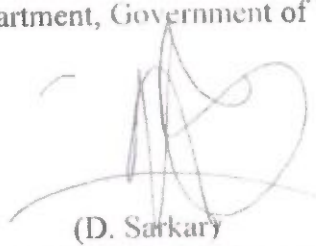
## Deliverables

- ✓ **1<sup>st</sup> Deliverable – Inception Report**, after seven (7) days of signing of agreement: Inception Report detailing (i) survey designs (ii) format of the questionnaires (iii) specific work plan with timeline and milestone and (iv) structure of the final report is to be presented to Department and will be finalized by the department within a week after submission.
- ✓ **2<sup>nd</sup> Deliverable – Draft Report**: After completion of the first round of field visit to every village of the district/s and analyzing primary and secondary data, the agency should submit a draft report of the entire study and the draft report is to be presented to departments for discussion and finalization of the same.
- ✓ **3<sup>rd</sup> Deliverable - Presentation of Final Report**, within 40 days of submission of the first report and after making a second visit to identified villages. Once the final report is received, the Mission will seek a presentation on the study highlighting key findings and recommendations from the analysis. Raw data are to be also submitted in CD.

The final report should be substantiated by photographs of the processes, facilities and initiatives in the villages and Gram Panchayats verified as well as documentation of some of the best practices and deviations, if any.

## Dispute

The decision of the Panchayats & Rural Development Department, Government of West Bengal shall be final and binding in all matters.



(D. Sarkar)

Commissioner in the P & RD Department

সুডা

রাজ্য নগর উন্নয়ন সংস্থা

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SUDA

STATE URBAN DEVELOPMENT AGENCY

“ইলগাস ভবন”, এইচ-সি ব্লক, সেক্টর-৩, বিধাননগর, কলকাতা-৭০০ ১০৬, পশ্চিমবঙ্গ

“ILGUS BHAVAN”, H-C Block, Sector - III, Bidhannagar, Kolkata - 700 106, West Bengal

ক্রমিক নং SUDA-132/2016(H) 145

তারিখ 23-4-2018

From : Director, SUDA &  
State Mission Director, SBM (U)

To : Joint Secretary &  
Mission Director, SBM (U)  
Ministry of Urban Development,  
Government of India

Sub: Declaration of ODF of the Cities

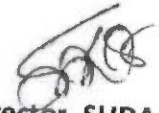
Sir,

This is to inform you that following the protocol for declaring Open Defecation Free status as communicated vide D. O. no. Z-11021/04/2016-SBM-II dated 16.03.2016, State Government has declared 70 cities as ODF. Name of the Cities is enclosed.

This is for your kind information.

Yours faithfully,

Encl: As stated above.

  
Director, SUDA &  
State Mission Director, SBM(U)

দূরভাষ : ২৩৫৮ ৬৪০৩ / ৫৭৬৭, ফ্যাক্স : ২৩৫৮ ৫৮০০

Tel : 2358 6403/5767, Fax : 2358 5800, E-mail : wbsudadir@gmail.com

Account Section : 2358 6408



# ULBs declared as ODF

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District	Sl. No.	Name of Urban Local Body
East Midnapore	1	Tamluk Municipality
East Midnapore	2	Panskura Municipality
East Midnapore	3	Contai Municipality
East Midnapore	4	Egra Municipality
East Midnapore	5	Haldia Municipality
Hooghly	6	Chandannagar Municipal Corporation
Hooghly	7	Hooghly Chinsurah Municipality
Hooghly	8	Bansberia Municipality
Hooghly	9	Serampore Municipality
Hooghly	10	Baidyabati Municipality
Hooghly	11	Champdany Municipality
Hooghly	12	Bhadreswar Municipality
Hooghly	13	Rishra Municipality
Hooghly	14	Konnagar Municipality
Hooghly	15	Uttarpara-Kotrung Municipality
Hooghly	16	Arambagh Municipality
Hooghly	17	Tarakeswar Municipality
Hooghly	18	Dankuni Municipality
North 24 Parganas	19	Bidhannagar Municipal Corporation
North 24 Parganas	20	Ashokenagar-Kalyangarh Municipality
North 24 Parganas	21	Baduria Municipality
North 24 Parganas	22	Baranagar Municipality
North 24 Parganas	23	Barasat Municipality
North 24 Parganas	24	Barrackpore Municipality
North 24 Parganas	25	Basirhat Municipality
North 24 Parganas	26	Bhatpara Municipality
North 24 Parganas	27	Bongaon Municipality
North 24 Parganas	28	Dum Dum Municipality
North 24 Parganas	29	Garulia Municipality
North 24 Parganas	30	Gobardanga Municipality
North 24 Parganas	31	Habra Municipality
North 24 Parganas	32	Halisahar Municipality
North 24 Parganas	33	Kamarhati Municipality
North 24 Parganas	34	Kanchrapara Municipality
North 24 Parganas	35	Khardah Municipality
North 24 Parganas	36	Madhyamgram Municipality
North 24 Parganas	37	Naihati Municipality
North 24 Parganas	38	New Barrackpore Municipality
North 24 Parganas	39	North Barrackpore Municipality
North 24 Parganas	40	North Dum Dum Municipality
North 24 Parganas	41	Panihati Municipality
North 24 Parganas	42	South Dum Dum Municipality
North 24 Parganas	43	Taki Municipality
North 24 Parganas	44	Titagarh Municipality
South 24 Parganas	45	Budge Budge Municipality
South 24 Parganas	46	Rajpur-Sonarpur Municipality

# ULBs declared as ODF

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District	Sl. No.	Name of Urban Local Body
South 24 Parganas	47	Baruipur Municipality
South 24 Parganas	48	Joynagar-Mazilpur Municipality
South 24 Parganas	49	Diamond-Harbour Municipality
South 24 Parganas	50	Maheshtala Municipality
South 24 Parganas	51	Pujali Municipality
East Burdwan	52	Kalna Municipality
East Burdwan	53	Katwa Municipality
East Burdwan	54	Memari Municipality
Nadia	55	Krishnagar Municipality
Nadia	56	Nabadwip Municipality
Nadia	57	Santipur Municipality
Nadia	58	Ranaghat Municipality
Nadia	59	Birnagar Municipality
Nadia	60	Chakdah Municipality
Nadia	61	Kalyani Municipality
Nadia	62	Gayeshpur Municipality
Nadia	63	Taherpur Notified Area
Nadia	64	Coopers' Camp Notified Area
Cooch Behar	65	Cooch Behar Municipality
Cooch Behar	66	Dinhata Municipality
Cooch Behar	67	Mathabhanga Municipality
Cooch Behar	68	Mekliganj Municipality
Cooch Behar	69	Haldibari Municipality
Cooch Behar	70	Tufanganj Municipality





Ministry of Housing  
and Urban Affairs  
Government of India

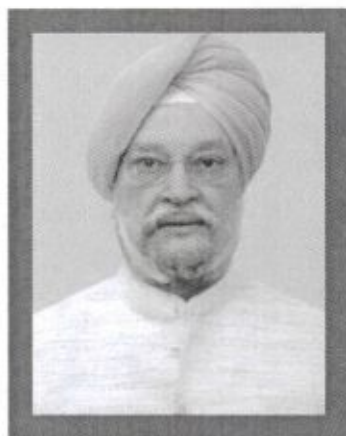


Declaring your City/Town  
**SBM ODF+ and SBM ODF++**  
Toolkit for Urban Local Bodies



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# FOREWORD



**HARDEEP S PURI**  
Minister of State- I/C,  
Ministry of Housing  
and Urban Affairs

The Swachh Bharat Mission (SBM), launched on 2nd October 2014, has one of its stated objectives as the achievement of Open Defecation Free (ODF) status in all the Urban Local Bodies (ULBs) in India, by October 2019. This is probably the best tribute the country can pay to the father of our nation, Mahatma Gandhi.

In a bid to step up the pace of ODF achievement, our Ministry is now monitoring outcomes (number of ODF wards and cities) in a focused manner, rather than outputs (numbers of toilets built). The ODF protocol is being rigorously followed for declaring and certifying ODF status of cities. With 18 states / UTs and 3,223 cities declared ODF, it is time to step up the rigour of the process by putting in place additional parameters to ensure the sustainability and long term impact of the ODF status. I am happy to see that this toolkit on SBM ODF+ and SBM ODF++ protocols includes sustainability aspects including improved access to individual toilets, community and public toilet maintenance, functionality and liquid waste / fecal sludge and septage management (FSSM).

It is my firm belief that this will go a long way in strengthening the overall ODF mandate of the Swachh Bharat Mission and ensure that the long term impact of ODF is truly achieved.

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# BACKGROUND, OBJECTIVES & SCOPE

## Background

India's urban population has sharply increased from 19.9% in 1971 to 31.2% in 2011. This unprecedented growth, along with high economic growth, has resulted in a severe challenge for Urban India, in terms of addressing the incremental infrastructural needs of a fast-growing urban population. One of the major challenges arising out of increased migration of the populace from rural areas to cities and towns in search of an improved quality of life has been the issue of access to sanitary facilities, and the



attendant menace of open defecation, especially in areas housing economically weaker sections of society, where open defecation (OD) spots are more likely to be found.

The Swachh Bharat Mission – Urban aims to fulfil the objective of 100% Open Defecation Free status in all Urban Local Bodies (ULBs) in the country by 2 October 2019. This will entail providing access to toilet facilities (i.e. construction of sanitary latrines – individual household toilets, community and public toilets). In parallel, it will also entail operation and maintenance of these facilities to maintain their functionality, including effective faecal sludge and septage management (FSSM) to ensure both safe containment, emptying, collection, transportation, treatment, and/or safe disposal. Simultaneously, behavior change initiatives will need to be continued through intensive participation of key stakeholders – self-help groups, students and youth, corporate organizations, to ensure that these sanitary facilities are used regularly and correctly.

## Objectives

The purpose of this toolkit is to provide a readiness check and guideline for cities and towns that have already achieved Open Defecation Free (ODF) status as per the ODF protocol prescribed by the Ministry of Housing and Urban Affairs (MoHUA) and are working towards ensuring sustainability of the ODF status to ensure proper maintenance of toilet facilities, hereby referred to as SBM ODF+, and safe collection, conveyance, treatment and disposal of all faecal sludge and sewage, hereby referred to as SBM ODF++, in order to achieve safe sustainable sanitation for all. Similar to the ODF Protocol, this toolkit provides the detailed SBM ODF+ protocol and SBM ODF++ protocol laid down by MoHUA, along with declaration formats to be obtained from various stakeholders, that wards / work circles (in case under jurisdiction of development authority) and cities are required to submit, as part of the SBM ODF+ and SBM ODF++ declaration and certification process. It also describes the procedure for certification of SBM ODF+ and SBM ODF++ claims by ULBs/ Development Authorities / Cantonment Boards, by a third party.

## Scope

This toolkit can serve as a readiness checklist for all ULBs / Development Authorities / Cantonment Boards to prepare themselves and their concerned stakeholders in achieving either SBM ODF+ and/or SBM ODF++ status and officially declare the same, followed by certification, as per the protocol outlined.

# ODF: DEFINITIONS AND NECESSARY CONDITIONS

As a refresher, the salient features of the ODF protocol laid down by MoIUA have been described ahead.

## Definition of Open Defecation Free city / ward

A city / ward can be notified/declared as ODF city/ ODF ward if, at any point of the day, not a single person is found defecating in the open.

## Necessary infrastructure and regulatory conditions to be achieved before declaring a city/ ward as Open Defecation Free:

- 1) All households that have space to construct toilet, have constructed one.
- 2) 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.
- 3) All commercial areas have public toilets within a distance of 1 kilometer.
- 4) Details of all Individual household toilets (IHHL) constructed from 2011 onwards will have to mandatorily be uploaded on the SBM-Urban portal
- 5) Pictures of all functional community and public toilets in the city, irrespective of the date of construction, will have to mandatorily be uploaded on the SBM-Urban portal.

## Declarations to be submitted as part of ODF protocol:

- 1) City/town ODF Declaration from Mayor/ Chairperson
- 2) Ward ODF Declaration from Ward Councillors, with following sub-declarations:
  - a. Every school in a ward provides self-declaration that all students enrolled in it have access to, and are routinely using toilets at home and at school.
  - b. Every self-help group active in a ward gives a declaration that all residents of that ward have access to, and are routinely using, toilets at home.

## Moving beyond ODF – SBM ODF+ and SBM ODF++

The SBM ODF+ and SBM ODF++ protocols build upon the ODF protocol while keeping true to its provisions, so as to provide a platform for cities and towns to improve sanitation sustainability. The protocols are incremental in nature, and reflect on-ground realities present in India.

# SBM ODF+: DEFINITIONS AND NECESSARY CONDITIONS

## Definition of SBM ODF+ city / ward / work circle

A city / ward / work circle<sup>1</sup> can be notified/declared as SBM ODF+ city/ SBM ODF+ ward/SBM ODF+ work circle if, at any point of the day, not a single person is found defecating and/or urinating in the open, AND all community and public toilets are functional and well maintained.

Note: Cities that have been certified ODF atleast once on the basis of the ODF Protocol laid down by MOHUA shall be eligible to declare themselves as SBM ODF+ and apply for certification of SBM ODF+ status, as per the conditions laid down in this protocol document.

## Necessary infrastructure and regulatory conditions to be achieved before declaring a city/ ward as SBM ODF+:

- 1) All applicable conditions for ODF as detailed above, with the following additional conditions:
  - a. Individual toilets should be functional and well-maintained, with water availability.
  - b. All public areas<sup>2</sup> have functional public toilets within a span of 1 kilometer.
- 2) While deciding the number of toilet seats/ urinals and blocks, the city's entire floating population must have been considered.
- 3) 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.<sup>3</sup>

1 Work circle applicable only if concerned area is under jurisdiction of development authority

2 Public areas are areas with open access to public, especially those with high footfall (number of people at a given time) daily/ periodically, including but not limited to parks and gardens, transport hubs (railway stations, airports, bus stations, etc.), religious areas, tourist sites, historic sites, etc. and not including commercial areas (such as market areas, bazaars)

3 ULB / Cantonment Board / Development Authority shall conduct assessment to ascertain number of toilets required

4) All residential societies with resident welfare associations (RWAs)/housing or mohalla committees<sup>4</sup> have toilet facilities within the premises for the use of male and female non-resident domestic workers, construction workers, maintenance staff, drivers, etc. that are clean and usable at all times.

5) City has carried out structural audit of all community / public toilets and carried out necessary repairs and renovations on the basis of the findings.

6) All functional public and community toilets should be appropriately provisioned and well-maintained, with all conditions given in Annexure 1(A) adhered to. Each toilet shall be scored as per the framework provided in Annexure 4 and must score atleast 90% overall to qualify as fulfilling these conditions.

7) Atleast 1 or 10%, whichever is higher, of functional public and community toilets should adhere to the additional conditions given in Annexure 1 (B). Each toilet shall be scored as per the framework provided in Annexure 5 and must score atleast 90% overall to qualify as fulfilling these conditions.

8) ULB / Development Authority / Cantonment Board has notified sanitation service level benchmarks, at the least adhering to all conditions defined for SBM ODF+ in this protocol document, in municipal bye-laws (or equivalent, in absence of municipal administration) and published the same in atleast two dailies with wide reach.

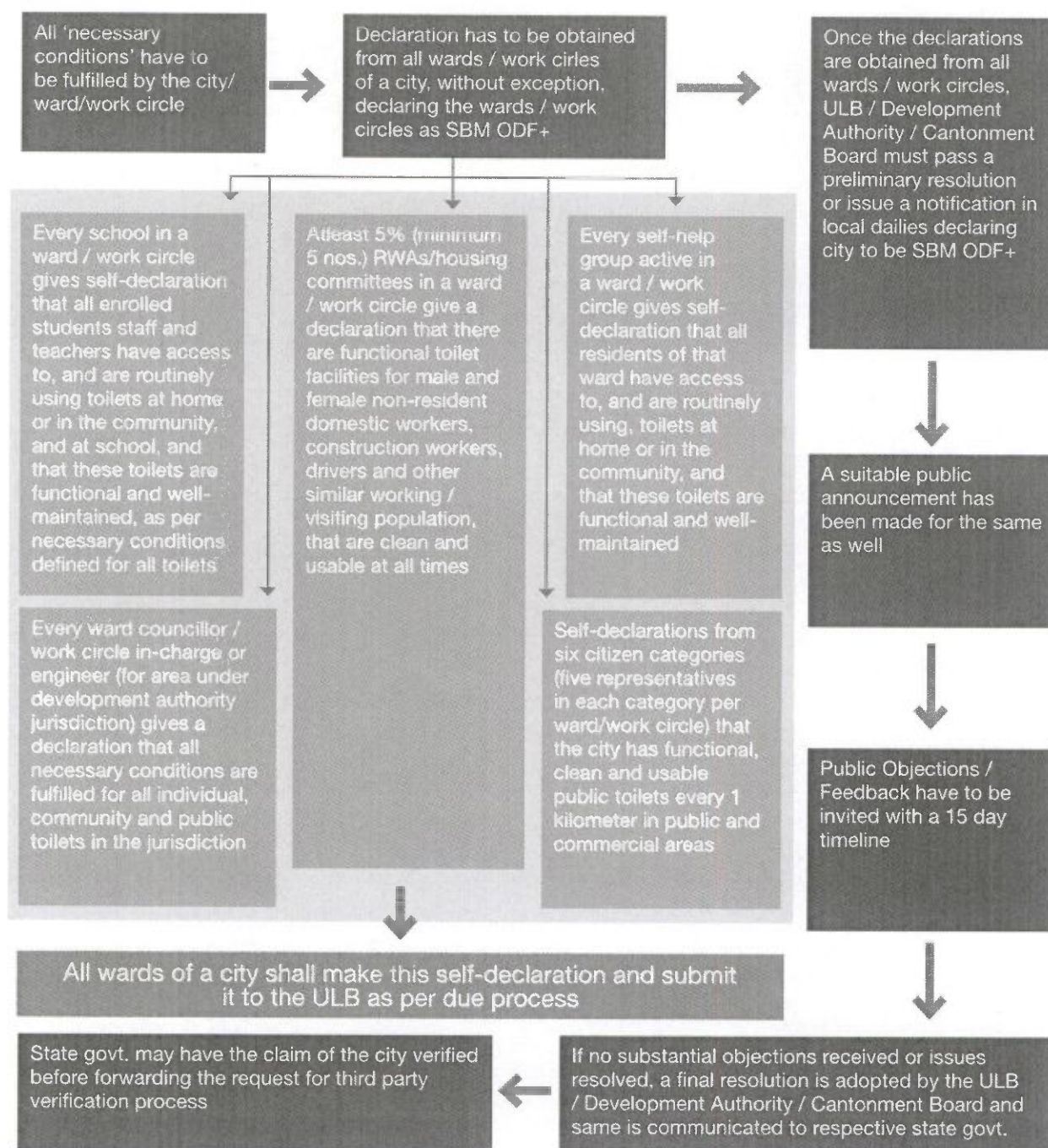
9) The city has issued and notified fines against open defecators, and defined penalty / fine against concessionaires/maintenance authorities in-charge of community / public toilets in service contract (with respect to poor maintenance of such toilets).

4 Where RWA or housing committee does not exist, ULB shall suo moto form a committee for the purpose, in consultation with concerned area residents



# SBM ODF+ DECLARATION PROTOCOL

The following protocol is to be adopted for declaring a city / ward / work circle as SBM ODF+:



### The protocol is elaborated below:

- 1) All the 'necessary conditions' on infrastructure and regulations have to be fulfilled by the city / ward / work circle<sup>1</sup>

Following the fulfilment of (1) above, a declaration has to be obtained from all wards / Work Circles of the city/town, without exception, declaring respective wards / work circles as ODF Plus. All wards / work circles of a city/town shall make this self-declaration and submit to city municipal administration / development authority as per due process.

- 2) The following sub-declarations are to be obtained by the municipal administration / development authority / cantonment board / wards / work circles, as applicable, in order to facilitate the above self-declaration:

- i. Every school (including schools built after ODF certification) in a ward / work circle provides self-declaration that all enrolled students<sup>2</sup>, staff and teachers have access to, and are routinely using toilets at home or in the community, and at school, and that these toilets are functional and well-maintained, as per necessary conditions defined for all toilets in Annexures 1(A) and 1(B).
- ii. Every self-help group (including SHGs formed after ODF certification) active in a ward / work circle gives a declaration that all residents of that ward / work circle have access to, and are routinely using, toilets at home or in the community, and that these toilets are functional and well-maintained.
- iii. Atleast 5% (minimum 5 nos.) RWAs/housing committees in a ward / work circle give a declaration that there are functional toilet facilities within the premises for the use of male and female non-resident workers/staff<sup>3</sup> and other working population visiting the society/colony routinely or for extended hours/days at a time, and that these toilets are clean and usable at all times.

<sup>1</sup> Work circle applicable only in case concerned area is under jurisdiction of development authority

<sup>2</sup> All enrolled students that reside in urban areas of the jurisdiction of city/town administration

<sup>3</sup> Including domestic workers, construction workers, maintenance staff, security staff, drivers

- iv. Self-declarations from six citizen categories<sup>4</sup> (five representatives in each category per ward / work circle) that the city/town has functional, clean and usable public toilets available at every 1 kilometer in public and commercial areas in the ward.

- v. Every ward councilor / work circle in-charge or engineer<sup>5</sup> gives a declaration that all necessary conditions are fulfilled for all individual, community and public toilets in the jurisdiction.

- 3) On fulfillment of the above, the city municipal administration / development authority must pass a preliminary resolution or issue a notification in local dailies of wide reach, declaring the city to be SBM ODF+.

- a) Following such resolution/notification, a suitable public announcement must be made for the same as well, in atleast two newspapers of wide circulation and readership, inviting public feedback / objection with a fifteen day timeline.

- 4) If no substantial objections are received at the end of this time, a final resolution is adopted by the city municipal administration / development authority and the same is communicated to respective state government.

- 5) On receipt of the said communication, the state government may have the claim of the city verified through an appropriate third party verification process (in a time bound process) before formally according the city the status of being SBM ODF+.

- 6) MoIUA will then carry out the "Swachh Certification for SBM ODF+" process (detailed later in this document). Issued certificate shall be valid for six months and the certification process will need to be carried out every six months. In case of failure in certification, a one-month cooling off period (from date of certification failure) shall be applicable before the respective city may again request for SBM ODF+ certification.

<sup>4</sup> Citizen categories – Shop Owners, Street Vendors, Bus Drivers, Auto/rickshaw Drivers, Primary Health Centre In-Charge, Anganwadi Workers

<sup>5</sup> Only in case of area under jurisdiction of development authority



# SBM ODF+ DECLARATION FORMATS

## 1. Format for declaration to be submitted by City / town

I,....., Mayor / Chairperson / CEO of ..... (Name of ULB / development authority / cantonment board) do hereby declare that:

- a) ULB / Development Authority / Cantonment Board has notified sanitation service level benchmarks, at the least adhering to all conditions defined for SBM ODF+, in municipal bye-laws (or equivalent, in absence of municipal administration) and published the same in atleast two dailies with wide reach.
- b) The city/town 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.
- c) City has carried out structural audit of all community / public toilets and carried out necessary repairs and renovations on the basis of the findings.
- d) The city has issued and notified fines against open defecators, and defined penalty / fine against concessionaires/maintenance authorities in-charge of community / public toilets in service contract (with respect to poor maintenance of such toilets)
- e) All Ward Councillors / Work Circle In-Charges/Engineers in the city / town have submitted their self-declarations regarding SBM ODF+ status
- f) Preliminary resolution has been passed declaring the city / town as SBM ODF+
- g) Above resolution has been publicly announced, in atleast two newspapers of wide circulation and readership, inviting public feedback / objection within 15 days of announcement
- h) Since no objections have been received within the stipulated time period / since objections and feedback received from the public have been addressed, a final resolution has been adopted by this office regarding SBM ODF+ status
- i) This final resolution has been communicated to the state government for further verification (if decided to be carried out).



Accordingly, ..... (Name of city / town) is hereby declared SBM ODF+.

MoIUA is now requested to carry out the "Swachh SBM ODF+ Certification" process for ..... (Name of city / town).

.....  
(Signature, and Name of Mayor / Chairperson / CEO)

Date:

Seal:



## 2. Format for declaration to be submitted by every Ward Councillor/ Work Circle In-Charge or Engineer

I, Ward Councillor/Work-Circle In-charge/Engineer of .....  
(ward / circle details), under ..... (Name of ULB / development  
authority / cantonment board) do hereby declare that:



- a) All households that have space to construct toilet, have constructed one. Individual toilets are functional and well-maintained, with water availability.
- b) All occupants of those households that do not have space to construct a toilet have access to a functional community toilet within a distance of 500 meters.
- c) All public areas and commercial areas have functional public toilets within a distance of 1 kilometer.
- d) While deciding the number of toilet seats and blocks, the city's entire floating population has been considered.
- e) All residential societies with resident welfare associations (RWAs)/housing or mohalla committees have toilet facilities within the society/colony premises for use by both male and female non-resident workers/staff i.e. any working population visiting the society/colony routinely or for extended hours/days at a time, and that these toilets are clean and usable at all times.
- f) All functional public and community toilets are appropriately provisioned and well-maintained, and meet the following conditions, with each toilet scoring atleast 90% as per the scoring framework:
  - Availability of water
  - All toilet seats and urinals clean and usable at all times
  - Wash basin(s) clean and usable at all times
  - Roster being maintained for regular cleaning and maintenance and a caretaker is on duty at all times during opening hours
  - Toilet floor is swept and mopped at all times
  - Mirrors, if available, are clean and polished
  - Functional bolting arrangements on all doors
  - Available and operational soap/soap dispenser
  - Available and regularly cleaned litter bins, with bins available with each toilet seat
  - Premises are well lit at all times, with each seat having its own light point, and all light points functional
  - Adequate ventilation facility (vents, slanted glass slats and/or exhaust fan)
  - 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
  - Gender-segregated, distinct entrances for males and females, if both facilities available in single block
  - Entrance/ accessibility (like ramp, stairs) to toilet block is barrier free, including those for specially abled persons
  - Premises are visible to passersby, with clear signage, and the area within 3m from each direction of the structure is not encroached by unauthorized construction and vendors
  - Untreated faecal sludge/septage and sewage from the toilet is not discharged and/or dumped in drains, open areas or water bodies
  - Staff is provided with necessary supplies of consumables, protective gear, cleaning equipment and inventory and there is no stock out for longer than 24 hours
  - Name and contact details of each of the following are displayed prominently - Supervisor, Supervisor's agency, and area Sanitary Inspector

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- Complaint registration and redressal mechanism is in place and is functional, with all complaints, maintenance issues or incidents resolved within 24 hours of registration
  - Public/Community Toilet is visible on Google Maps toilet locator as 'SBM Toilet'
- g) Atleast 1 or 10%, whichever is higher, of functional public and community toilets adhere to the following additional conditions, with each toilet scoring atleast 90% as per the scoring framework.
- Walls and floors are clean and stain/graffiti free
  - Hand dryer/ paper napkin is available
  - Low height toilets and basins are available for use by children
  - Bathing facility is available
  - Women's toilets have sanitary napking vending machine and adequate disposal mechanism for sanitary napkins
  - Air freshener is available and applied
  - Space has been earmarked for revenue generation
  - Plants / shrubs in the vicinity of toilet complex are well maintained
  - Rainwater harvesting facility is available
  - Water-saving or reuse technology has been incorporated
  - Toilet is self-sustainable (as defined in protocol document)

I further declare that I have formally submitted this declaration to the ..... (Name of ULB / development authority / cantonment board) for further necessary action.

.....  
(Signature, and Name of Ward Councillor / Work Circle In-Charge/Engineer)

Date:

Seal:

### 3. Format for declaration to be submitted by schools

I do hereby declare that:

- .....school (name of school), in ward no / work circle....., under ..... (Name of ULB / development authority / cantonment board), has ..... number of students, and ..... numbers of staff (including teachers).
- The school has sufficient number of functional toilets for all students and staff. None of the students or staff go out for defecation or urination while in school.
- The toilets are well-maintained, with all necessary conditions defined for toilets (as per Annexures 1(A) and 1(B) of SBM ODF+ Protocol) being fulfilled.
- Every student in the school, along with their family members, uses a toilet at home / uses a community toilet situated in the neighborhood, for defecation and/or urination.
- The self-declaration from each of the students and staff are attached herewith (refer Annexures 2 and 3)

.....  
(Signature and Name of Principal / Headmaster / Headmistress of School)

Date:

### 4. Format for self-declaration to be submitted by Self-Help Groups

This is to declare that every member of the Self-Help Group ..... (Name of Self-help group) in Ward number / Work circle..... of ..... (Name of ULB / development authority / cantonment board) comprising ..... members (number of members), whose names are attached as annexure, along with their family members, uses a toilet at home / uses a community toilet situated in the neighborhood, for defecation and urination, and that these toilets are functional and well-maintained, with water availability, and also that ward number / work circle ..... has functional and well-maintained public and community toilets, with not a single person defecating or urinating in the open.



.....  
(Signature OR thumb impression, and Name, of President of the Self-Help Group)

Date:

(Attach list of names of SHG members)



### 5. Format for declaration by Resident Welfare Association/Housing Committee

This is to declare that the ..... (Name of RWA/Housing or mohalla committee) of ..... (Name of residential society/colony/area) in ward number / work circle ..... of ..... (Name ULB / development authority / cantonment board) has toilet facilities within the society/colony premises for use by both male and female non-resident workers/staff (including domestic workers, construction workers, maintenance staff, security staff, employed drivers) i.e. any working population visiting the society/colony routinely or for extended hours/days at a time, and that these toilets are clean and usable at all times.

.....  
(Signature and Name of RWA / Housing or Mohalla committee)

Date:

### 6. Format for self-declaration by citizen representatives

I, ..... (Name), authorized representative on behalf of ..... (Name of citizen category) in ..... (Name of ULB / development authority / cantonment board) do hereby declare that functional, clean and usable public toilets are available at every 1 kilometer in public and commercial areas of ward number / work circle .....

.....  
(Signature and Name of authorized representative of citizen category)

Address:

Phone Number:

Date:

# SWACHH CERTIFICATION FOR SBM ODF+

Once a city has communicated to the respective state government the final resolution declaring the city to be SBM ODF+, and the state government has communicated the same to MoHUA (or in case of development authority or cantonment board, city has directly communicated to MoHUA), a third party verification process ("Swachh Certification for SBM ODF+") is to be adopted, for the final SBM ODF+ certification.

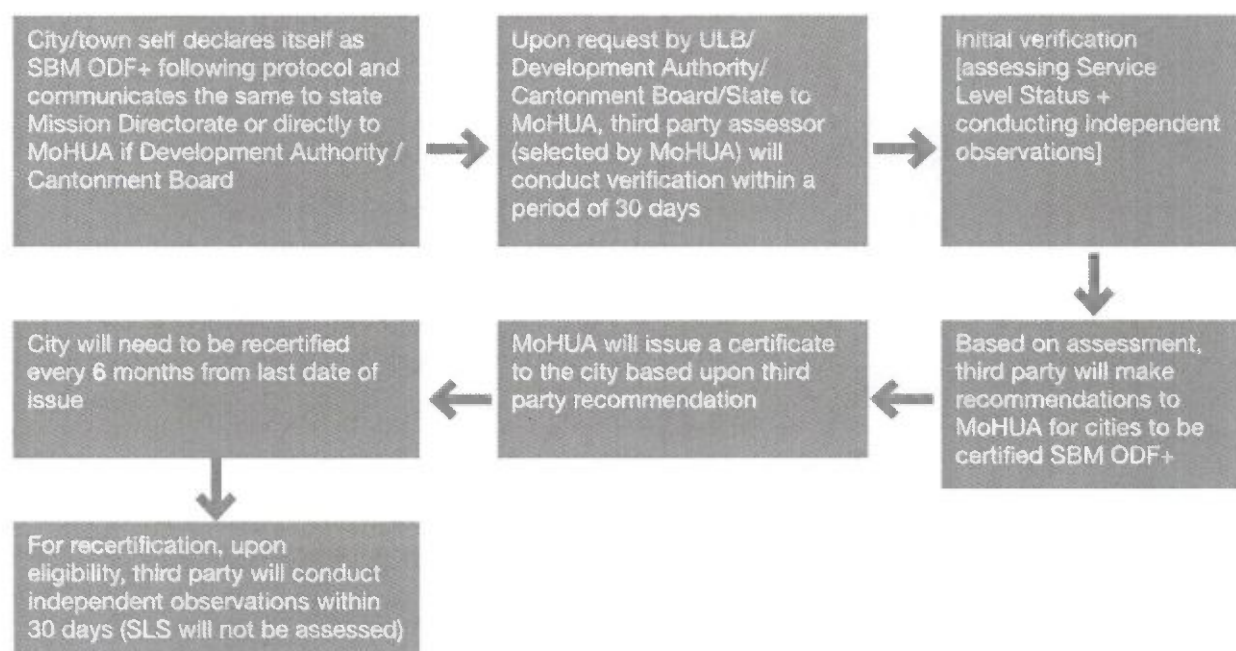
In case of failure in certification, a one-month cooling off period (from date of certification failure) shall be applicable before the respective city may again request for SBM ODF+ certification.

Subsequently, recertification of SBM ODF+ will happen at fixed intervals (every six months), so as to ensure that there is no slippage of the SBM ODF+ status.

## Protocol to be followed for Swachh Certification for SBM ODF+

The following protocol will need to be followed for receiving the Swachh Certification:

- City self-declares itself as "SBM ODF+" for the first time and communicates the same to state SBM Mission Directorate, which in turn communicates to MoHUA, or directly to MoHUA if under Development Authority / Cantonment Board.
- Upon request by City/State to MoHUA, a third party (selected by MoHUA) will mobilize assessors to conduct the verification within a period of 30 days.
- For the initial verification, the third party will assess both Service Level Status as well as conduct Independent Observation.
- Based upon the result of the assessment, the third party will make recommendations to





MoHUA for cities to be certified SBM ODF+.

e. MoHUA will subsequently issue a certificate to the city for the same based upon the recommendation of the third party.

- f. The certificate, when issued, will need to be recertified every 6 months.
- g. For recertification, upon receiving request, the third party will conduct independent observation within the city within a period of 30 days.
- h. It is to be noted that Service Level Status will not be re-checked during the re-assessment.

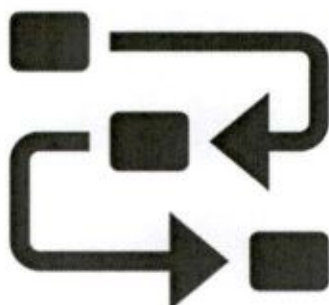
### Methodology for Swachh Certification for SBM ODF+

The verification process will be conducted in two parts:

- i. Service Level Status
- ii. Independent Observations

#### a. Service Level Status :

- i. Preliminary data will be collected in advance by a process of self-assessment from ULBs / Development Authorities / Cantonment Boards as per the defined protocol.
- ii. Third party assessors will visit ULBs / Development Authorities / Cantonment Boards to review the documentation and collect the data systematically ensuring that the process is independent and unbiased.



#### b. Independent Observations :

- i. ULB / Development Authority / Cantonment Board must mandatorily provide complete city profile data to MoHUA after SBM ODF+ declaration, to facilitate observations.
- ii. The collection of data will be based on physical observation by the third party assessors.
- iii. The questionnaire to facilitate data collection will be created by the third party in conjunction with Ministry of Housing and Urban Affairs.
- iv. The survey assessors will use IT enabled devices to record their observations and findings along with photographs.
- v. The third party will systematically collect photos as evidence for field observations ensuring that the location, date and time are tagged on all the pictures.
- vi. For the assessment, cities will be classified based on population as below. Based upon the size of the city, it will be divided into zones.
- vii. For cities with greater than 10 lakh population, the city will be divided into 4 zones - North, South, East and West.
- viii. For cities with population between 1 - 10 lakh, the city will be divided into 4 zones - North, South, East and West.
- ix. For cities with population less than 1 lakh, the city will be divided into 2 zones - North and South.
- x. During community / public toilet assessment, necessary conditions for each toilet will be scored as per the framework provided in Annexure 4, and additional conditions for each toilet will be scored as per the framework provided in Annexure 5. A community / public toilet must score atleast 90% on both frameworks to qualify as fulfilling the conditions under SBM ODF+.
- xi. All locations shall be within ULB limits and will be finalized at the discretion of the third party. The selected locations shall not be communicated to ULB / Development Authority / Cantonment Board.
- xii. The following table lists the locations which have to be mandatorily inspected by the third party for independent observation, without exception.



Location Type	No. of locations per zone (>10 lakh+)	No. of locations per city (10 lakh+)	No. of locations per zone (1-10 lakh)	No. of locations per city (1 -10 lakh)	No. of locations per zone (<1 lakh)	No. of locations per city (<1 lakh)
Slum	2	8	1	4	1	2
School	1	4	1	4	1	2
Roads and Streets (falling under OD spots)	1	4	1	4	1	2
Public Area (Parks/ Temples/Tourist spots)	1	4	1	4	1	2
Commercial Area (Markets/bazaars, mandis)	2	8	1	4	1	2
Residential Area	2	8	1	4	1	2
Transport hubs (Railway Stations/Bus Stands/others)	2 per city	2	2 per city	2	1 per city	1
Water bodies (pond, lake, stream, river banks, beach/coast)	2 per city	2	2 per city	2	1 per city	1
<b>Total</b>	-	40	-	28	-	14

**Protocol to be mandatorily followed by the Third Party to carry out SBM ODF+ inspection**

- The third party shall communicate assessors' arrival in the city to ULB Development Authority / Cantonment Board staff only one day prior to the same.
- The assessor(s) shall meet the Municipal Commissioner / Nodal Officer / Chairperson / CEO or any designated officer by the same and only after that they shall commence the inspection.
- Assessor(s) shall conduct inspection for open defecation and toilets in the early morning hours (4am to 6am) and late evening hours (8pm to 10pm), viz. peak hours for open defecation and toilet usage.

- The designated assessor shall visit the inspection sites (only) and prepare/ submit her/his report.
- The assessor(s) shall have to be accompanied by ULB / Development Authority / Cantonment Board staff on the inspection.
- If the assessor(s) fails to geo tag the location correctly (i.e., latitude and longitude versus the name of the said location) and in the report if there is a mis match then the said location shall be considered null and void and in case of complaint by ULB / Development Authority / Cantonment Board on such and related matters a penalty of Rs. 500/- per case may be imposed on the third party.

# SBM ODF++: DEFINITIONS AND NECESSARY CONDITIONS

## Definition of SBM ODF++ city / ward

A city / ward / work circle<sup>1</sup> can be notified/ declared as SBM ODF++ city/ SBM ODF++ ward/ SBM ODF++ work circle if, at any point of the day, not a single person is found defecating and/ or urinating in the open, all community and public toilets are functional and well maintained, AND faecal sludge/septage and sewage is safely managed and treated, with no discharging and/or dumping of untreated faecal sludge/septage and sewage in drains, water bodies or open areas.

Note: Cities that have been certified SBM ODF+ atleast once on the basis of the SBM ODF+ Protocol laid down by MoHUA shall thereafter be eligible to declare themselves as SBM ODF++ and apply for certification of SBM ODF++ status, as per the conditions laid down in this protocol document.

## Necessary infrastructure and regulatory conditions to be achieved before declaring a city/ ward as SBM ODF++:

- 1) All necessary conditions for SBM ODF+ (as per the SBM ODF+ protocol laid down by MoHUA) have been achieved, except that atleast 25% of functional public and community toilets must adhere to the additional conditions given in Annexure 1 (B).
- 2) All toilets (individual, community and public) are either connected to:
  - a. sewer networks; or
  - b. safe containment systems (such as septic tanks, twin pits or other on-site sanitation

systems prescribed by CPHEEO or under SBM-Urban Mission Guidelines),

with regular emptying, treatment and/or safe disposal of septage from these toilets managed as per conditions given in Annexure 7.

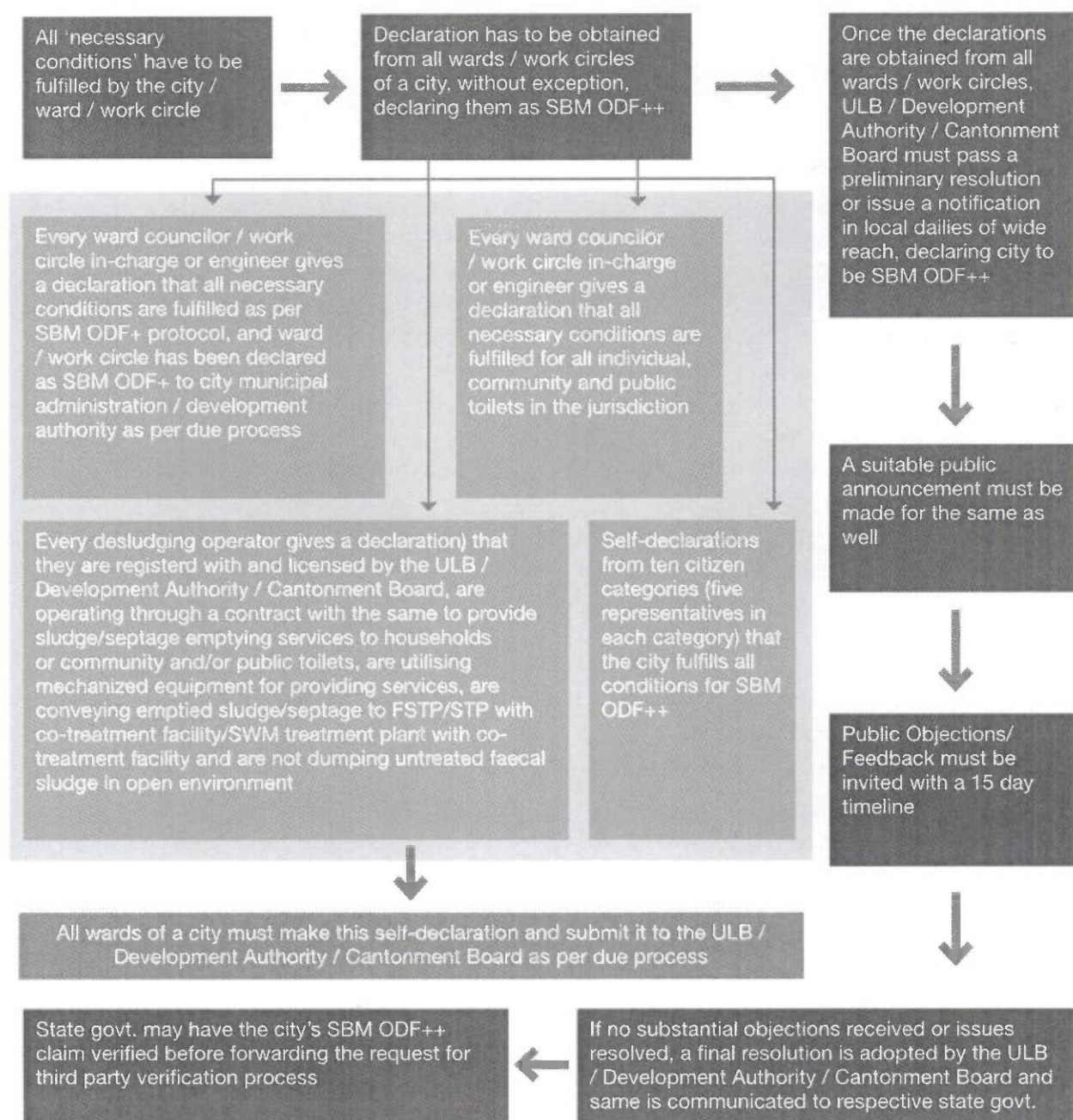
- 3) All septic tank cleaning service providers are registered with and licensed by ULB / Development Authority / Cantonment Board, operate through contract with the respective administration or authority in allotted areas and are utilising well-maintained mechanized equipment<sup>2</sup>.
- 4) The city has issued and notified fines against persons / desludging operators dumping untreated faecal sludge in drains and / or open areas.
- 5) ULB / Development Authority / Cantonment Board 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 atleast two dailies with wide reach.

1 Work circle applicable only if concerned area is under jurisdiction of development authority

2 As per recommendation of National Policy on FSSM

# SBM ODF++ DECLARATION PROTOCOL

The following protocol is to be adopted for declaring a city / ward / work circle as SBM ODF++:





The protocol is elaborated below:

- 1) All the 'necessary conditions' on infrastructure and regulations have to be fulfilled by the city / ward / work circle<sup>1</sup>

Following the fulfilment of (1) above, a declaration has to be obtained from all wards / work circles of the city/town, without exception, declaring respective wards / work circles as SBM ODF++. All wards / work circles of a city/town must make this self-declaration and submit to city municipal administration / development authority / cantonment board as per due process.

- 2) The following sub-declarations are to be obtained by the municipal administration / development authority / cantonment board / wards / work circles, as applicable, in order to facilitate the above self-declaration:
  - i. Every ward councillor / work circle in-charge or engineer<sup>2</sup> gives a declaration that all necessary conditions are fulfilled as per SBM ODF+ protocol, and ward / work circle has been declared as SBM ODF+ to city municipal administration / development authority / cantonment board as per due process.
  - ii. Every ward councillor / work circle in-charge or engineer gives a declaration that all necessary conditions, as per Annexure 7, are fulfilled for management of faecal matter from all individual, community and public toilets in the jurisdiction.
  - iii. Self-declarations from ten citizen categories<sup>3</sup> (five representatives in each category) that the city fulfills all conditions for SBM ODF++.
  - iv. Every desludging operator gives a declaration (as per format in Annexure 8) that they are registered with and licensed by the ULB / development authority / cantonment board,

operating through a contract with respective administration/authority to provide sludge/septage emptying services to households or community and/or public toilets, are utilising mechanized equipment for providing services, are conveying emptied sludge/septage to FSTP/STP with co-treatment facility/SWM treatment plant with co-treatment facility and are not dumping untreated faecal sludge in open environment.

- 3) On fulfillment of the above, the city municipal administration / development authority must pass a preliminary resolution or issue a notification in local dailies of wide reach, declaring the city to be SBM ODF++.
- 4) Following such resolution/notification, a suitable public announcement must be made for the same as well, in atleast two newspapers of wide circulation and readership, inviting public feedback / objection with a fifteen day timeline.
- 5) If no substantial objections are received at the end of this time, a final resolution is adopted by the city municipal administration / development authority and the same is communicated to respective state government.
- 6) On receipt of the said communication, the state government may have the claim of the city verified through an appropriate third party verification process (in a time bound process) before formally according the city the status of being SBM ODF++.
- 7) MoHUA will then carry out the "Swachh Certification for SBM ODF++" process (detailed later in this document. Issued certificate shall be valid for six months and the certification process will need to be carried out every six months. In case of failure in certification, a one-month cooling off period (from date of certification failure) shall be applicable before the respective city may again request for SBM ODF++ certification.

1 Work circle applicable only in case concerned area is under jurisdiction of development authority

2 Only in case of area under jurisdiction of development authority

3 Citizen categories - Resident Welfare Associations, School Principal, Non-Governmental Organisations, Private Sector Organisations, Senior Central Government/Public Sector Bank Officials, Hospital Authorities, Primary Health Centre In-Charge, Transport Authorities, Market Association, Hotel Owners/Managers, Shop Owners, Mall Owners/Managers, Petrol Pump Owners/Managers, Angwaniwadi Workers

# SBM ODF++ DECLARATION FORMATS

## 1. Format for declaration to be submitted by City / town

I, ..... Mayor / Chairperson / CEO of ..... (Name of ULB / development authority / cantonment board) do hereby declare that:

1) Following sub-conditions have been met:

- a. Sewer networks are maintained and operated as per norms<sup>1</sup>, with all overflow/leakage issues resolved within 6 hours (point to be removed if city does not have sewer network)
  - b. All transmitted sewage is treated at a sewage treatment plant, as per norms<sup>2</sup> (point to be removed if city does not have sewer network)
  - c. Sewage/septage treatment facilities are operated and maintained as per norms<sup>3</sup>
  - d. Treated dried sludge is disposed of at designated site or diverted for appropriate recovery/reuse (recovery/reuse as per norms<sup>4</sup>)
  - e. All septic tank cleaning service providers are registered and licensed by ULB / Development Authority / Cantonment Board, 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)
  - f. No discharging and/or dumping of untreated faecal waste in the open environment—water bodies, drains, open land, etc.
  - g. ULB / Development Authority / Cantonment Board has notified sanitation service level benchmarks, at the least adhering to all conditions defined for SBM ODF++, in municipal bye-laws (or equivalent, in absence of municipal administration) and published the same in atleast two dailies with wide reach.
- 2) All desludging operators in the city / town have submitted their self-declarations regarding registration, licensing and operations (as per Annexure 8 of SBM ODF++ protocol)
  - 3) The city has issued and notified fines against persons / desludging operators dumping untreated fecal sludge in drains and / or open areas
  - 4) All Ward Councillors / Work Circle In-Charge or Engineers (as applicable) in the city / town have submitted their self-declarations regarding SBM ODF++ status
  - 5) Preliminary resolution has been passed declaring the city / town as SBM ODF++
  - 6) Above resolution has been publicly announced, in atleast two newspapers of wide circulation and readership, inviting public feedback / objection within 15 days of announcement
  - 7) Since no objections have been received within the stipulated time period / since objections and feedback received from the public have been addressed, a final resolution has been adopted by this office regarding SBM ODF++ status
  - 8) This final resolution has been communicated to the state government for further verification (if decided to be carried out).

1 CPHED Manual on Sewerage and Sewage Treatment Systems, 2013 and CPCB norms or as amended by state PCB (CPCB norms for sewers - <http://cpcb.nic.in/industry-effluent-standards/>)

2 ibid (CPCB norms for STPs - [http://cpcb.nic.in/uploads/Industry-Specific-Standards/Effluent/105-sewage\\_treatment\\_plants.pdf](http://cpcb.nic.in/uploads/Industry-Specific-Standards/Effluent/105-sewage_treatment_plants.pdf))

3 ibid (CPCB norms for STPs - [http://cpcb.nic.in/uploads/Industry-Specific-Standards/Effluent/105-sewage\\_treatment\\_plants.pdf](http://cpcb.nic.in/uploads/Industry-Specific-Standards/Effluent/105-sewage_treatment_plants.pdf))

4 ibid

Accordingly, ..... (Name of city/ town) is hereby declared SBM ODF++.

MoHUA is now requested to carry out the "Swachh Certification for SBM ODF++" process for .....  
(Name of city/town).

.....  
(Signature, and Name of Mayor / Chairperson / CEO)

Date:

Seal:

## 2. Format for declaration to be submitted by every Ward Councillor/Work Circle In-Charge or Engineer

I, Ward Councillor / Work Circle in-charge/engineer of ..... (ward / work circle details), under ..... (Name of ULB / development authority / cantonment board) do hereby declare that:

- a) All necessary conditions for SBM ODF+ (as per the SBM ODF+ protocol laid down by MoHUA) have been achieved.
- b) All toilets (individual, community and public) are either connected to:
  - a. sewer networks; or
  - b. safe containment systems (such as septic tanks, twin pits or other on-site sanitation systems prescribed by CPHEEO or under SBM-Urban Mission Guidelines), with regular emptying, treatment and/or safe disposal of septage from these toilets managed as per all the following conditions:
    - i. No toilet of any kind is found to be discharging in open drains/land/water bodies
    - ii. Regular<sup>5</sup> and safe<sup>6</sup> emptying of faecal matter contained in onsite sanitation structures atleast twice annually, either by ULB / Development Authority / Cantonment Board or by licensed operators contracted by the respective administration/authority
    - iii. Safe conveyance and treatment of all faecal sludge, whether at a faecal sludge treatment plant (FSTP) or nearby sewage treatment plant (STP) via co-treatment of septage with conventional wastewater/sewage or SWM treatment plant
    - iv. No discharging and/or dumping of untreated faecal waste in the open environment—water bodies, drains, open land, etc.

I further declare that I have formally submitted this declaration to the ..... (Name of ULB / development authority / cantonment board) for further necessary action.

.....  
(Signature, and Name of Ward Councillor / Work Circle In-Charge/Engineer)

Date:

Seal:

<sup>5</sup> Regular emptying of containment systems and other such onsite sanitation systems is mandatorily done and is the responsibility of the ULB / Development Authority / Cantonment Board

<sup>6</sup> Persons involved are provided with and using personal protective equipment (PPE) and emptying equipment utilized is being utilized



### 3. Format for self-declaration by citizen representatives

I..... (Name), authorized representative on behalf of ..... (Name of citizen category) in ..... (Name of ULB / development authority / cantonment board) do hereby declare that:

- a) Functional, clean and usable public toilets are available at every 1 kilometer in public and commercial areas
- b) Faecal waste from on-site sanitation systems on our premises is collected and emptied by registered and licensed desludging operators OR by ULB / Development Authority / Cantonment Board utility atleast once in two years (applicable if premises have on-site sanitation system)
- c) Buildings on our premises are connected to the city's sewer network (applicable if premises do not have on-site sanitation system)
- d) We do not employ manual scavengers for cleaning / emptying of toilet facilities and containment systems (if any on premises)
- e) Our toilet cleaning staff are provided with adequate cleaning equipment and protective gear

.....  
(Signature and Name of authorized representative of citizen category)

Address:

Phone Number:

Date:

# SWACHH CERTIFICATION FOR SBM ODF++

Once a city has communicated to the respective state government the final resolution declaring the city to be SBM ODF++, and the state government has communicated the same to MoHUA (or in case of development authority or cantonment board, city has directly communicated to MoHUA), a third party verification process ("Swachh Certification for SBM ODF++") is to be adopted, for the final SBM ODF++ certification.

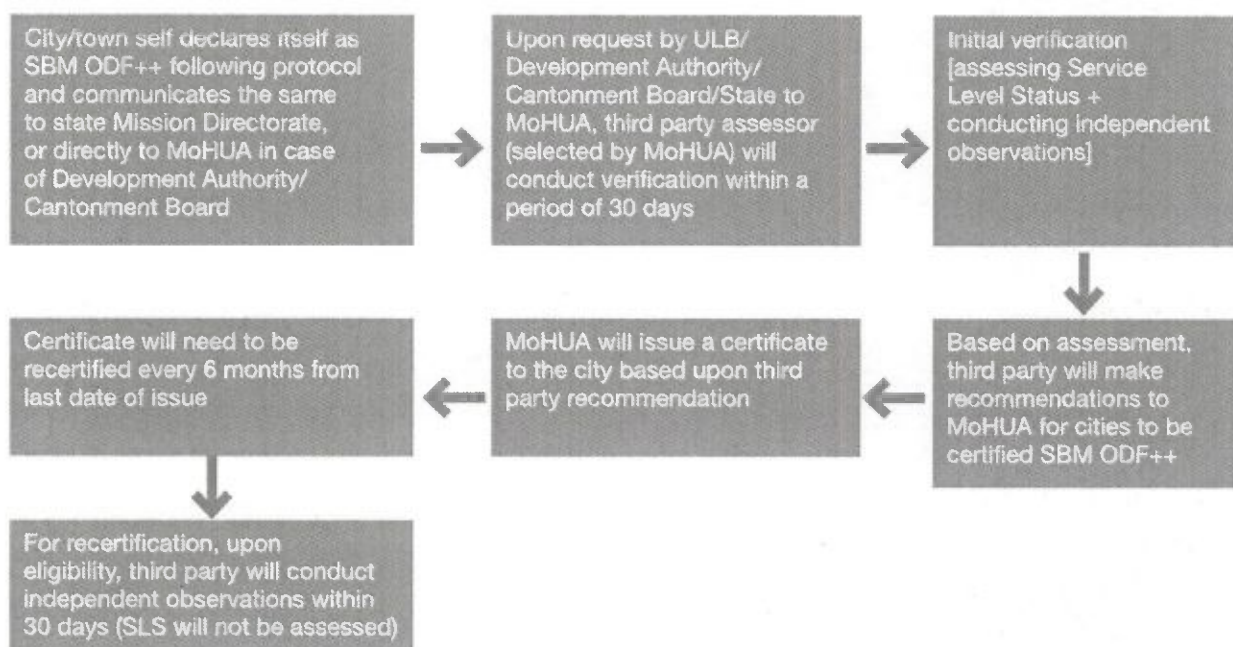
In case of failure in certification, a one-month cooling off period (from date of certification failure) shall be applicable before the respective city may again request for SBM ODF++ certification.

Subsequently, recertification of SBM ODF++ will happen at fixed intervals (every six months), so as to ensure that there is no slippage of the SBM ODF++ status.

## Protocol to be followed for Swachh Certification for SBM ODF++

The following protocol will need to be followed for receiving the Swachh Certification:

- City self-declares itself as "SBM ODF++" for the first time and communicates the same to state SBM Mission Directorate, which in turn communicates to MoHUA, or directly to MoHUA if under Development Authority / Cantonment Board.
- Upon request by City/State to MoHUA, a third party (selected by MoHUA) will mobilize assessors to conduct the verification within a period of 30 days.
- For the initial verification, the third party will assess both Service Level Status as well as conduct Independent Observation.
- Based upon the result of the assessment, the



- third party will make recommendations to MoHUA for cities to be certified SBM ODF++.
- MoHUA will subsequently issue a certificate to the city for the same based upon the recommendation of the third party.
  - The certificate, when issued, will need to be recertified every 6 months.
  - For recertification, upon receiving request, the third party will conduct independent observation within the city within a period of 30 days.
  - It is to be noted that Service Level Status will not be re-checked during the re-assessment.

### Methodology for Swachh Certification for SBM ODF++

The verification process will be conducted in two parts:

- Service Level Status
- Independent Observations

#### a. Service Level Status :

- Preliminary data will be collected in advance by a process of self-assessment from ULBs / Development Authorities / Cantonment Boards as per the defined protocol.
- Third party assessors will visit ULBs / Development Authorities / Cantonment Boards to review the documentation and collect the data systematically ensuring that the process is independent and unbiased.

#### b. Independent Observations :

- ULB / Development Authority / Cantonment Board must mandatorily provide complete city profile data to MoHUA after SBM ODF++ declaration, to facilitate observations.
- The collection of data will be based on physical observation by the third party assessors.
- The questionnaire to facilitate data collection will be created by the third party

Location Type	No. of locations per zone (>10 lakh+)	No. of locations per city (10 lakh+)	No. of locations per zone (1-10 lakh)	No. of locations per city (1-10 lakh)	No. of locations per zone (<1 lakh)	No. of locations per city (<1 lakh)
Slum	2	8	1	4	1	2
Roads and Streets (with open drains)	1	4	1	4	1	2
Public Area (Parks/Temples/Tourist spots)	1	4	1	4	1	2
Commercial Area (Markets/bazaars, mandis)	2	8	1	4	1	2
Residential Area	2	8	1	4	1	2
Transport hubs (Railway Stations/Bus Stands/others)	2 per city	2	2 per city	2	1 per city	1
Barren Area (field/unused land)	2	8	1	4	1	2
	Location of all open fields/unused land in the outskirts of the city to be provided by ULB					
Water bodies (pond, lake, stream, river banks, beach/coast)	3 per city	3	2 per city	2	1 per city	1
STPs /FSTPs <sup>1</sup>	All STPs and/or FSTPs in the city					
Total	-	45 minimum	-	28 minimum	-	14 minimum

<sup>1</sup> STPs: Sewage Treatment Plants; FSTPs: Faecal Sludge Treatment Plants



in conjunction with Ministry of Housing and Urban Affairs.

- iv. The survey assessors will use IT enabled devices to record their observations and findings along with photographs.
- v. The third party will systematically collect photos as evidence for field observations ensuring that the location, date and time are tagged on all the pictures.
- vi. For the assessment, cities will be classified based on population as below. Based upon the size of the city, it will be divided into zones.
- vii. For cities with greater than 10 lakh population, the city will be divided into 4 zones - North, South, East and West.
- viii. For cities with population between 1 – 10 lakh, the city will be divided into 4 zones – North, South, East and West.
- ix. For cities with population less than 1 lakh, the city will be divided into 2 zones – North and South.
- x. All locations shall be within ULB limits and will be finalized at the discretion of the third party. The selected locations shall not be communicated to ULB / Development Authority / Cantonment Board.
- xii. The following table lists the locations which have to be mandatorily inspected by the third party for independent observation, without exception.

#### **Protocol to be mandatorily followed by the Third Party to carry out SBM ODF+ inspection**

- i. The third party shall communicate assessors' arrival in the city to ULB Development Authority / Cantonment Board staff only one day prior to the same.
- ii. The assessor(s) shall meet the Municipal Commissioner / Nodal Officer / Chairperson / CEO or any designated officer by the same and only after that they shall commence the inspection.
- iii. Assessor(s) shall conduct inspection for open defecation and toilets in the early morning hours (4am to 6am) and late evening hours (8pm to 10pm), viz. peak hours for open defecation and toilet usage.
- iv. The designated assessor shall visit the inspection sites (only) and prepare/ submit her/his report.
- v. The assessor(s) shall have to be accompanied by ULB / Development Authority / Cantonment Board staff on the inspection.
- vi. If the assessor(s) fails to geo tag the location correctly (i.e., latitude and longitude versus the name of the said location) and in the report if there is a mis match then the said location shall be considered null and void and in case of complaint by ULB / Development Authority / Cantonment Board on such and related matters a penalty of Rs. 500/- per case may be imposed on the third party.

# ANNEXURES

## 1(A). Necessary conditions for all functional community and public toilets

- a. Availability of water
- b. All toilet seats and urinals clean and usable at all times
- c. Wash basin(s) clean and usable at all times
- d. Roster being maintained for regular cleaning and maintenance and a caretaker is on duty at all times during opening hours
- e. Toilet floor is swept and mopped at all times
- f. Mirrors, if available, are clean and polished
- g. Functional bolting arrangements on all doors
- h. Available and operational soap/soap dispenser
- i. Available and regularly cleaned litter bins, with bins available with each toilet seat
- j. Premises are well lit at all times, with each seat having its own light point, and all light points functional
- k. Adequate ventilation facility (vents, slanted glass slats and/or exhaust fan)
- l. 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
- m. Gender-segregated, distinct entrances for males and females, if both facilities available in single block
- n. Entrance/ accessibility (like ramp, stairs) to toilet block is barrier free, including those for specially abled persons
- o. Premises are visible to passersby, with clear signage, and the area within 3m from each direction of the structure is not encroached by unauthorized construction and vendors
- p. Untreated faecal sludge/septage and sewage from the toilet is not discharged and/or dumped in drains, open areas or water bodies
- q. Staff is provided with necessary supplies of consumables, protective gear, cleaning equipment and inventory<sup>1</sup> and there is no stock out for longer than 24 hours
- r. Name and contact details of each of the following are displayed prominently - Supervisor, Supervisor's agency, and area Sanitary Inspector
- s. Complaint registration and redressal mechanism is in place and is functional, with all complaints, maintenance issues or incidents resolved within 24 hours of registration
- t. Public/Community Toilet is visible on Google Maps toilet locator as 'SBM Toilet'

## 1(B). Necessary conditions for atleast 1 or 10%, whichever is higher, of functional community and public toilets

- a. Walls and floors are clean and stain/graffiti free
- b. Hand dryer/ paper napkin is available
- c. Low height toilets and basins are available for use by children
- d. Bathing facility is available
- e. Women's toilets have sanitary napkin vending machine and adequate disposal mechanism for sanitary napkins
- f. Air freshener is available and applied
- g. Space has been earmarked for revenue generation
- h. Plants / shrubs in the vicinity of toilet complex are well maintained
- i. Rainwater harvesting facility is available
- j. Water-saving or reuse technology has been incorporated
- k. Toilet is self-sustainable<sup>2</sup>

1 Minimum supplies – Consumables: 1 soap, toilet cleaner/detergent, floor cleaner ; Protective gear for each cleaning staff: 1 pair gloves, 1 pair gum boots, 1 apron/dress ; Equipment: 1 broom, 2 mops/water wipers, 1 bucket, 1 water mug ; Other inventory: 2 light bulbs, 1 water mug, maintenance log, complaint book, 1 pen

2 100% operation and maintenance cost met from revenue generated within premises

## 2. Format for self-declaration by school students (to be attached with the school declaration)

I, ..... (Name of student), do hereby declare that neither I nor any of my family members go out for defecation. I declare that my family members and I use a toilet at home / use a community toilet in the neighborhood, for defecation and urination, and that these toilets are functional and well-maintained, with water availability.



.....  
(Signature and Name of student) /

(Signature and name of guardian for students of class nursery – class 4)

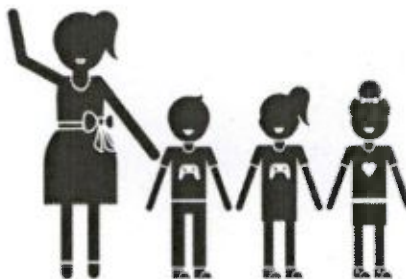
Date:

## 3. Format for self-declaration by school staff and teachers (to be attached with the school declaration)

I, ..... (Name of staff or teacher), do hereby declare that neither I nor any of my family members go out for defecation. I declare that my family members and I use a toilet at home / use a community toilet in the neighborhood, for defecation and urination, and that these toilets are functional and well-maintained, with water availability.

.....  
(Signature and Name of staff)

Date:





#### 4. Scoring of necessary conditions for each inspected community/public toilet

A community / public toilet must score atleast 90% on this framework to qualify as fulfilling the necessary conditions under SBM ODF+

S.No.	Condition	Score
Cleanliness		33
1	All toilet seats and urinals clean and usable at all times	15
2	Wash basin(s) clean and usable at all times	6
3	Toilet floor is swept and mopped at all times	6
4	Mirrors, if available, are clean and polished	1
5	Available and regularly cleaned litter bins, with bins available with each toilet seat	3
6	Roster being maintained for regular cleaning and maintenance and a caretaker is on duty at all times during opening hours	2
Support infrastructure		30
7	Availability of water	10
8	Available and operational soap/soap dispenser	4
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	4
10	Adequate ventilation facility (vents, slanted glass slats and/or exhaust fan)	4
11	Premises are well lit at all times, with each seat having its own light point, and all light points functional	4
12	Functional bolting arrangements on all doors	4
Accessibility		17
13	Gender-segregated, distinct entrances for males and females, if both facilities available in single block	5
14	Entrance/ accessibility (like ramp, stairs) to toilet block is barrier free, including those for specially abled persons	5
15	Premises are visible to passersby, with clear signage, and the area within 3m from each direction of the structure is not encroached by unauthorized construction and vendors	5
16	Public/Community Toilet is visible on Google Maps toilet locator as 'SBM Toilet'	2
Operations and Maintenance		20
17	Untreated faecal sludge/septage and sewage from the toilet is not discharged and/or dumped in drains, open areas or water bodies	5
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	5
19	Name and contact details of the following are displayed prominently - Supervisor, Supervisor's agency and area Sanitary Inspector	5
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	5
Total		100

### 5. Scoring of additional conditions for atleast 1 or 10% functional community and public toilet(s)

A community / public toilet must score atleast 90% on this framework to qualify as fulfilling the additional conditions under SBM ODF+

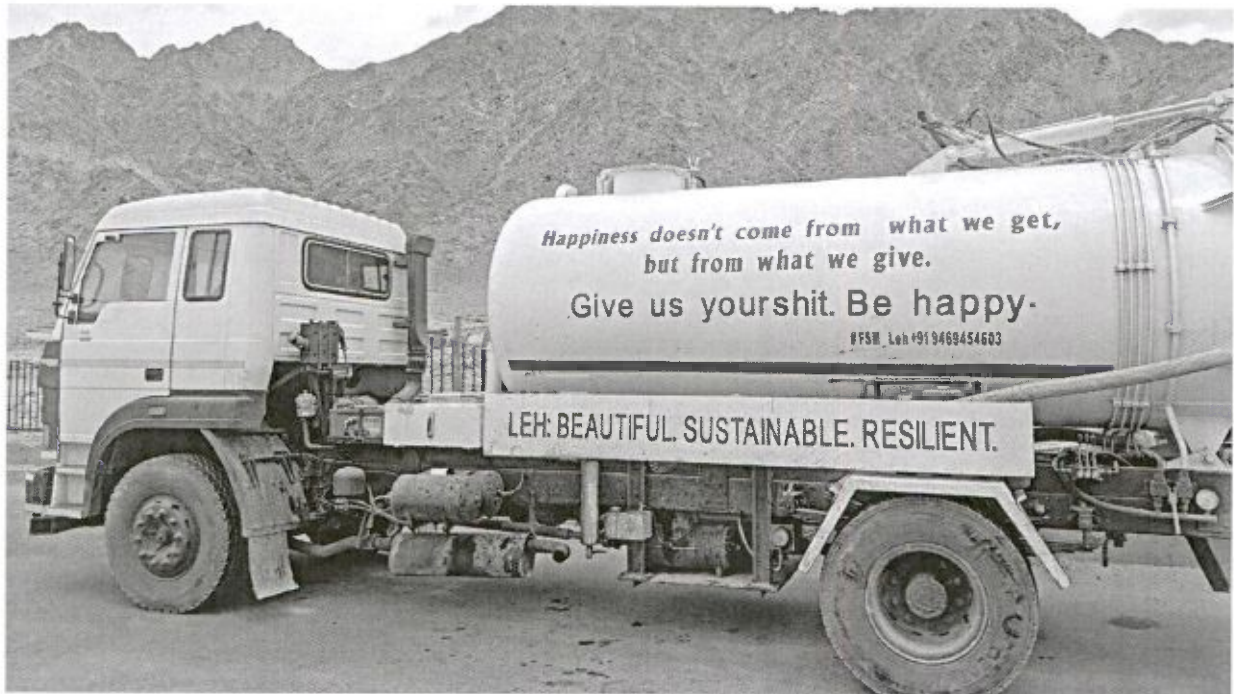
S.No.	Condition	Score
Cleanliness and aesthetics		20
1	Walls and floors are clean and stain/graffiti free	10
2	Air freshener is available and applied	5
3	Plants / shrubs in the vicinity of toilet complex are well maintained	5
Additional amenities/infrastructure		40
4	Hand dryer/ paper napkin is available	10
5	Bathing facility is available	10
6	Low height toilets and basins are available for use by children	10
7	Women's toilets have sanitary napkin vending machine and adequate disposal mechanism for sanitary napkins	10 (score to be pro-rated across other conditions in case of male only toilet)
Green technology		10
8	Rainwater harvesting facility is available	5
9	Water-saving or reuse technology has been incorporated	5
Financial viability		30
10	Space has been earmarked for revenue generation	15
11	Toilet is self-sustainable (100% operation and maintenance cost met from revenue generated within premises)	15
Total		100

## 6. Sample list of documents to be furnished by ULB / Development Authority / Cantonment Board for Third Party verification for SBM ODF+

The documents below shall be provided separately if the information is not provided in the city profile that is to be handed over to third party for certification.

- Complete city profile
- Proof of individual toilet coverage (based on household survey, property tax system or any other acceptable source)
- List of all community and public toilets, ward wise
- Target number of public toilets to be constructed in the city/town (considering floating population), calculated as 1 seat/urinal for every 250 users (floating population no less than 5% of total urban population)
- Details of maintenance in-charge for all community and public toilets
- Logbook/record of community and public toilet maintenance for all such toilets, with details of issues/ incidents and resolution time
- Details of cleaning schedule for all community and public toilets for a period of last 3 months (if toilet has been constructed within last 3 months, proof of construction and cleaning schedule commencing from operational date to be provided)
- Details of water connections and copy of water bills for all community and public toilets
- Details of electricity connections (or other sustainable energy arrangements) and copy of electricity bills for all community and public toilets
- Details of feedback pertaining to all community and public toilets, obtained from the feedback mechanism provided
- Inventory record of protective gear and cleaning equipment provided to staff at toilets
- Details of user charges, if any, for all community and public toilets
- List of all public and commercial areas, ward-wise
- Notification of fine against defecating in the open
- Copy of service level status clause in contract agreement with concessionaire/maintenance authority
- Copy of receipt / ledger maintained by CT/PT maintenance staff, as provided by ULB / Development Authority / Cantonment Board desludging utility/contracted desludging operator for septic tank (or other OSS) emptying service
- Copy of penalty clause in contract agreement with concessionaire/maintenance authority for non-adherence to service level status
- Copy of sanitation service level benchmarks published by ULB / Development Authority / Cantonment Board
- Evidence of dissemination of service level benchmarks published by ULB / Development Authority / Cantonment Board, to atleast 10 citizen categories





## 7. Necessary conditions for management of faecal matter from all toilets (individual, community and public)

- a. No toilet of any kind is found to be discharging in open drains/land/water bodies
- b. Regular<sup>1</sup> and safe<sup>2</sup> emptying of faecal matter contained in onsite sanitation structures atleast once in two years, either by ULB / Development Authority / Cantonment Board or by licensed operators contracted by the respective administration/authority
- c. Safe conveyance and treatment of all faecal sludge, whether at a faecal sludge and septage treatment plant or nearby STP via co-treatment of septage with conventional wastewater/sewage or co-treatment with solid waste at SWM treatment plant, and is treated as per Central Pollution Control Board (CPCB) standards or as amended by the state PCB
- d. Sewer networks, where existing, are maintained as per norms<sup>3</sup>, with all overflow/leakage issues resolved within 6 hours of being brought to notice
- e. All transmitted sewage is treated at a sewage treatment plant, as per norms<sup>4</sup> (not applicable if city does not have sewer network)
- f. Sewage/septage treatment facilities are operated and maintained as per norms<sup>5</sup>
- g. Where sewer networks do not exist, no discharging and/or dumping of untreated faecal waste in the open environment—water bodies, drains, open land, etc.
- h. Treated sludge is disposed of at designated site or diverted for appropriate recovery/reuse (recovery/reuse as per norms<sup>6</sup>).

1 Regular emptying of containment systems and other such onsite sanitation systems is mandatorily done and is the responsibility of the ULB / Development Authority / Cantonment Board

2 Persons involved are provided with and using personal protective equipment (PPE) and emptying equipment being utilized is maintained well

3 CPHEEO Manual on Sewerage and Sewage Treatment Systems, 2013 and CPCB norms or as amended by state PCB (CPCB norms for sewers - <http://epcb.nic.in/industry-effluent-standards/>)

4 *ibid* (CPCB norms for STPs - [http://epcb.nic.in/uploads/Industry-Specific-Standards/Effluent/105-sewage\\_treatment\\_plants.pdf](http://epcb.nic.in/uploads/Industry-Specific-Standards/Effluent/105-sewage_treatment_plants.pdf))

5 *ibid* (CPCB norms for STPs - [http://epcb.nic.in/uploads/Industry-Specific-Standards/Effluent/105-sewage\\_treatment\\_plants.pdf](http://epcb.nic.in/uploads/Industry-Specific-Standards/Effluent/105-sewage_treatment_plants.pdf))

6 *ibid*

## 8. Format for self-declaration to be submitted by desludging operators

I, ..... (Name), Director / equivalent of ..... (Name and registered address of desludging entity) operating in ..... (Name of ULB / development authority / cantonment board) do hereby declare that we:

- a) Are registered with and licensed by ULB/ Development Authority / Cantonment Board
- b) Are contracted by the ULB / Development Authority / Cantonment Board to provide sludge/septage emptying services to households or community and/or public toilets (copy of contract agreement and details of households and/or community/public toilets allotted by ULB/ Development Authority / Cantonment Board for providing services to, both in annexure)
- c) Utilise mechanised equipment to provide emptying services
- d) Use personal protective equipment (PPE) to provide mechanical emptying services
- e) Transport the emptied faecal sludge and septage to nearby faecal sludge treatment plant (FSTP) / sewage treatment plant (STP) with co-treatment facility / solid waste management (SWM) treatment plant with co-treatment facility (tick whichever applicable) (details of treatment facility in annexure) which is operated as per Central Pollution Control Board (CPCB) norms or as per amended norms by state PCB
- f) Do not dump untreated faecal sludge in the open environment—water bodies, drains, open land, etc.

.....  
(Signature and Name of Director or equivalent of desludging operator)

Registered office address:

Phone number:

Date:

(Attach copy of contract agreement, details of households and/or community/public toilets allotted by ULB/ Development Authority / Cantonment Board for providing services to, and details of treatment facility where faecal sludge/septage is being conveyed to)

## 9. Sample list of documents to be furnished by ULB / Development Authority / Cantonment Board for Third Party verification for SBM ODF++

The documents below shall be provided separately if the information is not provided in the city profile that is to be handed over to third party for certification.

- Complete city profile
- SBM ODF+ declaration (submitted to municipal administration or as applicable), ward wise
- City/town SBM ODF+ certification as provided by third party
- List of all community and public toilets, ward wise
- Target number of public toilets to be constructed in the city/town (considering floating population), calculated as 1 seat/urinal for every 250 users (floating population no less than 5% of total urban population)
- Details of maintenance in-charge for all community and public toilets
- Details of cleaning schedule for all community and public toilets for a period of last 3 months (if toilet has been constructed within last 3 months, proof of construction and cleaning schedule commencing from operational date to be provided)
- Logbook/record of community and public toilet maintenance for all such toilets, with details of issues/incidents and resolution time
- Details of water connections and copy of water bills for all community and public toilets
- Details of electricity connections (or other sustainable energy arrangements) and copy of electricity bills for all community and public toilets
- Details of feedback pertaining to all community and public toilets, obtained from the feedback mechanism provided
- Inventory record of protective gear and cleaning equipment provided to staff at toilets
- Details of user charges, if any, for all community and public toilets
- List of all public and commercial areas, ward-wise
- Notification of fine against defecating in the open
- Evidence of no instances of manual scavenging reported in city in past one year, in local dailies etc.
- Copy of service level status clause in contract agreement with concessionaire/maintenance authority
- Copy of penalty clause in contract agreement with concessionaire/maintenance authority for toilet blocks for non-adherence to service level status
- Copy of receipt / ledger maintained by CT/PT maintenance staff, as provided by ULB / Development Authority / Cantonment Board desludging utility/contracted desludging operator for septic tank (or other OSS) emptying service
- Notification of fine against persons / desludging operators for dumping fecal sludge in drains and / or open areas
- List of all household toilets, with type of sanitation structure defined (on-site containment such as septic tank, twin pit, etc., or connection to sewerage network), ward wise



- Schedule / log book of emptying services provided to households, by both ULB / Development Authority / Cantonment Board utility or by contracted operators
- Record of registration and license of all desludging operators
- Details of all on-site structures and/or drains/connections under charge of each licensed desludging operator
- Record of maintenance for desludging/emptying equipment, whether owned by ULB / Development Authority / Cantonment Board or licensed operator
- Record of maintenance for sludge transportation vehicles, whether owned by ULB / Development Authority / Cantonment Board or licensed operator
- User charges notification for the purpose of sludge emptying and collection
- Mapping of registered and un-registered septic tank cleaners/private operators
- Reports/logbook details from registered desludging vehicles
- Notification of designated, safe disposal site for treated faecal matter AND/OR recovery/reuse agreements
- Reports/logbook details from authorized disposing entity
- City sewerage network plan
- Schedule of cleaning and maintenance of city sewerage network, section-wise
- Details of working/functional sewage treatment plants (STPs)/faecal sludge treatment plants (FSTPs)/co-treatment facilities in the city
- Details of sewage/faecal sludge treated per day versus capacity to treat per day (in MLD for STPs and in KLD for FSTPs)
- Location of all STPs / SWM co-treatment plants, and distance of the same from the city
- Location of all FSTPs
- Logbook/details of input parameters of STP, if existing, for last 6 months
- Logbook/details of output parameters of STP, if existing, for last 6 months
- Copy of recovery/reuse agreements for treated sludge
- Copy of service level benchmarks<sup>7</sup> for water supply and sanitation published by ULB / Development Authority / Cantonment Board
- Sanitation complaint log maintained by ULB / Development Authority / Cantonment Board, for record of manual scavenging or lack of the same
- Logbook/record of sewer network maintenance, with details of incidents/issues and resolution time
- Evidence of dissemination of service level benchmarks published by ULB / Development Authority / Cantonment Board, to atleast 10 citizen categories

<sup>7</sup> As per Handbook on Service level Benchmark declared by MoIUA and Revised Service Level Benchmarks for Sanitation proposed in National Policy on Faecal Sludge (FSSM)

## 10. Good Practices adopted by ULBs/States

Several cities in India have adopted good practices that go beyond eliminating open defecation, and focus on improving services and infrastructure across the sanitation value chain, or on improving maintenance parameters for public and community toilets.

### **Faecal Sludge Treatment Plant in Devanahalli, Karnataka**

The Devanahalli Town Municipal Council (TMC), Consortium for DEWATS Dissemination (CDD) Society and Bremen Overseas Research and Development Association (BORDA) jointly set up a faecal sludge treatment facility for the town of Devanahalli in Karnataka, to cater to the majority dependence on pits or septic tanks for containment of waste from household toilets. Earlier, greywater from households was disposed into nearby storm water drains or was reused in kitchen gardens wherever feasible. The faecal sludge collected by TMC from septic tanks/pits was either transported to farmlands and applied to the soil, or disposed at an undesignated location. The facility was set up with the understanding that underground drainage system and sewage treatment plant would not be feasible for the town, due to poor water availability as well as lack of government funds. The FSTP, with a design capacity of 6000 liters/day, caters to the 30,000 plus population of Devanahalli. It is a gravity-based facility that requires no electricity for treatment.

For further details on the FSTP and its operations and maintenance, you may contact Devanahalli Town Council.

### **Scheduled Septic Tank Emptying Services with FSSTP in Wai and Sinnar, Maharashtra**

Wai and Sinnar Municipal council are on their way to become SBM ODF+ through implementation of Faecal Sludge and Septage Management plans. The councils have formulated a scheduled septic tank emptying plan, wherein all the septic tanks/onsite systems in the city would be emptied by rotation once in 3 years and the collected septage will be treated at a dedicated faecal sludge and septage treatment plant (FSSTP). To provide this service, ULB has rolled out a performance-based contract, wherein a private sector will provide this service. Financing of these contracts will be through sanitation tax levied on all properties.

For further details on Wai and Sinnar SBM ODF+ approach, you may contact the Wai and Sinnar municipal councils.

### **Community and Public Toilet Guidelines, Swachh Andhra Corporatio, Andhra Pradesh**

The Swachh Andhra Corporation of the Government of Andhra Pradesh released 'Guidelines for Public and Community Toilets Management by Cities for Andhra Pradesh' in 2016. The guidelines cover city level and citywide planning for public and community and public toilets and sustainable management, scale operations of toilet block/unit (including design considerations, facilities, infrastructure for construction/upgradation of toilets), operations and maintenance of toilet facilities, and a toolkit to support city and toilet management (including GIS-enabled MIS for toilet inventory, inventory best practices, O&M requirements and much more).

For further details on Andhra Pradesh's approach to ODF sustainability, you may contact the Swachh Andhra Corporation.

**Jharkhand's Public Toilets mapped on Google Maps Toilet Locator**

Jharkhand declared itself as Open Defecation Free on 2 October 2017, and all its 41 ULBs came to be certified as ODF by March 2018. In an effort to sustain the ODF status, the Government of Jharkhand collaborated with Google to get location and other details of all public toilets in all its ULBs uploaded on Google Maps Toilet Locator. These toilets are located in/at malls, petrol pumps, restaurants, railway stations, and bus stands. The information on the app includes details such as whether the toilet is Indian style or western style, and whether it is free for use or what are its opening hours. After using a mapped toilet, a user can also review the toilet or give a star ranking on the app, allowing other users to gain an idea of its cleanliness before using it. This will serve to create alertness in authorities regarding cleanliness and maintenance of the toilet facilities.

For further details on Jharkhand's approach to ODF sustainability, you may contact the Swachh Bharat Urban, Government of Jharkhand.





**Ministry of Housing  
and Urban Affairs**

**Government of India**



[www.mohua.gov.in](http://www.mohua.gov.in)  
[www.swachhbharaturban.gov.in](http://www.swachhbharaturban.gov.in)  
[www.swachhbharat.mygov.in](http://www.swachhbharat.mygov.in)

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No.15/3/2018-SBM-II-Part (1)  
Government of India  
Ministry of Housing and Urban Affairs

Nirman Bhawan, New Delhi  
Dated 1<sup>st</sup> November, 2018

To

All State Mission Directors (SBM-U)

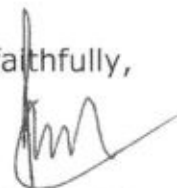
**Subject: Protocol for ODF+ and ODF++ certification of ULBs/Cities  
reg.**

Sir/Madam,

In continuation of this Ministry's earlier correspondence of even number dated 11.10.2018, the revised CT/PT cleanliness scoring matrix is enclosed herewith for information.

Yours faithfully,

Encl: As above



(R.S. Jayal)  
Deputy Secretary to the Govt. of India  
Tel: 23061187

## MATRIX

Indicator	Unusable	Usable but dirty	Clean	Very Clean	Excellent	Additional / Aspirational
<b>Mandatory</b>	<60%	>60%	>70%	>80%	>90%	>95%
<b>Essential</b>			>60%	>70%	>80%	>90%
<b>Desirable</b>				>60%	>70%	>80%
<b>Additional / Aspirational</b>						>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) 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 slats 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, both within and	15	Yes (Functional light points available both	15	Yes(Functional lights available inside the premises)	10	Yes (Functional light points	5	No (No light points available)	0		15%	



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
	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
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
E2	Mirrors, if available, are clean and polished	5	Very Clean	5	Clean	3	Partially clean	1	Not clean	0
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)
	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													
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)
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 (A)	Weight (B)	Final score (A*B)
	times during open hours												
D2	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												
D5	Air fresher (Odonil) applied	10	Yes	10					No	0		20%	
ADDITIONAL / ASPIRATIONAL SERVICE INDICATORS (MAXIMUM SCORE – 100)													
A1	Walls and floors are stain / graffiti free	15	Yes	15					No	0		15%	
A2	Low height toilets/Indian toilets for children	15	Yes	15					No	0		15%	
A3	Plants / shrubs in the vicinity of toilet complex are well maintained	10	Yes	10					No	0		15%	
A4	Space earmarked for advertisement	10	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)
	for revenue generation(Even if advertisement is not available marks will be awarded)												
A5	Hand dryer / paper napkin available	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%	





F. No. 15/3/2018-SBM-II (part-I)  
Government of India  
Ministry of Housing and Urban Affairs  
(SBM-II Section)

Nirman Bhawan, New Delhi  
Dated the 11<sup>th</sup> October, 2018

To

State Mission Director (SBM-U)  
All States/UTs

**Subject:- Addendum to the protocol for ODF+ and ODF++ certification of Urban Local Bodies (ULBs)/ Cities - reg.**

Sir/Madam,

I am directed to say that Ministry of Housing and Urban Affairs had earlier issued protocol for ODF+ and ODF++ certification of Urban Local Bodies (ULBs)/ Cities. Subsequently, after getting suggestions / feedback from various stake holders, some changes have been carried out in this protocol. Accordingly, an addendum in this regard is being forwarded herewith for necessary action.

Encl.- As above.

Yours faithfully,



(Gopal Jha)

Under Secretary to the Govt. of India  
Ph. 23062565

Addendums for ODF+ / ODF++ protocols

Category	Section	Page	Addendum
	Background, Objectives and Scope	7	<p><b>To be added at the end of paragraph on "Objectives":</b></p> <p>It may be noted that the SBM ODF++ protocol does not address the issue of grey water in case of Fecal Sludge Treatment Plants (FSTPs)</p>
SBM ODF+	Necessary infrastructure and regulatory conditions to be achieved before declaring a city/ward as SBM ODF+	9	<p><b>To be added under point 3 (regarding mobile toilets):</b> These mobile toilets do not discharge faecal matter in the open/ water bodies/ unused land, and their waste is managed safely and appropriately treated</p> <p><b>Additional conditions to be added (after point 9):</b></p> <p>10) All functional community toilets are to remain open and accessible to users 24 hours a day</p> <p>11) All functional public toilets are to remain open at least from 4 am to 10 pm daily. However, public toilets situated in locations which have visitors / footfalls round the clock should remain open for 24 hours a day.</p> <p>12) Each toilet seat in all community toilets must adhere to the standard of catering to maximum 6 families</p> <p>13) Respective State's IHHL and CT/PT targets for the ULB must have been met</p> <p>14) All Urination Vulnerable Points (UVPs) have been identified by ULB and transformed into clean spaces, with evidence of regular monitoring</p>
	Protocol details	11	<p><b>Self-declaration from schools is not required (hence, format 3 is not relevant).</b></p>
	Annexure 1(A). Necessary conditions for all functional community and public	29	<p><b>Point j) to be modified as:</b></p> <p>Premises are well lit at all times, both within and outside, with each seat having its own light point, and all light points functional</p>
	Annexure 1(B). Necessary conditions for atleast 1 or 10% of existing community and public toilets	29	<p><b>Condition to be added:</b></p> <p>Functional floodlights / halogen vapour lamps outside the toilet premises during the night, without any dark, shadowy areas in the vicinity of the toilet</p>
	Annexure 5. Scoring of additional conditions for atleast 1 or 10% functional community and public toilet(s)	32	<p><b>Based on change in above point, under 'Additional amenities/infrastructure', following point will be added:</b></p> <p>Functional floodlights / halogen vapour lamps outside the toilet premises during the night, without any dark, shadowy areas in the vicinity of the toilet</p>



			<p>Also, each point will be scored out of 8, for a total of 40 for the section. Therefore, scores will change as follows:</p> <p>Hand dryer/ paper napkin is available – 8</p> <p>Bathing facility is available – 8</p> <p>Low height toilets and basins are available for use by children – 8</p> <p>Women's toilets have sanitary napkin vending machine and adequate disposal mechanism for sanitary napkins - 8</p> <p>Functional floodlights / halogen vapour lamps outside the toilet premises during the night, without any dark, shadowy areas in the vicinity of the toilet - 8</p>
	Annexure 6. Sample list of documents to be furnished by ULB / Development Authority / Cantonment Board for Third Party verification for SBM ODF+	33	<p><b>Following to be added to the list:</b></p> <ul style="list-style-type: none"> <li>○ Report on structural audit for all community and public toilets in the city</li> <li>○ Newspaper notification of SBM ODF+ declaration</li> <li>○ Notification of fine(s)</li> <li>○ Fine receipts (for both urination and open defecation)</li> <li>○ Survey report for identifying UVPs</li> <li>○ Evidence of transformed UVPs with 'Before and After' photographs</li> </ul>
SBM ODF++		20	<p><b>To be added in Note:</b></p> <p>Cities may declare themselves and apply for SBM ODF++ without being certified SBM ODF+, provided they have fulfilled all conditions necessary for SBM ODF+ as per the protocol.</p>
		24	<p><b>Point b ii) should now be read as</b></p> <p>"...Regular and safe emptying of faecal matter contained in onsite sanitation structures <b>atleast once in two years</b>, either by ULB / Development Authority / Cantonment Board or by licensed operators contracted by the respective administration/authority"</p>
	Annexure 9. Sample list of documents to be furnished by ULB / Development Authority / Cantonment Board for Third Party verification for SBM ODF++	36	<p><b>Following to be added to the list:</b></p> <ul style="list-style-type: none"> <li>○ Report on structural audit for all community and public toilets in the city</li> <li>○ Newspaper notification of SBM ODF+ declaration (if certified)</li> <li>○ Notification of fine(s)</li> <li>○ Fine receipts (for urination, open defecation, dumping/discharge of untreated sludge)</li> </ul>

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

Nirman Bhawan, New Delhi  
Dated: 20<sup>th</sup> May 2019

To,

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

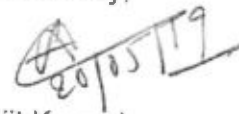
Subject: Amendments to ODF, ODF+ and ODF++ Protocols.

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 21<sup>st</sup> 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 1<sup>st</sup> 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 slats 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, both within and	15	Yes (Functional light points available both	15	Yes (Functional lights available inside the premises)	10	Yes (Functional light points	5	No (No light points available)	0	15%
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	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)
	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													
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)
	including those for specially abled persons												
E8	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 linings, 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													
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)
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, 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													
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)
	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/ Plants 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													
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													
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)
	in the vicinity of the toilet												
A9	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.





# Swachh Bharat Mission ODF+ Protocol

A city / ward / work circle can be notified/declared as SBM ODF+ city/ SBM ODF+ ward/SBM ODF+ work circle if, at any point of the day, not a single person is found defecating and/or urinating in the open, AND all community and public toilets are functional and well maintained.



## BROAD FOCUS

Improving  
toilet access



Sustaining  
toilet usage



## NECESSARY INFRASTRUCTURE AND REGULATORY CONDITIONS TO BE ACHIEVED BEFORE DECLARING A CITY/ WARD AS SBM ODF+

- All applicable conditions for ODF
- Individual toilets functional and well-maintained, with water availability.
- All public areas\* have functional public toilets within a span of 1 kilometer.
- While deciding the number of toilet seats/urinals and blocks, the city's entire floating population must have been considered.
- 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.
- 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 non-resident workers, staff, drivers, etc. that are clean and usable at all times.
- City has carried out structural audit of all community / public toilets and carried out necessary repairs and renovations on the basis of the findings.
- All functional community / public toilets should be appropriately provisioned and well-maintained, with 20 conditions across cleanliness, support infrastructure, accessibility and operations and maintenance all adhered to.
- Atleast 1 or 10%, whichever is higher, of functional community / public toilets should adhere to all 11 additional conditions across cleanliness and aesthetics, additional amenities, green technology and financial viability.
- ULB / Development Authority / Cantonment Board has notified sanitation service level benchmarks, at the least adhering to all conditions defined for SBM ODF+, in municipal bye-laws (or equivalent, in absence of municipal administration) and published the same in atleast two dailies with wide reach.
- The city has issued and notified fines against open defecators, and defined penalty / fine against concessionaires/maintenance authorities in-charge of community / public toilets in service contract (with respect to poor maintenance of such toilets).

## VERIFICATION AND CERTIFICATION MECHANISM

- Cities that have been certified ODF atleast once (on the basis of the ODF Protocol laid down by MOHUA) shall be eligible to declare themselves as SBM ODF+ and apply for certification of SBM ODF+ status.
- Once a city/town fulfills necessary conditions, the Municipal Commissioner/Chairperson/Chief Officer may declare the city/town as SBM ODF+, pass a resolution or issue a notification and communicate the same to MoHUA through State Government. The State government may, at their discretion, take up third party verification before MoHUA's verification process.
- MoHUA will take up independent verification and validation for "Swachh Certification for SBM ODF+ through a third party agency.
- In case of failure in certification, a one-month cooling off period (from date of certification failure) shall be applicable before the respective city may again request for SBM ODF+ certification.
- The third party certification will be valid for six (6) months, after which the re-assessment and re-certification process will be carried out every 6 months.

\*Public areas are areas with open access to public, especially those with high footfall (number of people at a given time) daily/periodically, including but not limited to parks and gardens, transport hubs (railway stations, airports, bus stations, etc.), religious areas, tourist sites, historic sites, etc. and not including commercial areas (such as market areas, bazaars)





# Swachh Bharat Mission ODF++ Protocol

A city / ward / work circle can be notified/declared as SBM ODF+ city/ SBM ODF+ ward/SBM ODF+ work circle if, at any point of the day, not a single person is found defecating and/or urinating in the open, all community and public toilets are functional and well maintained, AND faecal sludge/septage and sewage is safely managed and treated, with no discharging and/or dumping of untreated faecal sludge/septage and sewage in drains, water bodies or open areas.



## BROAD FOCUS

*Sustainability across sanitation value chain (through improved access, sustained usage, maintenance, cleanliness, and safe management of faecal matter)*



## NECESSARY INFRASTRUCTURE AND REGULATORY CONDITIONS TO BE ACHIEVED BEFORE DECLARING A CITY/ WARDS SBM ODF+

- All necessary conditions for SBM ODF+ (as per the SBM ODF+ protocol laid down by MoHUA) have been achieved, and at least 25% of functional public and community toilets must adhere to the 11 additional conditions given therein.
- All toilets (individual, community and public) are either connected to:
  - a. Sewer networks; or
  - b. Safe containment systems (such as septic tanks, twin pits or other on-site sanitation systems prescribed by CPHEEO or under SBM-Urban Mission Guidelines), with regular emptying, treatment and/or safe disposal of septage from these toilets managed as per specified conditions.
- All septic tank cleaning service providers are registered with and licensed by ULB / Development Authority / Cantonment Board, operate through contract with the respective administration or authority in allotted areas and are utilising well-maintained mechanized equipment.
- The city has issued and notified fines against persons / desludging operators dumping untreated faecal sludge in drains and / or open areas.
- ULB / Development Authority / Cantonment Board 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.

## Conditions for management of faecal matter from all toilets (individual, community and public)

- No toilet of any kind is found to be discharging in open drains/land/water bodies
- Regular and safe emptying of faecal matter contained in onsite sanitation structures at least once in two years, either by ULB / Development Authority / Cantonment Board or by licensed operators contracted by the respective administration/authority
- Safe conveyance and treatment of all faecal sludge, whether at a faecal sludge and septage treatment plant or nearby STP via co-treatment of septage with conventional wastewater/sewage or co-treatment with solid waste at SWM treatment plant, and is treated as per Central Pollution Control Board (CPCB) standards or as amended by the state PCB
- Sewer networks, where existing, are maintained as per norms, with all overflow/leakage issues resolved within 6 hours of being brought to notice
- All transmitted sewage is treated at a sewage treatment plant, as per norms (not applicable if city does not have sewer network)
- Sewage/septage treatment facilities are operated and maintained as per norms
- Where sewer networks do not exist, no discharging and/or dumping of untreated faecal waste in the open environment—water bodies, drains, open land, etc.
- Treated sludge is disposed of at designated site

## VERIFICATION AND CERTIFICATION MECHANISM

- Cities that have been certified ODF+ at least once (on the basis of the SBM ODF+ Protocol laid down by MoHUA) shall be eligible to declare themselves as SBM ODF++ and apply for certification of SBM ODF++ status.
- Once a city/town fulfills necessary conditions, the Municipal Commissioner/Chairperson/Chief Officer may declare the city/town as SBM ODF+, pass a resolution or issue a notification and communicate the same to MoHUA through State Government. The State government may, at their discretion, take up third party verification before MoHUA's verification process.
- MoHUA will take up independent verification and validation for "Swachh Certification for SBM ODF++" through a third party agency.
- In case of failure in certification, a one-month cooling off period (from date of certification failure) shall be applicable before the respective city may again request for SBM ODF++ certification.
- The third party certification will be valid for six (6) months, after which the re-assessment and re-certification process will be carried out every 6 months.



Institute for Planning, Innovative Research, Appropriate Training and Extension

*Dr. Chandreyee Das*

Secretary, Hijli INSPIRATION

Date: 30<sup>th</sup> November 2018

No: INSP/SUDA /18/065

To  
The Director  
State Urban Development Agency  
ILGUS Bhavan, HC Block  
Sector III, Salt Lake, Kolkata 700106

Sub: Request for a letter acknowledging our engagement as Third Party Agency for Verification and Validation of ODF Status of Urban Local Bodies of North 24 Parganas, Hooghly and Purba Medinipur Districts

Dear Sir,

This is to bring to your kind attention that Hijli INSPIRATION was involved as Third Party Agency for Verification and Validation of ODF Status of Urban Local Bodies of North 24 Parganas, Hooghly Purba Medinipur Districts and subsequently the Districts were declared ODF.

Can we request you for a letter acknowledging our engagement as Third Party Agency which was a prerequisite for declaration of ODF of the Urban Local Bodies in the 3 mentioned districts?

I look forward to your cooperation and an early action.

With regards

*Chandreyee Das*  
(Dr Chandreyee Das)

**Registered Name: Hijli INSPIRATION**

✉ GC-1, 2<sup>nd</sup> Floor, Sector - III, Salt Lake City, Kolkata – 700 106

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📧 chandreyee@inspiration-india.org, bidhan@inspiration-india.org

🌐 www.inspiration-india.org



8A

*Dr. Chandreyee Das*

Secretary, Hijli INSPIRATION

Date: 30<sup>th</sup> November 2018

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I look forward to your cooperation and an early action.

With regards

*Chandreyee Das*  
(Dr Chandreyee Das)



*Dr. Chandreyee Das*

Secretary, Hijli INSPIRATION

Date: 13<sup>th</sup> December 2016

No: INSP/ODF/16/096

To  
The Director,  
SUDA & Sate Mission Director (SBM (U))  
ILGUS BHAVAN,  
Kolkata - 700106

Sub: Submission of Final Report on ODF Verification in Urban areas of three districts

Dear Sir,

With reference to the above mentioned subject, please find enclosed three reports on ODF Verification of Urban Local Bodies of Hooghly, North 24 Parganas and Purba Midnapur Districts for your record.

I look forward to providing service to you in future.

With regards

*Chandreyee Das*  
(Chandreyee Das)

Secretary  
HIJLI INSPIRATION





# Verification and Validation of ODF status of 27 Urban Local Bodies of North 24 Parganas, West Bengal



*Commissioned by*

**State Urban Development Agency,  
Government of West Bengal  
and North 24 Parganas Zilla Parishad**

*Undertaken by*

**Hijli INSPIRATION**



*The socially apt group*

GC-1, 2<sup>nd</sup> Floor, Sector-III, Salt Lake City, Kolkata – 700 106

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Email: [info@inspiration-india.org](mailto:info@inspiration-india.org)

Web Site: [www.inspiration-india.org](http://www.inspiration-india.org)



# **Verification and Validation of ODF status of 26 Urban Local Bodies of North 24 Parganas, West Bengal**

*Commissioned by*  
**State Urban Development Agency, Government of West  
Bengal  
and North 24 Parganas Zilla Parishad**

*Undertaken by*  
**Hijli INSPIRATION**



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# Verification and Validation of ODF status of 13 Urban Local Bodies of Hooghly District, West Bengal



*Commissioned by*  
State Urban Development Agency,  
Government of West Bengal  
and Hooghly ZillaParishad



*Undertaken by*  
**Hijli INSPIRATION**



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# **Verification and Validation of ODF status of 13 Urban Local Bodies of Hooghly District, West Bengal**

*Commissioned by*  
**State Urban Development Agency, Government of West  
Bengal  
and Hooghly Zilla Parishad**

*Undertaken by*  
**Hijli INSPIRATION**



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# Verification and Validation of ODF status of 5 Urban Local Bodies of Purba Medinipur, West Bengal



*Commissioned by*  
**State Urban Development Agency, Government of West Bengal  
and Purba Medinipur Zilla Parishad**

*Undertaken by*  
**Hijli INSPIRATION**



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# **Verification and Validation of ODF status of 5 Urban Local Bodies of Purba Medinipur, West Bengal**

## **FINAL REPORT**

*Commissioned by*  
**State Urban Development Agency, Government of West Bengal  
and Purba Medinipur Zilla Parishad**

*Undertaken by*  
**Hijli INSPIRATION**



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Director, SUDA <sbm.wbsuda@gmail.com>

## West Bengal Fact sheet || Swachh Bharat Mission VC

1 message

Dewan, Salim <salimdewan@kpmg.com>

Thu, Oct 12, 2017 at 10:08 AM

To: "missiondirector.15@gmail.com" <missiondirector.15@gmail.com>

Cc: "karbnarayan@gmail.com" <karbnarayan@gmail.com>, "sbm.wbsuda@gmail.com"

<sbm.wbsuda@gmail.com>

Dear Sir,

As you are aware there is a Video Conferencing meeting today at 2.30 -4.30 PM with the state mission directors of West Bengal . I am sending you the fact sheet of West Bengal regarding swachh bharat mission , Kindly check it and edit if the figures are not correct . Kindly send it by 11.00 am so that Joint Secretary can see it before the VC.

Regards

**Salim Dewan**

Swachh Bharat Mission – National PMU

Ministry of Housing & Urban Affairs

New Delhi – 110011

Mobile: +91 7838206054

Email: [salimdewan@kpmg.com](mailto:salimdewan@kpmg.com)

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## STATE URBAN DEVELOPMENT AGENCY

“ইলগাস ভবন”, এইচ-সি ব্লক, সেক্টর-৩, বিধাননগর, কলকাতা-৭০০ ১০৬, পশ্চিমবঙ্গ  
 “ILGUS BHAVAN”, H-C Block, Sector - III, Bidhannagar, Kolkata - 700 106, West Bengal

ক্রমিক নং SUDA-132/2016/2040

তারিখ 24-11-16.

From : Director, SUDA &  
 State Mission Director, SBM (U)

To : The Commissioner, P&RD Department, GoWB

**Sub: Engagement of Third Party Agencies for Validation of ODF status in the ULBs**

Sir,

May kindly recall our discussion on 16.11.2016 regarding empanelment of agencies for ODF verification in Rural Units of South 24 Parganas and Burdwan Districts.

In this connection, I am directed to request you to make arrangement for engagement of Verification agency/agencies from the empanelment of the P&RD Department for the Urban Units of South 24 Parganas and Burdwan Districts, and also of the Districts to be declared as ODF subsequently.

Yours faithfully,

*[Signature]*  
 Director, SUDA &  
 State Mission Director, SBM (U)

SUDA-132/2016/2040/1  
 Copy forwarded for kind information to:

Sr. PA to the Secretary, MA Department, GoWB.

*[Signature]*  
 Director, SUDA &  
 State Mission Director, SBM (U)



Don't

73

From : Director, SUDA &  
State Mission Director, SBM (U)

To : The Commissioner, P&RD Department, GoWB

**Sub: Engagement of Third party Agencies for Validation of ODF status in the ULBs**

Sir,

May kindly recall our discussion on 16.11.2016 regarding empanelment of agencies for ODF verification in Rural Units of South 24 Parganas and Burdwan Districts.

In this connection, I am directed to request you to make arrangement for engagement of Verification agency/agencies from the empanelment of the P&RD Department for the Urban Units of South 24 Parganas and Burdwan Districts, and also of the Districts to be declared as ODF subsequently.

Yours faithfully,



**Director, SUDA &  
State Mission Director, SBM (U)**

**Copy forwarded for kind information to:**

Sr. PA to the Secretary, MA Department, GoWB.



**Director, SUDA &  
State Mission Director, SBM (U)**



০/৮  
রাজ্য নগর উন্নয়ন সংস্থা

৭২

SUDA

STATE URBAN DEVELOPMENT AGENCY

“ইলগাস ভবন”, এইচ-সি ব্লক, সেক্টর-৩, বিধাননগর, কলকাতা-৭০০ ১০৬, পশ্চিমবঙ্গ  
“ILGUS BHAVAN”, H-C Block, Sector - III, Bidhannagar, Kolkata - 700 106, West Bengal

ক্রমিক নং SUDA-132/2016/1685

তারিখ 29.09.16

From : Director, SUDA &  
State Mission Director, SBM(U)

To : The District Magistrate  
Purba Medinipur District

**Sub: Engagement of Hijli Inspiration for validation of ODF status of 5 Urban Local Bodies in  
Purba Medinipur District**

Madam,

In continuation to the Order vide no. SUDA-132/2016/1644 dated 23.09.2016 (**enclosed**) for engaging Hijli Inspiration as Third Party Agency for verification and validation of ODF status of five (5) ULBs in the District of Purba Medinipur, I am **enclosing** herewith the engagement letters for validation of ODF status of North 24 Parganas & Hooghly Districts to Hijli Inspiration issued from the respective District Authorities for your kind information and ready reference.

In line with the abovementioned engagement letters, you may engage Hijli Inspiration as Third Party Agency for verification and validation of ODF status of five (5) ULBs in your District.

Yours faithfully,

Enclo.: As state above.

০৯  
Director, SUDA &  
State Mission Director, SBM(U)

SUDA-132/2016/1685/4(3)  
Copy forwarded for kind information to:

1. PS to the Secretary, Department of Municipal Affairs for kind information to the Secretary.
2. Sri D. Sarkar, IAS, Commissioner, P&RD Department, Government of West Bengal.
3. Sri B. N. Kar, WBCS(Exe.), Additional Director, ILGUS & Additional Mission Director, SBM(U).

০৯  
Director, SUDA &  
State Mission Director, SBM(U)

দূরভাষ : ২৩৫৮ ৬৪০৩ / ৫৭৬৭, ফ্যাক্স : ২৩৫৮ ৫৮০০

Tel : 2358 6403/5767, Fax : 2358 5800, E-mail : wbsudadir@gmail.com

Account Section : 2358 6408





## রাজ্য নগর উন্নয়ন সংস্থা

### STATE URBAN DEVELOPMENT AGENCY

“ইলগাস ভবন”, এইচ-সি ব্লক, সেক্টর-৩, বিধাননগর, কলকাতা-৭০০ ১০৬, পশ্চিমবঙ্গ  
“ILGUS BHAVAN”, H-C Block, Sector - III, Bidhannagar, Kolkata - 700 106, West Bengal

ক্রমিক নং SUDA-132/2016/1685

তারিখ ২৭-০৭-১৬

From : Director, SUDA &  
State Mission Director, SBM(U)

To : The District Magistrate  
Purba Medinipur District

**Sub: Engagement of Hijli Inspiration for validation of ODF status of 5 Urban Local Bodies in  
Purba Medinipur District**

Madam,

In continuation to the Order vide no. SUDA-132/2016/1644 dated 23.09.2016 (enclosed) for engaging Hijli Inspiration as Third Party Agency for verification and validation of ODF status of five (5) ULBs in the District of Purba Medinipur, I am **enclosing** herewith the engagement letters for validation of ODF status of North 24 Parganas & Hooghly Districts to Hijli Inspiration issued from the respective District Authorities for your kind information and ready reference.

In line with the abovementioned engagement letters, you may engage Hijli Inspiration as Third Party Agency for verification and validation of ODF status of five (5) ULBs in your District.

Yours faithfully,

Enclo.: As state above.

Director, SUDA &  
State Mission Director, SBM(U)

**Copy forwarded for kind information to:**

1. PS to the Secretary, Department of Municipal Affairs for kind information to the Secretary.
2. Sri D. Sarkar, IAS, Commissioner, P&RD Department, Government of West Bengal.
3. Sri B. N. Kar, WBCS(Exe.), Additional Director, ILGUS & Additional Mission Director, SBM(U).

Director, SUDA &  
State Mission Director, SBM(U)

দূরভাষ : ২৩৫৮ ৬৪০৩ / ৫৭৬৭, ফ্যাক্স : ২৩৫৮ ৫৮০০

Tel : 2358 6403/5767, Fax : 2358 5800, E-mail : wbsudadir@gmail.com

Account Section : 2358 6408

# OFFICE OF THE HOOGHLY ZILLA PARISHAD

**P.O.: CHINSURAH :: DIST.: HOOGHLY**

(Phone : 2680-4214/4215 :: E-mail : hooghlyzp@gmail.com)

Memo No.: 866 /HYP

Dated. 29/8/16

From : District Magistrate, Hooghly  
&  
Executive Officer, Hooghly Zilla Parishad

To : The Secretary,  
Hijli Inspiration,  
GC-1, 2<sup>nd</sup> Floor, Sector - III,  
Salt Lake City, Kolkata - 700 106

**Sub : Engagement letter for validation of ODF Status of  
13 Urban Local Bodies in Hooghly District**

This is to inform you that the proposal given by you vide your Letter No. INSP/ODG-Hooghly/16/065 dated 29<sup>th</sup> August, 2016 in terms of Order No. SUDA-132/2016/1374 dated 26/08/2016 of the Director, State Urban Development Agency (SUDA) is hereby accepted.

Accordingly, you are requested to start the process of verification, validation and certification of ODF status in all 12 municipalities and one Municipal Corporation under Hooghly district immediately and complete the same by 1<sup>st</sup> September, 2016 :-

Name of Sub-Division	Sl. No.	Name of Municipal Corporation/Municipalities
Chandannagore	1	Chandannagore Municipal Corporation
	2	Bhadreswar Municipality
	3	Champdani Municipality
	4	Tarakeswar Municipality
Sadar	5	Hooghly-Chinsurah Municipality
	6	Bansberia Municipality
Serampore	7	Baidyabati Municipality
	8	Serampore Municipality
	9	Rishra Municipality
	10	Konnagar Municipality
	11	Uttarpara-Kotrang Municipality
	12	Dankuni Municipality
Arambagh	13	Arambagh Municipality

Besides, the rate offered by you, being **Rs. 3,000/-** (Rupees Three Thousand only) **per Ward** for such validation process is also accepted. It is to be noted that this rate is inclusive of all charges and no other claim for incidental charges will be entertained.

The Terms & Conditions as noted in your aforesaid letter are also accepted in addition to the protocol/guideline for verification, validation and certification issued by State Urban Development Agency (SUDA) or UNICEF.



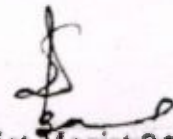
District Magistrate, Hooghly  
&  
Executive Officer  
Hooghly Zilla Parishad

Memo No.: 866 /3/HZP

Dated : 29/8/14

Copy forwarded for information to:-

- 1) The Director, State Urban Development Agency, "Ilgus Bhavan", H-C Block, Sector - III, Bidhannagar, Kolkata - 700 106.
- 2) CA to the Sabhadhipati, Hooghly ZP - with a request to place it before the Sabhadhipati, HZP.
- 3) CA to the Addl. Executive Officer, HZP - with a request to place it before the AEO, HZP.



District Magistrate, Hooghly  
&  
Executive Officer  
Hooghly Zilla Parishad





District Water & Sanitation Cell  
Swachh Bharat Mission (Gramin)  
NORTH 24 PARGANAS ZILLA PARISHAD



জেলা জল ও স্বাস্থ্যবিধান শাখা  
স্বচ্ছ ভারত মিশন (গ্রামীণ)  
উত্তর ২৪ পরগনা জেলা পরিষদ



Memo No. 466 /MNB(NZP)

Dated 20/09/2016

To,  
Dr. Chandrayee Das  
Chief Executive cum Secretary, Hijli Inspiration  
GC-1, 1st Floor, Sector-III  
Salt Lake, Kolkata – 700106

Sub: Approval for Terms & Conditions  
Ref: Your E-mail dated 15.09.2016


Madam,

Your modification proposal along with Terms & Conditions as laid in the above referred E-mail for Third Party verification process of Open Defecation Free status in the urban area of North 24 Parganas District has been approved by the authority.

In this Connection, it is stated that you will receive @ Rs. 3000.00 per ward for Open Defecation Free status verification process.

Thanking you,

Yours faithfully,


  
District Magistrate  
North 24 Parganas  
&  
Executive Officer  
North 24 Parganas Zilla Parishad

Memo No. 466 /1(5)/MNB (NZP)

Dated 20/09/2016

Copy forwarded for information to:

- 1 Director, State Urban Development Agency (SUDA), West Bengal ILGUS Bhaban, Sector- III Block – HC, Kolkata – 700106.
- 2 Karmadhyaksha, Janaswasthya – O – Paribesh Sthayee Samity, North 24 Parganas Zilla Parishad.
- 3 Deputy Secretary, North 24 Parganas Zilla Parishad.
- 4 P.A. to Sabhadhipati, North 24 Parganas Zilla Parishad for kind information of Sabhadhipati.
- 5 C.A to Additional District Magistrate (Dev), North 24 Parganas for kind information of Additional District Magistrate (Dev).

  
District Magistrate  
North 24 Parganas  
&  
Executive Officer  
North 24 Parganas Zilla Parishad



রাজ্য নগর উন্নয়ন সংস্থা

SUDA

STATE URBAN DEVELOPMENT AGENCY

“ইলগাস ভবন”, এইচ-সি ব্লক, সেক্টর-৩, বিধাননগর, কলকাতা-৭০০ ১০৬, পশ্চিমবঙ্গ  
“ILGUS BHAVAN”, H-C Block, Sector - III, Bidhannagar, Kolkata - 700 106, West Bengal

ক্রমিক নং .....

তারিখ ২৭-০৭-১৬ .....

From : Director, SUDA &  
State Mission Director, SBM(U)

To : The District Magistrate  
Purba Medinipur District

Sub: Engagement of Hijli Inspiration for validation of ODF status of 5 Urban Local Bodies in  
Purba Medinipur District

Madam,

In continuation to the Order vide no. SUDA-132/2016/1644 dated 23.09.2016 (enclosed) for engaging Hijli Inspiration as Third Party Agency for verification and validation of ODF status of five (5) ULBs in the District of Purba Medinipur, I am enclosing herewith the engagement letters for validation of ODF status of North 24 Parganas & Hooghly Districts to Hijli Inspiration issued from the respective District Authorities for your kind information and ready reference.

In line with the abovementioned engagement letters, you may engage Hijli Inspiration as Third Party Agency for verification and validation of ODF status of five (5) ULBs in your District.

Yours faithfully,

Enclo.: As state above.

Sd/-

Director, SUDA &  
State Mission Director, SBM(U)

SUDA- 132/2016/1685/1(3)  
Copy forwarded for kind information to:

1. PS to the Secretary, Department of Municipal Affairs for kind information to the Secretary.
2. Sri D. Sarkar, IAS, Commissioner, P&RD Department, Government of West Bengal.
3. Sri B. N. Kar, WBCS(Exe.), Additional Director, ILGUS & Additional Mission Director, SBM(U).

Wf

Director, SUDA &  
State Mission Director, SBM(U)

দূরভাষ : ২৩৫৮ ৬৪০৩ / ৫৭৬৭, ফ্যাক্স : ২৩৫৮ ৫৮০০

Tel : 2358 6403/5767, Fax : 2358 5800, E-mail : wbsudadir@gmail.com

Account Section : 2358 6408



## STATE URBAN DEVELOPMENT AGENCY

“ইলগাস ভবন”, এইচ-সি ব্লক, সেক্টর-৩, বিধাননগর, কলকাতা-৭০০ ১০৬, পশ্চিমবঙ্গ

“ILGUS BHAVAN”, H-C Block, Sector - III, Bidhannagar, Kolkata - 700 106, West Bengal

ক্রমিক নং SUDA-132/2016/1644

23.09.2016

তারিখ

ORDER

In terms of the procedure and protocol for ODF declaration in Urban Local Bodies under Swachh Bharat Mission (Urban) laid down by the Ministry of Urban Development Government of India vide D.O. Nos. Z-11021/04/2016-SBM-II dated 02.03.2016 and Z-11021/04/2016-SBM-II dated 16.03.2016, and as proposed by Additional Executive Officer, Purba Medinipur Zilla Parishad vide memo no. 368/JSH-11/SBM-Urban/PNZP/16 dated 21.09.2016, Hijli Inspiration, GC-1, 2<sup>nd</sup> Floor, Sector-III, Salt Lake City, Kolkata- 700106 is hereby engaged as Third Party Agency for verification and validation of ODF status of five (5) Urban Local Bodies in the District of Purba Medinipur.

The methodology of validation works to be adopted, the time frame of completion of the work, fees payable and other relevant terms and conditions including milestones of payment of fees shall be decided and fixed up by the District Administration and take up the work forthwith after observance of necessary formalities with the office of the District Magistrate, Purba Medinipur.

The Order issues with the approval of Secretary, Department of Municipal Affairs, Government of West Bengal.

M.N. Pradhan

Director, SUDA &amp; State Mission Director, SBM(U)

Memo No. SUDA-132/2016/1644 /1(4)

Dt.23.09.2016

Copy forwarded for information and necessary action to:

1. District Magistrate, Purba Medinipur with a request to fix up the Terms of Reference for the validation works.
2. Additional Executive Officer, Purba Medinipur Zilla Parishad
3. Hijli Inspiration, GC-1, 2<sup>nd</sup> Floor, Sector-III, Salt Lake City, Kolkata- 700106 with a request to kindly get in touch with District Magistrate, Purba Medinipur and take up the assignment immediately.
4. Chairperson Tamluk/Haldia/ Contai/Egra/ Panskura Municipality

M.N. Pradhan

Director, SUDA &amp; State Mission Director, SBM(U)

Memo No. SUDA-132/2016/1644 /2(3)

Dt.23.09.2016

Copy forwarded for information to:

1. PS to Secretary, Department of Municipal Affairs for kind information of Secretary.
2. Sri D. Sarkar, IAS, Commissioner, P&RD Department, Government of West Bengal.
3. Sri B.N. Kar, WBCS(Exe), Additional Director, ILGUS and Additional Mission Director SBM(U).

M.N. Pradhan

Director, SUDA &amp; State Mission Director, SBM(U)

দূরভাষ : ২৩৫৮ ৬৪০৩ / ৫৭৬৭, ফ্যাক্স : ২৩৫৮ ৫৮০০

Tel : 2358 6403/5767, Fax : 2358 5800, E-mail : wbsudadir@gmail.com

Account Section : 2358 6408



(65)

Office of the  
**PURBA MEDINIPUR ZILLA PARISHAD**  
Tamluk :: Purba Medinipur

Memo No.: 368/JSH-11/SBM- Urban/PNZP/16

Date: 21/9/16

The Director  
SUDA & State Mission Director (U),SBM  
ILGUS BHAVAN  
H-C Block, Sector-III  
Bidhannagar  
Kolkata:700106



*Asst. Dir. (SBM)*  
*Pl process early in the line & ready by 24/9/16*  
*22/9/16*  
*DN. Supriya*  
*22/9/16*

Sub: Request for engaging Verification team at urban areas under Swachh Bharat Mission (G) / Mission Nirmal Bangla

Sir,

This is to inform you that during the last couple of months a massive demand driven approach has been initiated by Purba Medinipur Zilla Parishad towards successful implementation of Swachh Bharat Mission / Mission Nirmal Bangla Programme at the entire district. All Gram Panchayats of this district will be saturated BLS target within few days. In this situation, as per O.D.F. protocol state level O.D. verification have already been completed at all sansad situated in rural areas of this district.

In this situation, this district is very much hopeful to achieve the ODF status in all 5 nos. municipalities. As per latest communication received from all Municipalities that all pending work & proceedings will be completed within few days. For this purpose a suitable agency is to be engaged for ODF verification at all ULB areas. In this regard, you are requested to engage or give permission to engage a suitable agency. You are also requested to release adequate fund for the above purpose.

Your kind cooperation in this regard is highly solicited.

Thanking you.

Yours faithfully,

Additional Executive Officer  
Purba Medinipur Zilla Parishad


*20/9/16*

Memo No 368/1(17)/JSH-II/SBM-Urban/PHZP/16

Date: 21/9/16

Copy forwarded for information to:-

1. The Commissioner, MGNREGA & Special Secretary, P&RD Department (Sanitation Cell), Govt. of West Bengal
2. The Sabhadhipati, Purba Medinipur Zilla Parishad
3. The Executive Officer, Purba Medinipur Zilla Parishad & District Magistrate, Purba Medinipur
4. The Saha Sabhadhipati, Purba Medinipur Zilla Parishad
5. The Karmadhyaksha, Janaswasthya Paribesh O Sthayee Samity, Purba Medinipur Zilla Parishad
6. The Deputy, Secretary, Sanitation, P&RD Dept., Govt. of West Bengal
7. The Chairman..... (Contai, Egra, Tamluk, Panskura, Haldia) Municipality, Purba Medinipur
8. The S.D.O. ....(all) Sub Division, Purba Medinipur
9. The Secretary, Purba Medinipur Zilla Parishad
10. The Joint Director, RKMLSP, Narendrapur
11. The District Nodal Officer, MNB. Purba Medinipur Zilla Parishad
12. The Nodal Officer, Municipal affairs , Purba Medinipur
13. The District Coordinator, (MNB), Purba Medinipur Zilla Parishad

  
Additional Executive Officer  
Purba Medinipur Zilla Parishad



## STATE URBAN DEVELOPMENT AGENCY

“ইলগাস ভবন”, এইচ-সি ব্লক, সেক্টর-৩, বিধাননগর, কলকাতা-৭০০ ১০৬, পশ্চিমবঙ্গ  
 “ILGUS BHAVAN”, H-C Block, Sector - III, Bidhannagar, Kolkata - 700 106, West Bengal

ক্রমিক নং SUDA- 132/2016/1570

তারিখ 15.09.2016

From: Director, SUDA &  
 State Mission Director, SBM(U)

To: The District Magistrate  
 North 24 Parganas District

**Sub: Declaration of North 24 Parganas District as Open Defecation Free (ODF) – Terms and Conditions for engagement of Third Party Agency**

Madam,

In continuation to this Office endorsement bearing no. SUDA-132/2016/1522/1(2) dated 09.09.2016 in connection with the above subject I am to forward herewith a copy of proposal submitted by Hijli Inspiration to North 24 Parganas Zilla Parishad & SUDA along with a copy of Memo No. 866/HZP dated 29.08.2016 from District Magistrate, Hooghly addressed to the Secretary, Hijli Inspiration in connection with payment norms for engagement of Third Party Agency. In this connection a discussion was held with Dr. Sm. C. Das of Hijli Inspiration where she suggested some changes in Terms and Conditions as per EOI submitted by Hijli Inspiration.

Accordingly, District Authorities may modify suitably the Terms and Conditions as per local need and inform the Agency and also to this end.

As regards norms of payments, District Administration may follow the norms as fixed by Hooghly District (copy enclosed) or re-fix. Payment to the Third Party Agency may be made from the end of District Magistrate and charged against the head of Capacity Building under Swachh Bharat Mission (SBM). Further funds if any required for payment to the Third Party Agency will be made available to the District Administration from this end against claim raised.

Yours faithfully,

Enclo: As stated

o/c

Director, SUDA &  
 State Mission Director, SBM(U)

দূরভাষ : ২৩৫৮ ৬৪০৩ / ৫৭৬৭, ফ্যাক্স : ২৩৫৮ ৫৮০০

Tel : 2358 6403/5767, Fax : 2358 5800, E-mail : wbsudadir@gmail.com

Account Section : 2358 6408



## রাজ্য নগর উন্নয়ন সংস্থা

## STATE URBAN DEVELOPMENT AGENCY

“ইলগাস ভবন”, এইচ-সি ব্লক, সেক্টর-৩, বিধাননগর, কলকাতা-৭০০ ১০৬, পশ্চিমবঙ্গ  
“ILGUS BHAVAN”, H-C Block, Sector - III, Bidhannagar, Kolkata - 700 106, West Bengal

ক্রমিক নং SUDA- 132/2016/1570/1(4)

তারিখ 15.09.2016

Copy forwarded to:

1. PS to Secretary, MA Department, Government of West Bengal for kind information of Secretary
2. Sri. D. Sarkar, IAS, Commissioner, P&RD Department, Government of West Bengal
3. Sri B.N. Kar, Additional State Mission Director, SBM(U)
4. Hijli Inspiration, GC-1, Sector-III, Salt Lake City, Kolkata – 700 106

ok

WT 15/9/2016  
Director, SUDA &

State Mission Director, SBM(U)

**ODF Facilitation, Verification and Certification in  
Municipalities and Corporation of North 24 Parganas**

**Proposal submitted  
to**

**North 24 Parganas Zilla Parishad  
&  
State Urban Development Department**

**By**



**Hijli INSPIRATION**

***Institute for Planning, Innovative Research, Appropriate Training & Extension***

**GC-1, 1<sup>st</sup> Floor, Sector-III, Salt Lake City, Kolkata – 700 091**

**Phone: + 91 + 033 + 23592969, 23587241,**

**Fax: + 91 + 033 + 28360057**

**Email: [info@inspiration-india.org](mailto:info@inspiration-india.org) ; Web site: [www.inspiration-india.org](http://www.inspiration-india.org)**

**August 2016**

## Background

On 2<sup>nd</sup> October, 2014 the Government of India restructured the erstwhile Nirmal Bharat Abhiyan (NBA) as Swachha Bharat Mission (Gramin) SBM (Urban) with the mandate of making the country Open Defecation Free (ODF) by 2<sup>nd</sup> October 2019.

Government of West Bengal had already started its journey towards achieving ODF status of the State since the World Toilet Day celebration on 19<sup>th</sup> of November, 2013. After the launch of the Swachh Bharat Mission by the Government of India, the State Government decided to converge its efforts with the new restructured programme towards realizing a common objective of achieving ODF and to make a cleaner environment & surroundings under the State brand name of "Mission Nirmal Bangla".

In the year 2014-15 and 2015-16 the State remained one of the frontrunners in terms of achievement. Many districts are also progressing very well. Divergent approaches have been adopted by the districts to meet the overall target of 100% access, usage & sustainability of behavior change. Besides issuing the operating guidelines for Mission Nirmal Bangla delineated the procedure for declaration, verification and certification of ODF status in individual district.

Hooghly, North 24-Parganas, Purba Midnapur districts are targeted to be declared as ODF district by September, 2016. It is felt that a concerted effort ensuring completion of all the required steps before such declaration may be done immediately. In this circumstance, Panchayats & Rural Development Department, Government of West Bengal intends to conduct an ODF Facilitation, Verification and Certification activities by the State level facilitative agencies for the mentioned three districts in a systematic and scientific manner.

Hijli INSPIRATION, a development Organisation is submitting proposal to conduct the process of Verification of ODF at the ULB level in line with the Ministry of Urban Development and Poverty Alleviation SBM U guidelines.

## Objectives:

- To ensure all the Wards of the urban areas are Open Defecation Free (ODF) with
- All the households having access to sanitation facilities at the household/ community level
- All the members of all the households are using the toilets, every time all the days
- There are no visible sign of open defecation in the area
- All school going students and all the members of their families using toilet
- All SHGs and all the members of their families using toilet



## Process:

The state level agencies will

- ❖ Initiation at the ULB level and planning the verification work
- ❖ Conduct verification survey in 100% wards with emphasis on slums, general residential areas, schools, market places, religious places, bus stands, railway stations, river side, railway line, roadside eateries , brick kilns etc.
- ❖ Provide feedback to the local ULB including the district and state on the 1<sup>st</sup> level verification status and rectification measures required to transform all the areas as ODF if required
- ❖ Finally, after taking repeated rounds of field visit and follow up, certify ULB as ODF
- ❖ Sustainability plan to be drawn for each ULB to ensure ODF status

## Roles and Functions of the Agency

1. Develop and prepare all the data collection instruments, checklists, format, and tabulation plan and finalize it in consultation with Department.
2. Undertake the activities with follow the mentioned process in the district.
3. Cross/back check of data.
4. Prepare all reports time to time and share with the local administration including the district and state
5. Submit 2 (Two) hard copies of the final report and 2 compact disks.
6. Submit periodic progress reports to the Department and the district .
7. Share the work plan and time schedule with the District and the Department before claiming the mobilization advance amount.
8. The Agency will ensure that their contact details (email, postal, Telefax, mobile) of contact person and field supervisor may be kept updated at all times and apprised to the Department.
9. Verification of process documentation at each level

## Timeline:

The process will be initiated on and from 7th of September 2016 with meeting with ULB level stakeholders.

The process to be completed by 10<sup>th</sup> September 2016.

The final qualitative report, however, may be submitted by 20 October 2016.

## Request from the district

- On acceptance of Work Order, Release of 1st Installment of 30% to initiate field team mobilization
- Intimation to all Municipalities and to all the Councillors.

- The ward specific Councilor and other stakeholders including AWW, HHW, SHG members and members of Monitoring Committee, if existent should be present on the day of the verification and accompany the team since certification is based on consensus.
- In the absence of the Councilor some staff should be deputed from the Municipality to accompany the team.
- Presuming that the Municipalities have conducted a survey on insanitary toilets which indicates the Municipality and Ward specific number of toilet constructions pending for ensuring universal access. The list is required for verification and facilitation.
- Slum details to identify the slums for verification

## **Dispute**

The decision of the Principal Secretary, Municipal Affairs Department, Government of West Bengal shall be final and binding.

## **Service to be provided by the client**

State Urban Development Agency would advise/write to the District authority for rendering necessary assistance for undertaking the work

## **Enclosure**

1. The schedule for verification enclosed along with
2. Annexure to be filled up by each Urban Local Bodies as protocol for ODF Certification.
3. Interim Report Format for Rapid Appraisal:
4. Format for Second Interim Report:
5. Format for Final Qualitative Report:
  1. Cover Page,
  2. Content,
  3. Executive Summery,
  4. Introduction, Objective & Methodology,
  5. Socio-demographic & Economic Profile of the ULBs,
  6. ULB wise-wise ODF Status: Color coded table, analysis (process & status)
  7. ODF Process Documentation, Innovative approaches & Case studies (if any)
  8. Conclusion including sustainability plan

### **Team for the Assignment**

- Dr Chandreyee Das , Team Leader cum Verification Expert
- Swagata Bhattacharya, Coordinator cum Survey Expert
- Debashish Ghosh , Field Coordinator
- Uttam Dey, Field Coordinator

### **Financial Proposal**

Rs 3000/- per ward

Service Tax will be applicable on the Grand Total

### **Payment Procedure:**

Payment for the ODF Facilitation, Verification and Certification activities will be made in three installments.

- First instalment 30% of the total fee as mobilization advance.
- Second instalment 50% of the total fee on completion of work in all and on submission of report on ODF status after 1<sup>st</sup> level verification – rectification – final verification.
- Final instalment 20% on submission of qualitative report



## OFFICE OF THE HOOGHLY ZILLA PARISHAD

**P.O.: CHINSURAH :: DIST.: HOOGHLY**

(Phone : 2680-4214/4215 :: E-mail : hooghlyzp@gmail.com)

Memo No.: 866 /HYP

Dated : 29/8/16

**From : District Magistrate, Hooghly  
&  
Executive Officer, Hooghly Zilla Parishad**

**To : The Secretary,  
Hijli Inspiration,  
GC-1, 2<sup>nd</sup> Floor, Sector - III,  
Salt Lake City, Kolkata - 700 106**

**Sub : Engagement letter for validation of ODF Status of  
13 Urban Local Bodies in Hooghly District**

This is to inform you that the proposal given by you vide your Letter No. INSP/ODG-Hooghly/16/065 dated 29<sup>th</sup> August, 2016 in terms of Order No. SUDA-132/2016/1374 dated 26/08/2016 of the Director, State Urban Development Agency (SUDA) is hereby accepted.

Accordingly, you are requested to start the process of verification, validation and certification of ODF status in all 12 municipalities and one Municipal Corporation under Hooghly district immediately and complete the same by 1<sup>st</sup> September, 2016 :-

Name of Sub-Division	Sl. No.	Name of Municipal Corporation/Municipalities
Chandannagore	1	Chandannagore Municipal Corporation
	2	Bhadreswar Municipality
	3	Chandani Municipality
	4	Tarakeswar Municipality
Sadar	5	Hooghly-Chinsurah Municipality
	6	Bansberia Municipality
Serampore	7	Baidyabati Municipality
	8	Serampore Municipality
	9	Rishra Municipality
	10	Konnagar Municipality
	11	Uttarpara-Kotrang Municipality
	12	Dankuni Municipality
Arambagh	13	Arambagh Municipality

## STATE URBAN DEVELOPMENT AGENCY

“ইলগাস ভবন”, এইচ-সি ব্লক, সেক্টর-৩, বিধাননগর, কলকাতা-৭০০ ১০৬, পশ্চিমবঙ্গ  
 “ILGUS BHAVAN”, H-C Block, Sector - III, Bidhannagar, Kolkata - 700 106, West Bengal

ক্রমিক নং SUDA- 132/2016/1522

তারিখ 09.09.2016

From. Director, SUDA  
 & State Mission Director, SBM(U)

To. The Hijli Inspiration,  
 GC-I, Sector-III, Salt Lake,  
 Kolkata- 700 106

**Sub: Declaration of North 24 Parganas District as Open Defecation Free (ODF) – Terms and Conditions for engagement of Third Party Agency.**

Sir,

In continuation to this office order No. SUDA-132/2016/1452 dt. 31.08.2016 engaging Hijli Inspiration of GC-I, Sector-III, Salt Lake, Kolkata- 700106 as Third Party validation Agency for ODF status of the District I am to state that the Terms and Conditions of the said engagement shall be as follows:

1. The collection of data will be based on physical observation by the third party assessors.
2. The questionnaire to facilitate data collection will be created by the third party in conjunction with Ministry of Urban Development's guidelines.
3. The survey assessors will use IT enabled devices to record their observations and findings along with photographs.
4. The third party will systematically collect photos as evidence for field observations ensuring that the location, date and time are tagged on all the pictures in all the wards of the Urban Local Body.
5. For the assessment, cities may be classified based on population as below. Based upon the size of the city, it will be divided into 2 or 4 zones.
6. For larger cities (greater than 5 lakh population) the city will be divided into 4 zones – North, South, East and West. However, all wards should be covered.
7. For smaller cities (lesser than 5 lakh population) the city will be divided into 2 zones – North and South. However, all wards should be covered.
8. All sample locations should be true representative of the entire ULB and to be selected based on the discussion with the concerned ULB.

দূরভাষ : ২৩৫৮ ৬৪০৩ / ৫৭৬৭, ফ্যাক্স : ২৩৫৮ ৫৮০০

Tel : 2358 6403/5767, Fax : 2358 5800, E-mail : wbsudadir@gmail.com

Account Section : 2358 6408



## রাজ্য নগর উন্নয়ন সংস্থা

## STATE URBAN DEVELOPMENT AGENCY

“ইলগাস ভবন”, এইচ-সি ব্লক, সেক্টর-৩, বিধাননগর, কলকাতা-৭০০ ১০৬, পশ্চিমবঙ্গ

“ILGUS BHAVAN”, H-C Block, Sector - III, Bidhannagar, Kolkata - 700 106, West Bengal

ক্রমিক নং .....

তারিখ .....

9. 3<sup>rd</sup> Party will develop and prepare all the data collection instruments, checklists, format, and tabulation plan and finalize it in consultation with Department.
10. 3<sup>rd</sup> Party will undertake the activities to follow the mentioned process in the district.
11. 3<sup>rd</sup> Party will cross/back check of data before final submission.
12. 3<sup>rd</sup> Party will prepare all reports time to time and share with the local administration including the district and state.
13. 3<sup>rd</sup> Party will submit 2 (Two) hard copies of the final report and 2 compact disks.
14. 3<sup>rd</sup> Party will share the work plan and time schedule with the District and Urban Local Body before claiming the mobilization advance amount.
15. The Agency will ensure that their contact details (email, postal, Telefax, mobile) of contact person and field supervisor may be kept updated at all times and apprised to District.
16. The process will be initiated on and from 8<sup>th</sup> of September 2016 with meeting with ULB level stakeholders.
17. The process to be completed by 10<sup>th</sup> September 2016.
18. The final qualitative report, however, may be submitted by 15<sup>th</sup> October 2016.
19. The decision of the Secretary, Municipal Affairs Department, Government of West Bengal shall be final and binding.

You are requested to take up the assignment in connection with District Magistrate, North 24 Parganas.

Yours faithfully

*OR* *29/9/16*  
Director, SUDA &  
State Mission Director, SBM(U)

SUDA- 132/2016/1522/1(2)

Date: 08.09.2016

Copy forwarded for information and necessary action to:

1. District Magistrate, North 24 Parganas with reference to her memo no. 423/MNB(NZP) dated 08.09.2016.
2. Additional Executive Officer, North 24 Parganas Zilla Parishad and Additional District Magistrate North 24 Parganas.

*OR* *29/9/16*  
Director, SUDA &  
State Mission Director, SBM(U)

দূরভাষ : ২৩৫৮ ৬৪০৩ / ৫৭৬৭, ফ্যাক্স : ২৩৫৮ ৫৮০৮  
Tel : 2358 6403/5767, Fax : 2358 5800, E-mail : wbsudadir@gmail.com

Account Section : 2358 6408



## রাজ্য নগর উন্নয়ন সংস্থা

## STATE URBAN DEVELOPMENT AGENCY

“ইলগাস ভবন”, এইচ-সি ব্লক, সেক্টর-৩, বিধাননগর, কলকাতা-৭০০ ১০৬, পশ্চিমবঙ্গ

“ILGUS BHAVAN”, H-C Block, Sector - III, Bidhannagar, Kolkata - 700 106, West Bengal

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তারিখ .....

SUDA- 132/2016/1522/2(3)

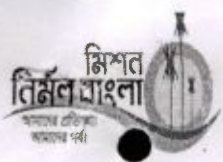
Date.08.09.2016

Copy forwarded for information to

1. P.S. to Secretary, Municipal Affairs Department for kind information of Secretary.
2. Sri D Sarkar, IAS, Commissioner, P&RD Department, Government of West Bengal.
3. Sri B.N. Kar, WBCS (Exe.), Additional Director, ILGUS and Additional Mission Director, SBM(U)

২৭/৭/১৬

Director, SUDA &  
State Mission Director, SBM(U)



Memo No.

Dated /09/2016

To,  
Dr. Chandrreyee Das  
Chief Executive cum Secretary, Hijli Inspiration  
GC-1,1st Floor, Sector-III  
Salt Lake, Kolkata – 700106

**Sub: Engagement as Third Party for verification of ODF status in connection with Mission Nirmal Bangla (Urban) in the district of North 24 Parganas.**

**Ref: Memo No. SUDA-132/2016 Date 31/08/2016 of Director, SUDA.**

Madam,

With reference to the subject cited above, I am to inform you that your organization has been engaged as Third Party for verification of ODF status in respect of Bidhannager Municipal Corporation and all the Municipalities of North 24 Parganas as mentioned in the above referred order of undersigned.

The Terms & Conditions of the said work are as follows,

1. The collection of data will be based on physical observation by the third party assessors.
2. The questionnaire to facilitate data collection will be created by the third party in conjunction with Ministry of Urban Development's guidelines.
3. The survey assessors will use IT enabled devices to record their observations and findings along with photographs.
4. The third party will systematically collect photos as evidence for field observations ensuring that the location, date and time are tagged on all the pictures in all the wards of the Urban Local Body.
5. For the assessment, cities may be classified based on population as below. Based upon the size of the city, it will be divided into 2 or 4 zones.
6. For larger cities (greater than 5 lakh population) the city will be divided into 4 zones – North, South, East and West. However, all wards should be covered.
7. For smaller cities (lesser than 5 lakh population) the city will be divided into 2 zones – North and South. However, all wards should be covered.
8. All sample locations should be true representative of the entire ULB and to be selected based on the discussion with the concerned ULB.
9. 3<sup>rd</sup> Party will develop and prepare all the data collection instruments, checklists, format, and tabulation plan and finalize it in consultation with Department.
10. 3<sup>rd</sup> Party will undertake the activities with follow the mentioned process in the district.
11. 3<sup>rd</sup> Party will cross/back check of data before final submission.

12. 3<sup>rd</sup> Party will prepare all reports time to time and share with the local administration including the district and state.
13. 3<sup>rd</sup> Party will submit 2 (Two) hard copies of the final report and 2 compact disks.
14. 3<sup>rd</sup> Party will share the work plan and time schedule with the District and Urban Local Body before claiming the mobilization advance amount.
15. The Agency will ensure that their contact details (email, postal, Telefax, mobile) of contact person and field supervisor may be kept updated at all times and apprised to District.
16. The process will be initiated on and from 7<sup>th</sup> of September 2016 with meeting with ULB level stakeholders.
17. The process to be completed by 10<sup>th</sup> September 2016.
18. The final qualitative report, however, may be submitted by 15<sup>th</sup> October 2016.
19. The decision of the Principal Secretary, Municipal Affairs Department, Government of West Bengal shall be final and binding.

You requested to start the verification process immediately with an intimation and detailed tour plan to this end.

Thanking you,

Yours faithfully,

M. N. Pradhan  
Director, SUDA & State Mission Director, SBM (U)

Memo No.

Dated /09/2016

Copy forwarded for information and taking necessary action to:

1. District Magistrate , North 24 Parganas,

M. N. Pradhan  
Director, SUDA & State Mission Director, SBM (U)



Memo. No. 423 /MNB (NBP)

Date: 08.09.2016

From: District Magistrate  
North 24 Parganas District

To: The Director,  
State Urban Development Agency  
Government of West Bengal

Sub: Request for Declaration of district as ODF

Sir,

I am happy to inform that all the blocks of this district have been declared ODF after verification at appropriate levels. I am satisfied that there is no incidence of open defecation in my district. The urban local bodies in the district too adhered to all the parameters of ODF in their respective jurisdiction. The general cleanliness in all the Municipalities, & Bidhannagar Municipal Corporation within this district has also significantly improved with the introduction of household level management of solid & liquid waste and regular cleanliness operation of the neighborhoods & surroundings.

In view of the above I request you to take steps to arrange verification of ODF status and to formally declare the district as ODF district.

Yours faithfully



District Magistrate  
North 24 Parganas

## রাজ্য নগর উন্নয়ন সংস্থা

## STATE URBAN DEVELOPMENT AGENCY

“ইলগাস ভবন”, এইচ-সি ব্লক, সেক্টর-৩, বিধাননগর, কলকাতা-৭০০ ১০৬, পশ্চিমবঙ্গ

“ILGUS BHAVAN”, H-C Block, Sector - III, Bidhannagar, Kolkata - 700 106, West Bengal

ক্রমিক নং SUDA-132/2016/ 1452

## ORDER

তারিখ 31.08.2016

In terms of the procedure and protocol for ODF declaration in Urban Local Bodies under Swachh Bharat Mission (Urban) laid down by the Ministry of Urban Development, Government of India vide their D.O. Nos. Z-11021/04/2016-SBM-II dated 02.03.2016 and Z-11021/04/2016-SBM-II dated 16.03.2016, and as proposed by District Magistrate, North 24 Parganas and Executive Officer, North 24 Parganas Zilla Parishad vide memo no.396/MNB(NZP) dated 30.08.2016, Hijli Inspiration, GC-1, 2<sup>nd</sup> Floor, Sector - III, Salt Lake City, Kolkata-700 106 is hereby engaged as Third Party Agency for verification and validation of ODF status of Twenty Six(26) Urban Local Bodies in the District of North 24 Parganas.

The methodology of validation works to be adopted, the time frame of completion of the work, fees payable and other relevant terms and conditions including milestones of payment of fees shall be decided and fixed up by the District Magistrate, North 24 Parganas. Hijli Inspiration should get in touch with the District Administration and take up the work forthwith after observance of necessary formalities with the office of the District Magistrate, North 24 Parganas.

This Order issues with the approval of Secretary, Department of Municipal Affairs, Government of West Bengal.

M. N. Pradhan

Director, SUDA &amp; State Mission Director, SBM(U)

Memo No. SUDA-132/2016/1452/1(4)

Dt. 31.08.2016

Copy forwarded for information and necessary action to:

1. District Magistrate, North 24 Parganas with a request to fix up the Terms of Reference for the validation works.
2. Additional Executive Officer, North 24 Parganas Zilla Parishad & Additional District Magistrate North 24 Parganas.
3. Hijli Inspiration, GC-1, 2<sup>nd</sup> Floor, Sector - III, Salt Lake City, Kolkata-700 106 with a request to kindly get in touch with District Magistrate, North 24 Parganas and take up the assignment immediately.
4. Commissioner / Chairperson,  
----- Municipal Corporation /----- Municipality

M. N. Pradhan

Director, SUDA &amp; State Mission Director, SBM(U)

Memo No. SUDA132/2016/1452/2(3)

Dt. 31.08.2016

Copy forwarded for information to :

1. PS to Secretary, Department of Municipal Affairs for kind information of Secretary.
2. Sri D Sarkar, IAS, Commissioner, P&RD Department, Government of West Bengal
3. Sri B. N. Kar, WBCS(Exe), Additional Director, ILGUS and additional Mission Director, SBM(U).

M. N. Pradhan

Director, SUDA &amp; State Mission Director, SBM(U)

দূরভাষ : ২৩৫৮ ৬৪০৩ / ৫৭৬৭, ফ্যাক্স : ২৩৫৮ ৫৮০০

Tel : 2358 6403/5767, Fax : 2358 5800, E-mail : wbsudadir@gmail.com

Account Section : 2358 6408

## রাজ্য নগর উন্নয়ন সংস্থা

## STATE URBAN DEVELOPMENT AGENCY

“ইলগাস ভবন”, এইচ-সি ব্লক, সেক্টর-৩, বিধাননগর, কলকাতা-৭০০ ১০৬, পশ্চিমবঙ্গ

“ILGUS BHAVAN”, H-C Block, Sector - III, Bidhannagar, Kolkata - 700 106, West Bengal

ক্রমিক নং SUDA-132/2016/1452

তারিখ 31.08.2016.....

**ORDER**

In terms of the procedure and protocol for ODF declaration in Urban Local Bodies under Swachh Bharat Mission (Urban) laid down by the Ministry of Urban Development, Government of India vide their D.O. Nos. Z-11021/04/2016-SBM-II dated 02.03.2016 and Z-11021/04/2016-SBM-II dated 16.03.2016, and as proposed by District Magistrate, North 24 Parganas and Executive Officer, North 24 Parganas Zilla Parishad vide memo no.396/MNB(NZP) dated 30.08.2016, Hijli Inspiration, GC-1, 2<sup>nd</sup> Floor, Sector - III, Salt Lake City, Kolkata-700 106 is hereby engaged as Third Party Agency for verification and validation of ODF status of Twenty Six(26) Urban Local Bodies in the District of North 24 Parganas.

The methodology of validation works to be adopted, the time frame of completion of the work, fees payable and other relevant terms and conditions including milestones of payment of fees shall be decided and fixed up by the District Magistrate, North 24 Parganas. Hijli Inspiration should get in touch with the District Administration and take up the work forthwith after observance of necessary formalities with the office of the District Magistrate, North 24 Parganas.

This Order issues with the approval of Secretary, Department of Municipal Affairs, Government of West Bengal.

M. N. Pradhan

Director, SUDA &amp; State Mission Director, SBM(U)





District Water & Sanitation Cell  
Swachh Bharat Mission (Gramin)  
NORTH 24 PARGANAS ZILLA PARISHAD



জেলা জল ও স্বাস্থ্যবিধান শাখা  
স্বচ্ছ ভারত মিশন (গ্রামীন)  
উত্তর ২৪ পরগনা জেলা পরিষদ



Memo No. 396 / MNB (NZP)

Dated 30/08/2016

To,  
The Director  
State Urban Development Agency (SUDA), West Bengal  
ILGUS Bhaban, Sector- III  
Block – HC, Kolkata – 700106

Sub: Engagement of Third Party for verification of ODF status in connection with  
Mission Nirmal Bangla (Urban) in the district of North 24 Parganas.  
Ref: Your Memo No. SUDA-132/2016/1261(3) dated 11.08.2016

Sir,

With reference to the subject cited above, I am to inform you that Hijli Inspiration may be engaged for Third Party verification as per your Memo No. SUDA-132/2016/1261(3) dated 11.08.2016, with respect to verification of ODF status in respect of Bidhannagar Municipal Corporation and all the Municipalities in our district.


In this connection, it is also mentioned that Hijli Inspiration has already been engaged by the department of Panchayat & Rural Development, Government of West Bengal, in connection with Third party verification of ODF status in respect of rural areas of our district.

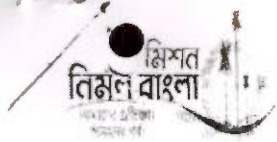
You are, therefore requested to accord permission in this regard at the earliest.

Thanking you,

Yours faithfully,

Encl: Draft terms and Conditions.

  
District Magistrate  
North 24 Parganas  
&  
Executive Officer  
North 24 Parganas Zilla Parishad



District Water & Sanitation Cell  
Swachh Bharat Mission (Gramin)  
NORTH 24 PARGANAS ZILLA PARISHAD



জেলা জল ও স্বাস্থ্যবিদ্যা শাখা  
স্বচ্ছ ভারত মিশন (গ্রামীন)  
উত্তর ২৪ পরগনা জেলা পরিষদ

45



Condition of 3<sup>rd</sup> party Observations:

- The collection of data will be based on physical observation by the third party assessors.
- The questionnaire to facilitate data collection will be created by the third party in conjunction with Ministry of Urban Development.
- The survey assessors will use IT enabled devices to record their observations and findings along with photographs.
- The third party will systematically collect photos as evidence for field observations ensuring that the location, date and time are tagged on all the pictures.
- For the assessment, cities will be classified based on population as below. Based upon the size of the city, it will be divided into 2 or 4 zones.
- For larger cities (greater than 5 lakh population) the city will be divided into 4 zones – North, South, East and West.
- For smaller cities (lesser than 5 lakh population) the city will be divided into 2 zones – North and South.
- All locations will be finalized based on the third party's discussion with the ULBs.

Location Type	No. of location per zone	No. of location per city (5 lakh +)	No. of location per city (<5 lakh)
Slum	1	4	2
School	1	4	2
Public Area (Main Market, Religious Area)	1	4	2
Residential Area	1	4	2
Bus Station/ Railway Station	1 per city	1	1
Total	5	17	9

## রাজ্য নগর উন্নয়ন সংস্থা

## STATE URBAN DEVELOPMENT AGENCY

“ইলগাস ভবন”, এইচ-সি ব্লক, সেক্টর-৩, বিধাননগর, কলকাতা-৭০০ ১০৬, পশ্চিমবঙ্গ  
 “ILGUS BHAVAN”, H-C Block, Sector - III, Bidhannagar, Kolkata - 700 106, West Bengal

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SUDA-132/2016/1374

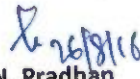
26.08.2016

**ORDER**

In terms of the procedure and protocol for ODF declaration in Urban Local Bodies under Swachh Bharat Mission (Urban) laid down by the Ministry of Urban Development, Government of India vide their D.O. Nos. Z-11021/04/2016-SBM-II dated 02.03.2016 and Z-11021/04/2016-SBM-II dated 16.03.2016, and as proposed by Additional District Magistrate, Hooghly and Additional Executive Officer, Hooghly Zilla Parishad vide memo no.845/HZP dated 26.08.2016, Hijli Inspiration, GC-1, 2<sup>nd</sup> Floor, Sector - III, Salt Lake City, Kolkata-700 106 is hereby engaged as Third Party Agency for verification and validation of ODF status of thirteen (13) Urban Local Bodies in the District of Hooghly.

The methodology of validation works to be adopted, the time frame of completion of the work, fees payable and other relevant terms and conditions including milestones of payment of fees shall be decided and fixed up by the District Magistrate, Hooghly. Hijli Inspiration should get in touch with the District Administration and take up the work forthwith after observance of necessary formalities with the office of the District Magistrate, Hooghly.

This Order issues with the approval of Secretary, Department of Municipal Affairs, Government of West Bengal.

  
 M. N. Pradhan

Director, SUDA & State Mission Director, SBM(U)

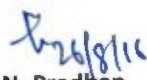
Dt. 26.08.2016

Memo No. SUDA-132/2016/1374/1(4)

Copy forwarded for information and necessary action to:

1. District Magistrate, Hooghly with a request to fix up the Terms of Reference for the validation works.
2. Additional Executive Officer, Hooghly Zilla Parishad & Additional District Magistrate, Hooghly.
3. Hijli Inspiration, GC-1, 2<sup>nd</sup> Floor, Sector - III, Salt Lake City, Kolkata-700 106 with a request to kindly get in touch with District Magistrate, Hooghly and take up the assignment immediately.
4. Commissioner / Chairperson,

----- Municipal Corporation /----- Municipality

  
 M. N. Pradhan

Director, SUDA & State Mission Director, SBM(U)

Dt. 26.08.2016

Memo No. SUDA132/2016/1374/2(3)

Copy forwarded for information to :

1. PS to Secretary, Department of Municipal Affairs for kind information of Secretary.
2. Sri D Sarkar, IAS, Commissioner, P&RD Department, Government of West Bengal
3. Sri B. N. Kar, WBCS(Exe), Additional Director, ILGUS and additional Mission Director, SBM(U).

  
 M. N. Pradhan

Director, SUDA & State Mission Director, SBM(U)

দূরভাষ : ২৩৫৮ ৬৪০৩ / ৫৭৬৭, ফ্যাক্স : ২৩৫৮ ৫৮০০

Tel : 2358 6403/5767, Fax : 2358 5800, E-mail : wbsudadir@gmail.com

Account Section : 2358 6408



## রাজ্য নগর উন্নয়ন সংস্থা

## STATE URBAN DEVELOPMENT AGENCY

“ইলগাস ভবন”, এইচ-সি ব্লক, সেক্টর-৩, বিধাননগর, কলকাতা-৭০০ ১০৬, পশ্চিমবঙ্গ

“ILGUS BHAVAN”, H-C Block, Sector - III, Bidhannagar, Kolkata - 700 106, West Bengal

ক্রমিক নং SUDA-132/2016/1374...

তারিখ 26.08.2016.....

**ORDER**

In terms of the procedure and protocol for ODF declaration in Urban Local Bodies under Swachh Bharat Mission (Urban) laid down by the Ministry of Urban Development, Government of India vide their D.O. Nos. Z-11021/04/2016-SBM-II dated 02.03.2016 and Z-11021/04/2016-SBM-II dated 16.03.2016, and as proposed by Additional District Magistrate, Hooghly and Additional Executive Officer, Hooghly Zilla Parishad vide memo no.845/HZP dated 26.08.2016, Hijli Inspiration, GC-1, 2<sup>nd</sup> Floor, Sector - III, Salt Lake City, Kolkata-700 106 is hereby engaged as Third Party Agency for verification and validation of ODF status of thirteen (13) Urban Local Bodies in the District of Hooghly.

The methodology of validation works to be adopted, the time frame of completion of the work, fees payable and other relevant terms and conditions including milestones of payment of fees shall be decided and fixed up by the District Magistrate, Hooghly. Hijli Inspiration should get in touch with the District Administration and take up the work forthwith after observance of necessary formalities with the office of the District Magistrate, Hooghly.

This Order issues with the approval of Secretary, Department of Municipal Affairs, Government of West Bengal.

  
M. N. Pradhan

Director, SUDA &amp; State Mission Director, SBM(U)

42

OFFICE OF THE HOOGHLY ZILLA PARISHAD  
P.O. CHINSURAH :: DIST. HOOGHLY.

Memo No. 845/HZP

Dt. 26.08.16

From : Addl. District Magistrate, Hooghly,  
&  
Addl. Executive Officer,  
Hooghly Zilla Parishad.

To : The Director,  
SUDA & State Mission Director (U),  
"ILGUS Bhavan", HC Block, Sector-iii,  
Bidhannagar, Kolkata - 700 106.

Sir,

As almost all the Corporation/Municipalities of this district have completed all the formalities for achievement of ODF status, so I would like to request you to kindly nominate the Hizli Inspiration for ODF facilitation, verification and certification of the ULBs of this district. The Terms and Conditions for the same may also be sent to this end. This is also mention worthy that the Hizli Inspiration shows their willingness to do the work.

Yours faithfully,



Addl. District Magistrate, Hooghly,  
&  
Addl. Executive Officer,  
Hooghly Zilla Parishad.

27.8.16

Memo No. 845(V)/3/HZP

Dt. 26.08.16

Copy forwarded for information to:-

1. The Secretary, Hooghly Zilla Parishad.
2. The Addl. Deputy Secretary, Hooghly Zilla Parishad.
3. The C.A. to District Magistrate, Hooghly with a request to place the letter to the District Magistrate for his kind perusal.



Addl. District Magistrate, Hooghly,  
&  
Addl. Executive Officer,  
Hooghly Zilla Parishad.

27.8.16

41

Govt. of W.B  
**OFFICE OF THE DISTRICT MAGISTRATE & COLLECTOR HOOGHLY**  
**Chinsurah :: Hooghly**

Memo No.: 226/C

Date : 30/08/16

**From** : The District Magistrate,  
Hooghly.

**To** : The Mission Director, Mission Nirmal Bangla,  
Government of West Bengal,

**Sub: Declaration of District as ODF**


Sir,

I am happy to inform that all the Blocks of Hooghly District have been declared ODF after verification at appropriate levels. I am satisfied that there is no incidence of open defecation in Hooghly District. All the schools and colleges in the district have adequate toilets for the students. The ICDS centers have toilets and adequate no. of the community toilets are installed in different places of public congregation and are being used. System of operation and maintenance of the community toilets have been put in place.

The Urban Local Bodies in the District too adhered to all the parameters of ODF in their respective jurisdiction. The general cleanliness in all the Blocks/Municipalities/MCs within the District has also significantly improved with the introduction of household level management of solid & liquid waste and regular cleanliness of the neighborhoods & surroundings.

In view of the above I request you to take steps to declare the District as ODF District.

Yours sincerely,

  
District Magistrate  
Hooghly

Memo No.: 226/1(2)/C

Date : 30/08/16

Copy forwarded for information to :

- 1) Sri Dibyendu Sarkar, IAS, Commissioner in the P&RD Department, Govt. of W.B.
- 2) The Director, SUDA, Ilgus Bhavan, H-C Block, Sector-III, Bidhannagore, Kolkata – 700 106.

  
District Magistrate  
Hooghly



SUDA-132/2016/

26.08.2016

**ORDER**

In terms of the procedure and protocol for ODF declaration in Urban Local Bodies under Swachh Bharat Mission (Urban) laid down by the Ministry of Urban Development, Government of India vide their D.O. Nos. Z-11021/04/2016-SBM-II dated 02.03.2016 and Z-11021/04/2016-SBM-II dated 16.03.2016, and as proposed by Additional District Magistrate, Hooghly and Additional Executive Officer, Hooghly Zilla Parishad vide memo no.845/HZP dated 26.08.2016, Hijli Inspiration, GC-1, 2<sup>nd</sup> Floor, Sector - III, Salt Lake City, Kolkata-700 106 is hereby engaged as Third Party Agency for verification and validation of ODF status of thirteen (13) Urban Local Bodies in the District of Hooghly.

The methodology of validation works to be adopted, the time frame of completion of the work, fees payable and other relevant terms and conditions including milestones of payment of fees shall be decided and fixed up by the District Magistrate, Hooghly. Hijli Inspiration should get in touch with the District Administration and take up the work forthwith after observance of necessary formalities with the office of the District Magistrate, Hooghly.

This Order issues with the approval of Secretary, Department of Municipal Affairs, Government of West Bengal.

  
**M. N. Pradhan**
**Director, SUDA & State Mission Director, SBM(U)**


Dt. 26.08.2016

Memo No. SUDA-132/2016

Copy forwarded for information and necessary action to:

1. District Magistrate, Hooghly with a request to fix up the Terms of Reference for the validation works.
2. Additional Executive Officer, Hooghly Zilla Parishad & Additional District Magistrate, Hooghly.
3. Hijli Inspiration, GC-1, 2<sup>nd</sup> Floor, Sector - III, Salt Lake City, Kolkata-700 106 with a request to kindly get in touch with District Magistrate, Hooghly and take up the assignment immediately.
4. Commissioner / Chairperson,

----- Municipal Corporation / ----- Municipality

  
**M. N. Pradhan**
**Director, SUDA & State Mission Director, SBM(U)**

Dt. 26.08.2016

Memo No. SUDA132/2016

Copy forwarded for information to :

1. PS to Secretary, Department of Municipal Affairs for kind information of Secretary.
2. Sri D Sarkar, IAS, Commissioner, P&RD Department, Government of West Bengal
3. Sri B. N. Kar, WBCS(Exe), Additional Director, ILGUS and additional Mission Director, SBM(U).

  
**M. N. Pradhan**
**Director, SUDA & State Mission Director, SBM(U)**

(39)

**OFFICE OF THE HOOGHLY ZILLA PARISHAD  
P.O. CHINSURAH :: DIST. HOOGHLY.**

Memo No. 845/HZP

From : Addl. District Magistrate, Hooghly,  
&  
Addl. Executive Officer,  
Hooghly Zilla Parishad.

To : The Director,  
SUDA & State Mission Director (U),  
"ILGUS Bhavan", HC Block, Sector-iii,  
Bidhannagar, Kolkata - 700 106.

Sir,

As almost all the Corporation/Municipalities of this district have completed all the formalities for achievement of ODF status, so I would like to request you to kindly nominate the Hizli Inspiration for ODF facilitation, verification and certification of the ULBs of this district. The Terms and Conditions for the same may also be sent to this end. This is also mention worthy that the Hizli Inspiration shows their willingness to do the work.

Yours faithfully,



Addl. District Magistrate, Hooghly,  
&  
Addl. Executive Officer,  
Hooghly Zilla Parishad.

Memo No. 845(1)/3/HZP

Copy forwarded for information to:-

1. The Secretary, Hooghly Zilla Parishad.
2. The Addl. Deputy Secretary, Hooghly Zilla Parishad.
3. The C.A. to District Magistrate, Hooghly with a request to place the letter to the District Magistrate for his kind perusal.



Addl. District Magistrate, Hooghly,  
&  
Addl. Executive Officer,  
Hooghly Zilla Parishad.

Dt. 26.08.16

Addl. NO (1584)

26/8/16  
TA M. place H.  
appoint  
26/8/16

Dt. 26.08.16

27.8.16

27.8.16

## STATE URBAN DEVELOPMENT AGENCY

“ইলগাস ভবন”, এইচ-সি ব্লক, সেক্টর-৩, বিধাননগর, কলকাতা-৭০০ ১০৬, পশ্চিমবঙ্গ  
 “ILGUS BHAVAN”, H-C Block, Sector - III, Bidhannagar, Kolkata - 700 106, West Bengal

SUDA132/2016 /1328

তারিখ 19.08.2016

ক্রমিক নং .....

ORDER

In terms of the procedure and protocol for ODF declaration in Urban Local Bodies under Swachh Bharat Mission (Urban) laid down by the Ministry of Urban Development, Government of India vide their D.O. Nos. Z-11021/04/2016-SBM-II dated 02.03.2016 and Z-11021/04/2016-SBM-II dated 16.03.2016, and as proposed by District Magistrate, Hooghly vide his memo no.5405/MNB/HZP dated 17.08.2016, Institute of Development Studies, 27/D, DD Block, Sector - I, Salt Lake City, Kolkata-700 064 is hereby engaged as Third Party Agency for verification and validation of ODF status of thirteen (13) Urban Local Bodies in the District of Hooghly.

The methodology of validation works to be adopted, the time frame of completion of the work, fees payable and other relevant terms and conditions including milestones of payment of fees shall be decided and fixed up by the District Magistrate, Hooghly. Institute of Development Studies should get in touch with the District Administration and take up the work forthwith after observance of necessary formalities with the office of the District Magistrate, Hooghly.

This Order issues with the approval of Secretary, Department of Municipal Affairs, Government of West Bengal.

*WT* 19/8/2016  
 M. N. Pradhan, IAS

Director, SUDA & State Mission Director, SBM(U)

Memo No. SUDA132/2016 /1328/1(4)

Dt. 19.08.2016

Copy forwarded for information and necessary action to:

1. The Mayor / Commissioner, Chandannagar Municipal Corporation and The Chairman/ Chairperson,  
 Arambagh, Baidyabati, Bansberia, Bhadreswar, Champdany,  
 Dankuni, Hooghly Chinsurah, Konnagar, Rishra, Serampore,  
 Tarakeswar and Uttarpara Kotrung Municipality

With request to extend  
 necessary co-operation to the  
 Agency

2. District Magistrate, Hooghly with a request to fix up the Terms of Reference etc. for the validation works.
3. Additional Executive Officer, Hooghly Zilla Parishad & Additional District Magistrate, Hooghly
4. Institute of Development Studies, 27/D, DD Block, Sector - I, Salt Lake City, Kolkata-700 064 with a request to kindly get in touch with District Magistrate, Hooghly and take up the assignment immediately.

*WT* 19/8/2016  
 Director, SUDA & State Mission Director, SBM(U)

দূরভাষ : ২৩৫৮ ৬৪০৩ / ৫৭৬৭, ফ্যাক্স : ২৩৫৮ ৫৮০০

Tel : 2358 6403/5767, Fax : 2358 5800, E-mail : wbsudadir@gmail.com

Account Section : 2358 6408



**Government of West Bengal**  
**Panchayats & Rural Development Department**  
**Joint Administrative Building, Floor-9A, Block-HC-7,**  
**Sector- III, Salt Lake City, Kolkata- 106**

Memo No- 3519 (2) - RD/PH&S/S/1S-9/2015

Date: 28 .07.2016

To: Professor Achin Chakraborty, Director & Professor of Economics,  
 Dr. Chandreyee Das, Secretary, Hijli Inspiration

Sub: ODF Facilitation, Verification and Certification of the three districts namely Hooghly,  
 and Purba Medinipur regarding

Ref: 3448 (3)-RD/PH&S/S/1S-9/2015 dated 25.07.2016

Sir/Madam,

This has a reference to your confirmation letter 26<sup>th</sup> July 2016, in response to the above sated communication from this office. This Department is pleased to place an offer in favour of your Institution/organization/agency to conduct State level ODF Facilitation, Verification and Certification of the districts mentioned below for enabling the state government to declare those districts as Open Defecation Free (ODF). The terms and condition and process for ODF Facilitation, Verification and Certification are attached herewith for your ready reference. The same will be followed for conducting above referred activities in addition to the provisions of the attached ToR.

1. For conducting ODF Facilitation, Verification and Certification at Gram Panchayat level the agency/Institution/Organization will receive ₹. 7000/- (Seven Thousand) only per Gram Panchayat.
2. Model questioners or data collection instrument should be developed by the organization independently and share with this Department for finalization.
3. The bill may be raised as per attached ToR of the said work in favour of the Commissioner in the P&RD Department in duplicate for payment
4. Name of the Organization/Agency/Institution engaged by the Department for ODF declaration process.

Sl. No	Name of the Organization/ Agency/Institution	Assigned District
1.	Institute of Development Studies, Kolkata	Hooghly
2.	Hijli Inspiration	Purba Medinipur

You are therefore requested to start the said work immediately in consultation with respective district authorities under intimation to this department.

Thanking you

Yours faithfully,

(D. Sarkar)

Commissioner in the P&RD Department

Date: 28 .07.2016

Memo No- 3519 (2) - RD/PH&S/S/1S-9/2015

Copy forwarded for kind information and request to extend necessary cooperation to the Institution to

1. District Magistrate, Hooghly, Purba Medinipur
2. Additional Executive Officer Hooghly, & Purba Medinipur Zilla Parishad

(D. Sarkar)

Commissioner in the P&RD Department

35

Government of West Bengal  
Panchayats & Rural Development Department  
Joint Administrative Building, Floor-9A, Block-HC-7,  
Sector- III, Salt Lake City, Kolkata- 106

Memo No-3539- RD/PH&S/S/1S-9/2015

Date: 29 .07.2016

To: Dr. Chandreyee Das,  
Secretary, Hijli Inspiration

**Sub: ODF Facilitation, Verification and Certification of the district namely North 24 Parganas regarding**

Ref: 3448 (3)-RD/PH&S/S/1S-9/2015 dated 25.07.2016

Madam,

This has a reference to your confirmation letter 26<sup>th</sup> July 2016, in response to the above sated communication from this office. This Department is pleased to place an offer in favour of your Institution/organization/agency to conduct State level ODF Facilitation, Verification and Certification of the districts mentioned below for enabling the state government to declare this district as Open Defecation Free (ODF). The terms and condition and process for ODF Facilitation, Verification and Certification are attached herewith for your ready reference. The same will be followed for conducting above referred activities in addition to the provisions of the attached ToR.

5. For conducting ODF Facilitation, Verification and Certification at Gram Panchayat level the agency/Institution/Organization will receive ₹. 7000/- (Seven Thousand) only per Gram Panchayat.
6. Model questioners or data collection instrument should be developed by the organization independently and share with this Department for finalization.
7. The bill may be raised as per attached ToR of the said work in favour of the Commissioner in the P&RD Department in duplicate for payment
8. Name of the Organization/Agency/Institution engaged by the Department for ODF declaration process.

Sl. No	Name of the Organization/ Agency/Institution	Assigned District
1	Hijli Inspiration	North 24 Parganas

You are therefore requested to start the said work immediately in consultation with respective district authorities under intimation to this department.

Thanking you

Yours faithfully,

*Sd/-*  
(D. Sarkar)

Commissioner in the P&RD Department

Date: 29 .07.2016

Memo No-3539/ 1/(2) - RD/PH&S/S/1S-9/2015

Copy forwarded for kind information and request to extend necessary cooperation to the Institution to

1. District Magistrate, North 24 Parganas
2. Additional Executive Officer North 24 Parganas Zilla Parishad

*(D. Sarkar)*

Commissioner in the P&RD Department

## **ToR for ODF Facilitation, Verification and Certification by the State level facilitative agencies**

### **Introduction:**

On 2<sup>nd</sup> October, 2014 the Government of India restructured the erstwhile Nirmal Bharat Abhiyan (NBA) as Swachha Bharat Mission (Gramin) SBM (G) with the mandate of making the country Open Defecation Free (ODF) by 2<sup>nd</sup> October 2019. Government of West Bengal had already started its journey towards achieving ODF status for the rural areas of the State since the World Toilet Day celebration on 19<sup>th</sup> of November, 2013. After the launch of the Swachh Bharat Mission by the Government of India, the State Government decided to converge its efforts with the new restructured programme towards realizing a common objective of achieving ODF and to make a cleaner environment & surroundings under the State brand name of "Mission Nirmal Bangla".

In the year 2014-15 and 2015-16 the State remained one of the frontrunners in terms of achievement. Many districts are also progressing very well. Divergent approaches have been adopted by the districts to meet the overall target of 100% access, usage & sustainability of behavior change. Besides issuing the operating guidelines for Mission Nirmal Bangla delineated the procedure for declaration, verification and certification of ODF status in individual district.

Hooghly, North 24-Parganas, Purba Midnapur districts are targeted to be declared as ODF district by September, 2016. It is felt that a concerted effort ensuring completion of all the required steps before such declaration may be done immediately. In this circumstance, Panchayats & Rural Development Department, Government of West Bengal intends to conduct an ODF Facilitation, Verification and Certification activities by the State level facilitative agencies for the mentioned three districts in a systematic and scientific manner.

### **Objectives:**

To ensure all the villages in all the Gram Panchayats of the focus districts are Open Defecation Free (ODF) with

- All the households having access to sanitation facilities at the household/ community level
- All the members of all the households are using the toilets, every time all the days
- There are no visible sign of open defecation in the villages

### **Process:**

The state level agencies will

- ❖ visit each and every village in the identified district,
- ❖ interact with the villagers,
- ❖ identify the villages in relation to their status of access to and usage of toilets
- ❖ mark the villages as Red, Yellow and Green
- ❖ provide feedback to the local administration including the district and state on the status and measures required to transform all the red and yellow villages into green
- ❖ provide facilitative support to the local functionaries in spearheading intensive behaviour change communication to ensure access to and usage of toilets by all the households and members
- ❖ Finally, after taking repeated rounds of field visit and follow up, certify individual villages and Gram Panchayats as ODF





#### **Roles and Functions of the Agency**

1. Develop and prepare all the data collection instruments, checklists, format, and tabulation plan and finalize it in consultation with Department.
2. Undertake the activities with follow the mentioned process in the district.
3. Cross/back check of data.
4. Prepare all reports time to time and share with the local administration including the district and state
5. Submit 2 (Two) hard copies of the final report and 2 compact disks.
6. Submit periodic progress reports to the Department.
7. Share the work plan and time schedule with the Department before claiming the mobilization advance amount.
8. The Agency will ensure that their contact details (email, postal, Telefax, mobile) of contact person and field supervisor may be kept updated at all times and apprised to the Department.
9. Verification of process documentation at each level

#### **Timeline:**

The process will be initiated on 28 July 2016. Initially the focus will be on visiting each village, takings of the situation, identifying households in red, yellow, green categories, provide feedback to the local functionaries on the status and the action required, provide facilitative support in intensive behavior change communication activities. This phase may be complete by 28 August 2016. Thereafter, during repeat visit the households marked as yellow and red will be taken up for follow up and confirmation will be received from the households to the effect that those are in the intervening period transformed into green. This process has to be completed within 25 September 2016 by which day we need an interim report specifying the Gram Panchayats certified as ODF. The final qualitative report, however, may be submitted by 20 October 2016.

#### **Payment Procedure:**

Payment for the ODF Facilitation, Verification and Certification activities will be made in three instalments.

- First instalment 30% of the total fee will be paid as mobilization advance.
- Second instalment 50% of the total fee will be paid on completion of work in all and on submission of First report in prescribed format.
- Final instalment 20% of the total fee will be paid on submission of Final report in prescribed format with evidence based documentation within stipulated time.

#### **Dispute**

The decision of the Principal Secretary, Panchayats and Rural Development Department, Government of West Bengal shall be final and binding.

#### **Service to be provided by the client**

The Department would advise/write to the District authority for rendering necessary assistance for undertaking the work.



### Format

#### Interim Report Format from Rapid Appraisal:

Block	GP	Village	No. of HHs (as per Census)	Status				Najardari Committee/ Monitoring Committee (Y/N)	Status of ODF Protocol Documentation	Remark/ Recommendations	Color*			
				HHs		Institutional						Visibility of OD (if YES, specify location)	Existence	Functional
				Access	Usage	Access	Usage							

(\* Less than 100% Access - RED,  
100% Access but Less than 100% Usage and visibility of OD - YELLOW,  
100% Access & Usage - GREEN)

#### Second Interim Report:

Block	GP	Village	ODF Status		Remark/ Recommendations
			As on 22 <sup>nd</sup> August	As on 22 <sup>nd</sup> September	

#### Final Report:

1. Cover Page,
2. Content,
3. Executive Summary,
4. Introduction, Objective & Methodology,
5. Socio-demographic & Economic Profile,
6. Block-wise ODF Status: Color coded table, analysis (process & status)
7. ODF Process Documentation, Innovative approaches & Case studies (if any)
8. Conclusion

OFFICE OF THE HOOGHLY ZILLA PARISHAD  
P.O.CHINSURAH::DIST. HOOGHLY

Memo No. 5405/119/MNB/H2P

Date : 17.8.16

From : The District Magistrate,  
Hooghly

To : The Director  
SUDA & State Mission Director (U),  
"ILGUS Bhavan", HC Block, Sector-III,  
Bidhannagar, Kolkata-700106


Sub: Validation of ODF status of ULBs in the District of Hooghly.  
Ref: His Memo No. 132/2016 dt.11/08/2016

Sir,

As it was communicated earlier vide this office letter No. 746/H2P dt. 13/08/2016 that the agency already engaged in validation of ODF status in rural Hooghly i.e Institute of Development Studies, Kolkata, had denied to take up the exercise of validation of ODF in respect of the ULBs of this District.

However, of late they have agreed to take up the validation task at the ULBs on the similar terms & conditions. Hence, you are requested to take necessary initiative to engage this Institution for the proposed work, so that this validation task may be initiated in the ULB areas on & from 22/08/2016.

Your immediate intervention is requested in this regard.


  
District Magistrate,  
Hooghly

Memo No. 5405/119/MNB/H2P

Date : 17.8.16

Copy forwarded for information to :-

- 1) The Commissioner, MGNREGA & Special Secretary to the govt. of W.B, P & RD Deptt., Salt Lake, Kolkata.
- 2) The C.A to Sabhadhipati, Hooghly ZP with a request to place it before the Sabhadhipati.
- 3) The C.A to A.E.O, Hooghly ZP with a request to place it before the A.E.O.

  
District Magistrate,  
Hooghly



30



Manindra Nath Pradhan <wbsudadir@gmail.com>

## Draft letter addressed to DM, Hooghly regarding ODF validation

Onkar Singh Meena <meenaonkar@gmail.com>

Wed, Aug 17, 2016 at 9:31 PM

To: Director SUDA <wbsudadir@gmail.com>

Spoke to DM. He wants work orders from SUDA for existing agency working in Hooghly. He will recommend the agency along with terms and references. Approval to be given by SUDA

Onkar Singh Meena

[Quoted text hidden]

urgent  
Add. NO (SOM)  
TA  
A draft order is  
as discussed  
19/8/16

OFFICE OF THE HOOGHLY ZILLA PARISHAD  
P.O.CHINSURAH::DIST. HOOGHLY

Memo No. 5405/1(3)/MNB/HZP

Date: 17.8.16

From : The District Magistrate,  
Hooghly

To : The Director  
SUDA & State Mission Director (U),  
"ILGUS Bhavan", HC Block, Sector-III,  
Bidhannagar, Kolkata-700106

See my (Houn)  
TX

2/8/16

Sub: Validation of ODF status of ULBs in the District of Hooghly.  
Ref: His Memo No. 132/2016 dt.11/08/2016

Sir,

As it was communicated earlier vide this office letter No. 746/HZP dt. 13/08/2016 that the agency already engaged in validation of ODF status in rural Hooghly i.e Institute of Development Studies, Kolkata, had denied to take up the exercise of validation of ODF in respect of the ULBs of this District.

However, of late they have agreed to take up the validation task at the ULBs on the similar terms & conditions. Hence, you are requested to take necessary initiative to engage this Institution for the proposed work, so that this validation task may be initiated in the ULB areas on & from 22/08/2016.

Your immediate intervention is requested in this regard.

District Magistrate,  
Hooghly

Memo No. 5405/1(3)/MNB/HZP  
Copy forwarded for information to :-

Date: 17.8.16

- 1) The Commissioner, MGNREGA & Special Secretary to the govt. of W.B, P & RD Deptt., Salt Lake, Kolkata.
- 2) The C.A to Sabhadhipati, Hooghly ZP with a request to place it before the Sabhadhipati.
- 3) The C.A to A.E.O, Hooghly ZP with a request to place it before the A.E.O.

District Magistrate,  
Hooghly

**DRAFT**

SUDA-

.08.2016

From : Director, SUDA &  
State Mission Director, SBM (U)

To : The District Magistrate Hooghly &  
Executive Officer,  
Hooghly Zilla Parishad

**Sub : Engagement of a Third Party Validation Agency in connection with Declaration of ULBs of Hooghly District as ODF**

Ref. : 1) This office No. SUDA- 132/2016/261 dated 11.08.2016 &

2) Memo No.746/HZP dated 13.08.2016 from Additional Executive Officer, Hooghly Zilla Parishad & Additional District Magistrate, Hooghly

Sir,

Kindly Refer to the above memo under reference No.1 regarding validation of ODF status of ULBs in the District of Hooghly prioritised for ODF declaration wherein it was requested to deploy the agency/ agencies engaged in the rural areas for ODF validation in the ULBs. Further vide memo under reference No.2 above from AEO, Zilla Parishad & ADM, Hooghly it has been stated that the District administration approached the Director, Institute of Development Studies, Kolkata, who has been engaged by the P&RD Deptt. for verification, validation and certification of ODF claim of the District in respect of Rural areas, for holding inspection and validation of the ODF claim of the ULBs of the District from 21.08.2016 onwards, but, the Director of the said Research wing had verbally denied to take up the proposed work due to want of adequate manpower and scarcity of time. It has been further requested to deploy suitable agency from this end for taking up the third party inspection and validation of the ODF claim of the ULBs.

The matter has been further reviewed from this end and it has been decided to authorise District Magistrate, Hooghly to deploy a suitable agency / agencies either from agencies engaged by the P&RD Department or any other suitable agency for third party validation and declaration of ULBs of Hooghly District as ODF.

Accordingly, I am directed to request you to deploy suitable agency/ agencies for the above mentioned purpose at the earliest and take up the validation work. Necessary fund for the said purpose will be provided from this end under SBM (Urban).

Yours faithfully,

Director, SUDA



SUDA-

.08.2016

Copy for information to :

1. P.S to Secretary, M.A.Department for kind information of Secretary
2. Shri D.Sarkar, IAS, Commissioner, P&RD Department, Govt. of West Bengal
3. Additional Executive Officer, Hooghly Zilla Parishad and ADM, Hooghly

Director, SUDA

**OFFICE OF THE HOOGHLY ZILLA PARISHAD  
CHINSURAH :: HOOGHLY**

Memo No. : 746/ HZP

Date : 13.08.2016

**From : The Additional Executive Officer,  
Hooghly Zilla Parishad &  
Additional District Magistrate, Hooghly.**

**To : The Director,  
SUDA & State Mission Director (U),  
"ILGUS Bhavan", HC Block, Sector-III,  
Bidhannagar, Kolkata-700106.**

**Sub.:- Verification of ODF Status of ULBs in the District of Hooghly.  
Ref. :- SUDA/132/2016 dated 11.08.2016.**


Sir,

In compliance with your proposal contained in the aforesaid memo quoted under reference, we approached the Director, Institute of Development Studies, Kolkata, who has been engaged by the P&RD Deptt. for verification, validation and certification of ODF claim of the District in respect of Rural areas, for holding inspection and validation of the ODF claim of the ULBs of the District from 21.08.2016 onwards, but, the Director of the said Research wing had verbally denied to take up the proposed work due to want of adequate manpower and scarcity of time.

As such, you are requested to immediately deploy a suitable Agency for taking up the Third Party inspection and validation of the ODF claim of the ULBs since we are likely to complete all formalities as enunciated in the protocol issued by the Ministry of Urban Development, Govt. of India by 20.08.2016. Also, there may be a clash of interest if the District itself deploys any Agency for the verification of the ODF status on behalf of the State.

So, your immediate intervention is requested in this regard.

Yours faithfully,


  
**Additional Executive Officer, 13.8.16  
Hooghly Zilla Parishad &  
Additional District Magistrate, Hooghly**

**Memo No. 746 /1(4)/HZP**

**Date : 13.08.2016**

Copy forwarded for information to the :-

- 1) The Commissioner, MGNREGA & Special Secretary to the Govt. of West Bengal, P&RD Deptt., Salt Lake, Kolkata.
- 2) The Secretary, Hooghly Zilla Parishad.
- 3) The C.A. to Sabhadhipati, Hooghly ZP with a request to place it before the Sabhadhipati, Hooghly Zilla Parishad.
- 4) C.A. to District Magistrate, Hooghly with a request to place it before the District Magistrate, Hooghly.

  
**Additional Executive Officer, 13.8.16  
Hooghly Zilla Parishad &  
Additional District Magistrate, Hooghly**



## রাজ্য নগর উন্নয়ন সংস্থা

## STATE URBAN DEVELOPMENT AGENCY

“ইলগাস ভবন”, এইচ-সি ব্লক, সেক্টর-৩, বিধাননগর, কলকাতা-৭০০ ১০৬, পশ্চিমবঙ্গ  
 “ILGUS BHAVAN”, H-C Block, Sector - III, Bidhannagar, Kolkata - 700 106, West Bengal

ক্রমিক নং SUDA-132/2016/ 1261

তারিখ 11.08.2016

From : Director, SUDA &  
 State Mission Director (U)

To : District Magistrate,  
 Notrh 24 Parganas / Hooghly / Purba Medinipur District

Sub : Validation of Open Defecation Free (ODF) Status of ULBs in the Districts prioritised for ODF declaration.

Madam / Sir,

It may kindly be recalled that the Districts of Notrh 24 Parganas , Hooghly and Purba Medinipur have been taken up for ODF declaration on priority basis in respect of the ULBs in the said Districts under SBM(U) in convergence with Mission Nirmal Bangla which is taking care of the rural areas.

Funds have been released for construction of IHHLs and field level implementation are reportedly in progress.

Now, as per the protocol issued by Ministry of Urban Development , Government of India for declaration of a city as ODF, after completion of construction of required number of toilets the ODF status of the town is required to be validated by a “Third Party” through inspection. In this respect you may recall the discussion held on 12.07.2016 at Panchayet and Rural Development Department in presence of Principal Secretary, P&RD Department and Secretary, Municipal Affairs Department and also the concerned District Magistrates. It was agreed that the Agency/Agencies engaged by the District Administration for validation of ODF status in Panchayet units may be engaged for validation of ODF status in the ULBs as well.

I am, accordingly directed to request you to kindly deploy the Agency/Agencies engaged in the rural areas for ODF validation in the ULBs. The cost of validation may be borne out of the fund already allotted to you under IEC activities. Further funds if needed will be provided under Capacity Building and A&OE head in due course.

Copies of D.O. No. Z-11021/04/2016-SBM-II dt.16.03.2016, D.O. No. Z-11021/04/2016-SBM-II dt.02.03.2016 and a ready-reckoner for ULBs received from Gol are enclosed herewith for ready reference.

Yours faithfully,

— Encl: As stated

*[Signature]*  
 Director, SUDA &  
 State Mission Director (U)

দূরভাষ : ২৩৫৮ ৬৪০৩ / ৫৭৬৭, ফ্যাক্স : ২৩৫৮ ৫৮০০

Tel : 2358 6403/5767, Fax : 2358 5800, E-mail : wbsudadir@gmail.com

Account Section : 2358 6408



## রাজ্য নগর উন্নয়ন সংস্থা

## STATE URBAN DEVELOPMENT AGENCY

“ইলগাস ভবন”, এইচ-সি ব্লক, সেক্টর-৩, বিধাননগর, কলকাতা-৭০০ ১০৬, পশ্চিমবঙ্গ  
 “ILGUS BHAVAN”, H-C Block, Sector - III, Bidhannagar, Kolkata - 700 106, West Bengal

ক্রমিক নং .....

তারিখ .....

Memo No.SUDA-132/2016/ 126/1(3)

dt.11.08.2016

Copy with a copy of the enclosures forwarded to :

1. Mayor / Chairperson, .....Municipal Corporation/Municipality/N.A.A.  
(All ULBs of Noth 24 Parganas / Hooghly / Purba Medinipur)
2. Sri D. Sarkar, IAS, Commissioner, Panchayet and Rural Development Department,  
Government of West Bengal.
3. Additional District Magistrate / Zila Parishad (Noth 24 Parganas / Hooghly / Purba  
Medinipur District)

*Signature*  
 Director, SUDA &  
 State Mission Director (U)

Memo No.SUDA-132/2016/ 126/1(2)

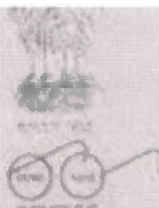
dt.11.08.2016

Copy forwarded to :

1. P.S. to Principal Secretary, Panchayet and Rural Development Department, Government of  
West Bengal.
2. P.S. to Secretary, M.A.Department, Government of West Bengal.

*Signature*  
 Director, SUDA &  
 State Mission Director (U)

**PRAVEEN PRAKASH, IAS**  
Joint Secretary & Mission Director (SBM)  
GOVERNMENT OF INDIA  
MINISTRY OF URBAN DEVELOPMENT



**प्रवीण प्रकाश, आई.ए.एस.**  
संयुक्त सचिव एवं मिशन निदेशक (एस.बी.एम.)  
भारत सरकार  
शहरी विकास विभाग  
2nd March 2016

D.O.No.Z-11021/04/2016-SBM-II

Dear

Subject: Declaring the ward/city as open defecation free.

Many cities/States are requesting Government of India to define the Open Defecation Free Ward/City. It is also observed that different States/Cities are coming up with different definition of Open Defecation. To ensure uniformity across the country, following definition is hereby notified for declaring a ward/city as ODF:-

"A city/ward is notified as ODF city/ward if, at any point of the day, not a single person is found defecating in the open".

2. Necessary conditions to be achieved before declaring the city/ward as open defecation free:-

- (a) All households that have space to construct toilet, have constructed the same.
- (b) All occupants of those households that do not have space to construct toilet, have access to community toilet within a distance of 500 metres.
- (c) All commercial areas have public toilets within a distance of one KM.
- (d) City has a mechanism in place through which they impose fine on the persons who defecate in open.

3. After notification of the city as ODF by the city administration, State should ensure that the claim of the city is verified through third party. The third party protocol will be shared with the cities and States in the next one week by the undersigned.

With regards,

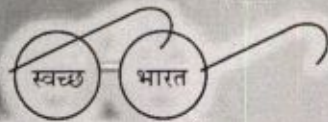
Yours sincerely,

(Praveen Prakash)

To,

Municipal Commissioners of the 75 cities  
Mission Directors of States/UTs  
Secretary, Urban Development of the States/UTs





एक कदम स्वच्छता की ओर

# Declaring your City/Town OPEN DEFECATION FREE

*A ready-reckoner for Urban Local Bodies*



सत्यमेव जयते

Ministry of Urban Development  
Government of India





22

**PRAVEEN PRAKASH, IAS**  
Joint Secretary & Mission Director (SBM)  
GOVERNMENT OF INDIA  
MINISTRY OF URBAN DEVELOPMENT

प्रवीण प्रकाश, आई.ए.एस.  
संयुक्त सचिव एवं मिशन निदेशक (एस.डी.एम.)  
भारत सरकार  
शहरी विकास मंत्रालय

D.O No. Z-11021/04/2016-SBM-II

16th March, 2016

Dear Sir/Madam,

**Subject: Protocol to be followed for declaration of cities/ wards as Open Defecation Free (ODF)**

As you are aware, Government of India is implementing the 'Swachh Bharat Mission' (SBM) with the goal of achieving a Clean India by 2<sup>nd</sup> October, 2019. The success of this to a large extent depends on the 4041 cities in India, and wards therein, achieving the status of being Open Defecation Free (ODF).

2. Following detailed deliberations, a definition for declaring a city/ward as ODF has been issued by the SBM, vide letter of even number dated 2<sup>nd</sup> March 2016. A copy of the same is enclosed, and the definition is reproduced hereunder:

*"A city/ward is notified as ODF city/ward if, at any point of the day, not a single person is found defecating in the open"*

3. Additionally, necessary conditions that are to be achieved before declaring the city/ward as ODF have also been conveyed vide the aforementioned letter.

4. There is felt a need for a protocol to be adopted in order to declare a city/ward as ODF, so that there is uniformity in implementation of the above definition. It has therefore been decided to utilize the following protocol for declaring a particular city/ward as ODF.

- a) All conditions as laid out for ODF city/ward, as outlined in para 2 of the DO letter of even number dated 2<sup>nd</sup> March 2016, have been met by the city/ward.
- b) A declaration has been obtained from all wards of a city, without exception, declaring respective wards as ODF. All wards of a city may make this self-declaration and submit to city municipal administration as per due process. The following sub-declarations are to be obtained by the ward in order to facilitate the above self-declaration:
  - i. Every school in a ward provides self-declaration that all students enrolled in it have access to, and are routinely using toilets at home and at school.
  - ii. Every self-help group active in a ward gives a declaration that all residents of that ward have access to, and are routinely using, toilets at home.
- c) Once all the above declarations have been obtained by the respective city municipal administration, from all wards, the city municipal administration may thereafter pass a preliminary resolution declaring the city to be Open Defecation Free, a suitable public announcement may be made for the same as well.
- d) Following such resolution, public objections/feedback may be invited, with a fifteen day timeline. If no substantial objections are received at the end of this time, a final resolution is adopted by the city municipal administration and the same is communicated to respective state governments.

- e) On receipt of the said communication, the state government may ensure that the claim of the city is verified through an appropriate third party verification process (in a time bound process) before formally according the city status of being ODF.

With regards,

Yours sincerely,



(Praveen Prakash)

To,

Chief Secretaries of all states

Copy to:

1. Municipal Commissioners of 75 cities
2. Mission Directors of all states
3. Secretary/ Principal Secretary, Urban Development, of all States
4. Deputy Secretaries (SBM-U)
5. CPHEEO
6. Section
7. SBM-U Website





## **M. Venkaiah Naidu**

Minister of Urban Development, Housing & Urban Poverty Alleviation

The Swachh Bharat Mission, launched on 2<sup>nd</sup> October 2014, has one of its stated objectives the achievement of Open Defecation Free (ODF) status in all the 4041 Urban Local Bodies (ULBs) in India, by October 2019. This is probably the best tribute the country can pay to the father of our nation, Mahatma Gandhi.

While 5929 wards and 115 cities have already become ODF, 681 cities, 8000 wards, three states (Andhra Pradesh, Kerala and Gujarat) and one UT (Chandigarh) are poised to become ODF by March 2017. Obviously, we still have a long way to go in terms of achieving the goal of an ODF Urban India. As we all appreciate, this would be possible not only through creation of infrastructure (individual, community and public toilets, and urinals), but also through a change in attitude and mindset towards safe and sanitary habits, along with mass scale participation from all stakeholders.

In a bid to step up the pace of ODF achievement, our Ministry is now monitoring outcomes (number of ODF wards and cities) in a focused manner, rather than outputs (numbers of toilets built). In this regard, I am happy to see this manual on Open Defecation Free cities which can be a very useful ready reckoner for all Urban Local Bodies that are working towards their ODF goals. ULBs can follow the guidelines provided in the pages to prepare themselves to declare themselves as ODF, as per the prescribed protocols.

It is my firm belief that this will go a long way in building the capacities of our municipal bodies, in our collective journey towards a "Swachh Bharat" by 2<sup>nd</sup> October 2019.





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## **Background, Objectives & Scope**

### **Background**

India's urban population has sharply increased from 19.9% in 1971 to 31.2% in 2011. This unprecedented growth, along with high economic growth, has resulted in a severe challenge for Urban India, in terms of addressing the incremental infrastructural needs of a fast-growing urban population. One of the major challenges arising out of increased migration of the populace from rural areas to cities and towns in search of an improved quality of life has been the issue of access to sanitary facilities, and the attendant menace of open defecation, especially in areas housing economically weaker sections of society, where OD spots are more likely to be found.



The Swachh Bharat Mission – Urban aims to fulfil the objective of 100% Open Defecation Free status in all 4,041 Urban Local Bodies in the country by October 2019. This will entail providing access to toilet facilities (i.e. construction of sanitary latrines – individual household toilets, community and public toilets). In parallel, it will also entail operation and maintenance of these facilities to maintain their functionality, along with behavior change initiatives through intensive participation of key stakeholders – self-help groups, students and youth, corporate organizations, to ensure that these sanitary facilities are used regularly.

### **Objectives**

The purpose of this manual is to provide a readiness check and guideline for cities and towns that are working towards achieving Open Defecation Free status. Addressing the issue of open defecation from a process as well as outcome point of view, the manual provides a detailed compilation of the ODF protocol laid down by the Ministry of Urban Development (MOUD), and ODF declaration formats from various stakeholders, that wards and cities are required to submit, as part of the ODF declaration process. It also describes the third party declaration process to verify and certify ODF claims by ULBs.

### **Scope**

This ready reckoner can serve as a readiness manual for all Urban Local Bodies to prepare themselves and their concerned stakeholders in achieving Open Defecation Free status and officially declaring the same, following the protocol outlined.

## Definitions and Necessary conditions

### Definition of Open Defecation Free city / ward

A city / ward can be notified/declared as ODF city/ ODF ward if, at any point of the day, not a single person is found defecating in the open.

### Necessary infrastructure and regulatory conditions to be achieved before declaring a city/ ward as Open Defecation Free:

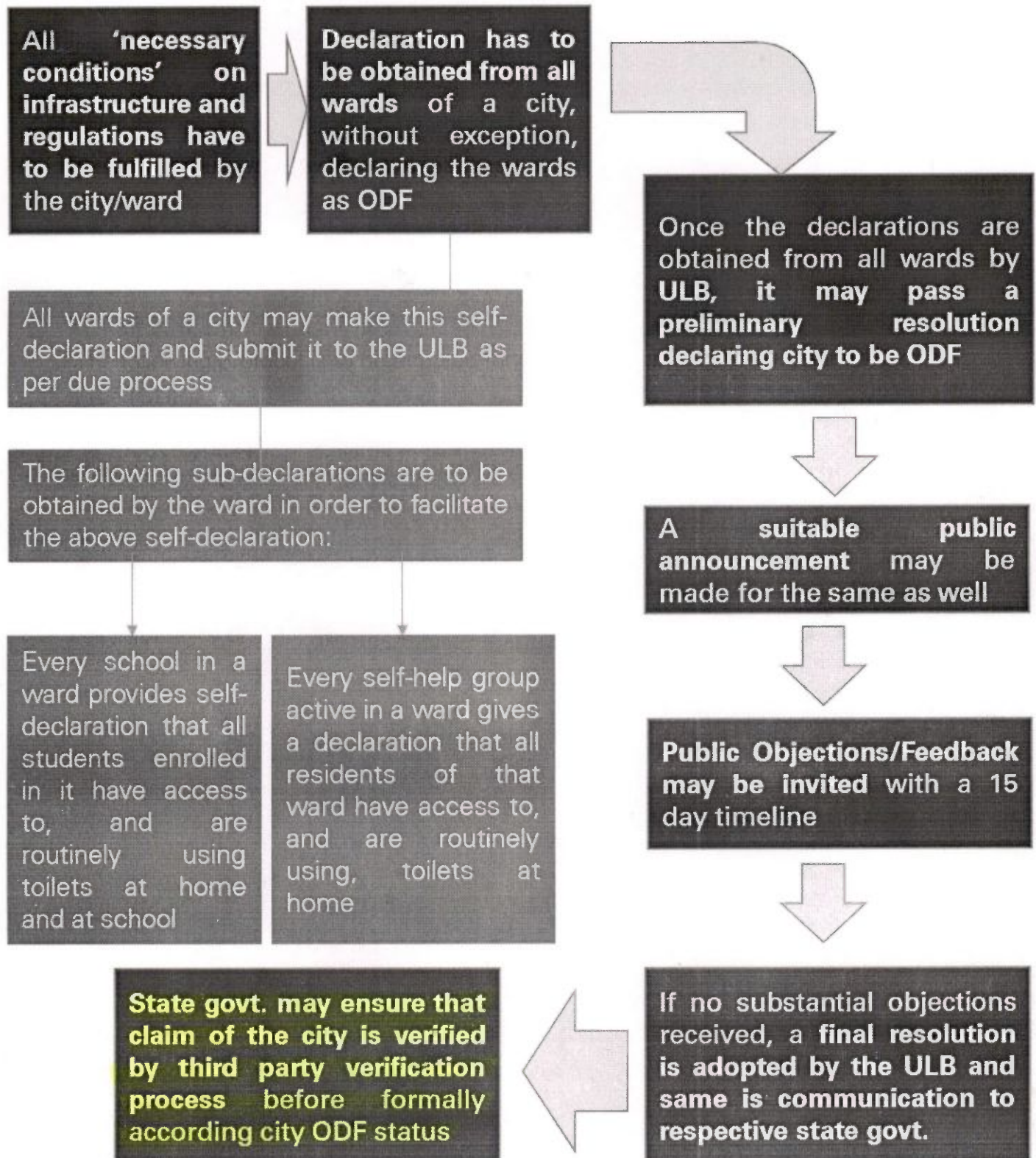
- 1) All households that have space to construct toilet, have constructed one.
- 2) All occupants of those households that do not have space to construct toilet have **access to a community toilet within a distance of 500 meters.**
- 3) All commercial areas have **public toilets within a distance of 1 kilometer.**
- 4) City has a mechanism in place through which fines are imposed fine on people found defecating in the open





## ODF Declaration Protocols

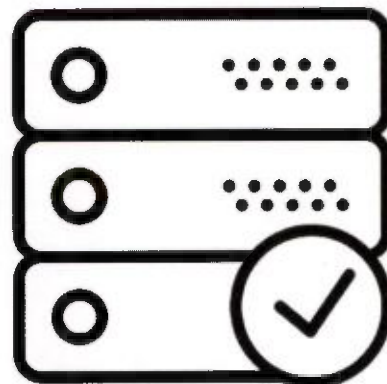
The following protocol is to be adopted for declaring a city / ward as Open Defecation Free (ODF):



The protocol is elaborated below:

- 1) All the '**necessary conditions**' on infrastructure and regulations have to be fulfilled by the city / ward

- 2) Following the fulfilment of (1) above, a declaration has to be obtained from all wards of the city/town, without exception, declaring respective wards as ODF. All wards of a city may make this self-declaration and submit to city municipal administration as per due process. The following



sub-declarations are to be obtained by the ward/s in order to facilitate the above self-declaration:

- i. Every school in a ward provides self-declaration that all students enrolled in it have access to, and are routinely using toilets at home and at school.
  - ii. Every self-help group active in a ward gives a declaration that all residents of that ward have access to, and are routinely using, toilets at home.
- (Formats for the above declarations are provided later in this document)

- b) Once the above declarations have been obtained from all wards by the respective city municipal administration, the city municipal administration may pass a preliminary resolution declaring the city to be Open Defecation Free.
- c) A suitable public announcement may be made for the same as well.
- d) Following such resolution, public objections/feedback may be invited, with a fifteen day timeline. If no substantial objections are received at the end of this time, a final resolution is adopted by the city municipal administration and the same is communicated to respective state governments.
- e) On receipt of the said communication, the state government may ensure that the claim of the city is verified through an appropriate third party verification process (in a time bound process) before formally according the city the status of being ODF.
- f) MOUD will then carry out the "Swachh Certification" process (detailed later in this document), which also needs to be re-certified every six months.



## ODF Declaration Formats

### 1. Format for declaration to be submitted by City / town

I, ..... Mayor / Chairperson of ..... (name of Municipal corporation / municipality / town panchayat) do hereby declare that:

- a) All Chairpersons of ward committees in the city / town have submitted their self-declarations regarding ODF status
- b) Preliminary resolution has been passed declaring the city / town as open defecation free;
- c) Above resolution has been publicly announced, inviting public feedback / objection within 15 days of announcement.
- d) The city has a mechanism in place to impose fines on open defecators
- e) Since no objections have been received within the stipulated time period / since objections and feedback received from the public have been addressed, a final resolution has been adopted by this office regarding ODF status
- f) This final resolution has been communicated to the state government for further verification.
- g) Third party verification process of ODF status has been completed.



Accordingly, ..... (name of city/ town) is hereby declared Open Defecation Free.

MoUD is now requested to carry out the "Swachh Certification" process for ..... (name of city/town).

.....  
(Signature, and Name of Mayor / Chairperson)

Date:

Seal



**2. Format for declaration to be submitted by Ward Councilor**

I, Ward councilor of .....(ward details), under ..... (name of Municipal corporation / municipality / town panchayat) do hereby declare that:

- a) At any point in a day, nobody in the ward is found defecating in the open
- b) All households in the ward that have space to construct toilets, have constructed one
- c) All occupants of households in the ward that do not have space to construct toilets, have access to a community toilet within a distance of 500 meters
- d) All commercial areas in the ward have public toilets within a distance of 1 KM
- e) All primary and secondary schools in the ward have submitted self-declarations to me that all their enrolled students have access to, and are routinely using toilets at home and at school
- f) All self-help groups in the ward have submitted self-declarations to me that all residents of the ward have access to, and are routinely using, toilets at home.



I further declare that I have formally submitted this declaration to the ..... (name of Municipal corporation / municipality / town panchayat) for further necessary action.

.....  
(Signature, and Name of Ward Councilor)

Date:

Seal:

**3. Format for declaration to be submitted by schools**

I do hereby declare that:

- .....school (name of school), in ward no....., under ..... (name of Municipal Corporation / municipality), has ..... numbers of students, and ..... numbers of staff (including teachers).
- The school has sufficient numbers of functional toilets for all students and staff. None of the students or staff go out for defecation or urination while in school.
- Every student in the school, along with their family members, uses a toilet at home / uses a community toilet situated near the neighborhood, for defecation.
- The self-declaration from each of the students and staff are attached herewith (refer Annexures 1 and 2)

.....  
(Signature and Name of Principal / Headmaster / Headmistress of School)

Date:

**Annexure - 1**  
**Format for self-declaration by school students**  
**(to be attached with the school declaration)**

I, ..... (name of student) do hereby declare that neither I nor any of my family members go out for defecation. I declare that my family members and I use a toilet at home / use a community toilet in the neighborhood, for defecation.



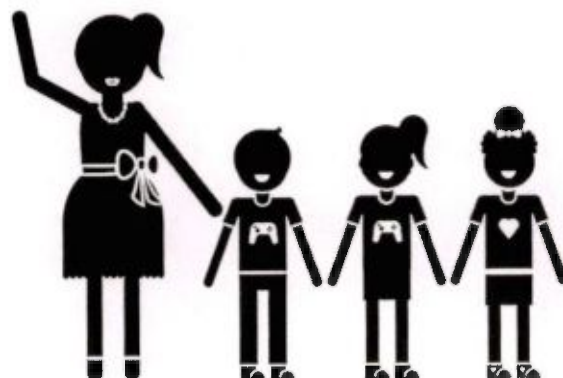
.....  
(Signature and Name of student) / (Signature and name of guardian for students of class nursery – class 4)

Date:



**Annexure - 2**  
**Format for self-declaration by school staff and teachers**  
**(to be attached with the school declaration)**

I, ..... (name of staff or teacher) do hereby declare that neither I nor any of my family members go out for defecation. I declare that my family members and I use a toilet at home / use a community toilet in the neighborhood, for defecation.



.....  
(Signature and Name of staff)

Date:

**4. Format for self-declaration to be submitted by Self-Help Groups**

This is to declare that every member of the Self-Help Group  
..... (Name of Self-help group) in Ward  
number..... of ..... (name of municipal  
corporation, comprising ..... members (number of  
members), whose names are attached as annexure, along  
with their family members, uses a toilet at home / uses a  
community toilet situated near the neighborhood, for  
defecation and urination.



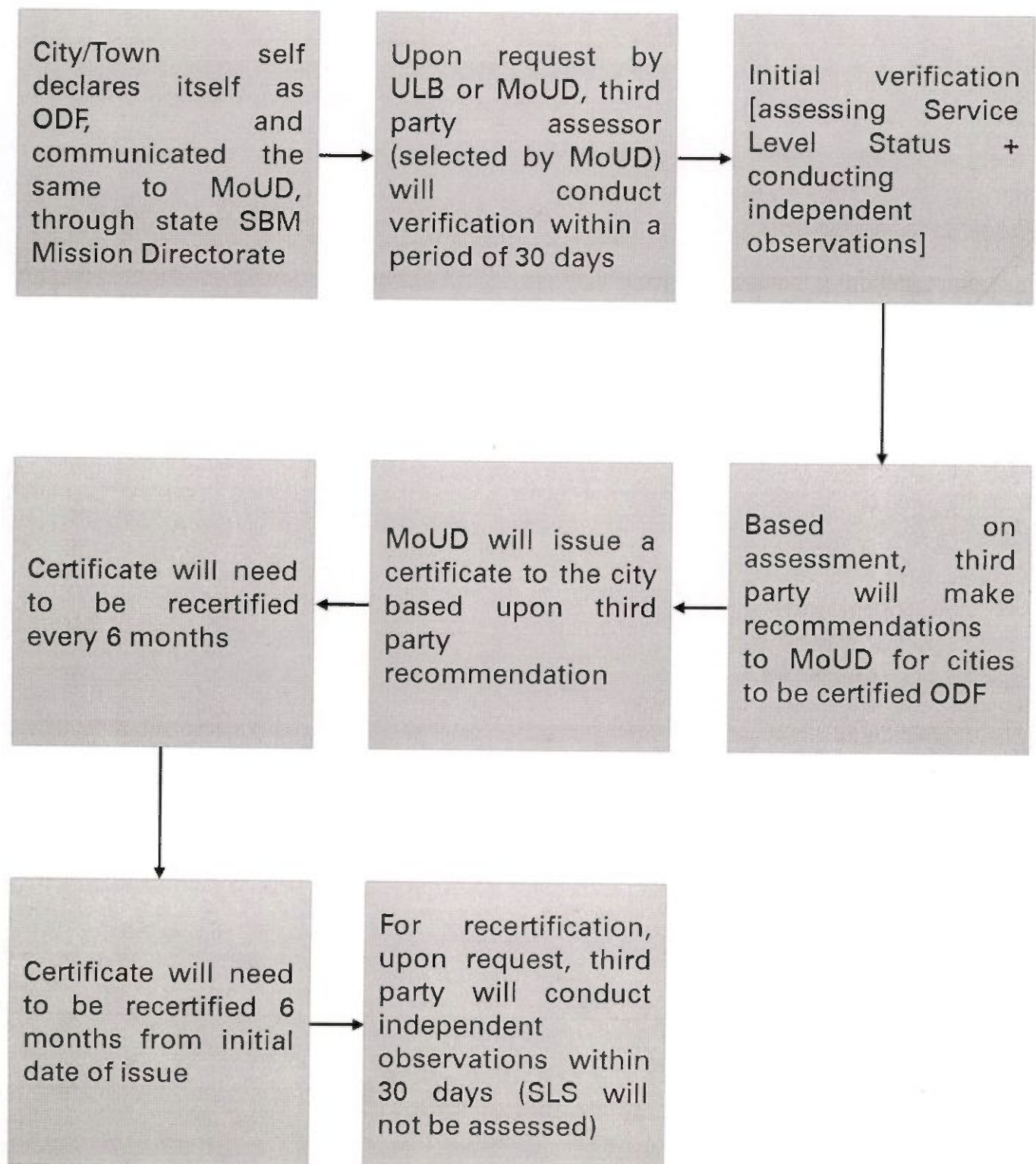
.....  
(Signature OR thumb impression, and Name, of President of the Self-Help Group)

Date:

(Attach list of names of SHG members)

## Swachh Certification for ODF

Once a city has communicated to MoUD the final resolution declaring the city to be ODF, a third party verification process ("**Swachh Certification**") is to be adopted, for the final ODF certification. Subsequently, recertification of ODF will happen at fixed intervals (every six months), so as to ensure that there is no slippage of the ODF status.





### **Protocol to be followed for Swachh Certification for ODF**

The following protocol will need to be followed for receiving the Swachh Certification:

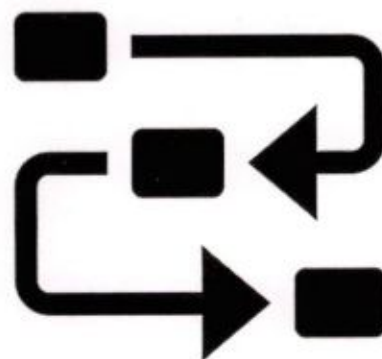
- a. City self-declares itself as "Open Defecation Free" for the first time and communicates the same to MoUD through the state SBM Mission Directorate.
- b. Upon request by ULB or MoUD, a third party (selected by MOUD) will mobilize assessors to conduct the verification within a period of 30 days.
- c. For the initial verification, the third party will assess both Service Level Status as well as conduct Independent Observation.
- d. Based upon the result of the assessment, the third party will make recommendations to MoUD for cities to be certified ODF.
- e. MoUD will subsequently issue a certificate to the city for the same based upon the recommendation of the third party.
- f. The certificate, when issued, will need to be recertified every 6 months.
- g. For recertification, upon receiving request, the third party will conduct independent observation within the city within a period of 30 days.
- h. It is to be noted that Service Level Status will not be re-checked during the re-assessment



### **Methodology for Swachh Certification for ODF**

The verification process will be conducted in two parts:

- i. Service Level Status
  - ii. Independent Observations
- a. **Service Level Status :**
- i. Preliminary data will be collected in advance by a process of self-assessment from municipals as per the defined protocol.
  - ii. Third party assessors will visit ULBs to review the documentation and collect the data systematically ensuring that the process is independent and unbiased.
- b. **Independent Observations :**
- i. The collection of data will be based on physical observation by the third party assessors.



- ii. The questionnaire to facilitate data collection will be created by the third party in conjunction with Ministry of Urban Development.
- iii. The survey assessors will use IT enabled devices to record their observations and findings along with photographs.
- iv. The third party will systematically collect photos as evidence for field observations ensuring that the location, date and time are tagged on all the pictures.
- v. For the assessment, cities will be classified based on population as below. Based upon the size of the city, it will be divided into 2 or 4 zones.
- vi. For larger cities (greater than 5 lakh population) the city will be divided into 4 zones – North, South, East and West.
- vii. For smaller cities (lesser than 5 lakh population) the city will be divided into 2 zones – North and South.
- viii. All locations will be finalized based on the third party's discussion with the ULBs.

Location Type	No. of location per zone	No. of location per city (5 lakh +)	No. of location per city (<5 lakh)
Slum	1	4	2
School	1	4	2
Public Area (Main Market, Religious Area)	1	4	2
Residential Area	1	4	2
Bus Station/ Railway Station	1 per city	1	1
<b>Total</b>	<b>5</b>	<b>17</b>	<b>9</b>





एक कदम स्वच्छता की ओर



सत्यमेव जयते

Ministry of Urban Development  
Government of India

[www.moud.gov.in](http://www.moud.gov.in)  
[www.swachhbharaturban.gov.in](http://www.swachhbharaturban.gov.in)  
[www.swachhbharat.mv.gov.in](http://www.swachhbharat.mv.gov.in)



## রাজ্য নগর উন্নয়ন সংস্থা

## STATE URBAN DEVELOPMENT AGENCY

“ইলগাস ভবন”, এইচ-সি ব্লক, সেক্টর-৩, বিধাননগর, কলকাতা-৭০০ ১০৬, পশ্চিমবঙ্গ  
 “ILGUS BHAVAN”, H-C Block, Sector - III, Bidhannagar, Kolkata - 700 106, West Bengal

ক্রমিক নং .....

তারিখ .....

From : Director, SUDA &  
 State Mission Director (U)

To : District Magistrate,  
 Notrh 24 Parganas / Hooghly / Purba Medinipur District

✓ Copies of D.O. NO. Z-11021 - - - - - dt 16.03.2016,  
 D.O. NO. - - - - - dt 02.03.2016 and a ready  
 reference for ULBs as received from  
 GOI are enclosed herewith for ready  
 reference.

Sub : Validation of Open Defecation Free (ODF) Status of ULBs in the Districts prioritised for ODF declaration.

Madam / Sir,

It may kindly be recalled that the Districts of Notrh 24 Parganas , Hooghly and Purba Medinipur have been taken up for ODF declaration on priority basis in respect of the ULBs in the said Districts under SBM(U) in convergence with Mission Nirmal Bangla which is taking care of the rural areas.

Funds have been released for construction of IHHLs and field level implementation are reportedly in progress.

Now, as per the protocol issued by Ministry of Urban Development , Government of India for declaration of a city as ODF, after completion of construction of required number of toilets the ODF status of the town is required to be validated by a “Third Party” through inspection. In this respect you may recall the discussion held on 12.07.2016 at Panchayet and Rural Development Department in presence of Principal Secretary, P&RD Department and Secretary, Municipal Affairs Department and also the concerned District Magistrates. It was agreed that the Agency/Agencies engaged by the District Administration for validation of ODF status in Panchayet units may be engaged for validation of ODF status in the ULBs as well.

I am, accordingly directed to request you to kindly deploy the Agency/Agencies engaged in the rural areas for ODF validation in the ULBs. The cost of validation may be borne out of the fund already allotted to you under IEC activities. Further funds if needed will be provided under Capacity Building and A&OE head in due course.

✓ Atty of  
 Incl: As stated

Yours faithfully,

Director, SUDA &  
 State Mission Director (U)

দূরভাষ : ২৩৫৮ ৬৪০৩ / ৫৭৬৭, ফ্যাক্স : ২৩৫৮ ৫৮০০

Tel : 2358 6403/5767, Fax : 2358 5800, E-mail : wbsudadir@gmail.com

Account Section : 2358 6408

## রাজ্য নগর উন্নয়ন সংস্থা

## STATE URBAN DEVELOPMENT AGENCY

“ইলগাস ভবন”, এইচ-সি ব্লক, সেক্টর-৩, বিধাননগর, কলকাতা-৭০০ ১০৬, পশ্চিমবঙ্গ

“ILGUS BHAVAN”, H-C Block, Sector - III, Bidhannagar, Kolkata - 700 106, West Bengal

ক্রমিক নং ..... Memo No. ....

dt. .... তারিখ .....

*with a copy of the enclosures*

Copy forwarded to :

1. Mayor / Chairperson, .....Municipal Corporation/Municipality/N.A.A.  
(All ULBs of Notrh 24 Parganas / Hooghly / Purba Medinipur)
2. Sri D. Sarkar, IAS, Commissioner, Panchayet and Rural Development Department,  
Government of West Bengal.
3. Additional District Magistrate / Zila Parishad (Notrh 24 Parganas / Hooghly / Purba  
Medinipur District)

Director, SUDA &  
State Mission Director (U)

Memo No. ....

dt. ....

Copy forwarded to :

1. P.S. to Principal Secretary, Panchyet and Rural Development Department, Government of  
West Bengal.
2. P.S. to Secretary, M.A. Department, Government of West Bengal.

Director, SUDA &  
State Mission Director (U)

Memo No. SUDA132/2016

Dt. 19.08.2016

Copy forwarded for information to :

1. PS to Secretary, Municipal Affairs Department, Government of West Bengal for kind information of Secretary.
2. Sri D Sarkar, IAS Commissioner, P&RD Department, Government of West Bengal.
3. Sri B.N. Kar, WBCS(Exe), Additional Director, ILGUS & Additional Mission Director, SBM(U)

**Director, SUDA & State Mission Director, SBM(U)**