

OFFICE of THE  
**STATE URBAN DEVELOPMENT AGENCY**

ILGUS Bhavan, HC Block, Sector III, Salt Lake City, Kolkata -700106

E- mail: sbm.wbsuda@gmail.com

Memo No. SUDA-313/2015/6875

Date: 01.10.2019

**Revised Request for Proposal (RFP)**

**Notice inviting Request for Proposal (RfP) for ODF Facilitation, Verification and Certification  
of the Urban Local Bodies of West Bengal**

**for Zone-III ULBs**

Request for Proposal (RfP) 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 Verification of the status of sanitation and cleanliness of the Urban Local Bodies through carrying out of extensive house-to-house survey in the 28 (twenty eight) Urban Local Bodies (ULBs) [**Detailed list is placed at Annexure-1**] of 7 (seven) Districts of West Bengal namely, Bankura, Birbhum, Paschim MEDinipur, Purba Medinipur, Paschim Bardhaman, Purba Bardhaman and Hooghly who have achieved the ODF status attaining 90-100% construction of Individual House Hold Latrine (IHHL), Community Toilet and Public Toilet. Organization /Agency/Academic Institutions wishing to undertake the work in the above mentioned ULBs 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 Institutions for “ODF Facilitation, Verification and Certification in identified ULBs” and bearing the name and address of the bidder Organization/Agency/Farm/Academic Institution. The amount quoted in the financial bid should be exclusive of GST. Interested agencies may apply for participation along with the following documents for Technical proposal and rate per ward in financial proposal:

**1. Technical Proposal**

- Covering letter
- Organizational profile alongwith credential – nature of the organization, vision, mission, objective, strategy, operational area, organization structure, expertise, area of work, key achievement
- Office address proof
- Audited Balance Sheet of the organization for the last three years.
- All applicable, requisite and mandatory documents like PAN, GST and TAN.
- Approach & Methodology including work plan and manpower deployment.
- Credentials i.e. experience in undertaking similar nature of work in last 5 yrs.

**2. Financial Proposal**

- Financial Proposal Submission Form (**Placed at Annexure-2**): Geographically the 23 Districts of West Bengal has been divided in to three zones – Zone-I, Zone-II and Zone-III.
- The participating bidders should quote the rate per ward for Zone-III only towards this RfP.

The RfP is to be submitted in the office of the Director, State Urban Development Agency (SUDA), ILGUS Bhawan, Block-HC, Sector- III, Salt Lake City, Kolkata- 700106, **within 1.00 P.M** on **22.10.2019** and the

same will be opened on the same day at 2.00 P.M. The authorized representative of the bidding Agencies may remain present during opening of the bid.

SUDA 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.

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

## **Terms of Reference for the work “Conducting State Level Facilitation, Verification, Certification of ODF Status in ULBs of West Bengal”**

### **Introduction:**

On 2<sup>nd</sup> October 2014, the Government of India launched Swachh Bharat Mission (Urban) [SBM (U)] 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 i.e Mission Nirmal Bangla was constituted under the aegis of the Urban Development & Municipal Affairs Department, Government of West Bengal. Under the Mission’s 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, the focus on sustainable behaviour change, and two, focus on making cities/ towns completely open defecation free (ODF) thereby improving the overall cleanliness of the city/ town.

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 occupants of those households that do not have space to construct toilet have access to a community toilet within a distance of 500 meters.
- ❖ All commercial areas have public toilets within a distance of 1 kilometer.
- ❖ 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
- ❖ There is no visible sign (sight or smell) of open defecation in the cities.
- ❖ Overall cleanliness is maintained in the cities.
- ❖ City has a mechanism in place through which fines are imposed on people found defecating in the open

As the campaign geared up in all the ULBs after launch of the Mission, many ULBs have declared themselves ODF after conducting internal verification following the published City/ Town ODF verification and certification protocol by Ministry of Housing and Urban Affairs, Government of India (placed at **Annexure-3**) 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 ULBs after their self-declaration as ODF. 28 (twenty eight) Urban Local Bodies (ULBs) [**Detailed list is placed at Annexure-1**] of 7 (seven) Districts of West Bengal namely, Bankura, Birbhum, Paschim MEDinipur, Purba Medinipur, Paschim Bardhaman, Purba Bardhaman and Hooghly, who have completed 90-100% construction of Individual House Hold Latrin (IHHL), Community Toilet and Public Toilet are to be covered for verification.

Further, for maintaining cleanliness with hygienic livable condition, State Government has taken several initiative for scientific solid waste management as per Solid Waste Management Rules, 2016 through active cooperation of the ULBs. To achieve the target for scientific solid waste management following steps have been suggested to the ULBs:

- ❖ 100% Door to Door collection of solid waste regularly in segregated manner – Bio-degradable, Non-bio-degradable, Bio-Medical, Hazardous and e-Waste.
- ❖ 100% waste collection from market place, heritage place, river ghats/ banks, water body site, parks

and places of importance.

- ❖ 100% seeping of roads, river ghats and places of importance regularly.
- ❖ No dumping site within 1 K.M. of the river.
- ❖ No garbage vulnerable point beside the rivers/ large water bodies.
- ❖ Installation of screen in the drains discharging water to the river/ large water body and regularly cleaning the solid waste.
- ❖ Regular cleaning and desiltation of sewer and drains.
- ❖ Establishment of material recovery facility for sorting recyclable dry wastes.
- ❖ If required establishment of transfer station.
- ❖ Identification of bulk waste generator and decentralized waste processing unit there.
- ❖ Establishment of bio-degradable waste processing unit.
- ❖ Banning of plastic below 50 micron and its implementation.
- ❖ Organizing rag pickers
- ❖ Capacity building of conservancy staff and rag pickers and providing safety kit to them.
- ❖ Extensive IEC activities for behavioral change communication.

Now, the Mission authority in the Urban Development & Municipal Affairs Department, Government of West Bengal has decided to ascertain the actual status of sanitation (ODF) and overall cleanliness (SWM), in selected ULBs, 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 ULBs. The intending bidders are requested to go through the ODF Protocol for detailed understanding of the objectives, procedure and other details of ODF verification. For this the agency should check the 10% household sample and the vulnerable spots. The application should be android based.

For verification of cleanliness status i.e. SWM status, the agency should check 10% of household sample, places of importance/ heritage places, market places and river ghats/ banks etc.

**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. Physical presence with Office Address at Greater Kolkata is preferable.
- c) Since the job is time bound, the Agency would be required to work within 60 days and in close coordination with the Mission Office in State Urban Development Agency (SUDA).
- 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 ULBs as well as the State Mission Office. The name and contact details of the Coordinator should be given to SUDA before

the actual field work is started.

- e) Since the exercise will cover the selected ULBs 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-

### **3. Technical Proposal**

- Covering letter
- Organizational profile alongwith credential - nature of the organization, vision, mission, objective, strategy, operational area, organization structure, expertise, area of work, key achievement
- Office address proof
- Audited Balance Sheet of the organization for the last three years.
- All applicable, requisite and mandatory documents like PAN, GST and TAN.
- Approach & Methodology including work plan and manpower deployment.
- Credentials i.e. experience in undertaking similar nature of work in last 5 yrs.

#### **1. Financial Proposal**

- Financial Proposal Submission Form (**Placed at Annexure-2**): Geographically the 23 Districts of West Bengal has been divided in to three zones – Zone-I, Zone-II and Zone-III, as detailed in **Annexure-2**.
- The participating bidders should quote the rate per ward for this Zone-III towards this RfP.

### **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.

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

- To develop and prepare all the data collection instruments including questionnaires, checklist for beneficiaries, structured focused group discussion format, and tabulation plan and finalize it in consultation with Department.
- Undertake survey work in the selected ULBs, as per requirement. The ULB allocation to an agency will be decided by SUDA. If required, additional ULBs (who may declared themselves as ODF in near future by way of construction of 90%-100% IHHL/ CT/ PT ) may be allocated to the awarded organizations.
- To interact with SUDA/ ULBs to chalk out a detailed field visit plan for verification.
- To conduct field visit in each of the ward to ascertain sanitation (ODF) and cleanliness (SWM) status (early morning visit and evening visit may be required to get firsthand knowledge of the practice of open defecation or absence of it and conservancy arrangement of ULB for SWM).
- To identify, in discussion with the citizen and local functionaries, traditional Open Defecation sites of the wards and inspect those sites to ascertain whether the sites are still visited by the open defecators or not.
- To identify in discussion with the citizen and local functionaries, the garbage vulnerable points and inspect those sites to ascertain the bad practices.
- To interact with randomly selected citizens (especially the slum dwellers) , 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 citizens regarding use of such facilities by all members of the households at all times of requirement.
- To interact with randomly selected citizens (several economic classes) , visit their houses, inspect solid waste management practices at the household level and ULB level and ascertain through canvassing of questionnaire or group meeting with citizens regarding the practices made as per SWM rules, 2016.
- Provide feedback to the local administration and SUDA about the deficiencies noticed in the wards, if any and suggest specific rectification measures.
- Once the rectifications is reported by the ULB authority, within three weeks from the date of receipt of the first report, make a second visit to the identified ULB and ascertain if the status have finally been achieved.
- Finally, once the agency is satisfied that all the wards of the ULBs have achieved ODF status and actual SWM status has been understood , submit a detailed report to the SUDA on the ODF status of the ULB in 2 hard copies and 3 compact discs.
- The agency will keep SUDA 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 SUDA.

## Methodology for Verification

### Definitions and Necessary conditions for Sanitation (ODF):

#### A. 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.

#### B. 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

### Process:

The Agencies will -

- ❖ Visit each and every ward.
- ❖ interact with the citizens / households
- ❖ Schools/ICDS/SSK/MSK/HS/Madrasha etc. to be visited
- ❖ Vulnerable OD/ SWM spots.
- ❖ Market place, heritage place, river ghats/ banks, water body site, parks and places of importance for SWM.
- ❖ 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 citizens in relation to their status of access to and usage of toilets
- ❖ Mark the wards as Red, Yellow and Green
- ❖ Provide feedback to the ULB and state on the status and measures required to transform all the red and yellow ward into green.
- ❖ After first level verification the agency should facilitate the ULB level consultation meet among Red, and yellow wards.
- ❖ Finally, after taking repeated rounds of field visit and follow up, certify individual wards as ODF
- ❖ Develop and prepare all the data collection instruments, checklists, format, and tabulation plan as per ODF protocol guideline of GoI and finalize it in consultation with SUDA.
- ❖ Undertake the activities taking into consideration the process followed/adopted in the ULB.
- ❖ Cross/back check data.
- ❖ Prepare all reports time to time and share with the ULBs and SUDA.
- ❖ Verification of ODF process documentation at each level
- ❖ Case studies and Photograph

### Methods:

Use of Structured / Semi structured questionnaires.

- ❖ Transact walk in the wards along with citizens/ SHGs for assessment and identify the OD/ Vulnerable waste areas prevailing, if any.

- ❖ Focused Group discussion / Rapid Participatory ODF/ SWM Appraisal.
- ❖ ODF /SWM sites to be visited. (Snowball Method)
- ❖ 10% household sample to be checked for ODF/ SWM status and the application should be android based.
- ❖ Atleast 10% checking in the vulnerable spots, places of importance/ heritage places, market places, river ghat/ banks etc. for OD/SWM verification.
- ❖ Morning visit to be done to see Open Defecation habits of the people and solid waste management practices.
- ❖ Ward 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 **60 (sixty)** 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 citizen initial colour coding, feedback to administration, second verification after any required rectification and submission of interim report is to be completed within **60 (sixty)** 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 ULB authority for rendering necessary assistance for undertaking the work.

**Quoting of rates for the exercise**

- Geographically the 23 Districts of West Bengal has been divided in to three zones – Zone-I, Zone-II and Zone-III.
- The participating bidders should quote the rate per ward for this Zone-III towards this RfP (as per format enclosed at **Annexure-2**).

**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 60 days or final bill payment in the form of a Bank Guarantee or fixed Deposit Receipts in the name of State Urban Development Agency 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 initially 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 - 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.
- **2<sup>nd</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 alongwith a compendium on best practices found in the ULBs in this regard.

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-III

	District	Name of the ULB	No of Wards	Area	Population	Final Target for Construction of IHHL as per Ground Reality	No of IHHL Constrn Completed	% of Constn Completed	Constructed IHHL Photo Upload	% of Photo uploaded	Status
<b>Zone-III</b>											
1	BANKURA	Bishnupur	19	22.01	67792	5315	5100	96	2734	51	ready for ODF certification
	<b>Bankura District Total</b>				<b>67792</b>	<b>5315</b>	<b>5100</b>	<b>96</b>	<b>2734</b>	<b>51</b>	
2	BIRBHUM	Dubrajpur	16	16.84	38027	2491	2336	94	1110	45	ready for ODF certification
3	BIRBHUM	Nalhathi	16	12	41244	3883	3883	100	3521	91	ready for ODF certification
4	BIRBHUM	Rampurhat	18	16.23	57891	1541	1423	92	1423	92	ready for ODF certification
5	BIRBHUM	Sainthia	16	10	44608	1250	1250	100	1253	100	ready for ODF certification
	<b>Birbhum District Total</b>				<b>181770</b>	<b>9165</b>	<b>8892</b>	<b>97</b>	<b>7307</b>	<b>82</b>	
6	PASCHIM MEDINIPUR	Chandrakona	12	16.58	23629	1040	1040	100	695	67	ready for ODF certification
7	PASCHIM MEDINIPUR	Ghatal	17	10.4	54591	700	700	100	648	93	ready for ODF certification
8	PASCHIM MEDINIPUR	Midnapore	25	18.36	169127	3372	3076	91	335	10	ready for ODF certification
9	PASCHIM MEDINIPUR	Ramjibanpur	11	15.83	19611	1172	1172	100	1164	99	ready for ODF certification
	<b>Paschim Medinipur District Total</b>				<b>266958</b>	<b>6284</b>	<b>5988</b>	<b>98</b>	<b>2842</b>	<b>67</b>	
10	PURBA MEDINIPUR	Contai	21	14.25	92212	500	462	92	5	1	State declared ODF
11	PURBA MEDINIPUR	Egra	14	17.21	30148	680	680	100	680	100	ready for ODF+
12	PURBA MEDINIPUR	Haldia	29	109.65	200352	2813	2813	100	1323	47	State declared ODF
13	PURBA MEDINIPUR	Panskura	18	17.04	57904	3398	3398	100	3398	100	State declared ODF
	<b>Purba Medinipur District Total</b>				<b>380616</b>	<b>7391</b>	<b>7353</b>	<b>98</b>	<b>5406</b>	<b>62</b>	
14	Paschim BARDDHAMAN	Durgapur MC	43	154.2	563570	30708	28647	93	6885	22	ready for ODF certification
	<b>Paschim Bardhaman District Total</b>				<b>563570</b>	<b>30708</b>	<b>28647</b>	<b>93</b>	<b>6885</b>	<b>22</b>	
15	Purba BARDDHAMAN	Bardhaman	35	26.3	314265	7666	7666	100	820	11	ready for ODF certification
16	Purba BARDDHAMAN	Dainhat	14	10.42	24391	430	430	100	430	100	ready for ODF certification
17	Purba BARDDHAMAN	Kalna	18	4.55	57066	462	462	100	210	45	State declared ODF
	<b>Purba Bardhaman District Total</b>				<b>395722</b>	<b>8558</b>	<b>8558</b>	<b>100</b>	<b>1460</b>	<b>52</b>	
18	HUGHLI	Arambagh	19	34.75	66175	3901	3566	91	3566	91	ready for ODF re-certification

	District	Name of the ULB	No of Wards	Area	Population	Final Target for Construction of IHHL as per Ground Reality	No of IHHL Constrn Completed	% of Constn Completed	Constructed IHHL Photo Upload	% of Photo uploaded	Status
19	HUGHLI	Baidyabati	23	12.09	121081	632	610	97	367	58	State declared ODF
20	HUGHLI	Chamdany	22	6.59	111251	1765	1765	100	1433	81	ready for ODF+
21	HUGHLI	<b>Chandannagore MC</b>	33	22.03	166867	144	141	98	108	75	State declared ODF
22	HUGHLI	Dankuni	21	19.5	94966	1097	1097	100	1042	95	ready for ODF+
23	HUGHLI	Hooghly Chinsurah	30	17.29	177259	710	652	92	593	84	State declared ODF
24	HUGHLI	Konnagar	20	4.67	76152	47	47	100	41	87	State declared ODF
25	HUGHLI	Rishra	23	6.48	124529	616	616	100	58	9	State declared ODF
26	HUGHLI	Serampore	29	17.6	183339	557	557	100	496	89	State declared ODF
27	HUGHLI	Tarakeswar	15	3.88	30947	810	810	100	690	85	State declared ODF
28	HUGHLI	Uttarpara Kotrung	24	11.71	159413	183	183	100	149	81	State declared ODF
	<b>Hooghly District Total</b>				<b>1311979</b>	<b>10462</b>	<b>10044</b>	<b>98</b>	<b>8543</b>	<b>76</b>	

## Annexure-2

### Price Bid Form for Zone-III

1	Name of Tender	ODF Facilitation, Verification and Certification of the Urban Local Bodies of West Bengal.
2	Tender Ref.	MEMO : SUDA-313/2015/6875 Dated 01.10.2019
3	Name of Tenderer	
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- III 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.





# Declaring your City/Town OPEN DEFECATION FREE

*A ready-reckoner for Urban Local Bodies*



सत्यमेव जयते

Ministry of Urban Development  
Government of India









## **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:

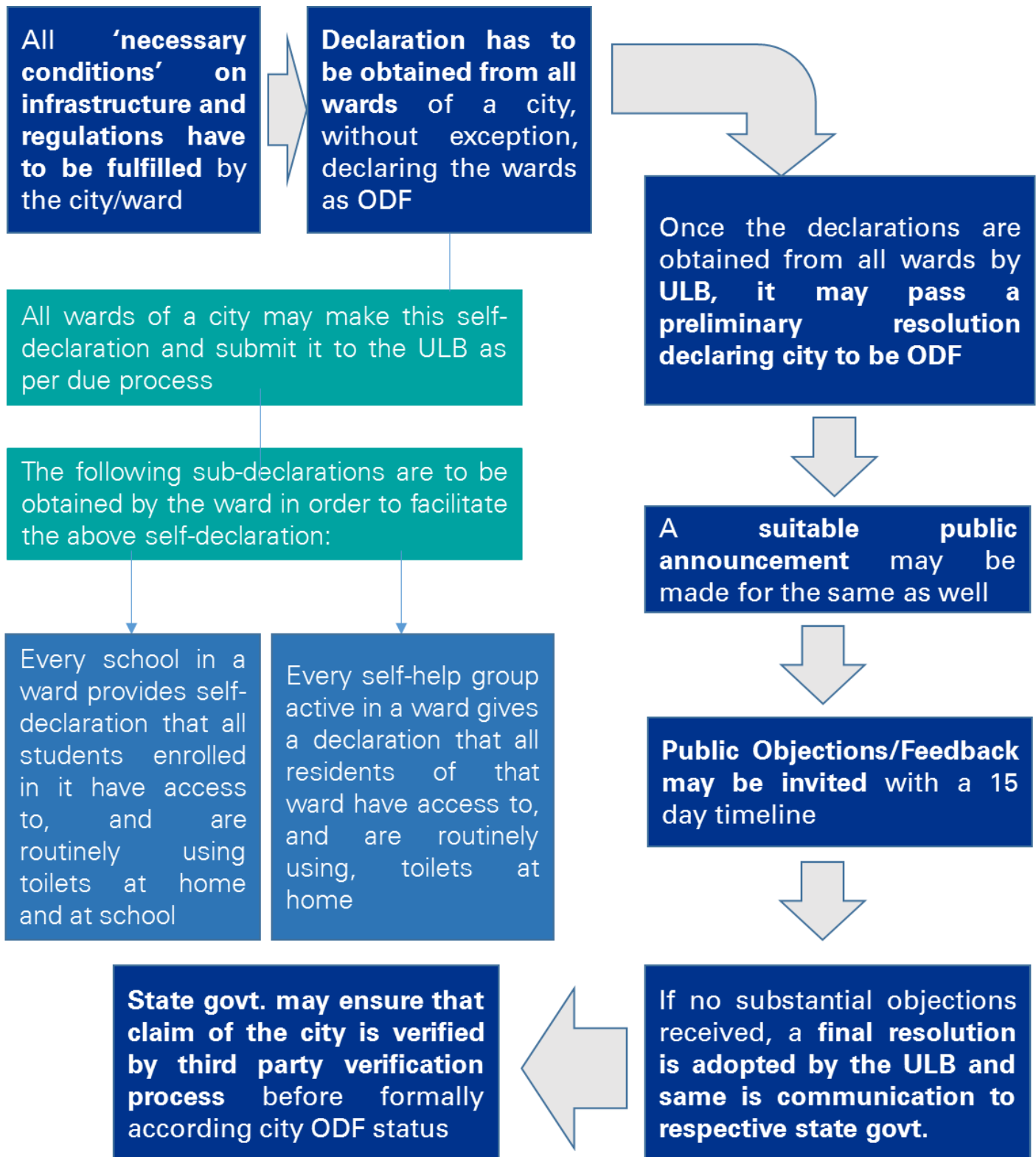
- 1) All households that have space to construct toilet, have constructed one.
- 2) All occupants of those households that do not have space to construct toilet have **access to a community toilet within a distance of 500 meters.**
- 3) All commercial areas have **public toilets within a distance of 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

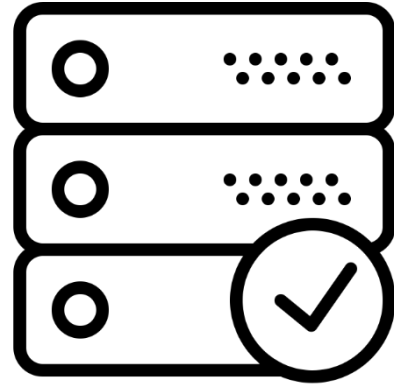
The following protocol is to be adopted for declaring a city / ward as Open Defecation Free (ODF):





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.

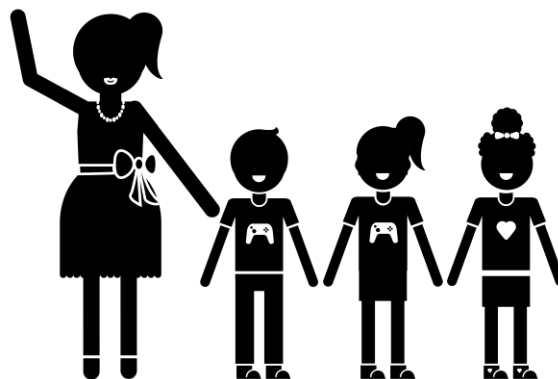


.....  
(Signature and Name of student) / (Signature and name of guardian for students of class nursery – class 4)

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.

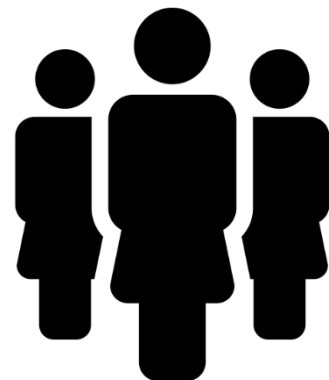


.....  
(Signature and Name of staff)

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.



.....

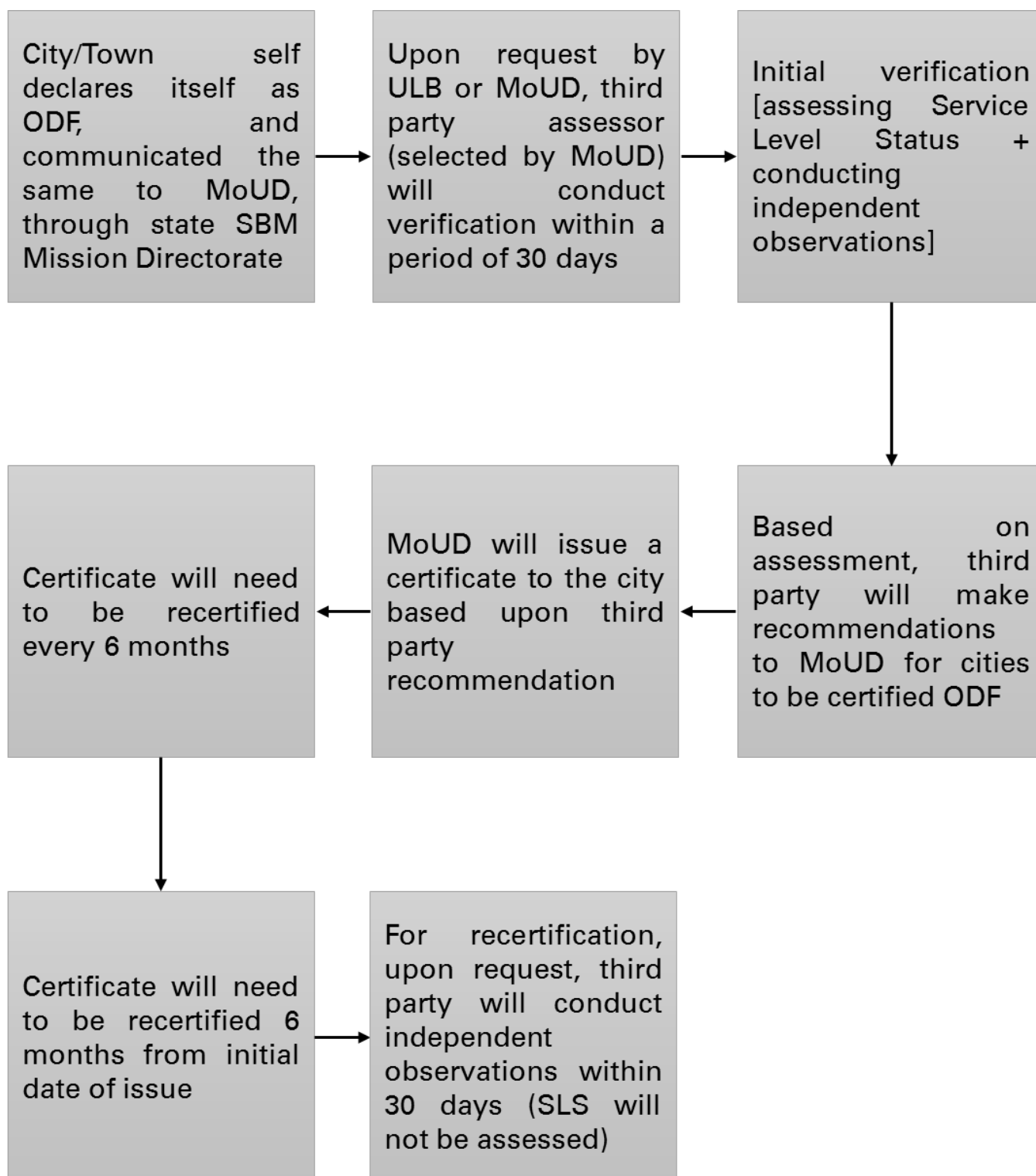
(Signature OR thumb impression, and Name, of President of the Self-Help Group)

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.

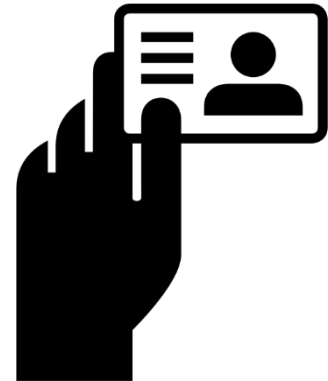




### Protocol to be followed for Swachh Certification for ODF

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

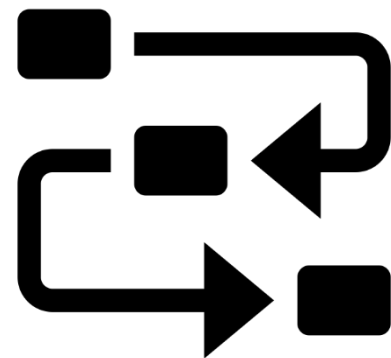
- a. City self-declares itself as “Open Defecation Free” for the first time and communicates the same to MoUD through the state SBM Mission Directorate.
- b. Upon request by ULB or MoUD, a third party (selected by MOUD) will mobilize assessors to conduct the verification within a period of 30 days.
- 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>







सत्यमेव जयते

Ministry of Urban Development  
Government of India

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