

राजस्थान सरकार
स्वायत्त शासन विभाग राज. जयपुर



जी-3 राजमहल रेजीडेन्सी एरिया, सिविल लाईन्स फाटक सी-स्कीम, जयपुर।

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क्रमांक :-एफ 55()Engg./CE/DLB/SBM/PMU/23/44306-540

दिनांक :- 27/06/2023

आयुक्त/अधिशाषी अधिकारी,
नगर निगम/परिषद/पालिका,
समस्त राजस्थान।

विषय:- ODF/ODF+/ODF++/Water+ एवं GFC Star rating के Field Assessment के संबंध में।

उपरोक्त विषयान्तर्गत लेख है कि भारत सरकार, आवासन और शहरी कार्य मंत्रालय ने जरिये ईमेल दिनांक 20.06.2023 द्वारा स्वच्छ सर्टीफिकेशन, ODF/ODF+/ODF++/Water+ एवं GFC Star Rating हेतु Field Assessment दिनांक 22-06-2023 से प्रारम्भ करने के संबंध में निदेशालय को अवगत करवाया गया।

अतः समस्त नगरीय निकायों को आदेशित किया जाता है कि स्वच्छ सर्टीफिकेशन, ODF/ODF+/ODF++/Water+ एवं GFC Star Rating कि नियमावली/टूलकिट में निर्धारित मापदण्डों के अनुसार आवश्यक तैयारियां सुनिश्चित करावें, जिससे नगरीय निकाय की स्वच्छता की रेकिंग में बढोतरी हो सके। इस संबंध में स्वच्छ सर्टीफिकेशन एवं GFC Star Rating कि नियमावली/टूलकिट सलंगन कर भेजी जा रही है।

सलंगन:- उपरोक्तानुसार।

(हृदेश कुमार शर्मा)
निदेशक एवं विशिष्ट सचिव

दिनांक :- 27/06/2023

क्रमांक :- एफ 55()Engg./CE/DLB/SBM/PMU/2023/44541-451

प्रतिलिपि सूचनार्थ एवं आवश्यक कार्यवाही हेतु प्रेषित है :-

1. निजी सचिव, शासन सचिव, स्वायत्त शासन विभाग, राजस्थान सरकार।
2. निजी सचिव, निदेशक एवं विशिष्ट सचिव, स्वायत्त शासन विभाग, राजस्थान सरकार।
3. उपनिदेशक (क्षेत्रीय), स्थानीय निकाय विभाग, समस्त राजस्थान।
4. टीम लिडर स्वच्छ भारत मिशन शहरी 2.0 को भेजकर लेख है कि सर्टीफिकेशन/सर्वेक्षण के दिशानिर्देश में निर्धारित मापदण्डों के संबंध में आवश्यक तकनीकी सहायता नगरीय निकायों को उपलब्ध करवाया जाना सुनिश्चित करावे।
5. सुरक्षित पत्रावली।

(अरुण व्यास)
मुख्य अभियंता

Document certified by Hridesh Kumar Sharma <hridesh_05@yahoo.com>.

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Designation: Director

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SWACHH CERTIFICATION PROTOCOLS

Swachh Bharat Mission - Urban



ODF



ODF++



ODF+



WATER+



SWACHH CERTIFICATION PROTOCOLS

Swachh Bharat Mission - Urban



ODF



ODF++



ODF+



WATER+

MESSAGE FROM SECRETARY, MoHUA

मनोज जोशी
सचिव
Manoj Joshi
Secretary



भारत सरकार
आवासन और शहरी कार्य मंत्रालय
निर्माण भवन, नई दिल्ली-110011
Government of India
Ministry of Housing and Urban Affairs
Nirman Bhawan, New Delhi-110011



FOREWORD

The Swachh Bharat Mission (Urban), launched on 2nd October 2014, laid the foundations of a new paradigm in urban cleanliness. To standardize sanitation outcomes and to measure the levels of cleanliness, protocols for ODF, ODF+, ODF++, Water+ were introduced. Since 2016 onwards, 4,317 cities are ODF, 3,354 cities ODF+, 964 cities ODF++ and 9 cities Water+ certified. Now, the time is to work towards sustaining the outcomes.

SBM-U 2.0 has been launched on 1st October, 2021 by the Hon'ble Prime Minister with the overall vision of creating "Garbage Free Cities". Used Water Management (UWM) has been introduced as a new component for funding under the Mission for towns less than 1 lakh population (remaining towns are covered for funding under AMRUT 2.0). These protocols are incrementally designed in a way to help achieve objectives of SBM-U 2.0 like no-untreated used water is discharged into water bodies. To further augment resources of States additional funding support is available through 15th Finance Commission suitably linked with achieving Swachh Certifications.

I believe the revamped version of Swachh Certification Protocols will be instrumental in motivating ULBs to participate in the certification process to help in achieving the envisaged outcomes under SBM-U 2.0 in its true spirit, while also strengthening the Used Water Management ecosystem across urban India.

Manoj Joshi
(Manoj Joshi)

New Delhi
24th June, 2022

MESSAGE FROM NATIONAL MISSION DIRECTOR, SBM (URBAN)

रूपा मिश्रा
संयुक्त सचिव एवं मिशन निदेशक
ROOPA MISHRA
Joint Secretary & Mission Director
Swachh Bharat Mission - Urban



भारत सरकार
आवासन और शहरी कार्य मंत्रालय
निर्माण भवन, नई दिल्ली-110011
GOVERNMENT OF INDIA
MINISTRY OF HOUSING AND URBAN AFFAIRS
NIRMAN BHAWAN, NEW DELHI-110011



Preface

The successful sanitation journey scripted under SBM-U was given a further boost with the launch of SBM-U 2.0 on 1st October, 2021, where used water management has also been added as a funding component (for towns less than 1 lakh population).

Under the Mission, a holistic approach towards sanitation has been envisioned with end-to-end solutions involving treatment of used water before discharge into water bodies, maximum reuse of treated used water and eradication of hazardous entry into sewers and septic tanks, and sustaining elimination of manual scavenging, through mechanization of sewer and septic tank cleaning operations.

Based on learning of certifications from the field, a need was felt to revamp the existing Protocols aligning with SBM-U 2.0 objectives. To assess the functionality and usability of CT/PTs and/ or urinals a revised and simplified scoring matrix has been devised. In order to ensure ease of access to sanitation facilities and sustainability, more emphasis has been placed on various parameters including those on innovative O&M models.

These new protocols have evolved after multiple rounds of stakeholder consultations which have further added to the robustness of the protocols. I am hopeful that these protocols will further strengthen Urban India's sanitation journey and also drive and encourage cities to achieve Sampurna Swachhata in the years to come.


(Roopa Mishra)

New Delhi
24th June, 2022

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Definition / Terminology

1) Sewage (Used Water): Used Water interchangeably used for sewage in this document comprises of the following two components:

- Grey Water from kitchens, bathrooms, wash basins etc.
- Black Water from toilets & urinals.

These may sometimes be mixed with other municipal flows such as surface water and storm water.

2) Off-site System: Offsite System consists of sewage conveyance and treatment at STP

3) Sewer network: Sewer network consists of continuous pipes laid underground, mostly along roads, to collect sewage from households and other establishments.

4) On-site System: Onsite treatment system (OTS) is a privately owned and maintained sewage disposal system (other than municipal body) that treats used water and produces partially treated water. However, some packaged onsite sewage treatment systems are also available.

5) Septage (from septic tanks with soak-pits): In on-site systems, the faecal sludge and black water accumulated in septic tank is referred to as septage. Periodically, specialized collection vehicles will be used for desludging the septic tanks and transporting the same for treatment.

6) Treatment: Sewage is treated in STP and faecal sludge can be treated either at STP or STP-cum-FSTP or standalone FSTP. Further, the treatment may be centralized or decentralized treatment.

7) STP: Sewage Treatment Plants (STP) are used for treatment of used water coming out from Domestic, Commercial, institutional establishments etc.

8) Faecal Septage Treatment Plants (FSTPs): Faecal Septage Treatment Plants (FSTPs) are used for treatment of faecal septage being periodically removed from septic tanks of domestic, commercial, institutional establishments etc. to maintain their efficiency.

9) STP-cum-FSTP: Septage can be economically treated at STPs with certain minor modifications saving CAPEX, OPEX & land requirement

10) Recycle / Disposal: The treated used water may be used by ULB either for self-consumption, or sold

01

ODF Journey : Background

ODF journey so far is presented in nutshell as below:



Key Objective under SBM-U

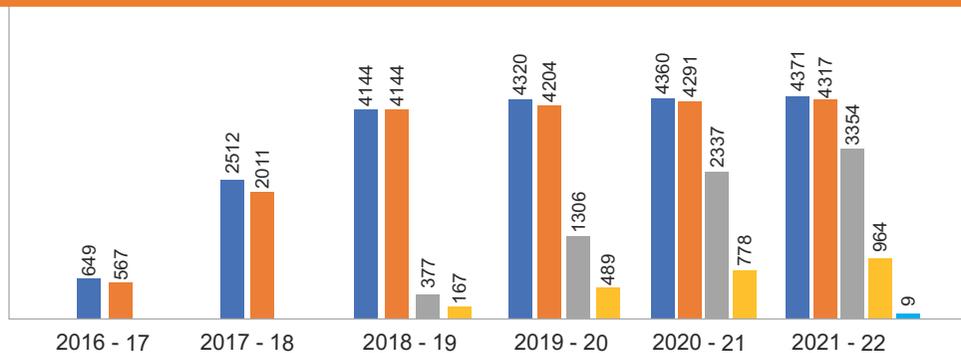


Eradication of Open Defecation in all Statutory towns

Release of ODF Protocols

- 2016 – ODF
- 2018 – ODF+ and ODF++
- 2019 – Water+

Overview of ODF certification progress over the years...



■ ODF Declared Cities ■ ODF Certified Cities ■ ODF+ Certified Cities ■ ODF++ Certified Cities ■ Water+ Certified Cities

35 States / Uts have become ODF in their urban areas

4,371 cities declared ODF

4,317 cities certified ODF

3,354 cities ODF+

964 cities ODF++

9 cities Water+

ODF Conditions Snapshot

At any point of the day, not a single person is found defecating in the open.



Nobody found DEFECATING in open



ULB to have achieved 100% targets in construction of IHHLs and CT/PTs



Fine mechanism in place on people found defecating in the open

ODF+ Conditions Snapshot

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.



Nobody found DEFECATING or URINATING in open



All CT/PT and Standalone Urinals are FUNCTIONAL and WELL MAINTAINED



All toilets are connected to safe disposal system - Septic tank with soak pit or twin pit or sewers or pucca municipal drains

ODF++ Conditions Snapshot

A city / ward / work circle can be notified / declared as SBM ODF++ city / SBM ODF++ ward / SBM ODF++ work circle if, it meets all conditions pertaining to ODF and ODF+ AND entire sewage including faecal sludge & septage is safely managed and treated, with no open discharge / dumping of untreated entire sewage including faecal sludge & septage in water bodies or open areas.



ODF+ conditions complied with



No untreated sewage including faecal sludge & septage discharged / dumped in WATER BODIES OR OPEN AREAS



Sewage including faecal sludge & septage is SAFELY MANAGED AND TREATED



Water+ Conditions Snapshot

A city / ward / work circle can be notified / declared as SBM-U Water+ provided all domestic used water including septage released from households, commercial establishments, institutions etc. is collected and treated to a satisfactory level either onsite or at an off-site facility (as per MoEF&CC / SPCB norms) to which the used water is conveyed through sewers or through drains and nallahs, (presently, as an interim measure) and the by-products including treated effluent is reused before releasing the excess into the water bodies / environment in a sustainable manner.



All ODF++ conditions met



Used water from all toilets discharged into a local sanitary outlet (underground sewer / septic tank with soak pit or a twin pit) and / or used water from drains is collected, conveyed and discharged safely into a STP or nearby sewer



Functional treatment plant available that effectively treats used water including sludge generated in the ULB



Sufficient number of vehicles with haulage capacity available for scheduled and regular emptying of septic tanks



Functional RSA and SRU set up with Mechanized cleaning of sewers, machineholes and septic tanks

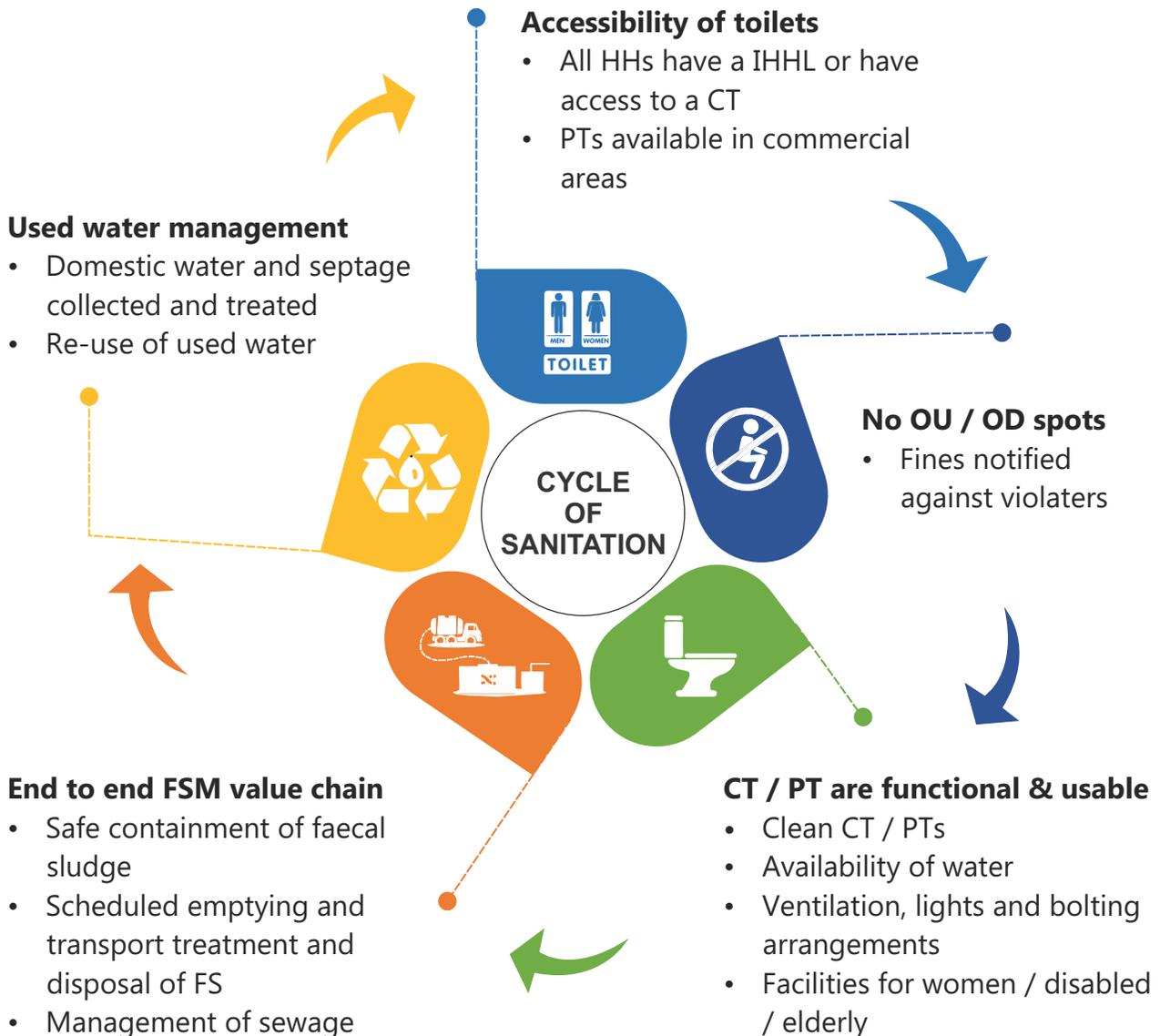


20% treated wastewater being reused after treatment



O&M costs of sewer networks / STPs / FSTPs being recovered

Swachh certifications ensure an incremental and inclusive approach across the entire UWM value chain



04 Existing Vs. Modified Protocols: Key Changes

ODF Protocol Revisions

Existing Condition(s)	Modified Condition(s)
<ul style="list-style-type: none">• Cities which are due for ODF re-certification shall be assessed as per ODF+ protocol• At least 90% approved IHHL applications to be constructed and 90% CT / PT target to be achieved by the ULB• Only 5 types of locations were covered during assessments for all population categories• 17 locations were covered in cities with a population size of >5 lakh and 9 locations in cities with <5 lakh population	<ul style="list-style-type: none">• ODF assessments have been renewed from 17th February 2022 and rural areas which have converted to ULBs will be accorded ODF certified status for one year• De-linking of IHHL and CT / PT targets for carrying out certifications in case the ULB has been one-time certified under any certification• 8 types of locations to be covered during assessments• 56 locations to be covered in cities with population size of >10 lakh and 36 locations in cities with 1-10 lakh population and 16 locations in cities with <1 lakh

ODF+ Protocol Revisions

Existing Condition(s)

- **CT / PT and Urinals cleanliness scoring matrix consists of 4 components – Mandatory, Essential, Desirable and Aspirational**

Modified Condition(s)

- **CT / PT and Urinals Cleanliness scoring Matrix reduced to 2 components – Mandatory and Desirable**
- **Focus on functionality of CT / PT with the addition of new components such as O&M model, women and disabled friendly toilets**

ODF++ Protocol Revisions

Existing Condition(s)

- Various verification parameters for on-ground assessments like for septic tank and soak-pit, sewage collection and treatment etc. were although defined in the protocol but their enforcement lacked true spirit
- Emphasis on having soak pits with septic tank was not verified for according ODF++ status
- For ODF++ emphasis was only on having FSTP or co-treatment at STP
- No emphasis to have mechanized cleaning of septic tanks and sewers
- All toilets to be connected to a sewerage network or onsite containment systems

Modified Condition(s)

- **Mandatory to inspect septic tank and soak-pit etc**
- **All toilets connected to onsite containment systems/ septic tank and effluent before disposal***
- **Mechanized cleaning of septic tanks & sewerage systems / machinehole etc.**
- **14420 helpline number/ other feedback mechanisms mandatory**
- **RSA and SRU notified**
- **ODF++ verification matrix developed**

Water+ Protocol Revisions

Existing Condition(s)

- ❖ **Qualifying criteria for Water+ is reduced:**
 - **>50% HHs is connected to sewer network**
 - **Out of the remaining 30% HHs (mostly fringe areas) more than 20% (overall on city basis more than 90% i.e. >20% + 70% sewerred) are connected either with septic tank with soak pit (STS) or Twin-pit latrine (TPL) for blackwater and also greywater is safely discharged into individual or community soak pit / trenches or channelized through open drains to STPs or sewerred**

Modified Condition(s)

- ❖ **Qualifying criteria for Water+ is reduced:**
 - **≥ 25% HHs is connected to sewer network**
 - **The discharge of sewage from the remaining households will be either managed onsite through a septic tank system including soak pits or in case the discharge flows into open drains, the same will be intercepted and diverted to a STP before being released into a water body.**
 - **For towns less than 20,000 population sewer network condition is exempted**

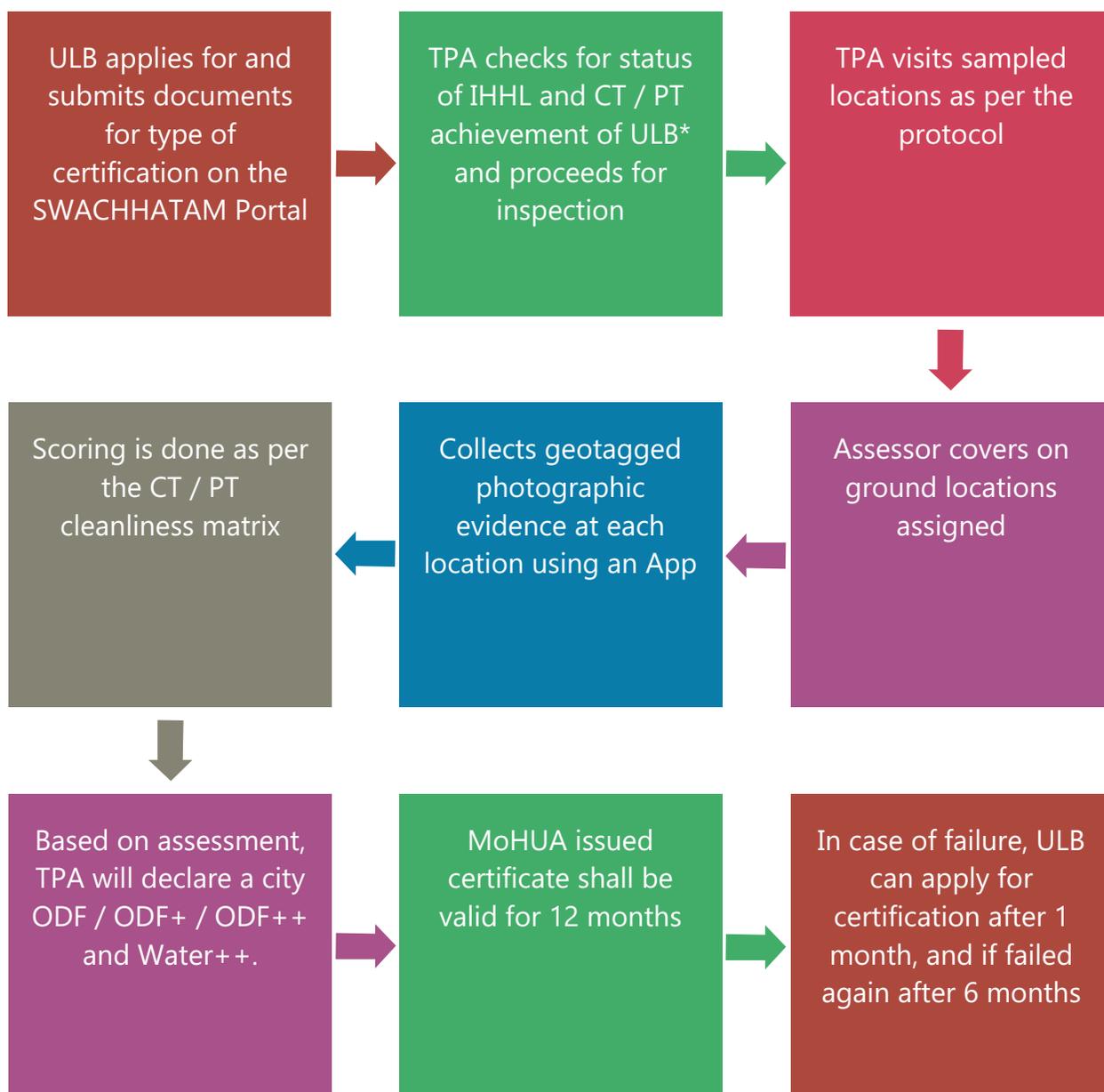


5.1 Steps for certification

Once a city has communicated to the respective state government the final resolution declaring the city to be ODF / ODF+ / ODF++ / Water+ , 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 / ODF+ / ODF++ / Water+”) will be adopted, for the final certification. The following protocol will need to be followed for receiving the Swachh Certification:

- a) City self-declares itself as “ODF / ODF+ / ODF++ / Water+” 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.
- b) 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.
- 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 MoHUA for cities to be certified ODF / ODF+ / ODF++ / Water+.
- e) MoHUA will subsequently issue a certificate based upon the recommendation of the third party.
- f) The certificate, when issued, will need to be re-certified every twelve months.
- g) For recertification (conducted at fixed intervals of every 12 months to ensure there is no slippage), upon receiving request, the third party will conduct independent observation within the city within a period of 30 days. (Note: Due to heavy snowfall like conditions during peak winters in NE / Hilly regions such as Ladakh / remote areas, third part agency's field assessment shall be relaxed for 2 – 3 months between the month of December and February / March and continued from the month of March / April depending on the climatic condition / geographical conditions).
- h) In case the city desires to go for a higher certification, they can do so after a gap of six months of previous certificate.
- i) It is to be noted that certain static nature documents under Service Level Status will not be re-checked during the Re-recertification.
- j) In an event of failed assessment, the reassessment would be conducted after a cooling-off period of one month from the date of failed assessment. If the ULB fails for the second time, the next assessment would be conducted after six months from the date of second reassessment.

Certification Process flow



* This is only applicable for ULBs which are not certified one-time under any certification. Such ULBs would need to meet 100% IHHL and CT / PT targets for assessments to be carried out.

5.2 Methodology for evaluation

The verification process will be conducted in two parts:

- a) **Service Level Status**
- b) **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 agency will collect data / documentation of ULBs / Development Authorities / Cantonment Boards systematically through the SBM-U Portal ensuring that the process is independent and unbiased.

b) **Independent Observations:**

1. ULB / Development Authority / Cantonment Board must mandatorily provide complete city profile data to MoHUA for ODF / ODF+ / ODF++ / Water+ declaration, to facilitate observations.
2. The collection of data will be based on physical observation by the third-party assessors.
3. The questionnaire to facilitate data collection will be created by the third party in conjunction with Ministry of Housing and Urban Affairs.
4. The survey assessors will use IT enabled devices in consultation with Ministry to record their observations and findings along with photographs.
5. 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.
6. 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.
7. For cities with greater than 10 lakh population, the city will be divided into 4 zones - North, South, East and West.
8. For cities with population between 1 – 10 lakh, the city will be divided into 4 zones – North, South, East and West.
9. For cities with population less than 1 lakh, the city will be divided into 2 zones – North and South.
10. Cities would need to fulfill the mandatory and/or desirable conditions as per the CT/PT Cleanliness Matrix
11. Allocations shall be within ULB limits and will be finalized at the discretion of the third party.
12. The selected locations for field verification shall not be disclosed to ULB / Development Authority / Cantonment Board.
13. Selection of locations for verifications will be sampled out of city profile and /or based on pre-visit by a separate team to identify locations for sampling at the discretion of MoHUA.
14. The following tables list the locations which have to be mandatorily inspected by the third party for independent observation, without exception.

5.2.1 ODF and ODF+ Locations

Location Type	No. of locations per zone (>10 lakh+)		Total locations per city (10 lakh+) (No .of zones x 4 samples per zone)		No. of locations per zone (1-10 lakh)		Total locations per city (1 -10 lakh) (No .of zones x 4 samples per zone)		No. of locations per zone (<1 lakh)		Total locations per city (<1 lakh) (No .of zones x 4 samples per zone)*	
	ODF	ODF+	ODF	ODF+	ODF	ODF+	ODF	ODF+	ODF	ODF+	ODF	ODF+
Slum	2	4	8	16	1	2	4	8	1	2	4	8
School (Conditions both inside and outside to be checked)	1	1	4	4	1	1	4	4	1	1	4	4
Roads and Streets (Falling under open defecation spots and open urination spots)	1	2	4	8	1	2	4	8	1	2	4	8
Public Area (Parks / Temples / All toilets falling under tourist spots / Iconic places to be checked regardless of sampling)	4 + Iconic place if any	4 + Iconic place if any	16	16	3 + Iconic place if any	3 + Iconic place if any	12	12	2 + Iconic place if any	2 + Iconic place if any	8	8
Commercial Area (Markets / bazaars, mandis etc, the backlanes of these areas to also be checked)	2	4	8	16	1	4	4	16	1	3	4	12
Residential Area	2	2	8	8	1	1	4	4	1	1	4	4
Transport hubs (Railway Stations / Bus Stands / others etc) For railway stations 1 km on either sides to be visited)	4 per city	4 per city	4	4	2 per city	2 per city	2	2	1 per city	1 per city	1	1
Water bodies (All ponds, lakes, streams, riverbanks, beach/coast etc.)	4 per city	4 per city	4	4	2 per city	2 per city	2	2	1 per city	1 per city	1	1
Total*			56	76	-	-	36	56	-	-	30**	46**

* Total + iconic places

** Number of locations to be inspected as in matrix. If that number of locations not available in smaller towns, the available all location types will be inspected

5.2.2 ODF++ and Water+ Locations

Location Type	No. of locations per zone (> 10 lakh+)		Total locations per city (10 lakh+) (No .of zones x 4 samples per zone)		No. of locations per zone (1-10 lakh)		Total locations per city (1 -10 lakh) (No .of zones x 4 samples per zone)		No. of locations per zone (<1 lakh)		Total locations per city (<1 lakh) (No .of zones x 4 samples per zone)	
	ODF++	Water+	ODF++	Water+	ODF++	Water+	ODF++	Water+	ODF++	Water+	ODF++	Water+
Slum (STS, TPL, Sewer)	10	16	40	64	5	6	20	24	3	4	12	16
Roads and Streets (Falling under open defecation spots and open urination spots) (Main roads and Storm Water Drainage / roads aligned with open or closed drains to be checked under Water+)	10	16	40	64	5	6	20	24	3	4	12	16
Public Area (Parks / Temples / All toilets falling under tourist spots / Iconic places to be checked regardless of sampling)	8 + Iconic place if any	12	32	48	4 + Iconic place if any	6	16	24	3 + Iconic place if any	4	12	16
Commercial Area (Markets/bazaars, mandis etc., the backlanes of these areas to also be checked)	10	16	40	64	5	6	20	24	3	4	12	16
Residential Area (STS, TPL, Sewer)	10	16	40	64	5	6	20	24	3	4	12	16
Transport hubs (Railway Stations / Bus Stands /others etc) For railway stations 1 km on either sides to be visited)	4 per city	6	4	6	2 per city	4	2	4	3 per city	4	3	4
Construction Sites	NA	6	NA	24	NA	6	NA	24	NA	4	NA	16
Industrial Establishments	NA	12	NA	48	NA	6	NA	24	NA	4	NA	16
Decanting points and Desludging Vehicle	NA	3	NA	12	NA	2	NA	8	NA	1	NA	4
Point of recycling and reuse	NA	3	NA	12	NA	2	NA	8	NA	1	NA	4
Barren Areas (field/ unused land)	8	10	32	40	2	3	8	12	1	2	4	8
	Location of all open fields/unused land in the outskirts of the city to be provided by ULB											
Water bodies (All ponds, lakes, streams, riverbanks, beach / coast etc.)	4 per city	6	4	6	2 per city	4	2	4	1 per city	3	1	3
STPs and /or FSTPs in the city (Centralized / decentralized)	All STPs and/or FSTPs in the city to be covered											
Total*			232	452			108	204			68**	135**

* Total + iconic places

** Number of locations to be inspected as in matrix. If that number of locations not available in smaller towns, the available all location types will be inspected

5.2.3 Mandatory Inspection protocols for third party agency

1. The third party shall NOT communicate assessors' arrival in the city to ULB Development Authority / Cantonment Board. Surprise Assessment shall be conducted within one month from the date of application. The assessor(s) shall NOT meet the Municipal Commissioner/Nodal Officer / Chairperson / CEO or any designated officer.
2. 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 NOT be accompanied by ULB / Development Authority / Cantonment Board staff on the inspection.
3. 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. Quality Audit on the work of the assessor would be conducted.

06 Mandatory Conditions for Swachh Certifications

6.1 ODF Certification

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. 100% of approved IHHL applications should be constructed and details with photographs have been uploaded on the Swachhatam Portal.
- 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. The ULB should have achieved 100% of its target for construction of Community Toilets and details with photographs have been uploaded on Swachhatam Portal.
- 3) All commercial areas have public toilets within a span of 1 kilometer. The ULB should have achieved 100% of its target for construction of Public Toilets and details with photographs have been uploaded on Swachhatam Portal.
- 4) Details of all Individual Household Toilets (IHHLs) constructed from 2011 onwards will have to mandatorily be uploaded on the Swachhatam portal
- 5) Pictures of all functional community and public toilets in the city, irrespective of source of funding and the date of construction, will have to be mandatorily uploaded on the Swachhatam portal.
- 6) Fine mechanism has been implemented by the ULB to prevent citizens from defecating in the open.
- 7) In an event of failed assessment, the reassessment would be conducted after a cooling-off period of one month from the date of failed assessment. If the ULB fails for the second time, the next assessment would be conducted after six months from the date of second reassessment.
- 8) Cities applying for higher certification, may do so after six months from the date of issue of existing certificate.
- 9) Cities which are ODF and expired will be automatically taken for re-certification for the same unless the city applies for a higher certification. However, alerts will be issued to the city and State atleast 2 months in advance indicating expiry of the certification.

Steps to be followed by city for certification under ODF

- 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 in prescribed format as given in Annexure 1 and submit to city municipal administration as per due process. The following sub-declarations in prescribed format at Annexure 1 are to be obtained by the ward(s) in order to facilitate the above self-declaration:
 - 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 group⁶ 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 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'.
 - d) 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.
 - e) 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.
 - f) On receipt of the said communication, the state government may ensure that the claim of the city is verified at its own level before forwarding the same to MoHUA for its third-party verification process (in a time bound process).
 - g) MoHUA will then carry out the "Swachh Certification process for SBM-U ODF" process. Issued certificate shall be valid for 12 months and the certification process will need to be carried out every 12 months.
 - h) 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. If the ULB fails for the second time, the next assessment would be conducted after six months from the date of second reassessment.

6.2 ODF+ certification

A city / ward / work circle¹ can be notified/declared as SBM ODF+ 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.

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

1. All applicable conditions of ODF to be fulfilled.
2. In case the city is once certified as ODF, for subsequent re-certification or higher certification the target for construction of IHHL and CT / PT will be de-linked. Any additional requirements for construction toilets can be considered, in subsequent years, if any such specific need arises. Any subsequent application for construction of IHHL / CT / PT would not stop the process of certification.
3. While deciding the number of toilets seats/urinals and blocks, the city's entire floating population must be considered which may not be less than 5% of estimated present population.
4. 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. However, in case of very large gatherings like Kumbh etc, at sufficiently large interval separate arrangement can be made by Mela authorities specific to event). ULBs are required to identify such infrequent occasions and locations and declare for data and field verifications.
5. City has carried out structural audit of all such community / public toilets which are more than >15 yrs old and are in dilapidated condition and has carried out necessary repairs / renovations / reconstruction on the basis of the findings of audit.
6. All functional public and community toilets should be appropriately provisioned and well-maintained, thereby, adhering to all the conditions as per CT-PT Cleanliness Scoring Matrix. For a city to be declared ODF+ all CT / PTs are to score the minimum qualifying marks.
7. 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 at least two dailies with wide reach.
8. The city has issued and notified fines against open defecators, and people urinating in open and has defined penalty / fine against concessionaires / maintenance authorities in-charge of community / public toilets in service contract (with respect to poor maintenance of such toilets).

¹ Work circle applicable only if concerned area is under jurisdiction of development authority. For ULBs, only Electoral Wards shall be considered

9. Cities which are ODF+ and expired will be automatically taken for re-certification for the same unless the city applies for a higher certification. However, alerts will be issued to the city and State atleast 2 months in advance.
10. All Public and Community Toilets should be mapped on Google Toilet Locator.
11. A digital system to be in place for capturing user feedback on a regular basis, multiple times a day, for each CT / PT via different methods such as QR Code or My Toilet App launched by MoHUA.
12. Cities once certified as ODF+, can apply for higher certification only after six months from the date of issue of existing certificate.

Steps to be followed by city for certification under ODF+

1. All the 'necessary conditions' on infrastructure and regulations have to be fulfilled by the city / ward / work circle².
2. 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+. All wards / work circles of a city/town shall make this self-declaration in the prescribed format in Annexure 2 (where applicable) and submit to city municipal administration / development authority as per due process.
3. The following sub-declarations in the format prescribed at Annexure 2 (where applicable) 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:
 - a) Every school (including schools built after ODF certification) in a ward / work circle provides self-declaration that all enrolled students³, 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.
 - b) Every self-help group⁴ (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.
 - c) 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/staff⁵ 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.

² Work circle applicable only in case concerned area is under jurisdiction of development authority

³ All enrolled students that reside in urban areas of the jurisdiction of city / town administration

⁴ This declaration is waived off for those ULBs where there are no registered SHGs present

⁵ Including domestic workers, construction workers, maintenance staff, security staff, drivers

- d) Self-declarations from any six citizen categories⁶ (five representatives in each category) that the city/town has functional, clean and usable public toilets available at every 1 kilometer in public and commercial areas in the ward.
 - e) Every ward councilor / work circle in- charge or engineers gives a declaration that all necessary conditions are fulfilled for all individual, community and public toilets in the jurisdiction.
4. 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+.
 5. 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.
 6. 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.
 7. On receipt of the said communication, the state government may ensure that the claim of the city is verified at its own level before forwarding the same to MoHUA for its third-party verification process (in a time bound process).
 8. MoHUA will then carry out the “Swachh Certification for SBM ODF+” process. Issued certificate shall be valid for twelve months and the certification process will need to be carried out every twelve 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. If the ULB fails for the second time, the next assessment would be conducted after six months from the date of second reassessment
 9. Cities once certified as ODF + can apply for higher certification only after six months from the date of issue of existing certificate.

⁶ 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, Angwanwadi Workers

6.2.1 CT / PT and / or Standalone Urinal Evaluation Matrix

To assess the functionality and usability of CT / PTs and / or urinals a revised and simplified scoring matrix has been devised as compared to the scoring matrix used in the past wherein the assessment of CT / PT and/or standalone urinal involved multiple levels – mandatory, essential, desirable and aspirational. However, the revised scoring is restricted to the mandatory and desirable conditions a CT / PT and/or standalone urinal is to achieve.

S. No.	Indicators (Range of Maximum Services)	Max Marks	Option 1	Marks	Option 2	Marks	Option 3	Marks	Option 4	Marks	Score Marks received
MANDATORY SERVICE INDICATORS (MAXIMUM SCORE -230)											
Toilet condition – Inside Premises											
M1	All toilet seats and urinals clean and usable at all times	30	>75% seats are clean	30	50-75% seats are clean	25	25-50% seats are clean	16	<25% seats are clean	0	
M2	Availability of water	30	Water is available in >75% of all cubicles	30	Water is available in <50% of all cubicles	25	Water is available in/ around the premises	16	Water is not available	0	
M3	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	5	>75% cubicles have usable taps with no leakage	5	50-75% cubicles have usable taps with no leakage	3	25-50% cubicles have usable taps with no leakage	2	<25% cubicles have usable taps with no leakage	0	
M4	Adequate ventilation facility (vents, slanted glass slats and /or exhaust fan)	15	Exhaust Fan available	15	Slanted Glass available	7	Natural Ventilation	6	Ventilation not available	0	
M5	Available and regularly cleaned (covered) litter bins, with bins available with each toilet seat / outside (to be checked only in female seats)	10	>75% cubicles / toilet block have litter bin and are regularly cleaned	10	50-75% cubicles / toilet block have litter bin and are regularly cleaned	5	25-50% cubicles / toilet block have litter bin and are regularly cleaned	4	<25% cubicles / toilet block have litter bin and are regularly cleaned	0	
M6	Wash basin(s) / hand wash facility clean and usable at all times	10	Fully visually clean	10	Partially clean	5	Not clean	4	Not available	0	
M7	Available soap / operational soap dispenser	10	Soap Dispenser available and functional with liquid soap / soap bar available	10	No dispenser, but hand-washing Soap Available	5	Detergent soap bar available, not suitable hand- washing soap	4	Soap not available	0	
M8	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	5	25-50% doors have functional bolting arrangements	4	<25% doors have functional bolting arrangements	0	
M9	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	10	Yes all 3 available	10	Yes all 2 available	5	Yes all 1 available	4	Not available	0	
M10	Roster being maintained for regular cleaning and maintenance and a caretaker is on duty at all times during open hours	15	Yes (Roster and Caretaker both available)	15	Yes - (Caretaker available but roster is not maintained)	10	Yes- (only roster/register available)	7	No (None available)	0	

S. No.	Indicators (Range of Maximum Services)	Max Marks	Option 1	Marks	Option 2	Marks	Option 3	Marks	Option 4	Marks	Score Marks received
MANDATORY SERVICE INDICATORS (MAXIMUM SCORE -230)											
M11	Premises are well lit at all times, both within and outside, with each seat having its own light point, and all light points functional	10	Yes Yes (Functional light points available both outside the premises and within the toilet cubicles)	10	Yes (Functional lights available inside the premises)	5	Yes (Functional light points outside the premises)	4	No (No light points available)	0	
M12	Public / Community Toilet is visible on Google Maps toilet locator as 'SBM Toilet'	10	Yes	10	Yes	10	Yes	10	No	0	
M13	Premises are visible to passers by, with clear signage, and the area within 3m from each direction of the structure is not encroached by unauthorized construction and vendors	10	Signage Available within every 100 m each (min 5 signage)	10	Signage Available within every 300m (min 3 signage)	5	Signage Available within every 500m (min 1 signage)	4	No Signage Available	0	
M15	Gender-segregated, separate entrances for males and females, if both facilities available in single block	10	Yes (separate entrances for males and females)	10	Yes	10	Yes	10	No	0	
M16	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 are a Sanitary Inspector (Contact number will be checked whether it is working or not) (The user charges should be clearly mentioned at the CT / PT entrance for each gender)	5	Yes	5	Yes	5	Yes	5	Yes	0	
M17	Complaint registration and incidents resolved within 24 hours of registration (manual register for capturing feedback in cities with less 50000 population)	10	Yes	10	Yes	10	Yes	10	Yes	0	
M18	O&M model present for upkeep of CT/ PT and / or standalone urinal	10	Yes	10	Yes	10	Yes	10	Yes	0	
M19	Untreated sewage/ faecal sludge from the toilet is not discharged and/or dumped in drains, open areas or water bodies	10	Yes	10	Yes	10	Yes	10	No	0	
Total Marks		230		230		170		140		0	

S. No.	Indicators (Range of Maximum Services)	Max Marks	Option 1	Marks	Option 2	Marks	Option 3	Marks	Option 4	Marks	Score Marks received
DESIRABLE SERVICE INDICATORS (MAXIMUM SCORE – 120)											
D19	Walls and floors are stain/ graffiti free	10	Very Clean	10	Clean	10	Partially clean	10	Not clean	0	
D20	Toilet floor is dry and clean at all times	10	Very Clean	10	Clean	10	Partially clean	10	Not clean	0	
D21	Mirrors, if available, are clean and polished	5	Very Clean	5	Clean	3	Partially clean	1	Not clean	0	
D22	Air freshener applied/ or no foul smell	5	Air freshener present	5	No foul smell	2	Foul smell but usable	1	No	0	
D23	Hand dryer/paper napkin available	5	Hand dryer/ paper napkin available	5	Yes	5	Yes	5	No	0	
D24	Low height toilets/Indian toilets for children	5	Yes	5	Yes	5	Yes	5	No	0	
D25	Plants/shrubs/ flowers in the vicinity of toilet complex are well maintained/ Plant pots available	5	Yes	5	Yes	5	Yes	5	No	0	
D26	Space earmarked for advertisement for revenue generation (Even if advertisement is not available marks will be awarded)	5	Yes	5	Yes	5	Yes	5	No	0	
D27	Ladies' toilets have vending machine/ mechanism for sanitary napkins	10	Sanitary napkin vending machine/ mechanism is available and functional	10	Sanitary napkin vending machine/ mechanism is available but not functional	5	Yes	2	Not available	0	
D28	Facility(such as on-site incinerator) or any safe mechanism available for collection and disposal (such as burial) of used sanitary napkins for toilet having > 10 seats and also to the toilets adjacent to women college/hostels	10	Facility (such as incinerator) or any safe mechanism available for collection and disposal of used sanitary napkins	10	Yes	10	Yes	10	Not available	0	
D29	Functional floodlights / halogen vapour lamps outside the toilet premises during the night, without any dark, shadowy areas in the vicinity of the toilet	5	Yes	5	Yes	5	Yes	5	Not available	0	
D30	SMS/any other ICT based feed back system(with number displayed on which SMS has to be sent)Regular feedback multiple times in a day to be mandatorily taken by caretaker through digital means.	10	Available	10	Yes	10	Yes	10	Not available	0	

S. No.	Indicators (Range of Maximum Services)	Max Marks	Option 1	Marks	Option 2	Marks	Option 3	Marks	Option 4	Marks	Score Marks received
DESIRABLE SERVICE INDICATORS (MAXIMUM SCORE – 120)											
D31	Water efficient toilet (water reuse for flushing purposes, water efficient fixtures)	10	Water efficient toilet (such as sensor based taps or water efficient taps water reuse for flushing purposes etc.)	10	Water efficient toilet (water reuse for flushing purposes etc.)	5	Water efficient toilet (water efficient fixtures etc)	2	Not a water efficient toilet	0	
D32	Energy efficient toilet (use of solar panels for electricity)	10	Energy efficient toilet (use of solar panels for electricity)	10	Yes	5	Yes	2	Not an Energy efficient toilet (use of solar panels for electricity)	0	
D33	Revenue generating O&M models (recovery of user charges via commercial activities advertisements etc.)	10	Revenue generating O&M models (recovery of user charges via commercial activities advertisements etc.)	10	Yes	10	Yes	10	No	0	
Total Marks		120		120		90		70		0	

6.2.2 CT/ PT and/or Standalone Urinal Cleanliness Scoring Matrix

To assess the functionality and usability of CT/PTs and/ or urinals a revised and simplified scoring matrix has been devised as compared to the scoring matrix used in the past wherein the assessment of CT/PT and/or standalone urinal involved multiple levels – mandatory, essential, desirable and aspirational. However, the revised scoring is restricted to the mandatory and desirable conditions a CT/PT and/or standalone urinal is to achieve.

CT / PT and / or Standalone Urinal Cleanliness Scoring Matrix

Parameters		Max Marks	Min Qualifying**
Mandatory Parameters			
M1	All toilet seats / urinals are clean, usable and hygienic at all times	30	16
M2	Availability of water	30	16
M3	Usable taps and fittings, with no leakage	5	2
M4	Adequate ventilation facility	15	6
M5	Litter bins should be available (either inside the toilet cubicle or outside)	10	4
M6	Wash basin clean and usable at all times	10	4
M7	Available soap / operational soap dispenser	10	4
M8	Functional bolting arrangements on all doors	10	4
M9	Staff is provided with necessary supplies of consumables, cleaning equipment & PPE	10	4
M10	Roster being maintained for regular cleaning and maintenance and a caretaker is on duty at all times during open hours	15	7
M11	Premises are well lit at all times, both within and outside	10	4
M12	Public / Community Toilet / urinal is visible on Google Maps toiletlocator as 'SBM Toilet / urinal'	10	10
M13	Premises are visible to passers by, with clear signage	10	4
M14	Entrance / accessibility (like ramp, stairs) to toilet block is barrier free	10	10
M15	Gender- segregated, separate entrances for males and female	10	10
M16	Name and contact details of supervisor displayed on toilet block	5	5
M17	Complaint registration mechanism available	10	10
M18	O&M Model present for upkeep of CT / PT	10	10
M19	Untreated faecal sludge and sewage from the toilet is not discharged or dumped in drains, open areas	10	10
Total		230	140

Parameters		Min Qualifying**
Desirable Parameters		
D19	Walls and floors are stain / graffiti free	10
D20	Toilet floor is dry and clean at all times	10
D21	Mirrors are clean and polished	5
D22	Air freshener applied /or no foul smell	5
D23	Hand dryer / paper napkin available	5
D24	Low height / Indian toilets for children	5
D25	Plants / shrubs in the vicinity of toilet	5
D26	Space earmarked for advertisement	10
D27	Ladies' toilets have vending machine / alternate mechanism for sanitary pads	10
D28	Incinerator facility / alternate mechanism in Ladies' toilets	10
D29	Functional floodlights	5
D30	SMS / any other ICT based feedback system	10
D31	Water efficient toilet (water reuse for flushing purposes, water efficient fixtures etc.)	10
D32	Energy efficient toilet (use of solar panels for electricity)	10
D33	Revenue generating O&M models (recovery of user charges via commercial activities advertisements etc.)	10
Total		120

*Note: desirable indicators will not be examined for standalone urinals.

** To be certified as ODF+ a ULB should achieve minimum qualifying marks in mandatory parameters i.e. 140 marks and achieve at least 30 marks in desirable parameters.

6.3 ODF++ Certification

A city / ward / work circle⁷ can be notified / declared as SBM ODF++ city / SBM ODF++ ward / SBM ODF++ work circle if, it meets all conditions pertaining to ODF and ODF+ AND entire sewage including faecal sludge & septage is safely managed and treated, with no open discharge / dumping of untreated entire sewage including faecal sludge & septage in water bodies or open areas.

Note: Cities that have been certified as SBM ODF+ 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 SBMODF++

1. All necessary conditions for SBM ODF+ (as per the SBM ODF+ protocol laid down by MoHUA) have been achieved.
2. All functional CT / PT should be appropriately provisioned and well maintained, with all conditions as per CT / PT Cleanliness Scoring Matrix.
3. All toilets (individual, community and public) are either connected to:
 - a) Onsite containment systems with suitable secondary treatment; (such as septic tanks with soak pit, or community level soak pit designed as per IS: 2470, twin pits or other on-site sanitation systems prescribed by CPHEEO / SBM-Urban Mission Guidelines) with regular emptying, treatment and/or safe disposal of septage from these toilets managed. Mandatory to inspect septic tank as well as secondary treatment system such as soak-pit, bio-filter, soaking trenches etc.
 - b) Septic tank effluent collected through drains (as interim measure) to STP or;
 - c) Sewerage network leading to an STP.
4. All households not covered with sewerage network preferably should have septic tank with soak pits. All such septic tanks with soak pits should be geo-tagged. As indicated in the definition of ODF++ no untreated sewage including faecal sludge & septage should be dumped into water body / open drains/open environment.
5. In exceptional cases where CT / PT / IHHL outlets are not connected to sewer network and also no space available for construction of soak pits, in such cases the effluent from septic tank should necessarily be collected and conveyed through pucca municipal drains (as an interim measure) to bring it to some sewage treatment plant and only after requisite treatment of effluent it should be discharged into water body or environment.
6. Scheduled inspection of septic tanks and soak pits, through an institutionalized mechanism should be ensured for safe sanitation practice bi-annually.

⁷ Work circle applicable only in case concerned area is under jurisdiction of development authority . For all ULBs only Electoral wards will be considered.

7. On an average, atleast 1 / 3 of septic tanks cleaned annually. All desludging-vehicles to be tracked on GPS system and digital records to be provided during inspections and the same to be linked to Swachhatam Portal.
8. All septic tank cleaning private service providers are registered with and licensed by ULB / Development Authority / Cantonment Board, and operate through contract with the respective administration or authority in a scheduled manner / allotted area and are utilizing well-maintained mechanized equipment.
9. Adequate number of de-sludging vehicles and workforce should be available. Sufficient capacity of de-sludging vehicles and jetting machines for cleaning of septic tanks with soak pits and sewers respectively in the city.
10. All towns will strive to make arrangements to co-treat their septage at STP which is economical. However septage can be treated at any existing FSTP as well although treating sewage and septage at separate treatment facilities will be uneconomical.
11. Cluster approach / Co-treatment can be adopted by small ULBs along with MoU, logbooks and other records of operation and maintenance.
12. For cities with population less than 20,000, interim measures such as Deep Row Entrenchment or standalone Sludge Drying beds may be considered during planning and construction of STP if in nearby towns also STP does not exist for co-treatment of septage. DO letter released by MoHUA on 22nd October 2019 may be referred.
13. The city has issued and notified fines against persons / desludging operators dumping untreated sewage including faecal sludge & septage in drains and / or open areas. Also, By-laws for mandatory desludging once in three years should be notified.
14. 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 newspapers with wide reach.
15. The septic tank design should conform to IS: 2470Part I, and Soak pits / soak wells and other suggested options in-conformity to IS:2470- Part –II.
16. All new septic tanks being constructed henceforth need to be in conformity of design as per IS 2470. Where sewerage network is not planned and unlikely to come in immediate future, the septic tanks which are not constructed in conformity of IS 2470 and are having open bottom are to be re-constructed.
17. Sustainable financing mechanism i.e. operational expenditure of sewage including faecal sludge & septage management should be recovered either through dedicated sanitation tax (mentioned in property tax) / Advance remittance of user charges.
18. Awareness campaigns around safe desludging and treatment should be disseminated.
19. Mandatory for all cities to have 14420 helpline number operationalized and a dedicated call centre set up for the same, which will have data of all complaints recorded and resolved. For ULBs with less than 50,000 population a cluster approach maybe used wherein the helpline number can be maintained at the District level.

20. City to provide documentation / declaration of complete mechanized cleaning of sewers / septic tanks in the past one year along with evidence that optimum numbers of human resources and machines (as per the Calculator shared by MoHUA) are available.
21. Declaration stating that requisite mechanism for mechanized cleaning of septic tanks and sewers are in place and no informal workers engaged for such services.
22. All Districts / Corporations have set up functional SRU, along with RSA notified by State as per the guidelines issued by MoHUA.

Steps to be followed by city for certification under ODF++

1. All the 'necessary conditions' on infrastructure and regulations have to be fulfilled by the city / ward / work circle⁸.
2. 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 shall make this self-declaration in the prescribed format in Annexure 3 (where applicable) and submit to city municipal administration/ development authority as per due process..
3. The following sub-declarations in the format prescribed at Annexure 3 (where applicable) 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:
 - a) Every ward councillor / work circle in-charge or engineer⁹ 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.
 - b) Every ward councillor / work circle in- charge or engineer gives a declaration that all necessary conditions, as per Annexure 3, are fulfilled for management of faecal matter from all individual, community and public toilets in the jurisdiction.
 - c) Self-declarations from ten citizen categories¹⁰ (five representatives in each category) that the city fulfills all conditions for SBM ODF++ as per the format prescribed in Annexure 3.

⁸ Work circle applicable only in case concerned area is under jurisdiction of development authority . For all ULBs only Electoral wards will be considered.

⁹ Only in case of area under jurisdiction of development authority

¹⁰ 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, Angwanwadi Workers

- d) Every desludging operator gives a declaration (as per format prescribed in Annexure 3) 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.
- e) For a city applying directly for ODF++, mandatory declarations as per ODF and ODF+ needs to be obtained from stakeholders.
4. 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++.
 5. 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.
 6. 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.
 7. On receipt of the said communication, the state government may ensure that the claim of the city is verified at its own level before forwarding the same to MoHUA for its third-party verification process (in a time bound process).
 8. MoHUA will then carry out the "Swachh Certification for SBM ODF++" process. Issued certificate shall be valid for twelve months and the certification process will need to be carried out every twelve 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.

6.3.1 ODF++ Evaluation Matrix

S. No.	Indicator	Max Marks	Option 1	Marks	Option 2	Marks	Option 3	Marks	Option 4	Marks	To qualify	Max Marks
1	Safe containment, conveyance and discharge of sewage from CT / PT and IHHL	50	<p>Yes there is safe containment, conveyance and discharge of sewage from CT / PT and IHHL</p> <p>[collected either through septic tank with soak-pit, twin pit or sewer network and / or septic tank and storm drain and intercepted & diverted to atleast a secondary treatment plant (i.e. any normal STP)] or,</p> <p>In case there is no space to construct individual soak-pit, a functional community soak pit maybe permitted provided it is designed as per ISO-2470 ensuring that it does not pollute the groundwater as the concentrated effluent in septic tank would be of large quantity and has a higher risk of polluting the groundwater/land.</p>	50	<p>There is safe containment conveyance from CT / PT and IHHL (and not allowed to locally discharge) but discharge without secondary treatment of sewage. However, DPR* for treatment plant is approved by SLTC/ under Implementation</p> <p>(* DPR approval option by SLTC is valid only till 31st Dec, 2022 and From 1st Jan, 2023 till 31st Dec, 2023, project must be awarded and under implementation on ground. From Jan, 2024 onwards above mentioned relaxation is not applicable)</p>	35	NA	35	No safe containment, conveyance and discharge of sewage from CT / PT and IHHL	0	35	50

S. No.	Indicator	Max Marks	Option 1	Marks	Option 2	Marks	Option 3	Marks	Option 4	Marks	To qualify	Max Marks
2	<p>Adequate treatment capacity of sewage / septage (70% of current population) with facility for co-treatment of septage at STP. Where STP is yet to come up, faecal sludge can be treated at existing nearby FSTP</p> <p>(For towns having population less than 20,000 interim measures like DRE or sludge drying bed etc. maybe used to manage faecal sludge management.</p> <p>For sewage it can be managed using nature based decentralized STPs or through properly designed community soak pits/ individual soak pits)</p>	50	>70%	50	>50	35	>25% However, DPR* for treatment plant is approved by SLTC/ under Implementation (* DPR approval option by SLTC is valid only till 31st Dec, 2022 and From 1st Jan, 2023 till 31st Dec, 2023, project must be awarded and under implementation on ground. From Jan, 2024 onwards above mentioned relaxation is not applicable)	>25	-	-	25	50
3	<p>At least 1 / 3 septic tanks to be cleaned annually</p> <p>(All desludging-vehicles to be tracked on GPS system and digital records to be provided during inspections and the same to be linked to Swachhatam Portal)</p>	25	75%-100% (of 1 / 3 of septic tanks to be cleaned annually)	25	50-74%	20	25-49%	15	Less than 25%	0	15	25
4	Mechanized cleaning of septic tanks and sewers	25	75%-100%	50	50-74%	35	25-49%	25	Less than 25%	0	25	50
5	All septic tank cleaning private service providers are registered with and licensed by ULB / Development Authority / Cantonment Board	15	Yes, All septic tank cleaning private service providers are registered with and licensed by ULB / Development Authority / Cantonment Board	15					No, all septic tank cleaning service providers are not registered with and licensed by ULB / Development Authority / Cantonment Board	0	15	15

S. No.	Indicator	Max Marks	Option 1	Marks	Option 2	Marks	Option 3	Marks	Option 4	Marks	To qualify	Max Marks
6	Adequate number of de-sludging vehicles and workforce should be available as per CPHEEO norms	40	75-100%	40	50-74%	20	25-49%	10	<25%	0	10	40
7	City has issued and notified fines against persons / desludging operators dumping untreated faecal sludge emptied from septic tanks in water bodies / open areas	10	Yes	10					No	0	10	10
8	Sustainable financing mechanism i.e. operational expenditure of fecal sludge management value chain should be recovered either through dedicated sanitation tax(mentioned in property tax) / Advance remittance of user charges	20	100%	20	75-100%	15	50-74%	10	Less than 50%	0	10	20
9	Mandatory for all cities to have 14420 helpline number operationalized or any other complaint mechanism in place	15	Yes	15					No	0	15	15
10	All Districts / Corporations have set up functional SRU, along with RSA notified by State as per the guidelines issued by MoHUA	10	State has notified RSA and all districts have setup SRUs	10	State has notified RSA and atleast 50% districts in the State have setup SRUs	5	State has notified RSA but no SRUs have been setup by districts	3	No	0	5	10

6.3.2 ODF++ Scoring Matrix

Parameters		Max Marks	Min. Qualifying**
1	Safe discharge of sewage including septage from CT / PT / IHHL	50	35
2	Adequate treatment capacity of the sewage / septage treatment plant (70% of current population)	50	25
3	At least 1 / 3 septic tanks cleaned annually	25	15
4	Mechanized cleaning of sewer and septic tanks	50	25
5	All desludging vacuum tank operators are registered and licensed	15	15
6	Sufficient capacity of desludging vehicles and workforce	40	10
7	City has issued and notified fines against persons / desludging operators dumping untreated fecal sludge	10	10
8	Sustainable financing mechanism	20	10
9	Mandatory for city to have 14420 number to be operationalized / or other feedback mechanisms	15	15
10	Functional SRU, along with RSA notified by State as per the guidelines issued by MoHUA	10	5
Total		285	165

To be certified as ODF++ a ULB, should achieve aggregate 200 marks while scoring minimum qualifying marks for each parameter.

6.4 Water+ Certification

A city / ward / work circle¹¹ can be notified / declared as SBM-U Water+ provided all domestic used water including septage released from households, commercial establishments, institutions etc. is collected and treated to a satisfactory level either onsite or at an off-site facility (as per MoEF&CC / SPCB norms) to which the used water is conveyed through sewers or through drains and nallahs,(presently, as an interim measure)and the by-products including treated effluent is reused before releasing the excess into the water bodies / environment in a sustainable manner.

Necessary infrastructure and regulatory conditions to be achieved before declaring a ULB / Development Area / Cantonment Area as SBM-U Water+

1. To qualify for consideration of Water+ certification, the provisions of ODF+ and ODF++ need to be adhered to. In case of cities applying directly from ODF+ to SBM Water+ protocol, they will be examined by third party agency for fulfilling the ODF++ protocols also.
2. All functional CT / PT should be appropriately provisioned as well maintained, with all conditions as per the CT / PT cleanliness Scoring Matrix.
3. The following necessary conditions are to be met in the ULB (*Municipal Commissioner/ Chief Executive Officer / Executive Officer designated City Engineer to give a declaration in the prescribed format at Annexure 4 confirming these conditions*):
 - a. Sewage released from all toilets in the ULB / Development Authority / Cantonment Board Area is being discharged into a sanitary outlet i.e. an underground sewer or a septic tank with soak pit or a twin pit latrine (TPL);
 - b. In case the city does not have a sewer network or has partial sewer network, sewage including effluent from septic tank finding its way into stormwater drains is properly collected, conveyed and discharged into a STP or nearby sewer;
 - c. The functional capacity of sewage treatment plant is sufficient to treat sewage through a decentralized or centralized treatment plant for atleast 70% of the current population of the town. The remaining 30% population (mainly in fringe area of the town) to ensure safe disposal of black and greywater through on-site sanitation systems or decentralized treatment systems;
 - d. Further, septage from unsewered area is also being treated in the existing/ upcoming STP through co-treatment or at newly constructed STP cum FSTP. However, where FSTPs are existing, septage can be treated at the facility, provided STP is constructed as per above para in the city and no untreated used water is discharged into the environment.
 - e. Sufficient number of vehicles (as per CPHEEO norms) with haulage capacity exists within the ULB to meet the requirement of emptying septic tanks and management of their contents at regular interval of 3 years for the area not covered under sewer network. This shall be monitored with the help of geo-tagging of the septic tanks in the ULB / Development area / Cantonment area;

¹¹ Work circle applicable only in case concerned area is under jurisdiction of development authority . For all ULBs only Electoral wards will be considered.

- f. Towns adopting a cluster approach for treating their wastewater should also fulfill all points (a) to (e) mentioned above;
- g. Adequate infrastructure for mechanized cleaning of sewers, machineholes and septic tanks exists (as per CPHEEO norms) to include PPE and safety gears / equipment and SOPs are followed. Log for verification of manual entry in sewers / septic tanks with soak pits with safety gears / equipment and approval of competent authority, even in case of 100% sewerage and septic tank with soak pit should be maintained;
- h. 20% municipal treated wastewater is being reused after treatment at ULB level or in Development area or Cantonment Area viz. landscaping / gardening, horticulture, agriculture, industrial use, cleaning roads, construction activity etc. The re-use of treated water within the jurisdiction of ULB is also acceptable
- i. A schedule exists to repair, clean and desilt all municipal drains both pre and post monsoon (Supporting documentation needs to be maintained);
- j. Trash arrestor like bar screen, wooden mesh, etc. are placed before the outfall of the major drains which receive used water and a schedule exists to remove accumulated solids on a daily basis. In addition to this on primary drain, before outfall into a water body, there should be at least two bar screens within 2 km before discharge point into the water body. Trash (solid waste, plastic, etc.) should not be visible in the drains at any point of length;
- k. Municipal drains receiving used water are well maintained, continuous and connected to each other and do not peter out in an unplanned way. It should be connected to disposal system. No untreated used water should be directly disposed of into water bodies;
- l. All machineholes are covered to avoid any accident and garbage dumping. Further no overflow from conveyance system and machinehole is observed;
- m. Sewers and machinehole are being cleaned at least once in a year as routine maintenance. However, the same shall also be cleaned at any time based on the hotspot identified and complaint received (Supporting documentation needs to be maintained);
- n. Operation and Maintenance costs of sewer networks / STPs / FSTPs are being recovered through dedicated revenue streams like user charges, sale of by product and conservancy tax (part of property tax) etc., to ensure sustainability of assets. Those cases will also qualify where State/ ULB has entered into a long-term agreement with a private party for sustainable O&M of assets; however, those cases of case-to-case O&M funding from State / 15th Finance Commission Grants which are not tied on long term basis will not be accounted under revenue generation by ULB.

- o. Complaint redressal mechanism such as 14420 helpline and Swachhata app used for complaints pertaining to choking and leakage of sewers/ water logging, septic tank cleaning, uncovered machineholes, drain cleaning - are being addressed within SLA;
- p. Cities which are Water+ and expired will be automatically taken for re-certification however alert will be issued to the city and State atleast 2 months in advance for the same.
- q. The above-mentioned conditions would also apply for domestic discharges emanating from industrial establishments situated within municipal limits.

Steps to be followed by city for certification under Water+

1. All the 'necessary infrastructure and regulatory conditions' have to be fulfilled by the ULB / Development Authority / Cantonment Area

Following the fulfilment of (1) above, Municipal Commissioner / Chief Executive Officer / Executive Officer designated City Engineer will self-declare itself as SBM Water+;

On fulfillment of the above, the Municipal Commissioner / Chief Executive Officer / Executive Officer designated City Engineer must pass a preliminary resolution declaring the city to be SBM Water+ provided it has obtained the following sub-declarations from all wards / zones / circles.

- 1.1 Declaration by all Ward Councilors / Ward engineers that necessary infrastructure and regulatory conditions mentioned in this toolkit (as per declaration formats prescribed in this toolkit).
- 1.2 The above sub-declaration is to be submitted to the Municipal administration / Development authority / Cantonment Board by all wards / work circles, (as applicable) in order to facilitate the self-declaration by the Municipal Administration.
- 1.3 Self-Declaration from ten citizen categories (five representatives from each category) that the ULB / Development Area / Cantonment Board fulfills all conditions for Water+)¹²
- 1.4 For a city applying directly for Water+ mandatory declarations as per ODF, ODF+, ODF++ needs to be obtained from stakeholders

2. Following submission of above resolutions / notifications, a suitable public announcement must be made for the same, in newspapers of wide circulation and readership, inviting public feedback / public objection with a 15 day timeline from the date of publication.

¹² 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, Angwanwadi Workers

3. If no substantial objections are received at the end of this time, a final resolution is adopted by Municipal Commissioner / Chief Executive Officer / Executive Officer designated City Engineer and the same is communicated to respective state government by the ULB or Development Authority and directly to MoHUA by the Cantonment Board.
4. 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 sending the assessment request to Ministry of Housing and Urban Affairs (MoHUA). Attach verification result.
5. MoHUA will then carry out the “Swachh Certification for SBM Water+” process (detailed later in this document). Upon successful assessment, the city / cantonment board / development authority would be issued a certificate which shall be valid for 12 months and the certification process will need to be carried out every year (12 months). In case of failure in certification, a one-month cooling off period (from date of certification failure) shall be applicable. If the city fails consecutively for the second time, cooling-off period would be six months (from the date of second certification failure) before the respective ULB may again request for SBM-U Water+ certification, so as to ensure that there is no slippage of the SBM Water+ status.

6.4.1 Water+ Evaluation Matrix

Service Indicator 1												
Applicable for	Indicators	Max Marks	Level 1	Marks	Level 2	Marks	Level 3	Marks	Level 4	Marks	To qualify	Max Marks
All Cities	Adequate treatment capacity of STP (adequate treatment capacity arrived at here by considering 70% of current population multiplied with 100 litre per capita per day)	40	Greater than or equal to 70%	40	50-69%	30	25-49%	25	Less than 25%	0	30	50
	Operational efficiency (Proportion of total current generated sewage treated)	10	Greater than or equal to 70%	10	50-69%	5	25-49%	3	Less than 25%	0	5	

Verification Indicators

1. Documentation of the treatment plant for capacity
2. Availability of lab testing report of last 3 months (Only NABL accredited Labs to be taken)
3. Proof of running of STP with pump house / plant electricity consumption (how many hours pump was functioning)
4. Log of manpower deployed at STP / FSTP for operation & maintenance.

Service Indicator 2												
Applicable for	Indicators	Max Marks	Level 1	Marks	Level 2	Marks	Level 3	Marks	Level 4	Marks	To qualify	Max Marks
All Cities	Safe cleaning of Sewer and Septic tanks through mechanised equipment and availability of PPEs / safety equipment in case manual entry is unavoidable (with due approval from competent authorities)	20	76-100%	20	50-75%	15	25-59%	10	< 25%	0	15	
	Availability of RSA and SRU as per MoHUA guidelines	20	State has notified RSA and all districts have setup SRUs	20	State has notified RSA and atleast 50% districts in the State have setup SRUs	15	State has notified RSA but no SRUs have been setup by districts	10	Neither RSA notified nor SRU setup	0	15	

Verification Indicators
<ol style="list-style-type: none"> 1. Documentation of Cleaning equipment 2. Log of user charges collected for desludging of septic tanks of households by ULBs / Log of user charges collected for desludging of septic tanks of households by outsourced agency, registered with ULB 3. Desludging / Decanting points and treatment plant logs of emptying of vehicles 4. Maintaining of log for verification of manual entry in sewers / septic tank with safety gears and approval of competent authority, even in case of 100% sewer and septic tank with soak pit approval of competent authority 5. All machineholes to be properly covered and no overflow is observed 6. Citizens feedback on mechanized cleaning practice of septic tanks and sewers in city

Sample Size
<ol style="list-style-type: none"> 1. All equipment's

Service Indicator 3												
Applicable for	Indicators	Max Marks	Level 1	Marks	Level 2	Marks	Level 3	Marks	Level 4	Marks	To qualify	Max Marks
All Cities	<p>Sufficient capacity of desludging vehicles and jetting machines for cleaning of septic tanks with soak pits and sewers respectively in the city</p> <p>(Only registered / licensed vehicles to be considered apart from those owned / leased by municipality)</p> <p>(Sufficiency of desludging vehicles will be calculated based on CPHEEO's requirement of emptying septic tank every once in 3 years and atleast once in a year for main / trunk sewers) Desludging may also be made based on hotspot identified and complain received.</p> <p>(All cities having sufficient capacity of desludging vehicle to cater present demand so that current year demand of desludging vehicle may be counted for verification of this indicator.)</p>	10	75-100%	10	50-74%	5	25-49%	3	< 25%	0	5	10

Verification Indicators

1. Documentation of desludging vehicles (vehicles which are on loan from another department may also be considered)
2. Log of cleaning schedule of septic tanks / Sewers maintained by city. Minimum 25 % septic tanks with soak pits should have been cleaned in the year of application of Water+

Sample Size

1. 10% of all vehicles on random basis in towns with above 50,000 population
2. All vehicles in case of towns with less than 50,000 population

Service Indicator 4										
Applicable for	Indicators	Max Marks	Level 1	Marks	Level 2	Marks	Level 3	Marks	To qualify	Max Marks
All Cities	Safe discharge of sewage including septage from CT / PT / IHHL (collected either through Sewer network or partially sewer network in combination with septic tank system including soak pits or in case the discharge flows into open drains the same will be intercepted and diverted to a STP)	50	> 50%	30	25-49%	25*	<25%	0	35	50
			HHs is connected to sewer network (cities with 100% sewerage connection to be given full marks)		HHs is connected to sewer network		HHs is connected to sewer network			
			The discharge of sewage from the remaining households will be either managed onsite through a septic tank system including soak pits or in case the discharge flows into open drains, the same will be intercepted and diverted to a STP before being released into a water body.	20	The discharge of sewage from the remaining households will be either managed onsite through a septic tank system including soak pits or in case the discharge flows into open drains, the same will be intercepted and diverted to a STP before being released into a water body.	10	The discharge of sewage from the remaining households is managed onsite through a septic tank system including soak pits or in case the discharge flows into open drains, the same will be intercepted and diverted to a STP before being released into a water body.			

(* For towns less than 20,000 population as per 2011 census, sewer network condition is exempted and 100% houses maybe safely discharging sewage through other means as elaborated (i.e the discharge of sewage from the remaining households will be either managed onsite through a septic tank system including soak pits or in case the discharge flows into open drains, the same will be intercepted and diverted to a STP before being released into a water body)

Verification Indicators

1. Direct interviews with citizens
2. Direct observation of septic tank with soak pit and/or twin pit
3. HHs connected with sewer network
4. If connected to sewer pipeline, what is the pipeline further connected to?
5. What is the last point of sewage disposal?

Sample Size

1. 5 HHs per slum / residential area. Sampling based on number of locations as prescribed in the SBM Water+ protocol.

Service Indicator 5												
Applicable for	Indicators	Max Marks	Level1	Marks	Level 2	Marks	Level 3	Marks	Level 4	Marks	To qualify	Max Marks
All Cities	Re-use of treated water	15	More than 20%	15	20-10%	10	Less than 10%	5	No-reuse	0	5	15

Verification Indicators

1. Treatment plant log
2. Documentation of re-use agreement (In case the ULB is re-using the water for its own purposes, a declaration on the same may be considered)
3. Location of re-use
4. Re-use infrastructure (pipes, tankers to transport treated water, channel or drains for transport of treated water)

(Note: Re-use to be considered as per SBM Water+ protocol)

Service Indicator 6												
Applicable for	Indicators	Max Marks	Level 1	Marks	Level 2	Marks	Level 3	Marks	Level 4	Marks	To qualify	Max Marks
All Cities	Municipal drains (in length) receiving sullage should be well maintained, continuous, linked with each other and leading to STP/ Water Bodies/ interception point within jurisdiction		75-100%	20	50-74%	15	25-49%	10	< 25%	0	15	30
	Bar Screens / trash arrester are placed at strategic locations (For towns with population 1 Lakh and above all Drains with width more than 1 metre and at the junction of major secondary to primary drains and major drains meeting water bodies / rivers. For towns with population with less than 1 Lakh drains with width 0.5 meter and above)		75-100%	10	50-74%	5	25-49%	3	Less than 25%	0	5	

Verification Indicators

1. No overflow and no broken drains
2. No peter out of drains
3. Cross sectional area not to be silted more than 50% depth.
4. Desilting (O&M) should be done at regular interval of time (at least once in a year)
5. Trash arrester / screens to be placed at strategic locations as per SBM Water+ Protocol
6. GVPs around drains (To be via direct observation)
7. Cleanliness of trash arrester / screens (To be via direct observation)
8. Cleaning log of drains
9. O&M of drains
10. Record of photographs at major locations of drains

Service Indicator 7														
Applicable for	Indicators	Max Marks	Level 1	Marks	Level 2	Marks	Level 3	Marks	Level 4	Marks	Level 5	Marks	To qualify	Max Marks
All Cities	100 % Operations and Maintenance costs of sewer networks / STPs / FSTPs are being recovered through dedicated revenue streams / users (the funds under 15th Finance Commission Fund and O&M allocated in State Plans will not be accounted for) (O&M funds if funded by State it is acceptable however the same is only permissible if it is for a minimum period of 5 years and not acceptable if it is annual) (O&M funds if funded by State it is acceptable however the same is only permissible if it is for a minimum period of 5 years and not acceptable if it is annual)	40	100%	40	75 - 100%	30	50 - 74%	20	25 - 49%	10	< 25%	0	20	40

Verification Indicators

1. Notification of user charges by ULB
2. Record of revenue collection / received by State / UT
3. Expenditure on sewage / faecal sludge conveyance and treatment other than salary
4. Any other Documentation shared by the ULB in support of O&M

Service Indicator 8														
Applicable for	Indicators	Max Marks	Level 1	Marks	Level 2	Marks	Level 3	Marks	Level 4	Marks	Level 5	Marks	To qualify	Max Marks
For all cities	Complaint mechanism such as 14420, Swachhata App etc available for choked sewers, leakage of sewage, water logging, septic tank cleaning, uncovered machinehole, drain cleaning and log is maintained by the ULB	15	ICT based Complaint mechanism available, and complete log maintained	10	ICT based Complaint mechanism available but log is not maintained	7	Manual complaint mechanism available and log is maintained	5	Complaint mechanism available but not functional	2	Complaint mechanism not available / Log is not maintained	0	7	
	Complaint redressal status		90% - 100%	5	75% - 89%	3	50% - 74%	2	25% - 49%	1	< 25%	0	3	

Verification Indicators

1. Complaint mechanism present
2. Log is maintained
3. Complaint being resolved within SLA
4. Record of total complained received
5. Maintain log of complaint resolved

6.4.2 Water+ Scoring Matrix

Parameters		Max Marks	Min. Qualifying**
1	Adequate treatment capacity of STP and operational efficiency	50	35
2	Safe cleaning of Sewer and Septic tanks through mechanised equipment and availability of PPEs and availability of RSA and SRU	40	30
3	Sufficient capacity of desludging vehicles and jetting machines for cleaning of septic tanks with soak pits and sewers respectively in the city	10	5
4	Safe discharge of sewage including septage from CT / PT / IHHL	50	35
5	Re-use of treated water	15	5
6	Municipal drains receiving sullage be well maintained and Bar Screens / trash arrester are placed at strategic locations	30	20
7	100 % Operations and Maintenance costs of sewer networks / STPs / FSTPs are being recovered through dedicated revenue streams / users	40	20
8	Complaint mechanism such as 14420, Swachhata App etc available and complaint redressal status available	15	10
Total		250	160

To be certified as Water+ a ULB, should achieve aggregate 175 marks while scoring minimum qualifying marks for each parameter.

Annexure: Declaration Formats to be submitted by ULBs

Annexure 1 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) Claim of the city declaring itself as ODF is self-verified by the State

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

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

.....

(Signature, and Name of Mayor Chairperson)

Address:

Phone Number:

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 span of 500 meters
- d) All commercial areas in the ward have public toilets within a span of 1KM
- 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 groups¹³ 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)

Address:

Phone Number:

Date:

Seal:

¹³ This declaration is waived off for those ULBs where there are no registered SHGs present

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).

- a) 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.
- b) 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.
- c) The self-declaration from each of the students and staff are attached here with (refer Section 1 and Section 2)

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 Principal / Headmaster / Headmistress of School

Address:

Phone number:

Date:

Seal:

Section – 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)

Address:

Phone number:

Date:

Section- 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 In or 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)

Address:

Phone number:

Date:

4. Format for self-declaration to be submitted by Self-Help Groups¹⁴

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)

¹⁴ This declaration is waived off for those ULBs where there are no registered SHGs present

Annexure 2 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 by-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) All functional public and community toilets should be appropriately provisioned and well-maintained, thereby, adhering to all the conditions as per CT-PT Cleanliness Scoring Matrix. For a city to be declared ODF+ all CT / PTs are to score the minimum qualifying marks.
- d) City has carried out structural audit of all such community/public toilets which are more than 15 yrs old and are in dilapidated condition and has carried out necessary repairs/ renovations / reconstruction on the basis of the findings of audit.
- e) The city has issued and notified fines against open defecators, and people urinating in open and has defined penalty / fine against concessionaires/maintenance authorities in-charge of community / public toilets in service contract (with respect to poor maintenance of such toilets).
- f) All Ward Councillors / Work Circle In-Charges/Engineers in the city / town have submitted their self- declarations regarding SBM ODF+ status
- g) Preliminary resolution has been passed declaring the city / town as SBM ODF+
- h) Above resolution has been publicly announced, in atleast two newspapers of wide circulation and readership, inviting public feedback / objection within 15 days of announcement
- i) 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
- j) 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+.

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

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

Phone Number:

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 span 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 mandatory conditions, as per CT-PT Cleanliness Scoring Matrix.

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)

Phone Number:

Date

Seal:

3. Format for declaration to be submitted by schools

I do hereby declare that (name of school), in ward no / work circle..., under.....
(Name of ULB/ development authority/cantonment board), has..... number
of students, andnumbers of staff (including teachers).

- a) 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.
- b) The toilets are well-maintained, with all mandatory conditions defined for toilets as per CT-PT Cleanliness Scoring Matrix. The toilets are well-maintained, with all mandatory conditions defined for toilets as per ODF+ protocol.
- c) 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 Section 1 and 2 in the ODF declaration formats)

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

Phone Number:

Date

Seal:

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 to be submitted citizen representatives

I, (Name), authorized representative on behalf of (Name of citizen category) in (Name of ULB / development authority cantonment board) do here by 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 at least 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) No manual entry without safety gear is allowed for cleaning of our septic tanks/ sewers.
- 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:

Annexure 3 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) All necessary conditions for SBM ODF+ (as per the SBM ODF+ protocol laid down by MoHUA) have been achieved.
 - b) All functional CT/PT should be appropriately provisioned and well maintained, with all conditions as per CT/PT Cleanliness Scoring Matrix.
 - c) All toilets (individual, community and public) are either connected to:
 1. Onsite containment systems with suitable secondary treatment;
 2. Septic tank effluent collected through drains (as interim measure) to STP or;
 3. Sewerage network leading to an STP.
 - d) Sewer networks are maintained and operated as per norms¹⁵ with all overflow/ leakage issues resolved within 6 hours (point to be removed if city does not have sewer network)
 - e) All transmitted sewage is treated at a sewage treatment plant as per norms¹⁶ (point to be removed if city does not have sewer network)
 - f) Sewage/ Septage treatment facilities are operated and maintained as per norms¹⁷
 - g) Treated dried sludge is disposed of at a designated site or diverted for appropriate recovery/reuse/(recovery/ reuse as per norms)
 - h) No untreated sewage including faecal sludge & septage should be dumped into water body/open drains/open environment.
 - i) Scheduled inspection of septic tanks and soak pits, through an institutionalized mechanism ensured for safe sanitation practice bi-annually. On an average, at least 1/3 of septic tanks cleaned annually.
 - j) All septic tank cleaning private service providers have submitted their self-declaration regarding registration with and licensed by ULB/ Development Authority/Cantonment Board, licensing and operations and are utilizing well-maintained mechanized equipment.
 - k) The city has issued and notified fines against persons/desludging operators dumping untreated sewage including faecal sludge & septage in drains and / or open areas.
 - l) All Ward Councillors/ Work Circle In-Charge or Engineers (as applicable) in the city/ town have submitted their self-declarations regarding SBM ODF++ status.
 - m) Preliminary resolution has been passed declaring the city/ town as SBM ODF++.

¹⁵ CPHEEO 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/>)

¹⁶ ibid (CPCB norms for STPs - http://cpcb.nic.in/uploads/Industry-Specific-Standards/Effluent/105-sewage_treatment_plants.pdf)

¹⁷ ibid (CPCB norms for STPs - http://cpcb.nic.in/uploads/Industry-Specific-Standards/Effluent/105-sewage_treatment_plants.pdf)

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:
 - 1. Onsite containment systems with suitable secondary treatment;
 - 2. Septic tank effluent collected through drains (as interim measure) to STP or;
 - 3. Sewerage network leading to an STP.

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. Regular¹⁸ and safe¹⁹ emptying of faecal matter contained in onsite sanitation structures atleast once in 3 years, 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
- c) No discharging and/or dumping of untreated sewage including faecal sludge & septage 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:

¹⁸ 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

¹⁹ Persons involved are provided with and using personal protective equipment (PPE) and emptying equipment utilized is being utilized

3. Format for declaration to be submitted by schools

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) Buildings on our premises are connected to the city's sewer network(applicable if premises do not have on-site sanitation system).
- c) We do not employ manual scavengers for cleaning / emptying of toilet facilities and containment systems (if any on premises).
- d) 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:

4. 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:

5. 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:

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 mechanized 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).

Annexure 4 Water+ Declaration Formats

Format for declaration to be submitted by ULB/ Development Authority/ Cantonment Board

I, Mayor / Chairperson / Commissioner / CEO of (Name of ULB / Development Authority / Cantonment Board) do hereby declare that all necessary conditions for SBM Water + (as per the SBM Water + protocol laid down by MoHUA) have been achieved, and:

- a. All functional CT/PT should be appropriately provisioned as well maintained, with all conditions as per the CT/PT cleanliness Scoring Matrix.
- b. Sewage released from all toilets in the ULB/ Development Authority/ Cantonment Board Area is being discharged into a sanitary outlet i.e. an underground sewer or a septic tank with soak pit or a twin pit latrine (TPL);
- c. In case the city does not have a sewer network or has partial sewer network, sewage including effluent from septic tank finding its way into stormwater drains is properly collected, conveyed and discharged into a STP or nearby sewer;
- d. The functional capacity of sewage treatment plant is sufficient to treat sewage through a decentralized or centralized treatment plant for atleast 70% of the current population of the town. The remaining 30% population (mainly in fringe area of the town) to ensure safe disposal of black and greywater through on-site sanitation systems or decentralized treatment systems;
- e. Further, septage from unsewered area is also being treated in the existing/ upcoming STP through co-treatment or at newly constructed STP cum FSTP. However, where FSTPs are existing, septage can be treated at the facility, provided STP is constructed as per above para in the city and no untreated used water is discharged into the environment.
- f. Sufficient number of vehicles (as per CPHEEO norms) with haulage capacity exists within the ULB to meet the requirement of emptying septic tanks and management of their contents at regular interval of 3 years for the area not covered under sewer network. This shall be monitored with the help of geo-tagging of the septic tanks in the ULB/ Development area/ Cantonment area;
- g. Towns adopting a cluster approach for treating their wastewater have also fulfilled all points (a) to (e) mentioned above;
- h. Adequate infrastructure for mechanized cleaning of sewers, manholes and septic tanks exists (as per CPHEEO norms) to include PPE and safety gears/equipment and SOPs are followed. Log for verification of manual entry in sewers/ septic tanks with soak pits with safety gears/ equipment and approval of competent authority, even in case of 100% sewerage and septic tank with soak pit should be maintained;

- i. 20% municipal treated wastewater is being reused after treatment at ULB level or in Development area or Cantonment Area viz. landscaping/ gardening, horticulture, agriculture, industrial use, cleaning roads, construction activity etc. The re-use of treated water within the jurisdiction of ULB is also acceptable;
- j. A schedule exists to repair, clean and desilt all municipal drains both pre and post monsoon (Supporting documentation needs to be maintained);
- k. Trash arrestor like bar screen, wooden mesh, etc. are placed before the outfall of the major drains which receive used water and a schedule exists to remove accumulated solids on a daily basis. In addition to this on primary drain, before outfall into a water body, there should be at least two bar screens within 2 km before discharge point into the water body. Trash (solid waste, plastic, etc.) should not be visible in the drains at any point of length;
- l. Municipal drains receiving used water are well maintained, continuous and connected to each other and do not peter out in an unplanned way. It should be connected to disposal system. No untreated used water should be directly disposed of into water bodies;
- m. All machineholes are covered to avoid any accident and garbage dumping. Further no overflow from conveyance system and machinehole is observed;
- n. Sewers and machinehole are being cleaned at least once in a year as routine maintenance. However, the same shall also be cleaned at any time based on the hotspot identified and complaint received (Supporting documentation needs to be maintained);
- o. Operation and Maintenance costs of sewer networks/ STPs/ FSTPs are being recovered through dedicated revenue streams like user charges, sale of by product and conservancy tax (part of property tax) etc., to ensure sustainability of assets. Those cases will also qualify where State/ ULB has entered into a long-term agreement with a private party for sustainable O&M of assets; however, those cases of case-to-case O&M funding from State/ 15th Finance Commission Grants which are not tied on long term basis will not be accounted under revenue generation by ULB.
- p. Complaint redressal mechanism such as 14420 helpline and Swachhata app used for complaints pertaining to choking and leakage of sewers/ water logging, septic tank cleaning, uncovered machineholes, drain cleaning - are being addressed within SLA;
- q. All industrial establishments, construction sites (more than 20,000 sq.mt.), situation within municipal limits is adhering to all conditions outlined in the SBM Water+ protocol;
- r. More than 80% of citizen complaints pertaining to sewage overflow has been resolved quarterly;
- s. 90% efficiency is maintained for collecting charges for sanitation services provided to citizen;

- t. Preliminary resolution has been passed declaring the ULB/ Development area/ Cantonment Board as Water+;
- u. Above resolution has been publicly announced, in atleast two newspapers of wide circulation and readership, inviting public feedback/ objection within 15 days of announcement;
- v. 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 Water + status;
- w. This final resolution has been communicated to the state government for further verification (if decided to be carried out).

Accordingly..... (Name of ULB / Cantonment board/ development authority) is hereby declared SBM Water+.

MoHUA is now requested to carry out the "Swachh Certification for SBM Water +" process for (Name of ULB/town/cantonment board/ development authority).

.....

(Signature, and Name of Mayor / Chairperson /Commissioner / CEO/ Commanding Officer/ Designated City Engineer)

Date and Seal:

2. Format for declaration to be submitted by every Ward Councillor/ Ward engineer / Work circle in-charge

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

- a. All functional CT/PT should be appropriately provisioned as well maintained, with all conditions as per the CT/PT cleanliness Scoring Matrix. Each toilet shall score atleast minimum marks for qualifying for certification under Water+.
- b. Sewage released from all toilets in the ULB/ Development Authority/ Cantonment Board Area is being discharged into a sanitary outlet i.e. an underground sewer or a septic tank with soak pit or a twin pit latrine (TPL);
- c. In case the city does not have a sewer network or has partial sewer network, sewage including effluent from septic tank finding its way into stormwater drains is properly collected, conveyed and discharged into a STP or nearby sewer;
- d. The functional capacity of sewage treatment plant is sufficient to treat sewage through a decentralized or centralized treatment plant for atleast70% of the current population of the town. The remaining 30% population (mainly in fringe area of the town) to ensure safe disposal of black and greywater through on-site sanitation systems or decentralized treatment systems;
- e. Further, septage from unsewered area is also being treated in the existing/ upcoming STP through co-treatment or at newly constructed STP cum FSTP. However, where FSTPs are existing, septage can be treated at the facility, provided STP is constructed as per above para in the city and no untreated used water is discharged into the environment.
- f. Sufficient number of vehicles (as per CPHEEO norms) with haulage capacity exists within the ULB to meet the requirement of emptying septic tanks and management of their contents at regular interval of 3 years for the area not covered under sewer network. This shall be monitored with the help of geo-tagging of the septic tanks in the ULB/ Development area/ Cantonment area;
- g. Towns adopting a cluster approach for treating their wastewater have also fulfilled all points (a) to (e)mentioned above;
- h. Adequate infrastructure for mechanized cleaning of sewers, machineholes and septic tanks exists(as per CPHEEO norms) to include PPE and safety gears/equipment and SOPs are followed. Log for verification of manual entry in sewers/ septic tanks with soak pits with safety gears/ equipment and approval of competent authority, even in case of 100% sewered and septic tank with soak pit should be maintained;
- i. 20% municipaltreated wastewater is being reused after treatment at ULB level or in Development area or Cantonment Area viz. landscaping/ gardening, horticulture, agriculture, industrial use, cleaning roads, construction activity etc. The re-use of treated water within the jurisdiction of ULB is also acceptable;
- j. A schedule exists to repair, clean and desilt all municipal drains both pre and post monsoon (Supporting documentation needs to be maintained);

- k. Trash arrestor like bar screen, wooden mesh, etc. are placed before the outfall of the major drains which receive used water and a schedule exists to remove accumulated solids on a daily basis. In addition to this on primary drain, before outfall into a water body, there should be at least two bar screens within 2 km before discharge point into the water body. Trash (solid waste, plastic, etc.) should not be visible in the drains at any point of length;
- l. Municipal drains receiving used water are well maintained, continuous and connected to each other and do not peter out in an unplanned way. It should be connected to disposal system. No untreated used water should be directly disposed of into water bodies;
- m. All machineholes are covered to avoid any accident and garbage dumping. Further no overflow from conveyance system and machinehole is observed;
- n. Sewers and machinehole are being cleaned at least once in a year as routine maintenance. However, the same shall also be cleaned at any time based on the hotspot identified and complaint received (Supporting documentation needs to be maintained);
- o. Operation and Maintenance costs of sewer networks/ STPs/ FSTPs are being recovered through dedicated revenue streams like user charges, sale of by product and conservancy tax (part of property tax) etc., to ensure sustainability of assets. Those cases will also qualify where State/ ULB has entered into a long-term agreement with a private party for sustainable O&M of assets; however, those cases of case-to-case O&M funding from State/ 15th Finance Commission Grants which are not tied on long term basis will not be accounted under revenue generation by ULB.
- p. Complaint redressal mechanism such as 14420 helpline and Swachhata app used for complaints pertaining to choking and leakage of sewers/ water logging, septic tank cleaning, uncovered machineholes, drain cleaning - are being addressed within SLA;
- q. All industrial establishments, construction sites (more than 20,000 sq.mt.), situation within municipal limits is adhering to all conditions outlined in the SBM Water+ protocol;
- r. More than 80% of citizen complaints pertaining to sewage overflow has been resolved quarterly;
- s. 90% efficiency is maintained for collecting charges for sanitation services provided to citizen;

I further declare that I have formally submitted this declaration to the (Name of ULB /..... (Signature, and Name of Ward Councillor / Ward Engineer/ Work Circle In-Charge/Engineer) development authority / cantonment board) for further necessary action.

Date:

Seal:



Ministry of Housing and Urban Affairs
Government of India