



Ghaziabad Nagar Nigam



Swachh Bharat Mission

Municipal Corporation, Ghaziabad

**Improving Sanitation Services of Cleanest City of
India through
Service Level Benchmarking**



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Service Level Benchmarking

A Handbook on Service Level Benchmarking has been developed and released by the Nagar Nigam Ghaziabad. It seeks to:

- Define a common minimum framework for monitoring and reporting of the indicators.
- Set-up guidelines on how to operationalize this framework in a phased manner. The framework encompasses indicators.

1. Detailed guidelines: -

a. Sanitation Services

- All households that have space to construct toilet, must construct one. The toilet constructed must be functional and well maintained with water facilities.
- All occupants of households not having space to construct toilet must have access to a community toilet within a diameter of 500 meters.
- All commercial areas must have public toilets within of 1 kilometer of the area.
- Ensure that there is no open defecation and open Urination taking place.
- All CTs/PTs must be operated under the guidelines provided by the Ministry of Housing and Urban Affairs/ State/ ULB.
- Urination Vulnerable points (UVPs) have been identified and removed in the ULB and Urinals have been constructed at required places.
- The city has adequate mobile toilets/toilet facilities for use during festivals and occasions where large gatherings are expected i.e. occasions at which the available facilities do not fulfill the requirements/ demands, regardless of the frequency of the event.
- Provision of toilet facilities to migrant population/construction workers (at construction sites with 25 or more workers) providing safe disposal of faecal sludge.
- All residential areas with Resident Welfare Associations (RWAs)/ housing or mohalla committees must have separate toilet facilities for male and female staff within its premises including non-resident domestic workers, construction workers, maintenance staff, drivers, etc. that are always clean and usable. Where RWA or housing committee does not exist, ULB shall form a committee for this purpose, with approval of the residents of the area.
- Ensure that all operation and maintenance cost from community/ public toilets/ urinals and STPs/FSTPs is maintained through revenue streams such as advertisement rights, user charges, property tax, CSR and other means.
- Carry out structural audit of all CTs/ PTs/ Urinals on a regular basis and conducting necessary repairs and renovations based on the outcomes.
- The city has notified against open defecation and open urination and fines/ penalties associated. Penalty/ spot fine provisions are also defined against concessionaires/ maintenance authorities in-charge of community/public toilets in their service contract.
- All functional public and community toilets should have provisions based on the guidelines and maintained with all conditions given in ODF, ODF+, ODF++ and Water Plus protocols. In addition, each toilet shall score atleast 90% based on the framework provided in ODF, ODF+, ODF++ and Water Plus protocols as defined by Ministry of Housing Urban Affairs(MoHUA).
- Defining user charges, if any for all community and public toilets.
- Provision of Personal Protective Equipment (PPE) and cleaning equipment to staff at all CTs/ PTs/ Urinals under the ULB.



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Sewerage Network

- Preparing the city sewerage network plan.
- Maintenance of the sewer networks as per norms, where existing in the city.
- No open discharge into water bodies, drains, open land, etc.
- Containment systems such as septic tanks, twin pits or other on-site sanitation systems as prescribed by CPHEEO or as under SBM-Urban Mission Guidelines.
- Regular and safe emptying, treatment or disposal of septage from such toilets managed as per guidelines laid down by CPHEEO, ULB, SBM(U) or MoHUA.
- All service providers for septic tank cleaning must be registered and licensed by GNN. Operation must be through contract with the respective administration/ authority in the allotted area and must utilize well-maintained mechanized equipment (as per recommendation of National Policy on FSSM or any other governing law/ guidelines)
- Safe conveyance and treatment of all faecal sludge as per Central Pollution Control Board (CPCB) standards or as adopted by the ULB.
- Sewage/ septage treatment facilities are operated and maintained as per guidelines.
- Treated sludge is disposed of at designated site or diverted for appropriate recovery/reuse as per guidelines.
- Complaint redressal system maintaining logs of receipt and resolution reports of complaints for overflow/ leakage issues/ any other issues resolved within defined period.
- GNN has notified about fines against persons/ desludging operators dumping untreated fecal sludge in drains or open area.
- All IHHLs, CTs and PTs should adhere to all the conditions laid down by the governing guidelines strictly.
- Provide personal protective equipment (PPE) to staff to provide mechanical emptying services.

b. Water Supply and Water Connectivity

- Full coverage of water supply connections in the ULB.
- Assess the extent of metered water connections in the ULB.
- Monitor efficiency in redressal of customer complaints in the ULB.
- Maintain efficiency in collection of water supply-related charges in the ULB.

c. Storm Water Drainage

Extent and effectiveness of the network are emphasized upon to assess storm water drainage systems performance. Financial sustainability of such infrastructure does not yield any direct revenues hence, such is not considered. Coverage of SWDs is the indicator.

d. Waste Water Management

- Sewer network coverage of all toilets (CTs/ PTs/ IHHLs/ etc.) in the city.
- Adequate number of wastewater treatment facilities with capacity equal/ more than the current requirement.
- Assess the extent of reuse and recycling of wastewater.
- Monitor the efficiency in redressal of customer complaints.
- Maintaining efficiency in collection of sewerage-related charges.



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2. Monitoring Guidelines: -

a. Necessary Facilities in all community and public toilet

Sr. No.	Condition
Cleanliness	
1	All toilet seats and urinals must be clean and usable at any times.
2	Wash basin(s) must be clean and usable at any time.
3	Toilet floor neat and clean, swept and mopped always.
4	Mirrors, if available, are clean and polished.
5	Litter bins are available and cleaned regularly for each toilet seat.
6	Cleaning and maintenance roster must be maintained on a regular basis and a separate roster for duty of the concerned staff and opening and closing chart
Support infrastructure	
7	Availability of water for cleaning and usage purposes.
8	Soap or soap dispensers must be available and operational.
9	Leakage free usable taps and fittings connected with water tank or outside structure with water available during open hours.
10	Adequate ventilation available (vents, slanted glass slats or exhaust fan)
11	Premises must be well lit, with each seat having its own light point which are functional.
12	All doors must have bolt mechanism installed which are functional.
Accessibility	
13	Entrances must be gender-segregated, i.e. distinct entrances for males and females, if both facilities are available in single block.
14	Accessibility entrance (like ramp, stairs) for access to the specially abled persons upto the toilet block.
15	Toilets must have visible signage showing that the facility is available for use within 3 meters of the toilet and also the area is encroachment free from any unauthorized activity.
16	Public /Community Toilet is visible on Google Maps toilet locator as 'SBM Toilet'.
Operation and Maintenance	
17	Untreated faecal sludge/septage and sewage from the toilet must not be discharged or dumped in drains or open areas water bodies.
18	Staff is provided with necessary supplies of prescribed cleaning equipment, protective gear and inventor and an out-of-stock situation does not occur.
19	Contact information of supervisor, supervisor's agency and area Sanitary Inspector must be prominently displayed.
20	Complaint registration and redressal mechanism is in place and functioning, all complaints, maintenance issues or incidents must be resolved within 24 hours.



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

Sr. No.	Condition
Cleanliness and aesthetics	
1	Walls and floors must be clean and stain/graffiti free
2	Air freshener is available and usable.
3	Paints/ shrubs around the toilet complex are well maintained
Additional amenities/infrastructure	
4	Hand dryer/ paper napkin is available for use.
5	Bathing facility can be availed
6	Low height toilet and basins are available for use by children.
7	Female toilets have sanitary napkin vending machine and adequate disposal mechanism for sanitary napkins
8	Functional floodlights/ halogen vapor lamps outside the toilet premises must be present so that no dark/ shadowy areas are in and around the toilet premises.
Green technology	
9	Rainwater harvesting facility is available
10	Water-saving or reuse technology has been incorporated
Financial viability	
11	Space has been earmarked for revenue generation
12	Toilet is self-sustainable (100% operation and maintenance cost met from revenue generated within premises)
Total	

3. Operationalizing the SLB Framework

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

Nagar Nigam Ghaziabad, Commissioner would verify the SLB performance. Thereafter, based on the observations GNN Commissioner would guide for improving performance and would provide a chance to reflect on their performance. It enabled officials to identify their shortcomings as well as possible strategies for overcoming them. As a follow-up to this exercise, Ghaziabad would help to develop specific action, proposed to take and expected services accountability and take the lead in using the SLB framework to deliver improved services for their citizens.