



एक कदम स्वच्छता की ओर

# Swachh Parks

## Standard Operating Procedures



सत्यमेव जयते

Ministry of Urban Development  
Government of India





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As a mark of respect to the father of the nation, our government has taken an ambitious pledge to make Urban India Open Defecation Free and clean by 2nd October, 2019 through the Swachh Bharat Mission (Urban).

We have taken up a multi-pronged strategy for making this mission successful, and turning it into a people's movement. In its second year since launch, it is heartening to note that the Swachh Bharat Mission has caught the imagination of citizens.

The increased participation from citizens, be it as part of our thematic drives, or voluntary 'swachhata' activities from inspired individuals and organizations, is slowly but surely pushing the Mission towards becoming a 'Jan Andolan'.

The "Thematic Drive" for 1<sup>st</sup>–15<sup>th</sup> June 2016 focuses on cleanliness in **"all popular forest sanctuaries, reserved forest areas, parks and animal welfare establishments"**. We are expecting an enthusiastic response not only from parks and sanctuaries maintained by the Government of India, but by various state and local governments, and private bodies as well. Maintaining a clean and hygienic environment in our parks, sanctuaries and forests is essential to maintain the virgin beauty of these places, as well as maintaining the environmental balance.

I am pleased to see the Standard Operating Procedures for 'Swachh Parks' being released, which lays out the infrastructure norms, assessment & inspection procedures and checklists, and sanitation and waste management best practices to be followed in parks. It is my firm belief that this will go a long way in improving the cleanliness of our parks and contribute towards a truly 'Swachh Bharat'.

I am confident that the concerned authorities in charge of maintaining the parks and sanctuaries will rise to the occasion of the coming thematic drive, and through a spirit of healthy competition, drive themselves towards the mission goals, so that we collectively win the final race towards a "Swachh Bharat" by 2<sup>nd</sup> October 2019.







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## Background, Objectives & Scope

### Background

The Hon'ble Prime Minister launched the Swachh Bharat Mission on 2nd October, 2014 with a target to make the country clean and sanitized by 2nd October, 2019.

Forest areas, parks and sanctuaries provide the basis for environmental balance and health. In order to leave behind for our future generations a healthy environment, we need to have a systematic approach to maintaining their cleanliness. As part of the Swachh Bharat Mission mandate, it is imperative for all parks, which are mostly man-made, to be well-maintained and clean, towards the larger goal of a healthy, unpolluted environment.

### Objectives

For uniform cleanliness guidelines it is essential to have a standard operating procedure to ensure that all parks are maintained under set standards of cleanliness by the concerned authorities.

The purpose of this SOP is to ensure a high level of cleanliness in all parks maintained by the government as well as

- ✓ The Standard Operating Procedures for “Swachh Parks” provides detailed guidelines for maintaining cleanliness and ‘swachhata’ in all parks maintained by government or private entities.
- ✓ Competent authorities responsible for maintaining parks in cities and towns should comply with the guidelines set out in the Standard Operating Procedures.
- ✓ Citizens should be encouraged and sensitised to maintain cleanliness in parks.

private entities. The primary way to achieve the same is through inculcating good sanitation and hygiene practices among visitors and maintenance staff. A significant objective of this SOP is also to introduce a rating of all parks in a particular city / town. An assessment framework (either for self-assessment or assessment by a third party as decided by the competent authority) has also been defined in this document which can help the concerned authority to carry out the rating exercise for parks.

This Standard Operating Procedures will be updated continually to incorporate new procedures and products. Therefore, printed copies of this document or part thereof should not be relied upon as a current reference document. Staff should always refer



to the electronic copy of the latest version. Any addition to the procedures based upon requirement should be identified and incorporated where necessary. This document serves as the base document.

The actual allocation of resources and the actual frequency of cleaning may vary according to the locally determined need.

It is important that all aspects of cleaning and sanitation provision are aligned with the Swachh Bharat Mission Guidelines and other relevant environment-related guidelines issued by the Government of India.

The Standard Operating Procedures are set out in a detailed format to cover the issues required to implement proper cleaning of parks.

### **Scope**

This SOP for 'Swachh Parks' is applicable to all parks being maintained by government entities, in states and cities, across India. Private entities maintaining parks may also, at their own volition, use this SOP.

## Responsibilities

### *Overall Responsibility*

The specific Ministry/Department/Government Body/Government Agency / private agency is responsible for ensuring compliance to the SOP for the parks under their jurisdiction. In the case of shared premises, the responsibility lies with all the bodies, irrespective of the amount of space utilised by either.

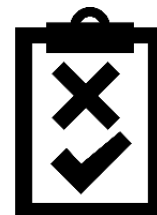
A Sanitation Committee, comprising one representative of the O&M agency, one representative of the concerned ULB, and two representatives from local community / influential community members should be set up to monitor and supervise the works being carried out by the responsible party in charge of park maintenance (O&M agency) and ensure compliance to the SOP. Identification of personnel within the Ministry/Department/Government Body/ private entity along with their roles and responsibilities should be carefully laid out. Apart from officials at senior positions, lower level staff should also be part of the committee.

The committee should also ensure compliance to infrastructure requirements as laid out in this SOP. Further, in case of contracting an external agency to carry out the cleanliness works, Service Level Agreements should be drafted and signed by both parties.

## Assessments & Inspections

### Evaluation

Three broad parameters: infrastructure availability, maintenance of park premises and equipment, and feedback from users / visitors – are being proposed here for assessing / rating parks on overall cleanliness. The parameters for these ratings may also be utilized for conducting self-evaluation by the concerned authority to identify areas of improvement and intervention. The proposed parameters and their scoring are given below:



Infrastructure (max. score - 40)						
1	Boundary wall around park	In good condition	In broken condition	No boundary wall		
		4	2	0		
2	Entrance / exit gate	In good condition	In broken condition	No gate		
		4	2	0		
3	Signages prominently displayed around park	Yes	No			
		4	0			
4	Benches / seats	Available within every 500 metres	Available every 1000 metres	No benches / seats		
		4	2	0		
5	Functional Toilet facilities	Available within every 500 metres	Available every 1000 metres	No toilets available		
		4	2	0		
6	Toilet facilities available	Separate facilities available for men and women, with at least one disabled-friendly facility	Separate facilities available for men and women, without any disabled-friendly facility	Common toilet facilities available, with at least one disabled-friendly facility	Common toilet facilities available, without any disabled-friendly facility	No toilets available
		4	3	2	1	0
7	Dustbins	Colour-segregated, Available within every 250 metres	Colour-segregated, Available within every 500 metres	No colour segregation, available every 250 metres	No colour segregation, available every 500 metres	No dustbins available
		4	3	2	1	0
8		Available	Not available			

	Waste cartage equipment (e.g. rickshaws / tractor / trolley / hand cart)	4	0			
9	Composting equipment / compost pit	Available	Not available			
		4	0			
10	Cleaning equipment / brooms etc	Available, in good condition	Available, in poor condition	Not available		
		4	2	0		
SUB-TOTAL (INFRASTRUCTURE SCORE) - A						

Service / maintenance (max. score - 30)						
1	Park Cleaning	Swept daily	Swept periodically	Never swept		
		4	2	0		
2	Toilets cleaning	Cleaned regularly	Cleaned sometimes	Never cleaned		
		5	3	0		
3	Toilet Water availability	Available	Not available			
		4	0			
4	Drinking water facility	Available within park	Not available			
		4	0			
5	Gym and play equipment	Maintained regularly	No regular Maintenance			
		4	0			
6	Waste collection from park	Collected daily	Collected every few days	Not collected		
		4	2	0		
7	Bio-degradable Waste processing	Processed at compost pit / compost equipment inside park	Sent for composting outside park	Not composted		
		5	3	0		
SUB-TOTAL (MAINTENANCE SCORE) - B						

Feedback from visitors / users (max. score - 30)						
1	Park grounds maintenance	Well maintained	Poorly maintained / no maintenance			
		6	0			
2	Availability of toilet facilities	Sufficient numbers available for use	Not enough numbers available for use			
		6	0			
3	Sports and open gym equipment maintenance	Well maintained and safe for children	Poorly maintained			
		6	0			
4	Availability of seating	Sufficient numbers of benches / seats available	Not enough numbers available for use			
		6	0			
5	Park ground lighting	Well-lighted at night	Poorly lit			
		6	0			
<b>SUB-TOTAL (FEEDBACK SCORE) - C</b>						
<b>TOTAL SCORE (A + B + C)</b>						

## Gap Assessment

Apart from self-assessment as described above, a periodic assessment of infrastructure gaps is also essential in order to maintain the standards of sanitation and cleanliness in parks. The below format acts as a guide to the same.

Sl. No	Parameter	Standard	Actual
1	Cleaning equipment (brooms, bins, gloves, cleaning detergent etc)	1 set per cleaning staff + 1 standby	
2	Gender-segregated, disabled friendly toilets	Every 500 metres	
3	Light bulbs and switch	One for each toilet seat (fused bulbs to be changed immediately)	
4	Doors and latches in toilets	One door with functional latch for every toilet seat	
5	Wash basin with mirror	At least one in each toilet block	
6	Colour-segregated dustbins	Placed every 250 metres	
7	Park benches	Placed every 500 metres	



## Periodic Inspection

### Daily Inspection

To be conducted by: Direct Supervisor	
Sr.No.	Area & Activity
1.	Check if all jogging tracks, walking lanes, lakes / ponds, fallen leaves and flowers have been cleaned / swept and waste removed appropriately.
2.	Check if all Dustbins have been emptied and cleaned.
3.	Check if cleaning and scrubbing of toilets, wash basins, sanitary fittings, glasses & mirrors and toilets floors has been done.
4.	Check if grass mowing and hedge clipping has been done.
5	Check if toilets are clean and dry, and all fixtures (light bulbs, wash basin, exhaust fans) are functional
6	Check if cleaning and disinfecting all vitreous fixtures including toilet bowls, urinals, sinks, toilet seats, containers etc. has been done properly Check below water level and under rims including areas at hinges and cistern handles.  Check if restock of toiletries, including Liquid hand soap, Toilet paper, air freshener, and Sanitary Cubes and Naphthalene balls in toilets has been done.
7	Check if one maintenance staff is present in front of every toilet.
8	Check if waste has been removed from park premises.

### Weekly Inspection

To be conducted by: Representative of Sanitary Committee (by turns)	
Sr.No.	Area & Activity
1.	Check all daily reports since past week for compliance. Check all items as outlined in daily inspection report during weekly inspection as well.
2.	Check past 3 weekly reports for areas identified for improvement/ corrections and check if the same have been addressed.
3	Check if storm fallen trees have been removed.
4	Check if all signages have been cleaned.
5	Check and remove all dry branches of shrub plants

### Monthly Inspection

To be conducted by: Representative of ULB in the Sanitary Committee	
Sr.No.	Area & Activity
1.	Check all daily and weekly reports since last month for compliance. Check all items as outlined in daily and weekly inspection report during monthly inspection as well.
2.	Check past 3 monthly reports for areas identified for improvement/ corrections and check if the same have been addressed.
3	Conduct self-evaluation as per parameters given in page 4 of this SOP. Identify areas of improvement and delineate action items.
4	Conduct infrastructure gap assessment (as outlined previously in this document) and identify action items (can be done quarterly as well, depending on need).

To be conducted by: Representative of ULB in the Sanitary Committee	
Sr.No.	Area & Activity
5	Repair all grills, walking paths, boundary walls, fitting and fixtures in toilets and other areas in the park, signages, gates, etc.
6	Repair water body / sprinkler system, compost machine as required
7	Check and remove all dead trees in the park
8	Check all major infrastructural items and fittings to ensure they are in good condition.
9	Check roster/daily register of housekeeping staff to see that the deployment is adequate and timely.
10	Ensure proper disposal of good earth, manure, sand etc.

## Infrastructure Set-Up

### Water and Drainage Infrastructure

The requirements for fitments for drainage and water supply may be determined by the O&M agency in line with the requirements of the park area:

All premises shall be provided with the supply of clean water (with adequate provision of potable water) for gardening as well as sanitation purposes, and shall ensure it is not connected with unsafe water subject to the hazards of backflow or back siphonage.



Plumbing fixtures, devices and appurtenances shall be supplied with water in sufficient volume and at pressures adequate to enable them to function satisfactorily under all normal conditions of use. Plumbing shall be designed and adjusted to use the minimum quantity of water consistent with proper performance and cleaning. Devices for heating and storing water shall be so designed and installed as to prevent dangers from explosion through overheating.

#### Water Features

Water features, such as fountains, lakes, ponds, fish ponds etc, if any, within the park should have adequate filtration and other required cleaning and water supply infrastructure.



#### Drainage

While a park does not require drainage for carrying storm or rain water (which should be absorbed naturally into the ground), there should be adequate provision for drainage required for toilets and urinals as per extant guidelines.

### Sanitary Infrastructure

All parks must have adequate provision of toilets. The following standards shall apply:

- Every toilet block must have at least 1 sanitary water closet for male and 1 for female, along with wash basins, mirrors, ablution taps (1 in each water closet) and required consumables
- There should be a toilet block every 500 meters (i.e. from any point in the park, a toilet should be accessible within 250 meters walking distance)
- All toilets should have adequate water supply, should be well lit, clean and regularly maintained (with adequately restocked consumables as well)
- At least 1 per 3 toilet block in the park should have child friendly provisions
- At least 1 toilet block in the park (more in case of large parks) should be disabled friendly
- The toilets should be connected to either the city sewerage system, or should have requisite fecal sludge management provisions (in case connected to septic tank/s)





## ***Solid Waste Management Infrastructure***

### **Waste containers**

These need to be planned according to its usages and can be in following categories:

- a) Community Waste Containers – size 1000-1500ltrs
- b) Kerb side recycling bins - size 30-50Ltrs

For easy identification colour coding is also must as indicated below. The local authority can choose the colour as per their choice of interest.



Colour segregated dustbins should be placed at a maximum distance of every 250 meters. These dustbins should be emptied every day (or more frequently in case of heavy use) and should be cleaned periodically.

### **Better practice strategies:**

Strategies used in better practice systems include:

- Providing clear signs for bins and consistent wording, symbols and colours on all bins.
- repairing signs, labels, bins and equipment and promptly replacing damaged equipment using the same designs
- Providing a collection service for waste and recycling





## Composting Infrastructure/Equipment

All parks generate significant amount of green/biodegradable waste which lends itself well to composting. Every park should have composting pit of adequate size (preferably not more than 3 feet in depth, to avoid accidents), and if in case the same is not possible, the green waste collected should be periodically transported to nearby composting facility such as nursery etc.).

For large city parks, in-vessel composting set-up may also be used, for quick composting and avoiding periodic digging of pits.



## Manpower Requirement

An estimation of manpower requirement should be made on an annual basis by the relevant authority. This should take into account the following:

- Area of the park:
- Number of features requiring cleaning:
- Shrub/Grass cover:
- Number of trees:
- Number of toilet blocks:
- Volume of visitors:



Number of Cleaning Staff for the specific works (Illustrative) - to be determined as per need.

Type	No. of cleaning staff to be deployed
Gardener	Typically 1 each per acre
Sweeper	
Toilet Cleaning Staff	Typically 1 staff per 2-3 toilet blocks
Composting Staff	1 per park (more for large parks)

Supervisors responsible for Monitoring and Supervision of Standardised and Timely Cleaning, as per SOP should be identified and names displayed prominently. Adequate number of backup staff may also be provisioned for.

## Cleaning Practices

All jogging tracks, walking lanes, ponds / lakes / water bodies, toilets, benches, open gym and play equipment in the park premises should be clean at any given time. The following cleaning routine should be adhered to:

### Garbage Bins

- Remove garbage from dustbins and clean them if required.
- Provide separate dustbins for biodegradable and non-biodegradable materials.
- Replace the cleared dustbins to the original spot.
- If any trash is found anywhere in the park premises, pick up immediately.



### Toilets

- Fixtures including toilets and sinks are free of streaks, soil and stains and soap scum.
- Mirrors and windows are free of dust and streaks.
- Dispensers are free of dust, soiling and residue and replaced/replenished when empty.
- Waste is disposed of appropriately on a daily basis.
- Provisioning of soap, toilet paper, hand towel/dryer, sanitary pads dispenser, dustbins, and other necessary items.
- Toilet bowls, urinals and adjoining areas should be cleaned with disinfectant on a daily basis, and the use of acid-based disinfectants should be avoided.
- Toilet floors should be kept dry to the extent possible/feasible.



### Open Spaces / Common Spaces

- Sweeping of paths, jogging tracks, pond-side at least twice daily.
- Provisioning of sufficient number of dustbins to prevent littering.
- Cleaning of garbage dumping site (if present within premises) monthly.
- Composting of leaves and biodegradable waste (if feasible).
- Removing of grass and hedge trimmings same day.
- Removing of mud/fertilizer heaps, if any, as soon as possible.
- Removal of branches/dead trees (if any) every fortnight/month as may be required.
- Clean park benches, other outdoor equipment every day.



### Water features/Bodies (if present)

- Skimming of water surface for any floating debris every day.
- Deep cleaning of water, including removal of weeds, larvae and other undesirable material.

### **Do's and Don'ts**

<b>DO</b>	<b>DON'T</b>
Collect waste, rubbish and debris inside park premises and dispose as per set frequency.	<b>DO NOT</b> let trash and waste accumulate in the park
Dispose all waste as per guidelines	<b>DO NOT</b> dispose waste outside near or in storm drains, drainage, ditches or any other location where they can damage the environment
Keep all equipment clean; do not allow a build-up of wastes	<b>DO NOT</b> let equipment get damaged or rusted; replace if unsuitable for further use
Oversee contractors to ensure that correct procedures are followed and SOP guidelines are complied with.	<b>DO NOT</b> let contractors conduct maintenance in conflict with proper procedures and guidelines; monitor closely.
Impose Penalty on defaulters for littering/spitting/open urinating in the park premises	<b>DO NOT</b> allow littering, spitting, open defecating or any other practices that affect the cleanliness and aesthetics of the premises.
Conduct surprise inspections of the park premises, including toilets, restaurants / cafes to ensure a clean, hygienic and healthy environment for relaxation	<b>DO NOT</b> allow accumulation of unnecessary wastes anywhere

## Cleaning Equipment

The O&M Agency is required to procure appropriate and necessary cleaning equipment as per norms laid down below:

### **Dustbins**

Area	No. of dustbins required
External Area/Open Spaces/Garden:	1 set of colour segregated bins every 250 metre
Toilets	1 per toilet
Canteens/ Cafeteria (if present)	As per need but should have bio degradable and non-biodegradable components segregation.

### **Brooms, Hoes, Dusters, Staff Uniforms**

No. of cleaning staff	No. of sets required
As per need	1 per cleaning staff personnel

### **Cartage equipment**

Equipment	No. of units required
Baskets/ collection equipment for gathering garbage	1 per worker
Hand carts/ rickshaws	As per need
Tractors/ trucks/ Mini-trucks	As per need (for large parks only)

## Waste Management

A strategy needs to be in place to ensure proper management of waste generated and reduction of waste through recycling and reusing.

### **Types of waste generated**

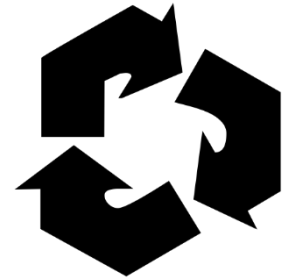
- a) Bio-degradable (dry) waste {green waste, food waste, paper waste, biodegradable plastics}
- b) Bulk garden and horticulture waste including recyclable tree trimmings,
- c) All other non-biodegradable (dry) waste {recyclable and non-recyclable}

### **Management of Waste**

1. Bio-degradable Solid Waste should ideally be composted on site. However, if not composted by the generator, shall be stored by generators of such waste within the premises and its delivery shall be ensured by every such generator to the Municipal Vehicle or to the bio-degradable waste collection vehicle provided for specified commercial generators of bulk bio-degradable waste. Local composting of waste shall be promoted to minimize transportation of waste. The Municipal body shall collect the bio degradable waste from inside the park keeping with their duties of garbage collection.
2. Bulk garden and horticultural waste shall be kept un-mixed and composted at source. The Director (Horticulture) or the concerned officer shall notify Instructions/ guidelines with regard to pruning of trees and storage and delivery of tree trimmings including collection schedules.
3. All other Non-biodegradable ("Dry") waste – both recyclable and non-recyclable – shall be stored and delivered by every generator of waste to the dry waste collection vehicle.
4. Burning of waste: Disposal by burning of any type of solid waste is prohibited.
5. The O&M Agency must ensure that visitors to the park do not throw any waste on the jogging/walking tracks, footpaths, open spaces, drains or water bodies and instead store the waste at source of waste generation in two bins/bags, one for food waste/bio-degradable waste and another for recyclable waste such as papers, plastic, metal, glass, rags etc.( as under):-
  - a. Types of Wastes to be put in the Bin Meant for Food Wastes & Bio-degradable Wastes
    - i. Food wastes of all kinds, cooked and uncooked, including eggshells, bones.
    - ii. Flower and fruit wastes including juice peels and fruit drops.



- b. Types of Recyclable and Other Non-Bio-degradable Wastes to be Kept Separately:
- i. Paper and plastic, all kinds
  - ii. Cardboard and cartons
  - iii. Packaging of all kinds
  - iv. Glass, all kinds
  - v. Metals, all kinds
  - vi. Rags, rubber, wood
  - vii. Foils, wrappings, pouches, sachets and tetrapacks (rinsed)
  - viii. Cassettes, computer diskettes, printer cartridges and electronic parts
  - ix. Discarded clothing, furniture and equipment
- c. Animal waste such as pet excreta, bird droppings should not be disposed of in the dustbins, instead should be disposed of in suitable manner as per extant guidelines.











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