



Ministry of Housing and Urban Affairs
Government of India



SWACHH
SURVEKSHAN
2020

Survey Toolkit

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Executive Summary

As a prelude to encouraging cities to improve urban sanitation, Minister of Housing and Urban Affairs (MoHUA) had conducted 'Swachh Survekshan-2016' survey for rating 73 cities in January 2016 followed by 'Swachh Survekshan-2017' conducted in January-February 2017 ranking 434 cities, Swachh Survekshan 2018 for ranking 4,203 Cities and recently concluded Swachh Survekshan 2019 for ranking 4237 cities. In a bid to scale up the coverage of the ranking exercise and encourage towns and cities to actively implement mission initiatives in a timely and innovative manner, MoHUA now proposes to conduct its fifth survey to rank all cities under Swachh Bharat Mission-Urban (SBM-U).

The objective of the survey is to encourage large scale citizen participation, ensure sustainability of initiatives taken towards garbage free and open defecation free cities, provide credible outcomes which would be validated by third party certification, institutionalize existing systems through online processes and create awareness amongst all sections of society about the importance of working together towards making towns and cities a better place to live in. The Survekshan has already succeeded in fostering a spirit of healthy competition among towns and cities to improve their service delivery to citizens, towards creating cleaner cities.

To maintain the momentum achieved by all ULBs and to sustain the progress made, the Ministry had decided to initiate a process of yearlong assessment and assess all ULBs all ULBs on quarterly basis under 'Swachh Survekshan League-2020' (SSLeague-2020) which was

launched on 6th June 2019. The quarterly assessments have commenced since then and ULBs have submitted their monthly progress for Q1 (Apr- Jun 2019) and Q2 (Jul-Sept 2019). In addition to reporting progress in Q3 (Oct –Dec 2019) the ULBs would be required to upload supporting documents for each indicator. This would ensure systematic reporting of facts which shall be validated during the final survey in January 2020. The 'Swachh Survekshan 2020, indicators focus on parameters pertaining to wastewater treatment and reuse, and faecal sludge management have been given special focus in this survey.

The MoHUA will conduct Swachh Survekshan-2020 regional workshops to familiarize ULBs with the survey methodology, survey process and indicators, and also clarifying their expectations from the survey.

Since citizen participation is a very crucial component of this survey, this year's survey has included a component of citizen validation of ULB claims of progress, in addition to marks for innovations led by citizens and their contribution to overall reduction of the city's solid waste generated. Social media and other traditional media channels will be used strategically. National, State and city levels campaigns are being promoted in order to educate citizens about the objectives of the survey and survey methodology, as well as to reinforce the importance of their participation in the survey, in order to ensure significantly higher levels of participation from all citizens.

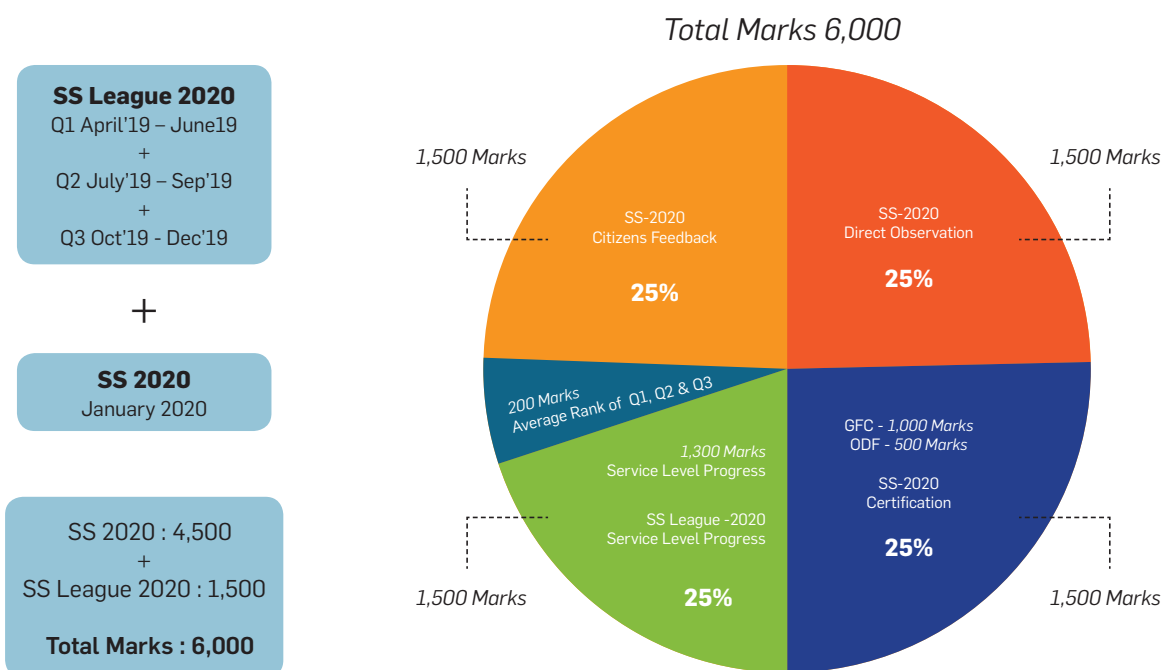
Survey Methodology

The survey methodology for Swachh Survekshan League 2020 and Swachh Survekshan 2020 is as below:

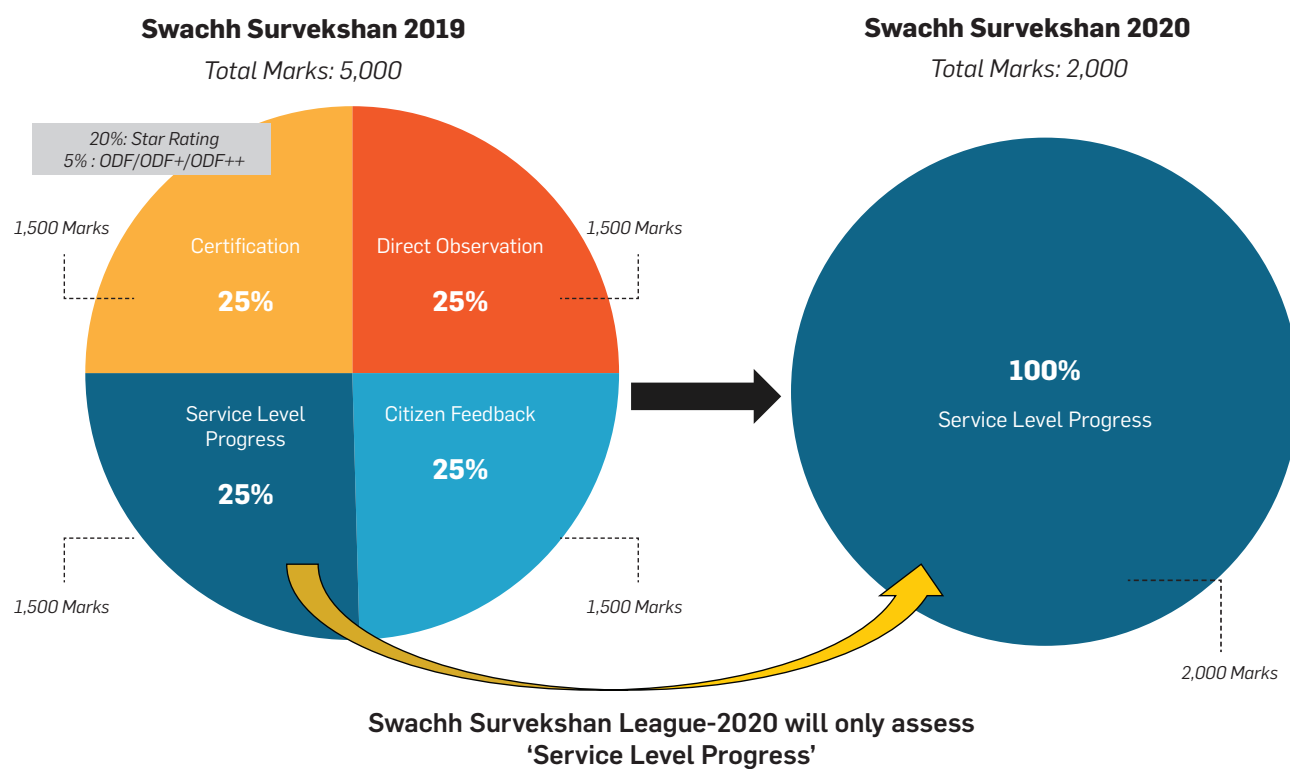
- a) **Evaluation Period:** Quarter-1 'April, 2019 – June, 2019', Quarter-2 'July, 2019 – September 2019' and Quarter-3 'October, 2019 – December 2019'.
- b) **Monthly MIS:** ULBs' performance will be referred from the progress claimed through Monthly MIS
- c) **Documentary Evidence:** No documents to be uploaded / prepared / shared by the ULB. However, quarter wise documents will required to be uploaded in December 2019.

- d) **Weightage:** 25% Weightage of SSLeague-2020 Quarterly performance will be added in SS-2020 assessments
- e) **On-field Validation:** Performance claimed against 12 Indicators will be validated to ascertain the performance claimed by the ULB
- f) **Swachh Survekshan -2020** will be conducted in January 2020 and cities will have to also perform under - (a)'Direct Observation' by on-field assessors, (b) 'Certification' covering Garbage Free City Star Rating along with ODF/ ODF+/ODF++/Water+ and (c)'Citizens' Feedback'.

Swachh Survekshan 2020 Weightage



Change in Assessment Weightage

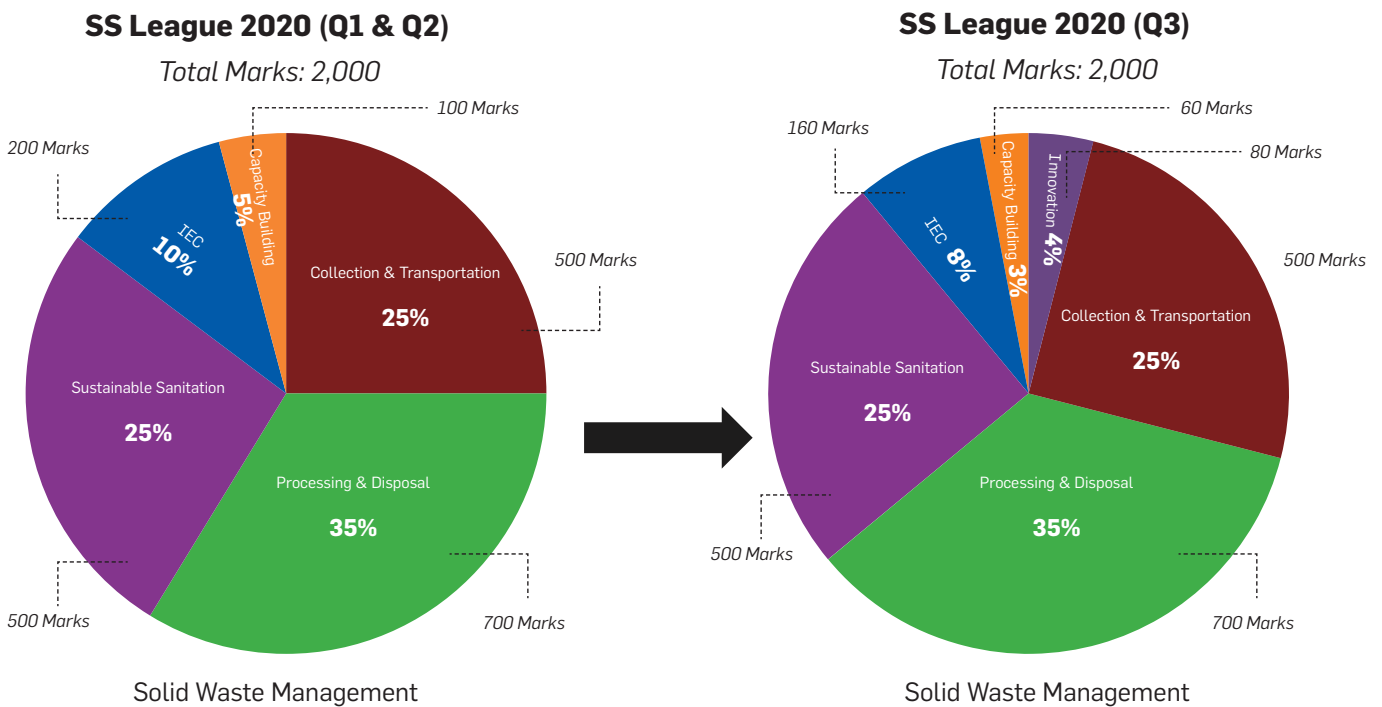


The Ministry has already launched the Methodology and Indicators for first two quarters of SSLeague-2020 i.e. 'April-June' and 'July-September'. This toolkit details out the , Methodology and Indicators for SS League-2020 (Q-3) and SS-2020. The Ministry has finalized the survey methodology and indicators for assessing all ULBs.

In response to SSLeague-2020 performance indicators, from April 2019 onwards, ULBs have started updating monthly MIS on Swachh Bharat Mission (U) portal.

To assess the progress claimed by ULBs through Monthly MIS and to validate some of the indicators through Citizens, an independent assessment agency will share quarterly SSLeague-2020 ranking with the Ministry. Further, On field validation shall be conducted by independent assessors in January 2020.

'Service Level Progress' (SLP) – Change in Weightage

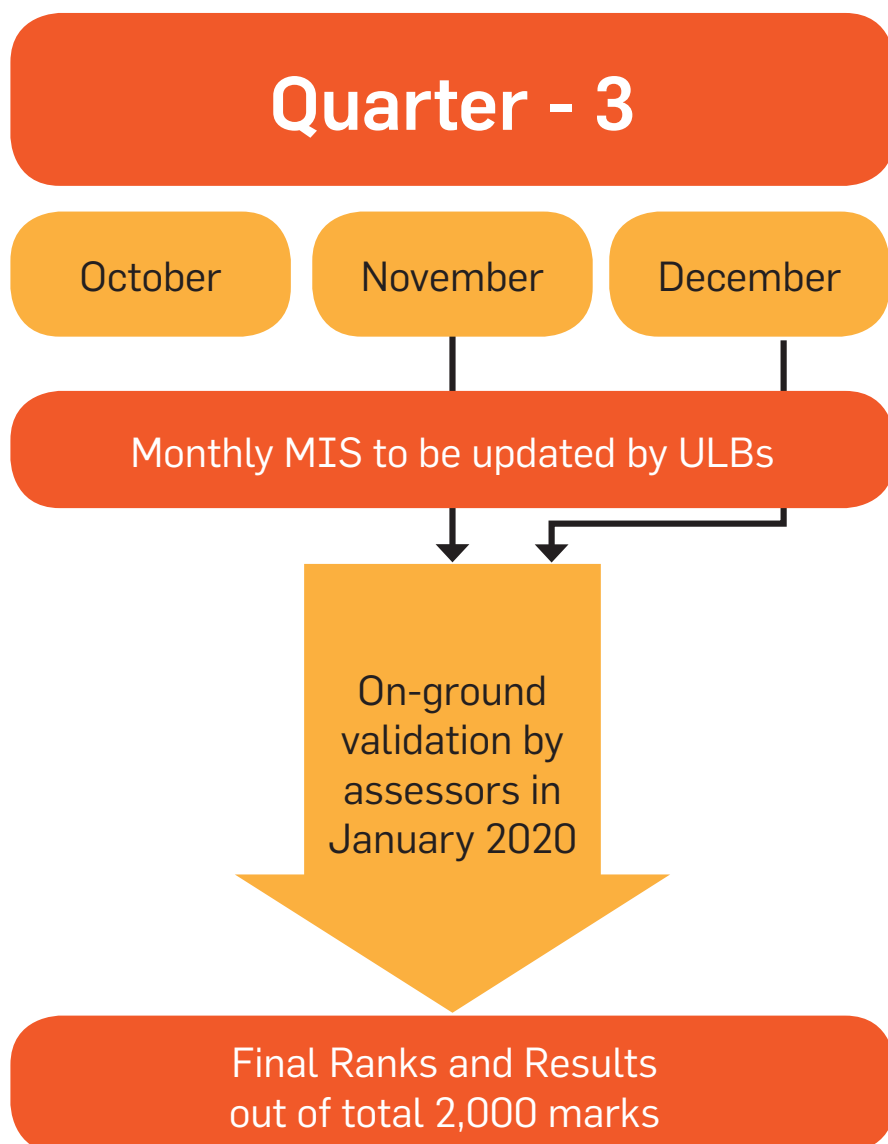


Monthly MIS and Citizens Validation will be evaluated for releasing Quarterly Ranks

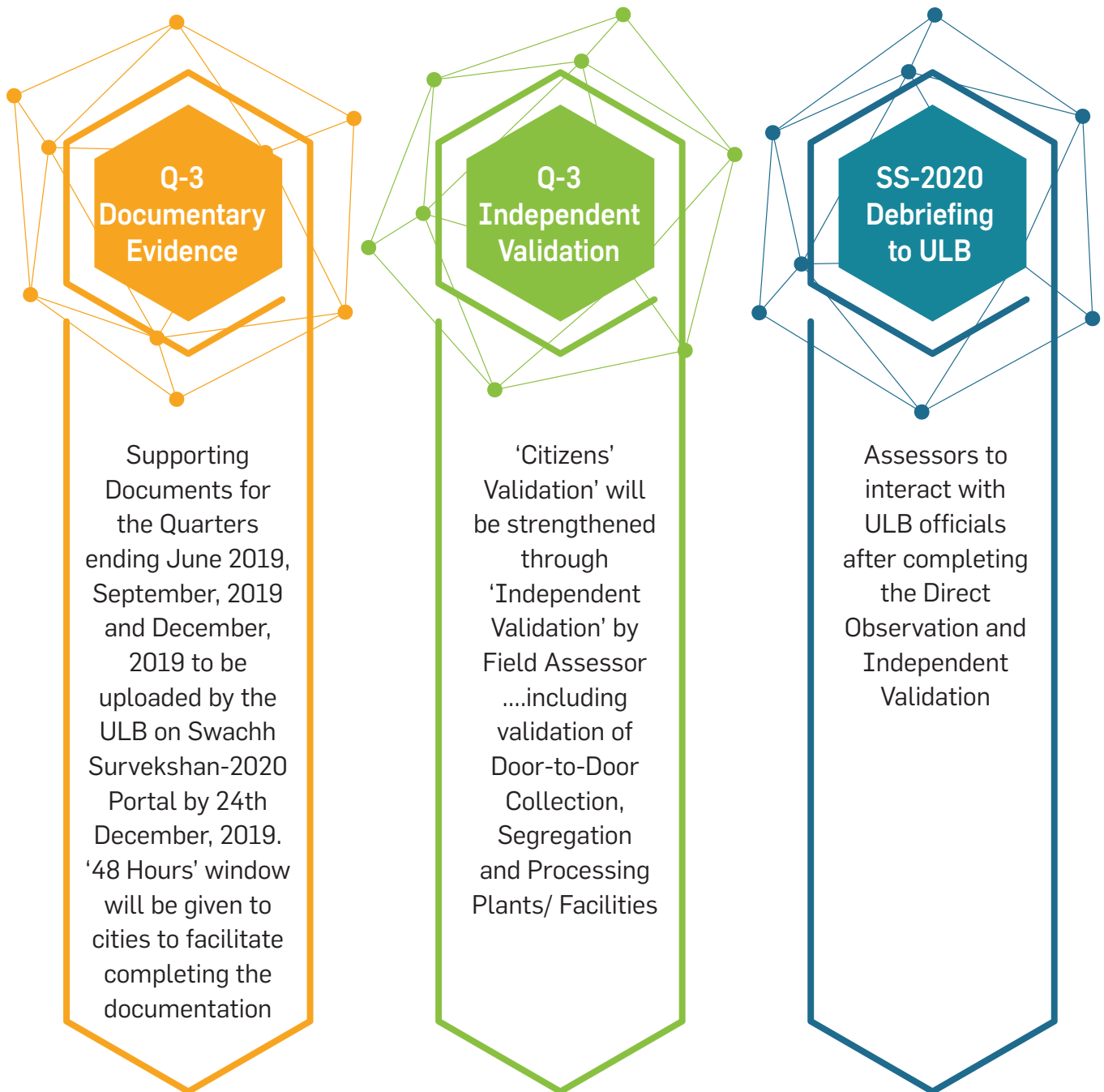
Evolution and Journey of Swachh Survekshan



Process Brief for Quarter 3



How will 'Swachh Survekshan League 2020 (Q3)' be different



Change in Weightage across Three Quarters

S.No.	Service Level Progress	Q1 Marks (%)	Q2 Marks (%)	Q3 Marks (%)
1	Collection and Transportation	500 (25%)	500 (25%)	500 (25%)
2	Processing and Disposal	700 (35%)	700 (35%)	700 (35%)
3	Sustainable Sanitation	500 (25%)	500 (25%)	500 (25%)
4	Information Education and Communication	200 (10%)	200 (10%)	160 (8%)
5	Capacity building	100 (5%)	100 (5%)	60 (3%)
6	Innovation	NA	NA	80 (4%)
Total Marks		2,000 (100%)	2,000 (100%)	2,000 (100%)

Monthly MIS and Citizens Validation will be evaluated for releasing Quarterly Ranks

SS League 2020 Ranking - Population Categories

Cities with <1 Lakh Population

1. Cleanest City – Rank No.1
2. Cleanest City – Rank No.2
3. Cleanest City – Rank No.3

Population wise Zonal (5) and National Ranking

50 K - 1 L → 546 ULBs

25 - 50 K → 969 ULBs

<25 K → 2,222 ULBs

Cities with >1 Lakh Population

1. Cleanest City – Rank No.1
2. Cleanest City – Rank No.2
3. Cleanest City – Rank No.3

Population wise National Ranking

1-10 L → 436 ULBs

NEW
>10 L → 53 ULBs

Note:

- Ranking for Overall Best Performing State shall be done separately
- 62 Cantonment Boards included – shall be listed separately for ranking
- All ULBs that came into existence till 31st December 2018 will be covered
- A new category '>40 L Population cities' will also be considered for 'Award Categories'

Key Points to Note



Indicators under 'Service Level Progress' (SLP) will be applicable for only third quarter 'October - December'



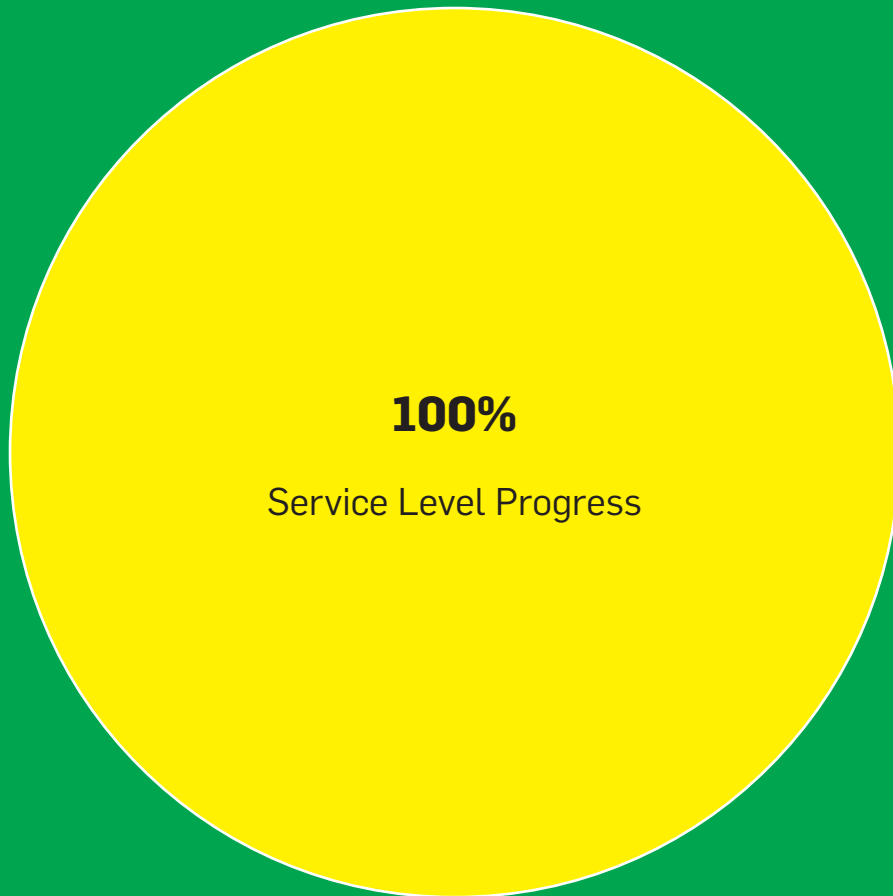
Since SLP data on cumulative basis is being collected under SSLeague-2020 till 31st December, 2019, SS-2020 will only have indicators for 'Certification', 'Direct Observation' and 'Citizens Feedback'



Average of last two months of the quarters e.g. November-December'19 data for October-December quarter will be calculated to ascertain the progress made

PART-1

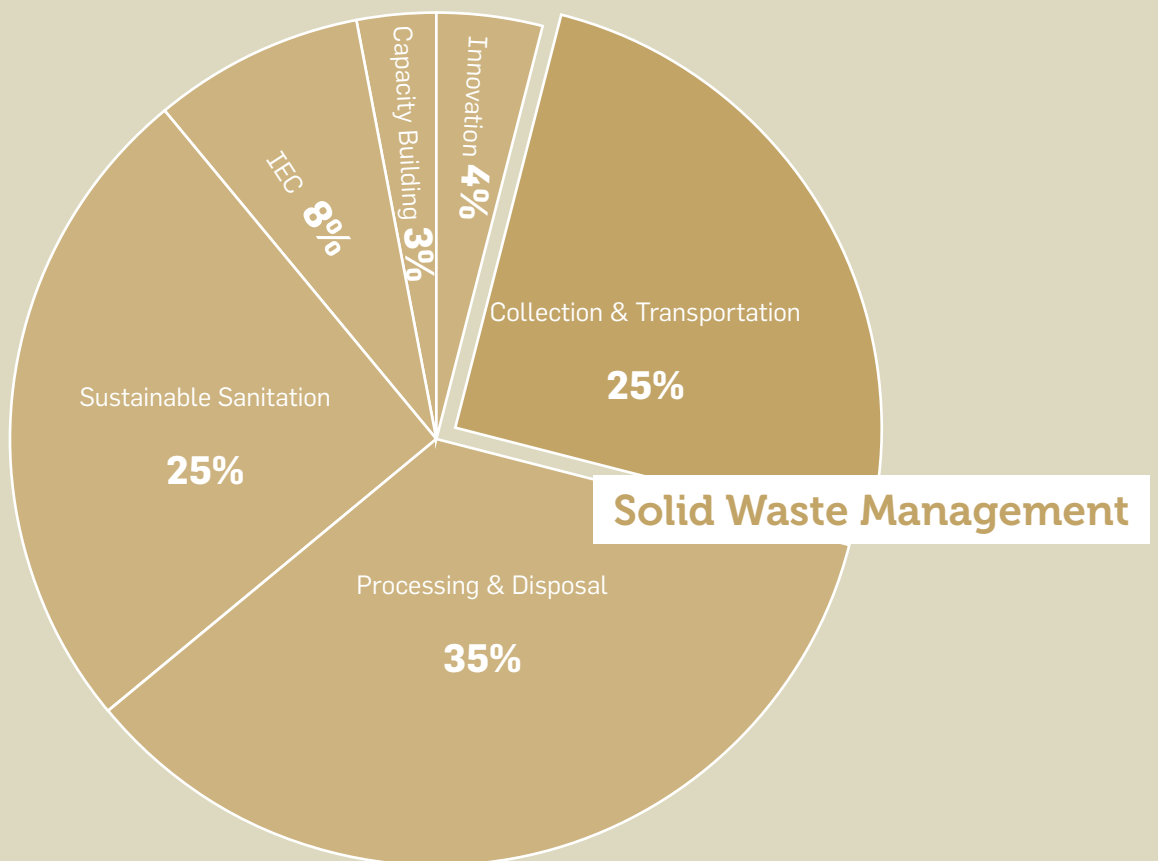
SERVICE LEVEL PROGRESS



2,000 Marks

1

Collection and Transportation



Total Number of Questions: 9
500 Marks / 2,000 Marks

1.1**Percentage of Wards covered with operational
Door to Door Collection of waste****Marks
100**(100% coverage required in a ward to qualify as
'ward practicing Door-to-Door collection')**WHY**

This parameter examines whether your ULB has a system in place for door-to-door collection of waste. Coverage of wards means each and every unit of household, commercial establishment and shops in the ward.

DETAILS REQUIRED FOR SUPPORTING PROGRESS CLAIMED

SBM(U) on-line monthly MIS: Data/progress updated till 5th day of the following month.

Total no. of wards

- No. of wards with 100% door to door collection
- No. of Gates* (collection points)/doors in each ward of ULB jurisdiction covering residential, commercial and institutional areas

** Gate means the point from where the waste collector collects the waste. For independent houses, the door will be considered as a gate whereas in residential societies, generally there is a single point from where these collectors collect their waste*

Scheme of Ranking for Door to Door Collection	Marks
Collected in >95% Wards	100
Collected in 80%-95% Wards	80
Collected in 65%-79% Wards	60
Collected in 50%-64% Wards	40
Collected in <50% Wards	20

Note: Only total count is required for the above parameter

Hazardous waste to be collected separately (in a separate bag/ container)

WHY

This parameter examines whether your ULB has a system in place for collection of waste in segregated manner (Wet and dry waste). The segregated waste thus collected should be maintained in two streams until it reaches the processing plant/site or Material Recovery Facilities (MRF). Coverage of wards means all households/commercial establishment in the ward.

DETAILS REQUIRED FOR SUPPORTING PROGRESS CLAIMED

SBM(U) on-line monthly MIS: Data/progress updated till 5th day of the following month.

- No. of wards practicing source segregation of waste (provided each and every Gate of the ward is practicing source segregation)
- Ward wise number of Gates (Collection Points)/Doors handing over segregated waste
- Ward wise number of Gates (Collection Points)/Doors handing over mixed waste
- Whether Mixed Waste is collected in a separate bag

BEST PRACTICE:

With the use of the ICT Based technology whole system can be monitored and exact data of waste collection pattern for example segregated or mixed can be generated. Such interventions can be also be supported by 14th Finance Commission fund.

Scheme of Ranking for Door to Door Collection	Marks
Segregated in >95% Wards	125
Segregated in 80%-95% Wards	100
Segregated in 65%-79% Wards	75
Segregated in 50%-64% Wards	50
Segregated in <50% Wards	25

Note: Only total count is required for the above parameter

(Cities with <1 Lakh population may opt for mobile phone based monitoring. However, remote areas if affected by network issue, may monitor manually)

WHY

This indicator examines the ICT enabled mechanisms by which the ULB monitors its efficiency of the collection and transportation system, regularity of its staff and sustaining the transformation/cleanliness of Garbage Vulnerable Points. Cities with <1 lakh population can monitor Collection & Transportation through a manual system.

DETAILS REQUIRED FOR SUPPORTING PROGRESS CLAIMED

To qualify, monthly review of logs generated in the above three categories needs to be maintained SBM(U) on-line monthly MIS: Data/progress updated till 5th day of the following month.

- Whether ICT based monitoring of door-to-door collection and transportation is in place
- Whether ICT based GVP monitoring is in place
- Whether ICT based attendance of sanitary workers is in place
- No. of Gates/doors monitored through ICT based mechanism
- Total number of vehicles
- Total number of vehicles with ICT based monitoring (Collection and Transportation) mechanism in place
- Total number of compartmentalized vehicles
- Number of vehicles collecting Dry waste on alternative dates
- Number of vehicles deployed for door-to-door collection
- Number of vehicles deployed for collecting segregating waste
- Number of vehicles collecting C&D Waste
- Total number of GVPs identified in the city
- Total number of GVPs identified have been transformed
- Total number of GVPs transformed after 1st January 2019 sustained through ICT based monitoring for at least 15 days
- Total no. of sanitation workers
- Break-up of workers – a) permanent, b) ULB appointed contractual, c) concessioner/contractors' workforce, d) SHG. E) Others including informal waste pickers
- No. of sanitation staff whose attendance is monitored through ICT

BEST PRACTICE:

- ICT based monitoring or cloud based ICT monitoring provision in place where auto sensor based alert should pop up to the control centre. No technical approval is required.
- Additional monitoring features giving information or alerts to the citizen regarding arrival of the garbage collection vehicle, alerts to the citizen regarding garbage collection. A similar monitoring mechanism to monitor GVPs/litter bins where ULB gets alerts

Scheme of Ranking for Door to Door Collection	Marks
ICT based monitoring of Collection & Transportation of waste from all Gates (Door)	10
Whether all gates (door) are monitored through ICT based system	10
ICT based GVP monitoring	10
(GVP should be monitored for at least 15 days from the date of transformation)	10

Note: Only total count is required for the above parameter

WHY

Formally integrating the informal waste pickers helps improve the living standards of urban poor by engaging them in areas including collection & transportation, processing (Material Recovery Facilities etc.), construction/ maintenance of toilets. or engaged with National Urban Livelihood Mission (NULM) and Skill India etc.

DETAILS REQUIRED FOR SUPPORTING PROGRESS CLAIMED

SBM(U) on-line monthly MIS: Data/progress updated till 5th day of the following month.

- Whether Survey conducted (not before 31.12.2018)
- Total number of informal waste pickers identified
- Total number of informal waste pickers formally integrated into sustainable livelihoods
- No. of waste pickers formally integrated with ULB, SHG, NGO etc. - permanent sanitary workers to be excluded.

Scheme of Ranking	Marks
>95% Informal waste pickers integrated	35
80-95% Informal waste pickers integrated	30
60-79% Informal waste pickers integrated	20
No. of waste pickers formally integrated with ULB, SHG, NGO etc. - permanent sanitary workers to be excluded.	10

Note: Only total count is required for the above parameter

1.5

Benefits extended to all Sanitary workers including Informal Waste Pickers i.e. workforce engaged under/through Jaagirdari system, SHG, NGO, private agency, informal waste pickers etc.

**Marks
30**

- 1 Provision of personal protection equipment (PPE) - including uniform, fluorescent jacket, hand gloves, raincoats, appropriate foot wear and masks, to all workers handling solid/ liquid waste
- 2 All Workers have been facilitated to link with at least two eligible government schemes i.e, National Safai Karamchari Finance & Development Corporation (NSKFDC), Ayushman Bharat/Pradhan Mantri Awas Yojna/ Accidental Insurance/Life Insurance/Ujjawala/Saubhagya/integration of NULM etc. or any other state schemes.
- 3 Monthly recognition of best performing workers (name of workers and reason for recognition to be shared)
- 4 Training imparted to workers on components under Swachh Bharat Missions through SBM E-Learning Portal or through NSKFDC

WHY

SWM Rules 2016 mandates provision of Personal Protective Equipment(PPE) to all workers involved in handling solid/liquid waste (engaged under Jaagirdari, SHG, NGO, private Agency, regular/casual workers etc.).

DETAILS REQUIRED FOR SUPPORTING PROGRESS CLAIMED

SBM(U) on-line monthly MIS: Data/progress updated till 5th day of the following month.

Total number of sanitary workers in place along with other informal workers

Total number of Workers provided with PPE

- No. of workers who have been integrated with at least two social welfare schemes.
- Mention name of social welfare schemes
- No. of sanitation workers given recognition on monthly basis
- No. of sanitation workers given training under SBM
- No. of sanitation workers deployed for door-to-door/gates collection in each ward

Scheme of Ranking – 100% compliance against each parameter	Marks
1. PPE to all workers	7
2. Linkages established with at least two eligible Government Schemes	7
3. Monthly recognition of best performing workers	8
4. Training imparted to more than 90% workers	8

Note: Only total count is required for the above parameter

1.6**Public Cleaning: 100% Wards are Clean in the Urban Local Body (ULB)****Marks
50**

Twice a day sweeping (including night sweeping) in all commercial areas, once a day sweeping in all residential areas, transformation of Garbage Vulnerable Points(GVP), Up keeping of slums and old city areas e.g. no water logging, roads/by-lanes are well maintained with no littering/dumping of waste etc.

WHY

This parameter is to examine whether all the commercial areas in the city are swept at least twice a day including festivals and Sundays (with mandatory night sweeping , elimination of GVPs). Slums and old city areas should have painted walls, plantations, free from water logging, etc.

DETAILS REQUIRED FOR SUPPORTING PROGRESS CLAIMED

SBM(U) on-line monthly MIS: Data/progress updated till 5th day of the following month

- No. of commercial areas and residential areas
- No. of commercial with twice a day sweeping and residential areas with at least once a day sweeping
- No. of GVPs identified Vs transformed
- No. of 'bin free' wards
- Measures taken to make the ward bin free. (temporary bins for maximum 2 hours can be allowed to collect horticulture waste). Litter bins upto 100 litres are exempted.
- No. of slum/old city areas free from water logging, liter free and no waste dumping in sight.

Scheme of Ranking	Marks
Twice a day sweeping in all commercial areas	10
Once a day sweeping in all residential areas	10
Transformation of all GVPs	10
All wards are bin free	10
Up-keeping of slums and old city	10
Adherence for all above five	50
Proportionate marks, with reference to percentage of coverage, shall be allotted. 100% marks for 100% coverage.	

Note: Only total count is required for the above parameter

1.7**Whether Storm Water Drains and Water Bodies in all wards clean?****Marks
40**

Storm water drains/water bodies are well maintained - no overflow and no solid waste/faecal sludge floating

WHY

Storm water drains is designed to drain excess rain and ground water from impervious surfaces such as paved streets, car parks, parking lots, footpaths, sidewalks, and roofs. Storm drains vary in design from small residential dry wells to large municipal systems. ULBs are expected to make sure that storm water drains are not choked with solid waste for free flow of the water. Similarly, water bodies are an integral part of eco-system – need to get protected from waste with scheduled cleaning and maintenance work.

DETAILS REQUIRED FOR SUPPORTING PROGRESS CLAIMED

SBM(U) on-line monthly MIS: Data/progress updated till 5th day of the following month

- No. of water bodies in the city with ward numbers
- No. of storm water drains/nallas in the city with ward numbers
- No. of locations where screens installed to filter solid waste from storm water drains
- No. of outlets from where storm water drains discharging water directly into the river/ water bodies

Scheme of Ranking	Marks
Yes, in >95% wards	40
Yes, in 75-95% wards	30
Yes, in 50-74% wards	20
Yes, but in only <50 % wards	10

Note: Only total count is required for the above parameter

WHY

Single-use plastics, or disposable plastics, are used only once before they are thrown away or recycled. These items are things like plastic bags, straws, coffee stirrers, soda and water bottles and most food packaging.

This indicator would assess the extent of enforcement for discouraging one time use 'Plastic' in the city.

Considering the environmental degradation caused by one-time use plastics, cities should work towards discouraging its citizens from using single-use plastics in events/functions conducted throughout the year.

DETAILS REQUIRED FOR SUPPORTING PROGRESS CLAIMED

SBM(U) on-line monthly MIS: Data/progress updated till 5th day of the following month

- Whether city has banned single use plastic including plastic with <50 micron during all festivals/social gatherings/events
- Date of notification of ban under Plastic Waste Management Rules 2016 by the city.
- Total number of challan issued
- Amount of fine collected for non-compliance
- Quantity of banned plastic items confiscated

Scheme of Ranking	Marks
Yes, ban notified, enforced and fine collected	30
Only ban notified	15
No action taken	0

Note: Only total count is required for the above parameter

WHY

This indicator would assess the ULB's effort to reduce the waste generated by household/commercial/industrial establishments in the city and should adopt the 3R principles . The focus should be on reducing* the amount of waste which is finally transported to the processing/disposal site or processed through on-site composting.

DETAILS REQUIRED FOR SUPPORTING PROGRESS CLAIMED

SBM(U) on-line monthly MIS: Data/progress updated till 5th day of the following month

- Whether measures are taken to reduce generation of dry/wet waste
- Quantity (%)of reduction in Waste Collected
- Amount of DRY waste recycled
- List of initiatives undertaken to ensure reduction of waste

*Examples (indicative):

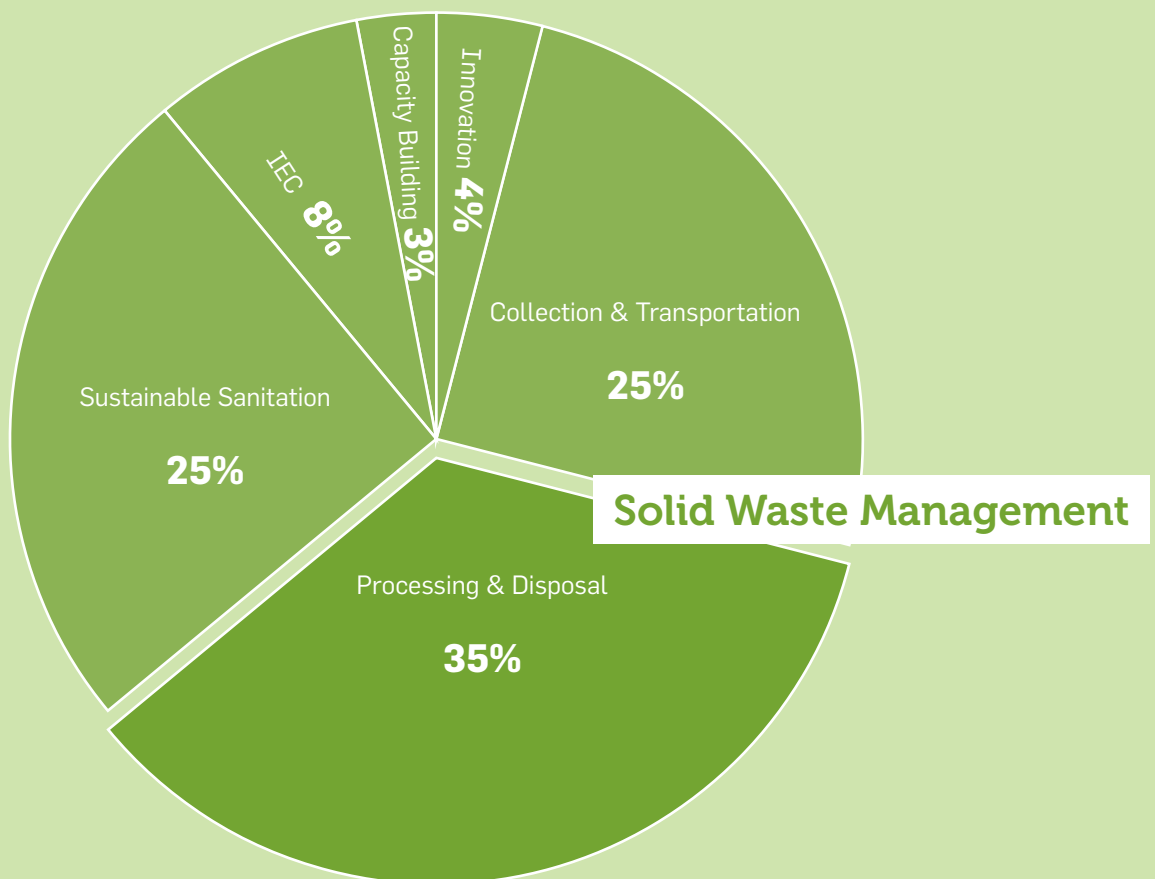
- a. Reduction of disposable material during public/social events,
- b. Crockery bank to be given on returnable basis (with minimum charge) for social/public events, Cloth Bag Bank, Food banks,
- c. Artefacts made out of waste material, second hand sale of old books/hardware/other material and Waste Exchange Program, 'Neki Ki Diwaar' to leave goods/articles for needy ones
- d. Promotion of Repair shops to discourage people to throw old/unusable articles
- e. leftover (but not stale/expired) eatables from hotels/restaurants/Office or School Mess to needy ones/Gaushalas,
- f. Use of re-usable cutlery in hotels/restaurants/public or social events
- g. Toiletry kept in the hotel should be fixed/dispensed or available with minimum charge

Scheme of Ranking	Marks
Yes, 5 initiatives taken to reduce waste	50
Yes, 4 initiatives taken to reduce waste	40
Yes, 3 initiatives taken to reduce waste	30
Yes, 2 initiatives taken to reduce waste	20
Yes, 1 initiatives taken to reduce waste	10
No initiative taken to reduce waste	0

Note: Only total count is required for the above parameter

2

Processing and Disposal



Total Number of Questions: 13
700 Marks / 2,000 Marks

2.1

Whether capacity of wet waste processing facility/ facilities in the city is matching with the total wet waste generated by the city?

Marks
50

WHY

The indicator would assess whether a city has adequate facility/infrastructure to process the wet waste generated

DETAILS REQUIRED FOR SUPPORTING PROGRESS CLAIMED

On-line MIS: Data/progress updated by 5th day of the following month

- Total Wet Waste generated daily on actual basis (225 gram per capita wet waste to be taken from the wards not covered under door to door collection)
- Total Wet waste collected daily on actual basis
- Total (dry and wet) waste generated and total waste collected
- Capacity of total wet waste functional processing facilities (TPD)
- Capacity of total wet waste functional processing facilities (TPD) under construction
- Total number of Centralized and decentralized waste processing units in the city along with input capacity
- Total waste generated by city minus Waste processed by RWAs or through Home compost/ bio-gas should be equal to the total waste collected by the city.
- Of the total waste generated, quantity of wet waste sent to the landfill

Scheme of Ranking	Marks
Yes, 100%	50
Between 81- 90%	40
Between 71 - 80%	30
Between 61 -70%	20
Between 51 - 60%	10
< 50%	0

Note: Only total count is required for the above parameter

WHY

This indicator assesses the extent of decentralized and centralized management of wet waste generated. The amount of wet waste being sent to the landfill should be minimized.

DETAILS REQUIRED FOR SUPPORTING PROGRESS CLAIMED

On-line MIS: Data/progress updated by 5th day of the following month

- Total wet waste processed through functional processing facility
- Amount of wet waste that goes for processing via composting, biogas, or any other mechanism
- Type of products produced from processing of waste

NOTE:

Wet waste from Fruit and Vegetable market sent to Cow Shelters can be considered but will not be taken under total wet waste collected/processed

Scheme of Ranking	Marks
>95% of the waste	150
80 – 95%	125
60 – 79%	100
40 – 59%	75
<40%	0

Note: Only total count is required for the above parameter

WHY

This indicator assesses the extent of decentralized and centralized management of dry waste generated. Is the dry waste of the city being recycled or reused?

DETAILS REQUIRED FOR SUPPORTING PROGRESS CLAIMED

On-line MIS: Data/progress updated by 5th day of the following month

- Total dry Waste generated daily using per capita criteria (excluding plastic) OR actual generation value
- Total number of Centralized and decentralized dry waste processing units in the city along with input capacity
- Total dry waste (excluding plastic) collected on actual basis
- Total number of decentralized dry waste processing units in the city – Waste processing capacity and Waste processed per day (including RWAs and Bulk Generators)
- Total dry waste (excluding plastic) processed per day – Log Book to be referred
- Waste processing capacity to be taken for only functional processing units
- How much recyclable fraction is collected and sold
- how is the collector incentivized
- How much non-recyclable stocked

Scheme of Ranking	Marks
>95% of the waste	60
80 – 95%	50
60 – 79%	40
40 – 59%	30
<40%	10

Note: Only total count is required for the above parameter

WHY

This indicator assesses the extent of decentralized and centralized management of dry waste generated. Is the dry waste of the city being recycled or reused?

DETAILS REQUIRED FOR SUPPORTING PROGRESS CLAIMED

On-line MIS: Data/progress updated by 5th day of the following month

- Total Plastic Waste generated per day
- Total Plastic Waste collected daily (quantity to be referred from log book(s) maintained at Material Recovery Facilities)
- Total plastic waste processed per day – Log Book to be referred

NOTE:

- Waste processing capacity to be taken for only functional processing units
- Total number of plastic waste processing units in the city – Waste processing capacity and Waste processed per day (including RWAs and Bulk Generators in <1 Lakh population cities)

Scheme of Ranking	Marks
>95% of the waste	40
80 – 95%	30
60 – 79%	20
40 – 59%	10
<40%	5

Note: Only total count is required for the above parameter

2.5**Percentage of total domestic hazardous waste collected is treated, either by decentralized or centralized processing****Marks
30****WHY**

This indicator assesses the extent of decentralized and centralized management of hazardous waste generated in the city.

DETAILS REQUIRED FOR SUPPORTING PROGRESS CLAIMED

On-line MIS: Data/progress updated by 5th day of the following month

- Total Hazardous Waste (including sanitary waste) collected daily
- Total hazardous waste processed per day – Log Book to be referred
- Mechanism for domestic hazardous waste processing
- Total number of processing units in the city – Hazardous Waste processing capacity and Hazardous Waste processed per day (including RWAs and Bulk Generators in <1 Lakh population cities)

Scheme of Ranking	Marks
>95% of the waste	30
80 – 95%	25
60 – 79%	20
40 – 59%	15
<40%	10

Note: Only total count is required for the above parameter

WHY

This indicator assesses the extent of decentralized and centralized management of C&D waste generated. The indicator would also assess the extent of utilization of C&D waste in the city.

How city is tracking random dumping? Whether C&D Waste Helpline in place? Availability of dedicated Vehicles? How C&D waste is being managed? Any penalty system for throwing C&D waste in open areas?

DETAILS REQUIRED FOR SUPPORTING PROGRESS CLAIMED

On-line MIS: Data/progress updated by 5th day of the following month

- C&D waste collected daily – ULB to share the data.
- Date of Public notification for C&D waste services
- No. of vehicles for managing C&D waste
- Helpline/Call center number or App details to collect C&D waste
- Date of notification for penalty system in place for open dumping
- Amount of user charges collected
- Amount of fine collected for open dumping
- No of collection centers for C&D waste.
- Quantity of C&D waste reused in Government/Municipal/ Municipality approved construction activities in non-structural applications.
- List of C&D processing facilities, if any, or any plan in place

Scheme of Ranking	Marks
C&D Waste Helpline in place	10
Dedicated vehicles in place	10
User charges for services and fine being collected for open dumping	10
Dedicated area(s) earmarked to Keep C&D waste in the city	10
Land identified and Plan in place for processing C&D waste	10
Yes for all above	50

Note: Only total count is required for the above parameter

WHY

This parameter assesses whether remediation is being practiced or whether the city is dumping waste in an unplanned manner as per the SMW 2016 rules

DETAILS REQUIRED FOR SUPPORTING PROGRESS CLAIMED

On-line MIS: Data/progress updated by 5th day of the following month

- No. of dumpsites identified for remediation
- No. of dumpsites remediated
- Quantity of waste dumped at dumpsite
- Percentage of legacy waste remediated

Scheme of Ranking	Marks
>95% of the waste remediated or no dumpsite/legacy waste	60
80 – 95% waste remediated	50
60 – 79% waste remediated	40
40 – 59% waste remediated	30
<40% or work started	20
Agreement signed	10
Tender called/published	5
No process started	0

Note: Only total count is required for the above parameter

WHY

This parameter assesses whether the landfill site of the ULB is scientific/ planned in nature or in accordance with SWM 2016 rules

DETAILS REQUIRED FOR SUPPORTING PROGRESS CLAIMED

On-line MIS: Data/progress updated by 5th day of the following month

- Quantity of rejects/inerts/processed rejects etc.
- Is current operational landfill sanitary, (Y/N)
- No. of sanitary Landfills available in the city
- Sanitary landfill capacity available (in no. of years)
- Quantity of waste being dumped in the landfill site
- If sanitary landfill not available, has any work started?
- Whether the agreements signed
- Whether the land is identified for sanitary landfill
- Number of Landfills under construction
- No of Landfills under Tender Process (Tenders called for construction of sanitary landfill site)
- No. of landfills where no work started
- For cluster based approach or shared landfill, ULBs need to enter the name of ULB wherein the waste is being disposed off.

NOTE:

100% segregation of dry waste and processing/sale of same, along with 100% composting of wet waste will be referred as proof of zero landfill model

Scheme of Ranking	Marks
Sanitary landfill available and being used / Landfill not required	50
Sanitary landfill under construction	40
Agreement for construction done but work not commenced	15
Tenders called for construction of sanitary landfill site	5
No process started	0

Note: Only total count is required for the above parameter

2.9

Percentage of Bulk Waste Generators (BWG), including those generating more than 100 Kgs (or less as notified by the State/city) of waste per day, practicing on site processing of their wet waste or outsourced to private agency - processing not outsourced to ULB. However, cities with <1 Lakh population can outsource to ULB on a commercial rate.

Marks
50

WHY

This parameter assesses whether the bulk waste generators in a city (including RWAs) are practicing on site composting their premises or not. All such establishments generating more than 100 Kgs(or as notified by the State/city) of waste per day are being considered as bulk waste generator. Outsourcing of waste processing through ULB will not be considered for marking against this indicator.

DETAILS REQUIRED FOR SUPPORTING PROGRESS CLAIMED

On-line MIS: Data/progress updated by 5th day of the following month

- No. of establishments and RWAs generating more than 100 Kgs (or less as notified by the State/city) of waste per day.
- Date of notice/letter issued by ULBs to all the above listed establishments for practicing on-site processing of waste.
- Number of BWGs identified
- Number of BWGs doing on site processing or outsourced to private operators
- No. of BWGs challaned for non – compliance
- Amount of Penalties collected from challans

NOTE:

- ULBs in <1 lakh population cities are allowed to process the waste of Bulk Waste Generators provided all Bulk Waste Generators are identified and commercial rates are charged
- If city's population is >1 Lakh, ask BWGs for on-site processing or outsource processing to private operators

Scheme of Ranking	Marks
>95% BWG practicing on-site processing	50
80-95 %	40
60-79%	30
40-59%	20
Less than 40%	10

Note: Only total count is required for the above parameter

2.10

Whether City has empanelled service provider(s) managing collection and processing of dry/wet waste to cater Bulk Waste Generators (BWGs) or households not being covered under Door-to-Door Collection (details should be available on public domain). In cities with less <10 Lakh population, ULB can provide similar arrangement (including through NGO/SHG)

Marks
30

WHY

This indicator would check the coverage of waste collection and processing of waste from establishment which otherwise could not be catered through ULB's existing collection mechanism. This arrangement will be like 'On Call' service for Gate to Gate collection along with any social/public event. ULB should empanel private service providers as a back-up of already established collection & processing mechanism. Such agencies will act as a back-up arrangement for the main Collection and transportation services provided by the ULB .

DETAILS REQUIRED FOR SUPPORTING PROGRESS CLAIMED

- On-line MIS: Data/progress updated by 5th day of the following month
- No. of empaneled service provider(s) for collection and processing of BWG (list to be provided)

NOTE:

- The details of collection facility for above mentioned establishments should be available in public domain to ensure citizens are aware about the services provided by the ULB and do not dispose garbage randomly on streets.
- It will be an additional layer (back-up) of service line (besides regular services) available for citizens who generally/at times missing the collection schedule or need services during social functions/public events.

Scheme of Ranking	Marks
Yes	30
No	0

Note: Only total count is required for the above parameter

WHY

This indicator assesses the extent of home composting being practiced to manage wet waste generated in the city. IEC campaign supported by proper handholding will help citizens to opt for home composting, thus taking ownership of their wet waste

DETAILS REQUIRED FOR SUPPORTING PROGRESS CLAIMED

On-line MIS: Data/progress updated by 5th day of the following month

- Total number of households in ULB jurisdiction
- Total number of household processing wet waste in their premises itself (except households falling under RWA and are qualified as Bulk Waste Generators)
- Quantity of wet waste processed

BEST PRACTICE:

ULBs to provide handholding (only technical) support to promote Home Composting.

Scheme of Ranking	Marks
>5% of the households	50
3-4%	40
2-3%	30
1-2%	20
<1%	0

Note: Only total count is required for the above parameter

WHY

This indicator would assess the extent of complaints pertaining to SWM received on Swachhata App/Local App. The ULBs efforts towards maintaining cleanliness till date should be sustained.

DETAILS REQUIRED FOR SUPPORTING PROGRESS CLAIMED

On-line MIS: Data/progress updated by 5th day of the following month

- Complaints received on monthly basis shall be considered for scoring under this indicator.
- The data shall be sourced directly from Swachh.City or equivalent complaint management system adopted by the city

Scheme of Ranking	Marks
<5% complaints	40
Between 6-10% complaints	30
Between 11-15% complaints	20
Between 16-25% complaints	10
> 25% complaints	0

Note: Only total count is required for the above parameter

What percentage of the operational cost of Sanitation and Solid Waste Management is covered by Property Tax, (SWM/sanitation sub head) ,User Charges(for SWM/ sanitation related services , Sale of city compost and Advertisement rights on CT/PT and Litter Bins? Salary expenses to Daily wagers, contractual or outsourced staff through service providers(against vacant posts) will be added along with cost

WHY

To assess extent of cost recovery in solid waste management services

DETAILS REQUIRED FOR SUPPORTING PROGRESS CLAIMED

- Total value of property tax collected with specific sub-head for SWM/ Sanitation charges
- Total value of user charges collected from households/commercial units for providing solid waste management services
- Total operational cost of SWM+Sanitation activities in the ULB e.g. collection costs, salaries, equipment and capital costs, transportation costs, processing costs
- Total revenue from sale of city compost and other sources of revenue from processing of waste to be provided

NOTE:

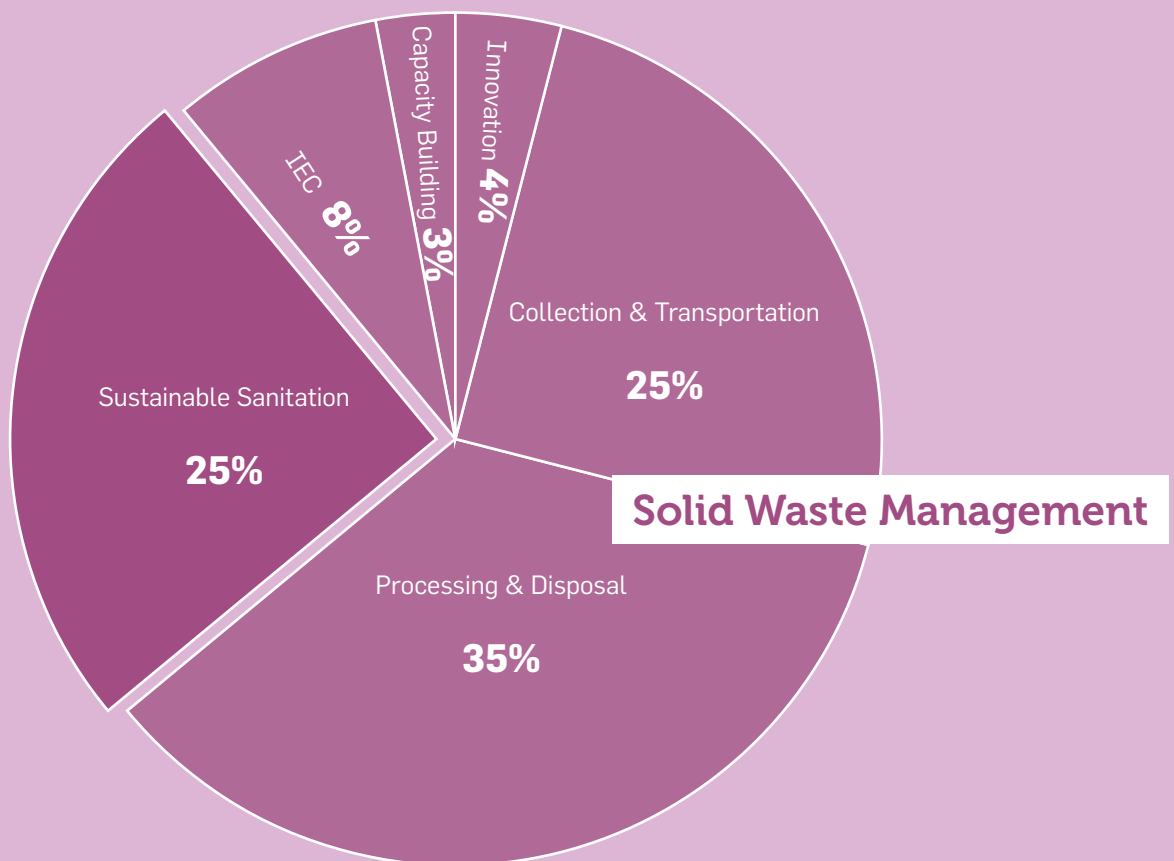
City should either maintained a detailed statement or Chartered Accountant's certificate to support their claim.

Scheme of Ranking	Marks
100% of the cost	40
80 – 95% of the cost	30
60 – 79% of the cost	20
40 – 59% of the cost	10
<40%	0

Note: Only total count is required for the above parameter

3

Sustainable Sanitation



Total Number of Questions: 11
500 Marks / 2,000 Marks

3.1

ULB / Development Authority / Cantonment Board has prepared FSSM Action Plan or has notified San-Benchmarks (prescribed in FSSM Policy http://amrut.gov.in/writereaddata/FSSM_Policy_Report_23Feb.pdf) at the least adhering to all conditions defined for SBM ODF++, in municipal bye-laws (or equivalent) and published the same in at least two dailies with wide reach OR its not required if the city is 100% covered through sewerage system.

Marks
40

WHY

This indicator would assess the extent of planning done by ULBs for Faecal Sludge and Septage Management and ODF++ certification. The ULB should disseminate the same with citizens

DETAILS REQUIRED FOR SUPPORTING PROGRESS CLAIMED

On-line MIS: Data/progress updated by 5th day of the following month

- Whether FSSM Action Plan or San-Benchmarks (prescribed in FSSM Policy) notified and published in public domain(Y/N)
- Date of official notification of FSSM action plan or San-Benchmarks developed by the ULB/DA/CB.

NOTE:

- SOP released by CPHEEO on Sewer and Septic Tank Cleaning to be followed to ensure safety of workers
- In case a city has a sewage treatment plant (STP), there is no need to build a separate FSTP.

Scheme of Ranking	Marks
Yes, FSSM Action Plan/San-Benchmarks prepared	40
No	0

Note: Only total count is required for the above parameter

WHY

This indicator will ascertain whether the city has adequate coverage of sewerage network or septic tanks

DETAILS REQUIRED FOR SUPPORTING PROGRESS CLAIMED

- On-line MIS: Data/progress updated by 5th day of the following month
- Total no. of households, commercial establishments and CT/PTs in ULB jurisdiction
- No. of households/commercial establishment/CT&PT are connected to sewerage network
- No. of households/commercial establishment/CT&PT are connected to septic tanks with soak pit/without soak pit/twin pit/single pit

Scheme of Ranking	Marks
>95 % households/commercial establishment /CT&PT are connected to sewerage system or have septic tanks + Soak Pit+without Soak Pit	80
80-94% households/commercial establishment / CT & PT/Septic tank/Soak Pit/without Soak Pit	60
55-79% households/commercial establishment / CT & PT have Septic tank+Soak Pit+without Soak Pit	40
40 – 54% households/commercial establishment / CT & PT have Septic tank/Soak Pit+without Soak Pit	20
< 40% households/commercial establishment / CT & PT have Septic tank/Soak Pit+without Soak Pit	0
OR no data available	

Note: Only total count is required for the above parameter

WHY

This indicator will ascertain whether majority of the faecal sludge in the city is being processed scientifically and not being discharged in the open

DETAILS REQUIRED FOR SUPPORTING PROGRESS CLAIMED

On-line MIS: Data/progress updated by 5th day of the following month

- Quantity of faecal sludge generated in the city (MLD)
- Quantity of faecal sludge collected per day (in MLD)
- Quantity of Sewage (STP) treated per day (in MLD)
- Quantity of Faecal sludge treated per day (in MLD)
- No. of working/functional STPs/FSTPs in the city
- No. of under construction STPs/FSTPs in the city
- How sludge left untreated is used (dropdown options provided in the MIS)

NOTE:

Faecal sludge generated will be calculated on the basis of 230 L per capita/annum

Note: Only count is required for the above parameter

Scheme of Ranking	Marks
>95% Faecal sludge treated	100
80-94% Faecal sludge treated	80
55-79% Faecal sludge treated	60
40 – 54% Faecal sludge treated	40
< 40% Faecal sludge treated OR no data available	0

Note: Only total count is required for the above parameter

WHY

This indicator would assess whether the infrastructure to treat entire faecal sludge generated in the city is available or not

DETAILS REQUIRED FOR SUPPORTING PROGRESS CLAIMED

On-line MIS: Data/progress updated by 5th day of the following month

- Treatment capacity of STP(MLD) and
- Treatment capacity of FSTPs (MLD)

NOTE:

Faecal sludge generated will be calculated on the basis of 230 L per capita/annum

Scheme of Ranking	Marks
>95% capacity matching with total faecal sludge generated	50
Between 75% -95%	40
Between 50% - 74%	30
Less 50%	10

Note: Only total count is required for the above parameter

3.5

Are de-sludging operators(de-sludging staff) trained on safety related issues, registered with the ULB and being monitored by the ULB (including Self Help Groups registered under de-sludging activity)

**Marks
40**

WHY

This indicator assess whether the de-sludging activities are being monitored by the ULB or not. Uncontrolled dumping of faecal matter within the city /outside city should be prohibited. This indicator will not be applicable on Cities with 100% sewerage coverage – maximum Marks will be given

DETAILS REQUIRED FOR SUPPORTING PROGRESS CLAIMED

On-line MIS: Data/progress updated by 5th day of the following month

- Total number of de-sludging operators in the city
- Number of de-sludging operators registered with the ULB.
- No. of desludging operators not registered with ULB
- No. of registered desludging operators trained and certified on safety related issues
- Date of notification of user charges for de-sludging
- Amount of De-sludging charges collected

Scheme of Ranking	Marks
Yes, either ULB is directly providing de-sludging services or >95% private operators are trained and registered	40
Yes, either ULB is directly providing de-sludging services or between 80-94% private operators are trained and registered	30
Yes, either ULB is directly providing de-sludging services or between 75-94% private operators are trained and registered	20
Yes, either ULB is directly providing de-sludging services or between 50-74% private operators are trained and registered	10
Neither services provided by ULB or <50% private operator trained and registered with ULB	0

Note: Only total count is required for the above parameter

3.6

The city has issued and notified fines against persons / de-sludging operators dumping untreated faecal sludge in drains and / or open areas

**Marks
50****WHY**

This indicators assess the regulatory control of the ULB to curb dumping of untreated faecal sludge in drains or open areas

DETAILS REQUIRED FOR SUPPORTING PROGRESS CLAIMED

On-line MIS: Data/progress updated by 5th day of the following month

- Ban on open dumping of Faecal Sludge notified and fine collected?
- Date of Notification mentioning fines for dumping of untreated faecal sludge in areas apart from designated decanting points/areas.
- No. of fines imposed on registered/unregistered desludging operators.
- Amount of fine collected for open dumping since January 2019

Scheme of Ranking	Marks
Yes, ban on open dumping of faecal sludge notified and fine collected	50
Only ban on open dumping of faecal sludge notified	40
Not notified	0

Note: Only total count is required for the above parameter

WHY

Acknowledging the shortage of fresh water and efforts to conserve fresh water, ULBs need to consider reuse and recycling of waste water. Waste water can be re-used for irrigation, horticulture etc.

DETAILS REQUIRED FOR SUPPORTING PROGRESS CLAIMED

On-line MIS: Data/progress updated by 5th day of the following month

- Has Action plan been developed to treat waste water (Y/N).
- Has Action plan been developed to reuse waste water (Y/N)
- Capacity of waste water treatment plants (MLD)
- Quantity of waste water being treated (MLD)
- Quantity of waste water reused (MLD) after treatment

NOTE:

Re-use of wastewater shall be for non-potable applicable with appropriate care.

Scheme of Ranking	Marks
Yes, Plan in place and >30% waste water is reused/recycled	40
...between 20% - 29% waste water is reused/recycled	30
..between 10% - 19% waste water is reused/recycled	20
<10% waste water is reused/recycled	10

Note: Only total count is required for the above parameter

3.8

Percentage of Public Toilets (PTs) mapped on Google Maps

**Marks
40**

WHY

Easy access to Public toilet will improve Public toilet usage. Floating population will also get benefited by searching and accessing the 'SBM toilets' on google map.

DETAILS REQUIRED FOR SUPPORTING PROGRESS CLAIMED

- % of Toilets (mapped / data submitted) on Google maps with regard to Targets/ PTs constructed as per SBM MIS Portal
- Whether ULB accessing the GTL dashboard (sbmtoilet.org) via ULB login weekly once to monitor the portal
- Whether ULB putting efforts to popularize / promote GTL (pictures of hoardings, IEC campaigns, posters on toilets)
- Whether corrected action taken on poorly rated toilets (2 star & below).

Scheme of Ranking	Marks
>95% PTs mapped and weekly monitoring by ULB	40
80-94% PTs mapped and weekly monitoring by ULB	30
65- 79% PTs mapped and weekly monitoring by ULB	20
50 -64% PTs mapped and weekly monitoring by ULB	10
<50% PTs mapped	0

Note: Only total count is required for the above parameter

3.9**Percentage of CT/PTs open from
6.00 am to 10.00 pm?****Marks
20****WHY**

Easy and timely access to Community and Public toilet will improve Community/Public toilet usage.

DETAILS REQUIRED FOR SUPPORTING PROGRESS CLAIMED

On-line MIS: Data/progress updated by 5th day of the following month

- No. of CT/PT in ULB jurisdiction
- No. of functional CT/PT in ULB jurisdiction
- No. of CT/PT open from 6AM to 10 PM

Scheme of Ranking	Marks
>95% CT/PTs	20
80 – 95% CT/PTs	15
70 – 84% CT/PTs	10
55 – 69% CT/PTs	5
<55% % CT/PTs	0

Note: Only total count is required for the above parameter

3.10

What percentage of Operations and Maintenance costs of Community/Public Toilet are being recovered through revenue streams viz. Property tax (sanitation specific), User charges, monetization of CT/PT etc.

Marks
20

WHY

This indicator would assess the sustainability of city's infrastructure towards Faecal Sludge and Septage Management.

DETAILS REQUIRED FOR SUPPORTING PROGRESS CLAIMED

On-line MIS: Data/progress updated by 5th day of the following month

- Detail of working/functional CTs & PTs in the city.
- Total revenue generated through property tax/monetization of CT-PT sanitation charges/ user fee for services provided .
- Total costs involved in operation and maintenance of the CT/PTs.

Scheme of Ranking	Marks
100% of the cost	20
80-99%	15
60 – 79%	10
40 – 59%	5
< 40%	0

Note: Only total count is required for the above parameter

3.11

What percentage of Operations and Maintenance costs of FSTP and ULB owned vacuum tankers are being recovered through revenue streams viz. Property tax (sanitation specific), User charges, etc.

**Marks
20****WHY**

This indicator would assess the sustainability of city's infrastructure towards Faecal Sludge and Septage Management.

DETAILS REQUIRED FOR SUPPORTING PROGRESS CLAIMED

On-line MIS: Data/progress updated by 5th day of the following month

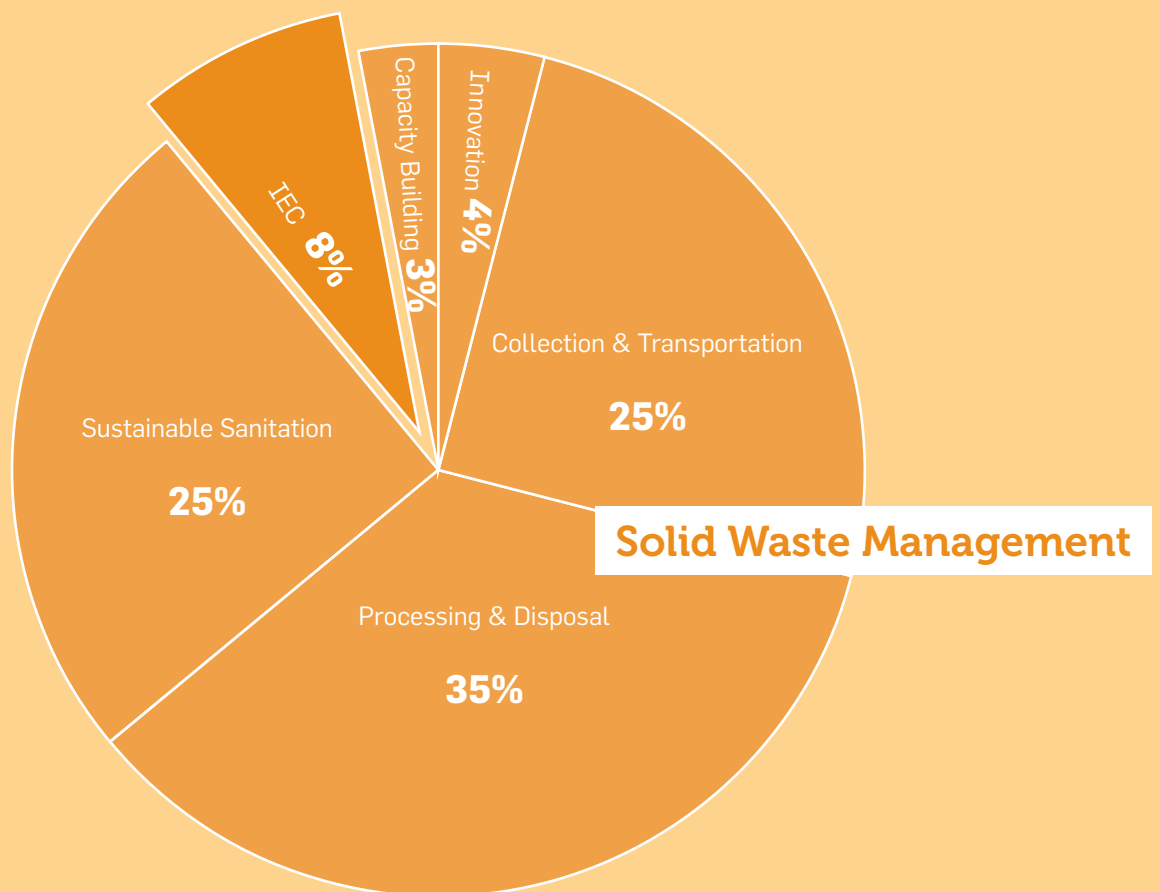
- Detail of working/functional FSTPs/STPs in the city.
- Total revenue generated through property tax/sanitation charges/user fee for services provided
- Total costs involved in operation and maintenance of the Faecal Sludge Management infrastructure including vacuum tankers managed by the ULB.

Scheme of Ranking	Marks
100% of the cost	20
80-99%	15
60 – 79%	10
40 – 59%	5
< 40%	0

Note: Only total count is required for the above parameter

4

IEC & Behavior Change



Total Number of Questions: 3
160 Marks / 2,000 Marks

4.1

Whether quarterly rankings of Swachh Hotel, School, Hospital (Healthcare facility), RWA/Mohalla, Government Offices and Market Association conducted? ULB need to conduct ranking by last month of the quarter.

**Marks
60**

WHY

A sense of competition for cleanliness among Hotels, Schools, RWAs/Mohalla, Hospital, Government Offices and registered Market Associations will lead to improved the overall experience of places with maximum footfall of citizens. ULB need to conduct ranking by last month of the quarter i.e. by June 2019, September 2019 and December. 2019

DETAILS REQUIRED FOR SUPPORTING PROGRESS CLAIMED

On-line MIS: Data/progress updated by 5th June 2019

- Number of all hotels, schools, hospitals, RWAs/Mohalla/Govt Offices and Market Associations
- Whether Swachh Ranking has been done for all hotels, schools, hospitals, RWAs/Mohalla/ Govt Offices and Market Associations
- Whether results announced in the newspapers, Swachh Manch and social media
- Assessment protocols released by MoHUA need to be considered for the ranking of the stakeholders
- Whether ICT based tool used for promoting or conducting these rankings

Scheme of Ranking	Marks
Swachh Ranking done for all Six above	60
Swachh Ranking done for any Five above	50
Swachh Ranking done for any Four above	40
Swachh Ranking done for any Three above	30
Swachh Ranking done for any Two above	20
Swachh Ranking done for any One above	10
Swachh Ranking not done for any of the above	0

Note: Only total count is required for the above parameter

WHY

This indicator would assess the ULB's efforts to engage citizens and stakeholders proactively. The idea is to ensure all citizens and stakeholders take ownership of cleanliness aspects in the city.

Private sector needs to be approached by the ULB for seeking active contribution via CSR funds towards city's infrastructure requirements for cleanliness.

All such activities to be updated on Swachh Manch.

DETAILS REQUIRED FOR SUPPORTING PROGRESS CLAIMED

SBM(U) on-line monthly MIS: Data/progress updated till 5th day of the following month

- No. of wards where private sector is engaged to keep the city clean
- No. of RWA, NGO, SHG and Private Sector establishments in the city
- No. of activities conducted with them towards cleanliness of the city
- For CSR engagements : Total amount / quantity of contribution by such private sector stakeholders
- Number of women entrepreneur/SHG members/other groups engaged in SBM related activities

Scheme of Ranking	Marks
Yes, in >95% Wards	60
Yes, in 75% - 94% Wards	50
Yes, in 50% - 74% Wards	40
Yes, in 25% - 49% Wards	30
Only in <25% Wards	20
Monthly activities conducted within the city need to be recorded along with pictures. Details of number of activities need to be updated.	

Note: Only total count is required for the above parameter

WHY

Cities are expected to promote Swachh Survekshan-2020 creative are placed at all prominent places of high citizen footfall to ensure participation. Besides, traditional approach, cities are also encouraged to use ICT Based technology supporting behavior change viz. interactive games/value added services for creating better awareness and mobilizing citizens.

DETAILS REQUIRED FOR SUPPORTING PROGRESS CLAIMED

SBM(U) on-line monthly MIS: Data/progress updated till 5th day of the following month

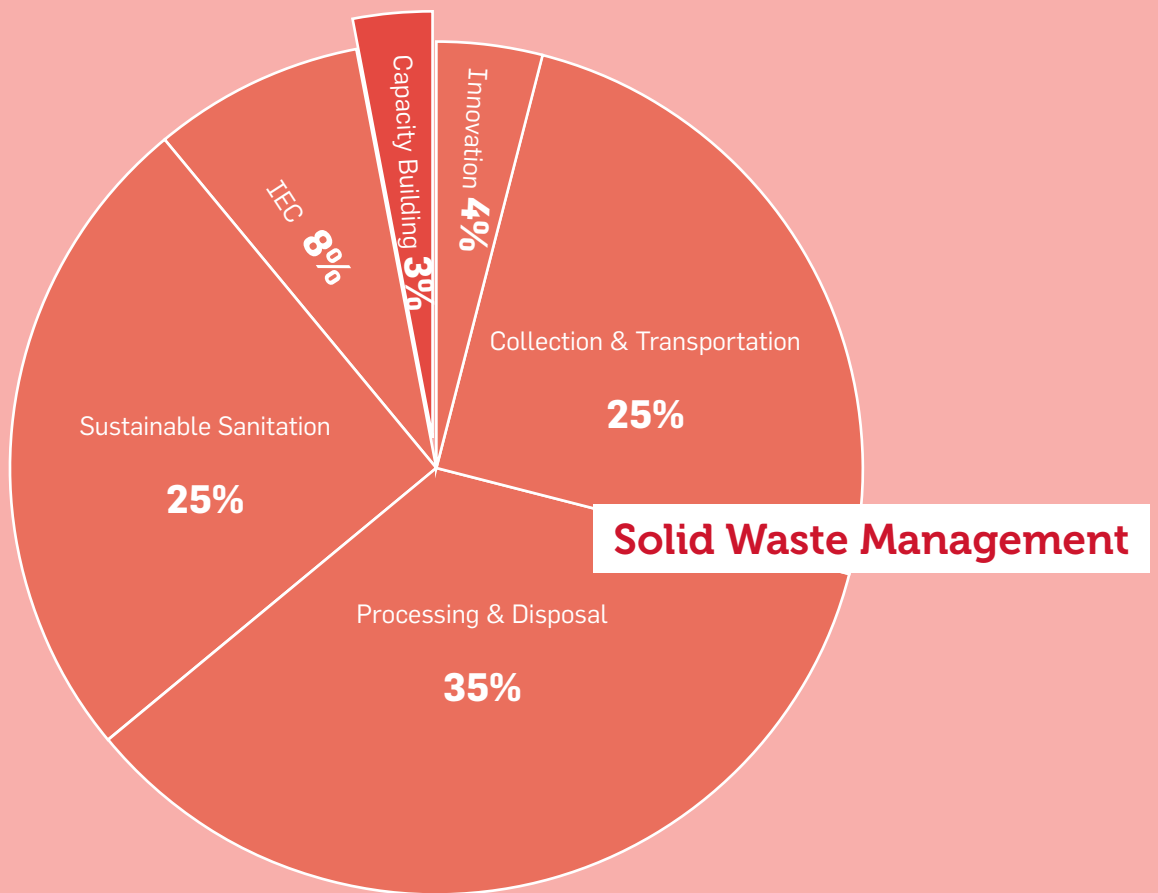
- No. of Swachh Survekshan 2020 campaigns being promoted in the city
- No. of places where creative have been used.
- Whether interactive games/value added services for creating better awareness and mobilizing citizens used for promotion
- No. of posts/tweets on social media
- No. of organizations/citizens engaged

Scheme of Ranking	Marks
Yes	40
no	0
Monthly activities conducted within the city need to be recorded along with pictures. Details of number of activities need to be updated	

Note: Only total count is required for the above parameter

5

Capacity Building



Total Number of Questions: 2
60 Marks / 2,000 Marks

5.1

Whether workshop conducted for all RWAs and/or Mohalla Committees to educate citizen groups on 3R Principles (Reduce, Reuse and Recycle)

Marks
30

WHY

The indicator would assess the extent to which RWAs and/or Mohalla Committees members are aware about 3R Principles and how can they further educate contribute in reduction of waste generated in the city.

DETAILS REQUIRED FOR SUPPORTING PROGRESS CLAIMED

SBM(U) on-line monthly MIS: Data/progress updated till 5th day of the following month

- No. of RWAs and/or Mohalla Committees in the city
- No. of RWAs and/or Mohalla Committees trained with date, time and attendance record

Scheme of Ranking	Marks
Yes, 100% RWAs and/or Mohalla Committees/Citizens Group trained	30
80% - 99% trained	20
60% -79% trained	10
<60% trained	0

Note: Only total count is required for the above parameter

WHY

The indicator would assess the extent to which the ULB has utilized the digital ecommerce portal(GeM) for procurement and selling of goods and services.

DETAILS REQUIRED FOR SUPPORTING PROGRESS CLAIMED

SBM(U) on-line monthly MIS: Data/progress updated till 5th day of the following month

- ULB is registered on GeM Portal : Yes / No
- Procurement done : Yes / No

Supporting evidence required :

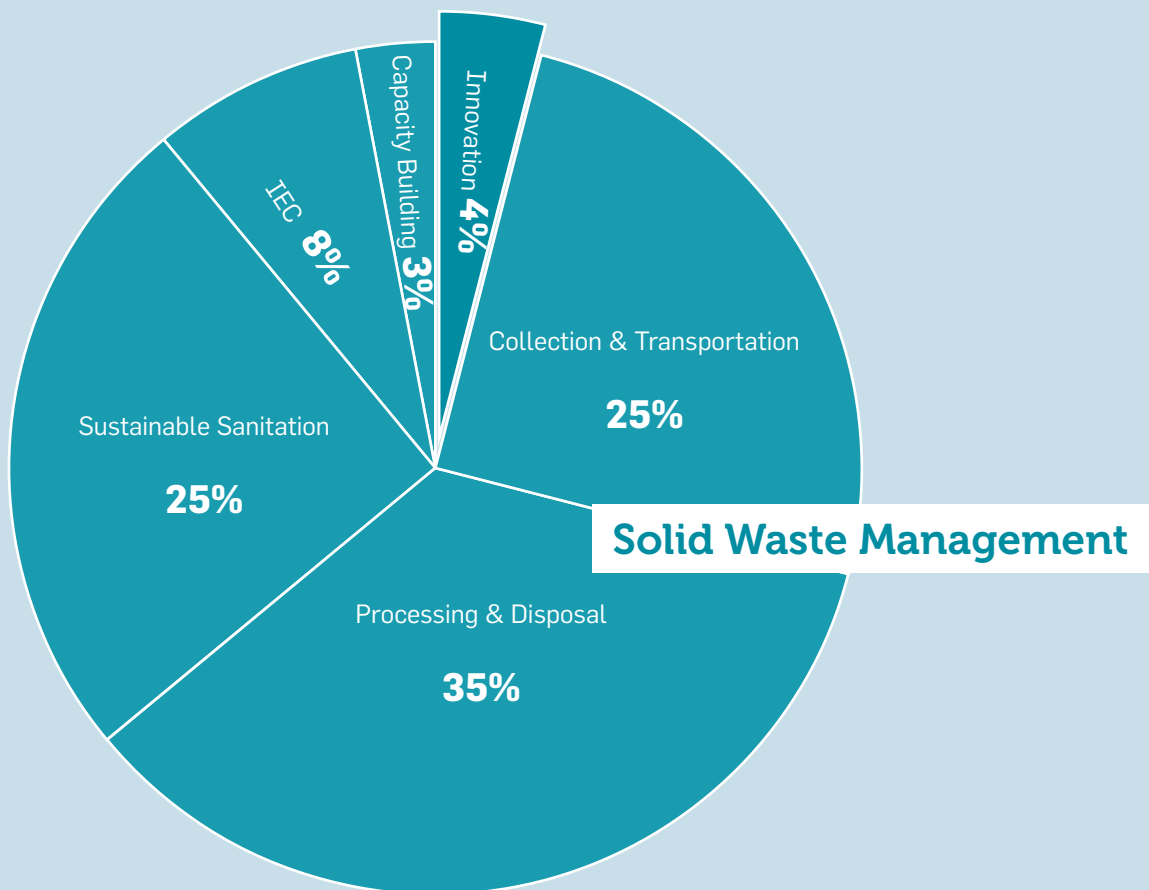
- Acknowledgement of registration on GeM
- Copy of work orders

Scheme of Ranking	Marks
Procurement done through GeM	30
Registered on GeM but no procurement done	15
No action taken	0

Note: Only total count is required for the above parameter

6

Innovation and Best Practices



Total Number of Questions: 2
80 Marks / 2,000 Marks

WHY

Quality of project submitted by the ULB under 'Innovation & Best Practices' among the areas – Waste Management, Behaviour Change, sustainable sanitation or interventions contributing to proven improvement in air quality, water conservation, wastewater treatment and its re-use or storm water management

DETAILS REQUIRED FOR SUPPORTING PROGRESS CLAIMED

Cities may also refer some of the following interventions. However, Innovation areas are not limited to following interventions only -

- Sustainable Solutions
- Public Private Partnership
- Convergence across other flagship missions of the Government of India
- IEC & Behaviour Change
- Community Engagement
- Sale of by-products of processing
- Robust faecal sludge management system
- User friendly Community and Public Toilets

All cities are requested to submit one such project in the aforementioned categories. Comprehensive documentation with pictures/video clips for your project or initiative will make a stronger case for your city.

Projects introduced between 1st January 2019 to 31st October 2019 will be evaluated.

Scheme of Ranking	Marks
Implementation	15
Novelty (Is your idea original or unique?)	5
Scalability	10
Financial Sustainability	5
Impact	15

Note: Only total count is required for the above parameter

WHY

Quality of project submitted by the ULB under 'Innovation & Best Practices' among the areas – Waste Management, Behaviour Change, sustainable sanitation or interventions contributing to proven improvement in air quality and water conservation or re-use of waste water

DETAILS REQUIRED FOR SUPPORTING PROGRESS CLAIMED

Cities may also refer some of the following interventions. However, Innovation areas are not limited to following interventions only -

- Sustainable Solutions
- Public Private Partnership
- Convergence across other flagship missions of the Government of India
- IEC & Behaviour Change
- Community Engagement
- Sale of by-products of processing
- Robust faecal sludge management system
- User friendly Community and Public Toilets

All cities are requested to submit one such project in the aforementioned categories. Comprehensive documentation with pictures/video clips for your project or initiative will make a stronger case for your city.

Projects introduced between 1st January 2019 to 31st October 2019 will be evaluated.

Scheme of Ranking	Marks
Implementation	10
Novelty (Is your idea original or unique?)	5
Scalability	5
Impact	10

Note: Only total count is required for the above parameter

Population wise Samples to be collected

Assessment Area	Population						
	<25 K	25 -50 K	50 K - 1 Lakh	1-3 Lakh	3-10 Lakh	>10 Lakh	Total
Sample Count or Actual Numbers (whichever is lower) for applicable indicator	10	20	30	40	50	60	210
Number of cities	2343	966	509	281	91	47	4237
Number of Indicators	12	12	12	12	12	12	12
Total	2,81,160	2,31,840	1,83,240	1,34,880	54,600	33,840	9,19,560

Independent Validation – Impact on ‘Service Level Progress’ Marks claimed

Step-1: % of samples failed will lead to same % of marks deducted from the marks claimed under 'Service Level Progress' = **Adjusted Marks**

Step-2: Negative Marking: On account of failure of samples from 20% onwards, further negative marking will be applied as per the following table, to calculate '**Final Marks**'

Sample Failure (%)	% of Negative Marking on Total Marks claimed, to be deducted from 'Adjusted Marks'
<20%	0%
20% - 49%	5%
50% - 74%	10%
75% - 99%	15%
100%	20%

Example: Presenting three scenarios

Indicator no.	Total Marks	Marks Claimed	% of Samples failed	Marks of be deducted	Adjusted Marks	Negative Marks	Final Marks
1.1	100	80	20%	16	64	3.2	61
	100	80	15%	12	68	0	68
	100	80	55%	44	36	3.6	32

Note: At least 40% of the wards (samples) where progress claimed, will be covered under citizens validation.

Service Level Progress Validation through Citizens



Note: *On-field assessor will validated the claim*



Through Citizens

1. Is your waste collected daily from your house?

1.1

Percentage of Wards covered with operational Door to Door Collection of waste

Marks
100

(100% coverage required in a ward to qualify as 'ward practicing Door-to-Door collection')

WHY

This parameter examines whether your ULB has a system in place for door-to-door collection of waste. Coverage of wards means each and every unit of household, commercial establishment and shops in the ward.

DETAILS REQUIRED FOR SUPPORTING PROGRESS CLAIMED

SBM(U) on-line monthly MIS: Data/progress updated till 5th day of the following month.

Total no. of wards

- No. of wards with 100% door to door collection
- No. of Gates* (collection points)/doors in each ward of ULB jurisdiction covering residential, commercial and institutional areas

** Gate means the point from where the waste collector collects the waste. For independent houses, the door will be considered as a gate whereas in residential societies, generally there is a single point from where these collectors collect their waste*

Scheme of Ranking for Door to Door Collection	Marks
Collected in >95% Wards	100
Collected in 80%-95% Wards	80
Collected in 65%-79% Wards	60
Collected in 50%-64% Wards	40
Collected in <50% Wards	20

Note: Only total count is required for the above parameter



Through Citizens

2. Whether you are asked to give segregated dry and wet waste to your waste collector?

1.2

Percentage of Wards practicing source segregation of waste which is maintained till processing/disposal site.

Hazardous waste to be collected separately
(in a separate bag/container)

Marks
125

WHY

This parameter examines whether your ULB has a system in place for collection of waste in segregated manner (Wet and dry waste). The segregated waste thus collected should be maintained in two streams until it reaches the processing plant/site or Material Recovery Facilities (MRF). Coverage of wards means all households/commercial establishment in the ward.

DETAILS REQUIRED FOR SUPPORTING PROGRESS CLAIMED

SBM(U) on-line monthly MIS: Data/progress updated till 5th day of the following month.

- No. of wards practicing source segregation of waste (provided each and every Gate of the ward is practicing source segregation)
- Ward wise number of Gates (Collection Points)/Doors handing over segregated waste
- Ward wise number of Gates (Collection Points)/Doors handing over mixed waste
- Whether Mixed Waste is collected in a separate bag

BEST PRACTICE:

With the use of the ICT Based technology whole system can be monitored and exact data of waste collection pattern for example segregated or mixed can be generated. Such interventions can be also be supported by 14th Finance Commission fund.

Scheme of Ranking for Door to Door Collection	Marks
Segregated in >95% Wards	125
Segregated in 80%-95% Wards	100
Segregated in 65%-79% Wards	75
Segregated in 50%-64% Wards	50
Segregated in <50% Wards	25

Note: Only total count is required for the above parameter



Through Citizens

3. Are you satisfied with the cleanliness level of your surroundings?

1.6

Public Cleaning: 100% Wards are Clean in the Urban Local Body (ULB)

Marks
50

Twice a day sweeping (including night sweeping) in all commercial areas, once a day sweeping in all residential areas, transformation of Garbage Vulnerable Points(GVP), Up keeping of slums and old city areas e.g. no water logging, roads/by-lanes are well maintained with no littering/dumping of waste etc.

WHY

This parameter is to examine whether all the commercial areas in the city are swept at least twice day including festivals and Sundays (with mandatory night sweeping , elimination of GVPs). Slums and old city areas should have painted walls, plantations, free from water logging, etc.

DETAILS REQUIRED FOR SUPPORTING PROGRESS CLAIMED

SBM(U) on-line monthly MIS: Data/progress updated till 5th day of the following month

- No. of commercial areas and residential areas
- No. of commercial with twice a day sweeping and residential areas with at least once a day sweeping
- No. of GVPs identified Vs transformed
- No. of 'bin free' wards
- Measures taken to make the ward bin free. (temporary bins for maximum 2 hours can be allowed to collect horticulture waste). Litter bins upto 100 litres are exempted.
- No. of slum/old city areas free from water logging, liter free and no waste dumping in sight.

Scheme of Ranking	Marks
Twice a day sweeping in all commercial areas	10
Once a day sweeping in all residential areas	10
Transformation of all GVPs	10
All wards are bin free	10
Up-keeping of slums and old city	10
Adherence for all above five	50
Proportionate marks, with reference to percentage of coverage, shall be allotted. 100% marks for 100% coverage.	

Note: Only total count is required for the above parameter



Through Citizens

4. Do you see lesser use of polythene bag/200 ml water bottles/single use plastic glasses for water/juice in social functions/events conducted in your city these days?

1.8

Plastic Waste Management Rules: Whether City has banned single use plastic including plastic with <50 micron during all festivals/social gatherings/events?

Marks
30

WHY

Single-use plastics, or disposable plastics, are used only once before they are thrown away or recycled. These items are things like plastic bags, straws, coffee stirrers, soda and water bottles and most food packaging. This indicator would assess the extent of enforcement for discouraging one time use 'Plastic' in the city. Considering the environmental degradation caused by one-time use plastics, cities should work towards discouraging its citizens from using single-use plastics in events/functions conducted throughout the year.

DETAILS REQUIRED FOR SUPPORTING PROGRESS CLAIMED

SBM(U) on-line monthly MIS: Data/progress updated till 5th day of the following month

- Whether city has banned single use plastic including plastic with <50 micron during all festivals/social gatherings/events
- Date of notification of ban under Plastic Waste Management Rules 2016 by the city.
- Total number of challan issued
- Amount of fine collected for non-compliance
- Quantity of banned plastic items confiscated

Scheme of Ranking	Marks
Yes, ban notified, enforced and fine collected	30
Only ban notified	15
No action taken	0

Note: Only total count is required for the above parameter



Through Citizens

5. Do you see messaging or practice around Waste Exchange Program/Crockery Bank/Foodbank/Re-use and Recycle of goods etc. in your city?

1.9

3R Principles: Whether measures taken to reduce generation of Dry/Wet Waste? If yes, share details

**Marks
50**

WHY

This indicator would assess the ULB's effort to reduce the waste generated by household/commercial/industrial establishments in the city and should adopt the 3R principles. The focus should be on reducing* the amount of waste which is finally transported to the processing/disposal site or processed through on-site composting.

DETAILS REQUIRED FOR SUPPORTING PROGRESS CLAIMED

SBM(U) on-line monthly MIS: Data/progress updated till 5th day of the following month

- Whether measures are taken to reduce generation of dry/wet waste
- Quantity (%) of reduction in Waste Collected
- Amount of DRY waste recycled
- List of initiatives undertaken to ensure reduction of waste

*Examples (indicative):

- Reduction of disposable material during public/social events,
- Crockery bank to be given on returnable basis (with minimum charge) for social/public events, Cloth Bag Bank, Food banks,
- Artefacts made out of waste material, second hand sale of old books/hardware/other material and Waste Exchange Program, 'Neki Ki Diwaar' to leave goods/articles for needy ones
- Promotion of Repair shops to discourage people to throw old/unusable articles
- leftover (but not stale/expired) eatables from hotels/restaurants/Office or School Mess to needy ones/Gaushalas,
- Use of re-usable cutlery in hotels/restaurants/public or social events
- Toiletry kept in the hotel should be fixed/dispensed or available with minimum charge

Scheme of Ranking	Marks
Yes, 5 initiatives taken to reduce waste	50
Yes, 4 initiatives taken to reduce waste	40
Yes, 3 initiatives taken to reduce waste	30
Yes, 2 initiatives taken to reduce waste	20
Yes, 1 initiatives taken to reduce waste	10
No initiative taken to reduce waste	0

Note: Only total count is required for the above parameter



Through Citizens

6. Do you see Construction & Demolition Waste material lying unattended for >2 days in your neighbourhood?

2.6

Any mechanism in place to manage Construction & Demolition (C&D) waste as per C&D Waste Management Rule, 2016? Whether plans in place to initiate processing of C&D Waste?

**Marks
50**

WHY

This indicator assesses the extent of decentralized and centralized management of C&D waste generated. The indicator would also assess the extent of utilization of C&D waste in the city. How city is tracking random dumping? Whether C&D Waste Helpline in place? Availability of dedicated Vehicles? How C&D waste is being managed? Any penalty system for throwing C&D waste in open areas?

DETAILS REQUIRED FOR SUPPORTING PROGRESS CLAIMED

On-line MIS: Data/progress updated by 5th day of the following month

- C&D waste collected daily – ULB to share the data.
- Date of Public notification for C&D waste services
- No. of vehicles for managing C&D waste
- Helpline/Call center number or App details to collect C&D waste
- Date of notification for penalty system in place for open dumping
- Amount of user charges collected
- Amount of fine collected for open dumping
- No of collection centers for C&D waste.
- Quantity of C&D waste reused in Government/Municipal/ Municipality approved construction activities in non-structural applications.
- List of C&D processing facilities, if any, or any plan in place

Scheme of Ranking	Marks
C&D Waste Helpline in place	10
Dedicated vehicles in place	10
User charges for services and fine being collected for open dumping	10
Dedicated area(s) earmarked to Keep C&D waste in the city	10
Land identified and Plan in place for processing C&D waste	10
Yes for all above	50

Note: Only total count is required for the above parameter



Through Citizens

7. Do you know 'Home Composting' is being promoted in your community/city or do you practice 'Home Composting'?

2.11

Percentage of households processing their wet waste at Home/ Community Level (Households under RWAs will qualify under the BWG definition)

**Marks
50**

WHY

This indicator assesses the extent of home composting being practiced to manage wet waste generated in the city. IEC campaign supported by proper handholding will help citizens to opt for home composting, thus taking ownership of their wet waste

DETAILS REQUIRED FOR SUPPORTING PROGRESS CLAIMED

On-line MIS: Data/progress updated by 5th day of the following month

- Total number of households in ULB jurisdiction
- Total number of household processing wet waste in their premises itself (except households falling under RWA and are qualified as Bulk Waste Generators)
- Quantity of wet waste processed

BEST PRACTICE:

ULBs to provide handholding (only technical) support to promote Home Composting.

Scheme of Ranking	Marks
>5% of the households	50
3-4%	40
2-3%	30
1-2%	20
<1%	0

Note: Only total count is required for the above parameter



Through Citizens

8. Do you use Google Map to locate the nearest Public Toilet or do you know location of Public Toilets in your city are available on google maps?

3.8

Percentage of Public Toilets (PTs) mapped on Google Maps

Marks
40

WHY

Easy access to Public toilet will improve Public toilet usage. Floating population will also get benefited by searching and accessing the 'SBM toilets' on google map.

DETAILS REQUIRED FOR SUPPORTING PROGRESS CLAIMED

- % of Toilets (mapped / data submitted) on Google maps with regard to Targets/ PTs constructed as per SBM MIS Portal
- Whether ULB accessing the GTL dashboard (sbmtoilet.org) via ULB login weekly once to monitor the portal
- Whether ULB putting efforts to popularize / promote GTL (pictures of hoardings, IEC campaigns, posters on toilets)
- Whether corrected action taken on poorly rated toilets (2 star & below).

Scheme of Ranking	Marks
>95% PTs mapped and weekly monitoring by ULB	40
80-94% PTs mapped and weekly monitoring by ULB	30
65- 79% PTs mapped and weekly monitoring by ULB	20
50 -64% PTs mapped and weekly monitoring by ULB	10
<50% PTs mapped	0

Note: Only total count is required for the above parameter



Through Citizens

9. Are you aware that ranking of hotels, schools, hospitals, RWA/Mohalla, Government Offices and market areas is conducted in your city

4.1

Whether quarterly rankings of Swachh Hotel, School, Hospital (Healthcare facility), RWA/ Mohalla, Government Offices and Market Association conducted? ULB need to conduct ranking by last month of the quarter.

Marks
60

WHY

A sense of competition for cleanliness among Hotels, Schools, RWAs/Mohalla, Hospital, Government Offices and registered Market Associations will lead to improved the overall experience of places with maximum footfall of citizens. ULB need to conduct ranking by last month of the quarter i.e. by June 2019, September 2019 and December. 2019

DETAILS REQUIRED FOR SUPPORTING PROGRESS CLAIMED

On-line MIS: Data/progress updated by 5th June 2019

- Number of all hotels, schools, hospitals, RWAs/Mohalla/Govt Offices and Market Associations
- Whether Swachh Ranking has been done for all hotels, schools, hospitals, RWAs/Mohalla/ Govt Offices and Market Associations
- Whether results announced in the newspapers, Swachh Manch and social media
- Assessment protocols released by MoHUA need to be considered for the ranking of the stakeholders
- Whether ICT based tool used for promoting or conducting these rankings

Scheme of Ranking	Marks
Swachh Ranking done for all Six above	60
Swachh Ranking done for any Five above	50
Swachh Ranking done for any Four above	40
Swachh Ranking done for any Three above	30
Swachh Ranking done for any Two above	20
Swachh Ranking done for any One above	10
Swachh Ranking not done for any of the above	0

Note: Only total count is required for the above parameter



Through Citizens

10. Have you ever come across opportunities to serve your city under Swachh Bharat Mission (Urban) or do you see private sector/NGO/SHG are supporting your city under SBM?

4.2

Whether RWAs/NGOs/SHGs/Private Sector engaged through CSR to keep your city clean – nature of engagement to be shared

Marks
60

WHY

This indicator would assess the ULB's efforts to engage citizens and stakeholders proactively. The idea is to ensure all citizens and stakeholders take ownership of cleanliness aspects in the city. Private sector needs to be approached by the ULB for seeking active contribution via CSR funds towards city's infrastructure requirements for cleanliness. All such activities to be updated on Swachh Manch.

DETAILS REQUIRED FOR SUPPORTING PROGRESS CLAIMED

SBM(U) on-line monthly MIS: Data/progress updated till 5th day of the following month

- No. of wards where private sector is engaged to keep the city clean
- No. of RWA, NGO, SHG and Private Sector establishments in the city
- No. of activities conducted with them towards cleanliness of the city
- For CSR engagements : Total amount / quantity of contribution by such private sector stakeholders
- Number of women entrepreneur/SHG members/other groups engaged in SBM related activities

Scheme of Ranking	Marks
Yes, in >95% Wards	60
Yes, in 75% - 94% Wards	50
Yes, in 50% - 74% Wards	40
Yes, in 25% - 49% Wards	30
Only in <25% Wards	20
Monthly activities conducted within the city need to be recorded along with pictures. Details of number of activities need to be updated.	

Note: Only total count is required for the above parameter



Through Citizens

11. Do you know your city is participating in 'Swachh Survekshan League 2020'?

4.3

Whether 'Swachh Survekshan-2020' promoted in your city?

Marks
40

WHY

Cities are expected to promote Swachh Survekshan-2020 creative are placed at all prominent places of high citizen footfall to ensure participation. Besides, traditional approach, cities are also encouraged to use ICT Based technology supporting behavior change viz. interactive games/value added services for creating better awareness and mobilizing citizens.

DETAILS REQUIRED FOR SUPPORTING PROGRESS CLAIMED

SBM(U) on-line monthly MIS: Data/progress updated till 5th day of the following month

- No. of Swachh Survekshan 2020 campaigns being promoted in the city
- No. of places where creative have been used.
- Whether interactive games/value added services for creating better awareness and mobilizing citizens used for promotion
- No. of posts/tweets on social media
- No. of organizations/citizens engaged

Scheme of Ranking	Marks
Yes	40
no	0

Monthly activities conducted within the city need to be recorded along with pictures. Details of number of activities need to be updated

Note: Only total count is required for the above parameter



Through Citizens

12. Do you follow or are you aware about 3R principles (Reduce, Reuse and Recycle) leading to reduction of waste?

5.1

Whether workshop conducted for all RWAs and/or Mohalla Committees to educate citizen groups on 3R Principles (Reduce, Reuse and Recycle)

**Marks
30**

WHY

The indicator would assess the extent to which RWAs and/or Mohalla Committees members are aware about 3R Principles and how can they further educate contribute in reduction of waste generated in the city.

DETAILS REQUIRED FOR SUPPORTING PROGRESS CLAIMED

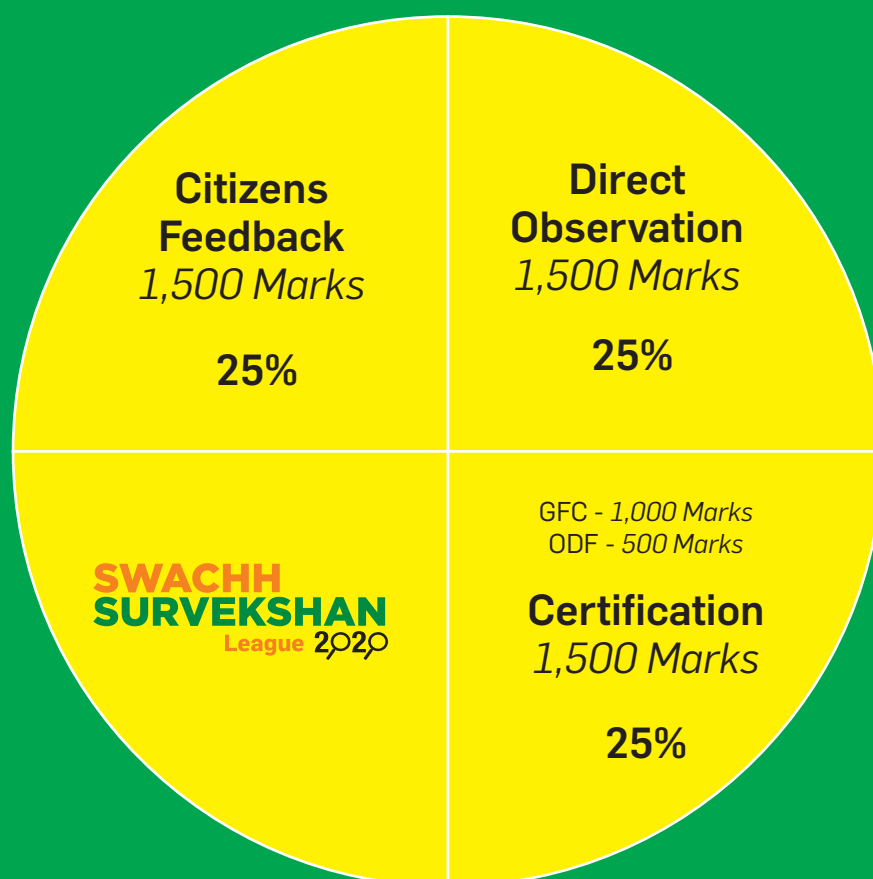
SBM(U) on-line monthly MIS: Data/progress updated till 5th day of the following month

- No. of RWAs and/or Mohalla Committees in the city
- No. of RWAs and/or Mohalla Committees trained with date, time and attendance record

Scheme of Ranking	Marks
Yes, 100% RWAs and/or Mohalla Committees/Citizens Group trained	30
80% - 99% trained	20
60% -79% trained	10
<60% trained	0

Note: Only total count is required for the above parameter

SWACHH SURVEKSHAN 2020



4,500 / 6,000 Marks

Swachh Survekshan 2020: Process Brief for ULBs



Service Level Progress

- SBM on-line MIS portal to be updated on monthly basis (by 5th day of following month) – will be first reference point for the progress claimed.
- Ward level data will have to be provided in MIS, wherever relevant
- Documents required to be uploaded for the progress claimed in June Q1, September Q2 and December Q3 by 24th December, 2019
- 24 Hrs will be given for uploading missing documents documents/ information



Direct Observation

- As per indicators and locations provided in the toolkit
- Sample locations will be selected randomly

Independent Validation

- Assessor will visit the processing plant(s) claimed by the ULB



Citizen Feedback

- Citizen Feedback would be collected from the following sources
 - ~ Face to Face interviews
 - ~ Outbound calls
 - ~ Swachhata App
 - ~ 1969 Helpline
 - ~ SS 2020 Portal
- SwachhataApp is integrated with Swachh Manch
- All SwachhataApp users will automatically become members of Swachh Manch



Certification

1. Star Rating for Garbage Free Cities :
 - 1,3,5 and 7 Star certification shall be conducted by a third party appointed by MoHUA.
2. ODF, ODF+, ODF++ and Water+:
 - Third Party Assessment shall be conducted
3. 'Certification' will be outside the purview of the SS-2020 Survey Agency.
4. Certification Agency will share the data with the SS-2020 Assessment Agency

Swachh Survekshan 2020 Ranking - Population Categories

Cities with <1 Lakh Population

1. Cleanest City – Rank No.1
2. Cleanest City – Rank No.2
3. Cleanest City – Rank No.3

Population wise Zonal (5) and National Ranking

50 K - 1 L → 546 ULBs

25 - 50 K → 969 ULBs

5 -25 K → 2,222 ULBs

Cities with >1 Lakh Population

1. Cleanest City – Rank No.1
2. Cleanest City – Rank No.2
3. Cleanest City – Rank No.3

Population wise National Ranking

1-10 L → 436 ULBs

>10 L → 53 ULBs

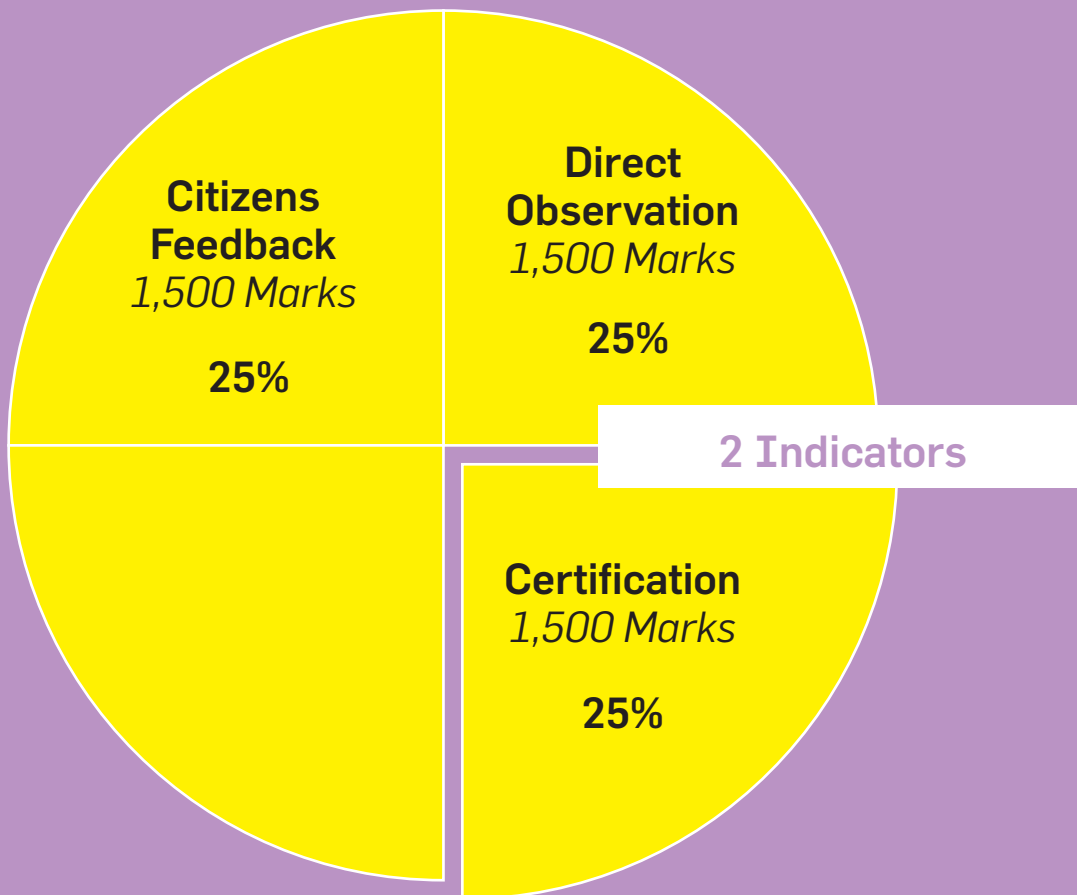
NEW

Note:

- Ranking for Overall Best Performing State shall be done separately
- 62 Cantonment Boards included – shall be listed separately for ranking
- All ULBs came into existence till 31st December 2018 will be covered
- A new category '>40 L Population cities' will also be considered for 'Award Categories'

PART-2

CERTIFICATION



1,500 / 6,000 Marks

2.1

Is the city certified under 'Star Rating Protocol for Garbage Free City'?

Marks
1000

WHY

This indicator would assess the city on the basis of Star Rating achieved.

MEANS OF VERIFICATION

- For 1, 3, 5, and 7 Star Certification- Portal/Assessment report of third party agency appointed by the Government of India shall be considered for this evaluation

Note: To claim marks, city must have valid certificate as on 31st December 2019.

Scheme of Ranking	Marks
Certified 7 Star City (Water+ mandatory)	1000
Certified 5 Star City (ODF++ mandatory)	800
Certified 3 Star City (ODF+ mandatory)	600
Certified 1 Star City (ODF mandatory)	200

Multiple lenses for Ranking - SS, GFC and ODF are assessed by 3 independent Agencies

2.2

ODF Status

Marks
500

WHY

To encourage cities to become Open Defecation Free and further ensure sustainability, this indicator would assess the ULB on ODF, ODF+, ODF++ protocols adhered.

MEANS OF VERIFICATION

ODF/ ODF+ / ODF++ certification issued by the Government India upon recommendations of the third party shall be considered for awarding marks in this indicator

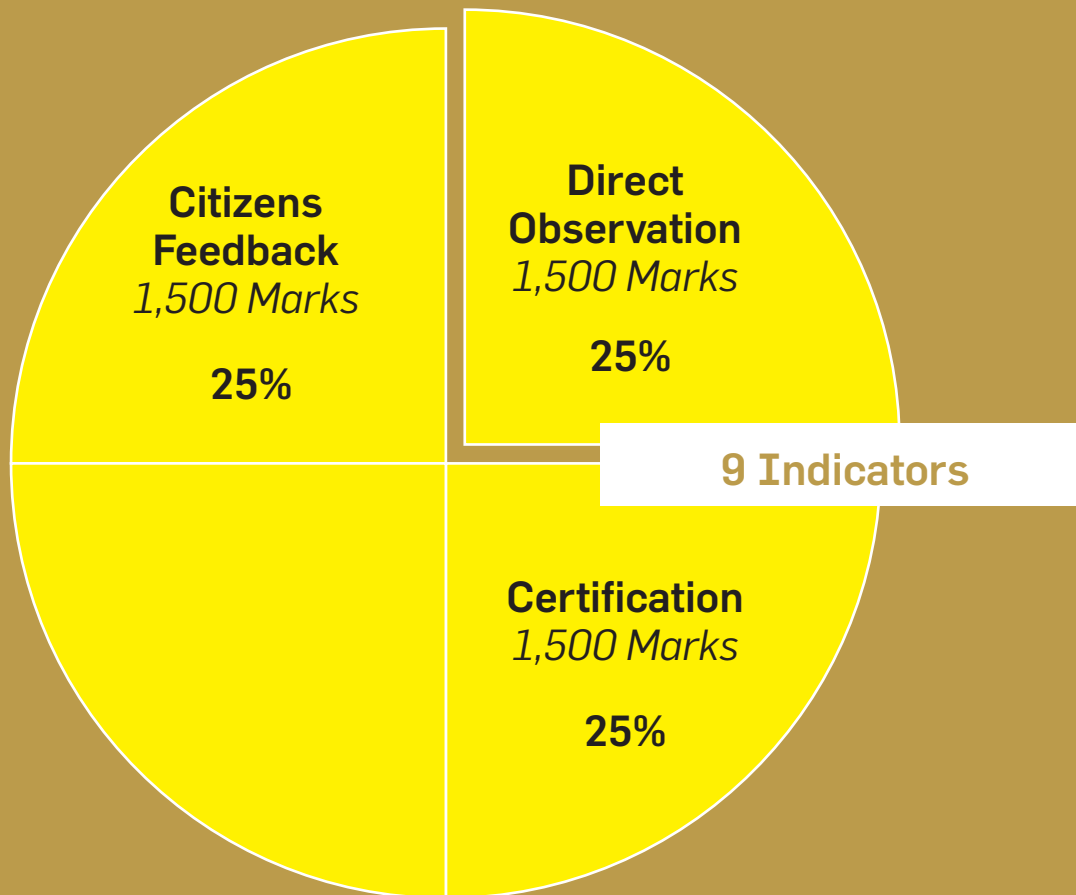
Note: To claim marks, city must have valid certificate as on 31st December 2019.

Scheme of Ranking	Marks
Certified ODF++ City	500
Certified ODF+ City	300
Re-Certified ODF City	200
Certified ODF City	100

Multiple lenses for Ranking - SS, GFC and ODF are assessed by 3 independent Agencies

PART-3

DIRECT OBSERVATION



1,500 / 6,000 Marks



1. Are the Residential and Commercial areas clean?
**Residential Areas should be picked from - Slum/Old City/
 Unplanned Area**

Scheme of Ranking	Marks
Yes, 100% clean (zero waste spot in majority of sample locations)	240
Yes, but not 100% clean (waste spotted in 1-2 points in majority of sample location)	150
Partially clean (waste spotted in 3-5 points in majority of sample locations)	100
Not clean (Waste spotted in >5 points in majority of sample locations)	0

METHODOLOGY

- Assessors will move around the residential area and commercial areas to observe/assess if the area is clean.
- Assessors will not interact with anyone. It will be purely their assessment of the situation
- Assessors will click the pictures to support their observation/assessment
- 'Sample locations' means the complete area of the location selected under/as 'sample location'

Assessment Area	Population			
	< 1 Lakh	1-3 Lakh	3-10 Lakh	>10 Lakh
Categories-2 (Residential and Commercial areas)	2	2	2	2
Locations to be covered per zone	5	4	5	6
Total Zones in the city	2	4	4	5
Total Locations	20	32	40	60



2. Are Public and Community Toilets clean and user friendly - Total 270 Marks

Scheme of Ranking	Marks
Toilet is dry and clean with no broken tiles/wall plaster	40
Separate section for Men and Women	30
Bins available with each toilet seat – regularly emptied	10
Usable taps and fittings - running water and flush system	30
Toilet is child friendly – low height urinal / smaller seat	20
Ramp and bar for differently abled people	10

Scheme of Ranking	Marks
All areas in the toilet well lit – electric light and natural light	30
Availability of soap/soap dispenser near wash basin	10
Functional bolting arrangements on all doors	10
Caretaker is present for smooth operations & maintenance	20
Adequate ventilation with fresh air flow	20
ICT based feedback system*	20
Toilet is either connected with Septic tank**or Sewer network	20

* For <1 lakh population cities, feedback register can be used

** No spillover

METHODOLOGY

- Assessors will not interact with anyone. It will be purely their assessment against the above check list
- Assessors will click the pictures to support their observation/assessment

Assessment Area	Population			
	< 1 Lakh	1-3 Lakh	3-10 Lakh	>10 Lakh
Categories - 2 (CT and PT)	2	2	2	2
Locations to be covered per zone	3	3	5	6
Total Zones in the city	2	4	4	5
Total Locations	12	24	40	60



3. Are Public and Community Toilets prominently displaying SBM messages designed by the Ministry or ULB around usage of Public-Community Toilets, with Swachh Survekshan-2020 logo? (cities are advised to avoid use of plastic for IEC)

Scheme of Ranking	Marks
Yes, SBM messages found in 100% sample locations	125
Yes, but SBM messages found in only 70% - 99% sample locations	75
SBM messages found in only <70% of sample locations	0

METHODOLOGY

- Assessors will not interact with anyone. It will be purely their assessment of the situation.
- Assessors will click the pictures to support their observation/assessment

Assessment Area	Population			
	< 1 Lakh	1-3 Lakh	3-10 Lakh	>10 Lakh
Categories - 2 (CT and PT)	2	2	2	2
Locations to be covered per zone	3	3	5	6
Total Zones in the city	2	4	4	5
Total Locations	12	24	40	60



4. Whether all Vegetable/Fruit and Meat/Fish Markets are clean –

- Area should be clean with zero litter, no animal dung and no solid waste blocking drains,
- Litter bins available at every 50 meter, No Transfer Stations - waste being transported through vehicles for centralized/decentralized processing OR on-site processing being done
 - Market area should be free from stray cattle/animals
- Messaging around cleanliness through signage/displays/hoarding at every 100 meters (cities are advised to avoid use of plastic for IEC)

Scheme of Ranking	Marks
100 % adherence to all 4 parameters	150
100 % adherence to 3 parameters	125
100 % adherence to 2 parameters	100
100 % adherence to 1 parameter only	50

METHODOLOGY

- Besides their observations, assessors may also interact with vendors/shopkeepers to arrive at a final conclusion Assessors will click the pictures to support their observation/assessment
- Weekly vegetable/fruit markets, Mandis (APMC) and Dairy Farms are covered

Assessment Area	Population			
	< 1 Lakh	1-3 Lakh	3-10 Lakh	>10 Lakh
Categories-2 (Vegetable/Fruit and Fish/ Meat Market)	2	2	2	2
Locations to be covered per zone	3	3	3	4
Total Zones in the city	2	4	4	5
Total Locations	8	16	24	40



5. Catchment areas of biggest Railway Stations, Bus Stations/Depots /Transport Hubs (Nagar) and Airport of city –

- Catchment areas are clean (zero litter),
- No OD spot found on the railway tracks (500 mtr either side of the platform)/ near Bus Station/Airport,
- All shopkeepers in the catchment areas have litter bins and Swachh Survekshan-2020 hoarding/bill board/wall writing in place (cities are advised to avoid use of plastic for IEC)

Scheme of Ranking	Marks
100 % adherence to all 4 parameters	150
100 % adherence to 3 parameters	125
100 % adherence to 2 parameters	100
100 % adherence to 1 parameter only	50

METHODOLOGY

- Assessors will visit catchment areas of biggest Railway Station, Bus Station/Depot and Airport of the city
- Assessors will not interact with anyone. It will be purely their assessment of the situation
- Assessors will click the pictures to support their observation/assessment

Note: If no Railway Station or Airport in the city, then assessor shall visit the second biggest Bus Station or in the absence of second biggest Bus Station, other transport hubs (Taxi stand/ Auto stand) shall be considered



6. Art Work around Swachh Survekshan-2020: Hoardings/Billboards/ Wall Writing/Murals/Mascot/Messaging on Commercial vehicles / Artefacts visible in all commercial/public areas of the city (cities are advised to avoid use of plastic for IEC)

Scheme of Ranking	Marks
Yes, extensive promotion is visible (in >95% sample locations)	120
Yes, but moderate promotion is visible (in 75%-94% sample locations)	100
Yes, but partial promotion is visible (50%-74% sample locations)	80
No or negligible promotion (only in <50% sample locations)	0

METHODOLOGY

- Assessors will not interact with anyone. It will be purely their own assessment of the situation
- Assessors will click the pictures to support their observation/assessment

Assessment Area	Population			
	< 1 Lakh	1-3 Lakh	3-10 Lakh	>10 Lakh
Categories - 2 (CT and PT)	2	2	2	2
Locations to be covered per zone	3	3	5	6
Total Zones in the city	2	4	4	5
Total Locations	12	24	40	60



7. Visible beautification of slums/old city areas, flyovers, public places ?

- (1) Wall paintings/murals, (2) Covered drainage (tertiary and secondary) system
 (3)*Waste to Wonder Park/Corner/Spot/Selfie Point, (4) No broken footpath/ pavement,
 (5) **number of traffic intersections (roundabouts) have Water fountains (using recycled water), wherever feasible (6) No solid waste in water bodies/storm water drains – filtration/screening system in place to check solid waste flowing

Scheme of Ranking	Marks
Yes for all 6 above	200
Yes for any 5 above	150
Yes for any 4 above	110
Yes for any 3 above	75
Yes for at least any 2 above	40

* Any work where waste was used to create Artefacts or any other form of art work

**at least 5 intersections (roundabouts) in >10 L population cities, at least 4 in 3-10 L population cities, at least 3 in 1-3 Lakh population cities, at least 2 in 50 K-1 Lakh population cities and at least 1 in upto 50K population cities

METHODOLOGY

- Assessors will visit all of the above mentioned areas/establishments
- Assessors will not interact with anyone. It will be purely their own assessment of the situation
- Assessors will click the pictures to support their observation/assessment

Assessment Area	Population			
	< 1 Lakh	1-3 Lakh	3-10 Lakh	>10 Lakh
Category-2 : Slums and public places	2	2	2	2
Locations to be covered per zone	5	4	5	6
Total Zones in the city	2	4	4	4
Total Locations	20	32	40	48



8. Measures undertaken to reduce the level of dust in the air

Scheme of Ranking	Marks
All roads and footpaths - without potholes broken paver blocks	25
All construction areas covered to avoid dispersion of particulate matter	25
No storage of construction material near road side	25
100% Green road dividers: Plantation of specific types of species which are helpful in pollution control done in all road dividers of the city	25
100% Green belt areas of the cities are encroachment free	25

METHODOLOGY

- Assessors will visit all of the above mentioned areas/establishments
- Assessors will not interact with anyone. It will be purely their own assessment of the situation
- Assessors will click the pictures to support their observation/assessment

Assessment Area	Population			
	< 1 Lakh	1-3 Lakh	3-10 Lakh	>10 Lakh
Category-2 : Slums and public places	2	2	2	2
Locations to be covered per zone	5	4	5	6
Total Zones in the city	2	4	4	4
Total Locations	20	32	40	48



9. Zero Tolerance on encroachment around storm water drains and water bodies in the city.

Scheme of Ranking	Marks
>95% sample storm water drains and water bodies are free from encroachment	120
75-94% sample storm water drains and water bodies are free from encroachment	100
50-74% sample storm water drains and water bodies are free from encroachment	80
Only <50% sample storm water drains and water bodies are free from encroachment	0

METHODOLOGY

- Assessors will visit all of the (as per sample) storm water drains/water bodies
- Assessors will not interact with anyone. It will be purely their own assessment of the situation
- Assessors will click the pictures to support their observation/assessment

Assessment Area	Population			
	< 1 Lakh	1-3 Lakh	3-10 Lakh	>10 Lakh
Category-2 : Slums and public places	2	2	2	2
Locations to be covered per zone	5	4	5	6
Total Zones in the city	2	4	4	4
Total Locations	20	32	40	48

Direct Observation + for Ganga Towns

... Additional assessment of 'Ganga Towns' for a separate evaluation of their performance.



Indicators for Direct Observation : Ganga Towns

Assessment Area	Dumpsite(s) found in	Marks
Open dumpsites near the Ghats or on the riverbank	0 spot	10
	1-3 spots	6
	4-10 spots	3
	>10 spots	0

Assessment Area	Dumpsite(s) found in	Marks
Garbage Vulnerable Points (GVPs) near the Ghats or on the riverbank	0 spot	10
	1-3 spots	6
	4-10 spots	3
	>10 spots	0

Assessment Area	Dumpsite(s) found in	Marks
No Solid Waste floating on the river Ganga (passing through ULB's jurisdiction)	0	10
	1-3 location(s)	6
	4-10 locations	3
	>10 locations	0

Assessment Area	Dumpsite(s) found in	Marks
Availability of Anti-Littering messages around Ghats/Riverbanks accessible to citizens	100% Ghats/ Riverbanks	10
	75% - 99% Ghats/.....	6
	50% - 74% Ghats/.....	3
	<50% Ghats/ Riverbanks	0

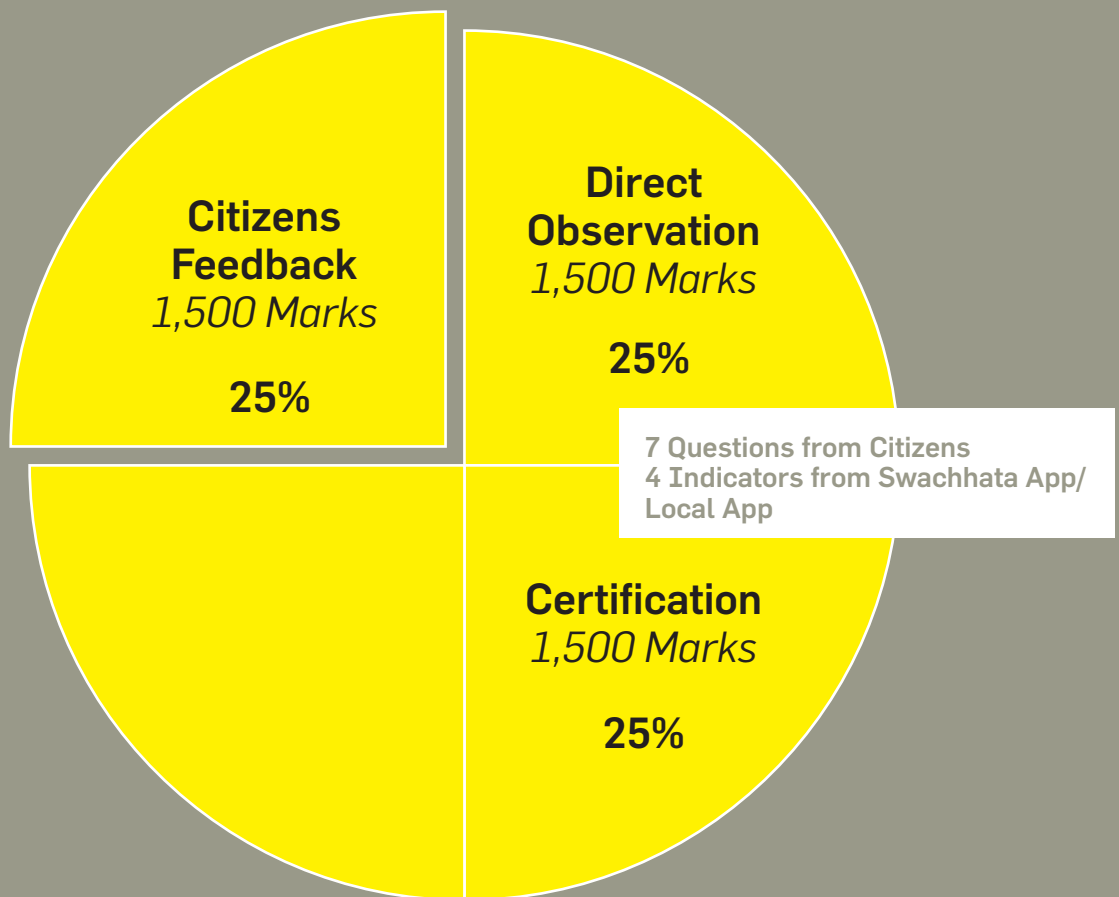
Assessment Area	Dumpsite(s) found in	Marks
Availability of twin litter Bins in every 50 meters around Ghats/Riverbanks accessible to citizens	100% Ghats/ Riverbanks	10
	75% - 99% Ghats/.....	6
	50% - 74% Ghats/.....	3
	<50% Ghats/ Riverbanks	0

Assessment Area	Dumpsite(s) found in	Marks
Sweeping & Cleaning arrangements – at least once a day sweeping/ cleaning around all Ghats/ Riverbanks	100% Ghats/ Riverbanks	10
	75% - 99% Ghats/.....	6
	50% - 74% Ghats/.....	3
	<50% Ghats/ Riverbanks	0

Assessment Area	Dumpsite(s) found in	Marks
Nullah discharging into river	Zero Nullah Discharge	10
	1 or >1 Nullah discharging	0

PART-4

CITIZENS FEEDBACK



1,500 / 6,000 Marks



**1. Are you aware that your city is participating in Swachh Survekshan 2020?
(To assess if city promoted its achievement in Swachh Survekshan by reaching out to citizens)**

Scheme of Ranking	Marks
Yes	100
No	0



2. How many marks would you like to give to your city on the cleanliness level of your neighbourhood – Out of 200?
(Citizens will be asked to respond basis their overall experience in last 6 months)

Scheme of Ranking	Marks
Citizens can give any score between 0 to 200	



**3. How many marks would you like to give to your city on the cleanliness level of your commercial/public areas – Out of 200?
(Citizens will be asked to respond basis their overall experience in last 6 months)**

Scheme of Ranking	Marks
Citizens can give any score between 0 to 200	



**4. Whether you are always asked to give segregated dry and wet waste to your waste collector?
(To assess if segregation at source is enforced by the ULB)**

Scheme of Ranking	Marks
Yes, always	200
Yes but sometimes	100
Never	0



**5. Do you find road dividers in your city roads are appropriately covered with plants?
(To assess if citizen are experiencing the change)**

Scheme of Ranking	Marks
Yes, all road dividers	100
Not all road dividers but greenery is visible in most of the road dividers	50
No such initiative seen or visible	0



6. How many marks would you like to give to your city on the cleanliness level of Public or Community toilet of your cities – Out of 200?

(Citizens will be asked to respond basis their overall experience in last 6 months)

Scheme of Ranking	Marks
Citizens can give any score between 0 to 200	



**7. Do you know the ODF and GFC (Garbage Free status) of your city?
(To ascertain whether ULBs are engaging their citizens to achieve ODF/GFC status)**

Scheme of Ranking	Maximum Marks - 100
Yes – its ODF (declared/certified) or its not ODF	50
Yes – Its 1/3/5/7 Star City or it has no 'Star'	50
Wrong response or status not known	0



SwachhataApp/Local App

1. Number of Active Users on Swachhata App/Swachh Manch/Local App (integrated with SwachhataApp)

Active users could be anyone who has done any of the following activities during that month:

1. Posted a Complaint
2. Voted up on a Complaint
3. Commented on a Complaint
4. Given Feedback on a resolved Complaint.
5. Volunteers for an Event through Swachh Manch .
6. Shared an Event on Swachh Manch (Social Media) .
7. Successfully Creates an Event on Swachh Manch.

METHODOLOGY:

- Ranking will be done Month on month basis (effective from 1st August 2019 to 31st December 2019).
- Every Month's final rank will be calculated as average of the following parameters
- 2% population download condition will apply to qualify
- Formula would be –

$$\text{User Engagement} = (\text{Number of Active Users}) / (\text{Registrations of the city}) \times 100$$

* Final Score of this indicator for Swachh Survekshan 2020 will be the average of every month score from August, 2019 till January 2020

Scheme of Ranking
Maximum score: 75
Percentage as calculated by the formula will be applied on 'Maximum score' which will become the score for that month.
Final Score of this indicator for SS2020 will be the average of every month score



SwachhataApp/Local App

2. What percentage of complaints are resolved within SLA (Service Level Agreement) time frame

METHODOLOGY: Resolution Rate

• Formula would be:

Resolution Rate = (Number of Complaints Resolved-Reopened Complaints-2 x Fake Resolutions)/(Total Complaints in the city) X 100

Note: The formula would be applicable only if a city has received a number of complaints equal to 0.1% of the population in that month.

* Final Score of this indicator for Swachh Survekshan 2020 will be the average of every month score from August, 2019 till January 2020

Scheme of Ranking
Maximum score: 150
Percentage as calculated by the formula will be applied on 'Maximum score' which will become the score for that month.
Final Score of this indicator for SS19 will be the average of every month score



SwachhataApp/Local App

3. What percentage of population are the registrations?

Scheme of Ranking	Marks
>=15%	100
>=10% & <15%	80
>=8% & <10%	60
>=6% & <8%	40
>=4% & <6%	30
>=2% & <4%	20
< 2%	0

METHODOLOGY: Registration Marks

• Formula would be:

Registration Marks = (Number of Registrations)/Population of the city X 100

Note: The minimum qualification criteria for this 2% of registrations.

* Final Score of this indicator for Swachh Survekshan 2020 will be the calculated as per the table above.



SwachhataApp/Local App

4. User Feedback on resolved complaints

Scheme of Ranking
Maximum score: 75
Percentage as calculated by the formula below will be applied on 'Maximum score' which will become the score for that month.
Percentage as calculated by the formula below will be applied on 'Maximum score' which will become the score for that month.

METHODOLOGY: User Feedback

- Formula would be:

$$User\ Feedback = \frac{(Number\ of\ positive\ feedbacks\ on\ Complaints\ resolved\ within\ SLA)}{(Number\ of\ complaints\ resolved\ in\ SLA)} \times 100$$

Note: The formula would be applicable only if a city has received a number of complaints equal to 0.1% of the population in that month.

- Only complainant's feedback will be considered.
- Minimum 10% Active user in that particular month will be mandatory to qualify for this indicator.
- Final Score of this indicator for Swachh Survekshan 2019 will be the average of every month score from August, 2018 till January 2019

State Ranking - Broad Performance Parameters

30% Weightage Support from State to ULBs

- No. of days taken in releasing funds to ULBs from the day funds got credited in the bank account of the state
- Proposals submitted to MoHUA against Mission allocation
- Number of days lapsed between first installment released by MOHUA and second installment demanded by the State
- Physical progress against funds released by MoHUA
- Whether State level procurement system in place
- Percentage of mismatch between information/progress claimed by the State Vs Cities (viz. Aadhar Seeding/on-line and off-line figures etc).

30% Weightage GFC Star Rating and ODF

- % of cities in the State are certified 3 Star Cities (5/7 Star Cities may be counted)
- % of cities in the State are certified ODF++

40% Weightage Performance in Swachh Survekshan 2020

Key considerations:

- Average marks of the State (Total Marks/Total ULBs)
- Number of ULBs in <1 Lakh and >1 Lakh population categories (Marks weightage 68% >1 Lakh and 32% <1 Lakh)
- Inverse Ranking: Rank #1 city will get maximum marks (equal to total number of ULBs in the particular population category) and marks will get reduced as Ranks go down from #1 downward



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2020