

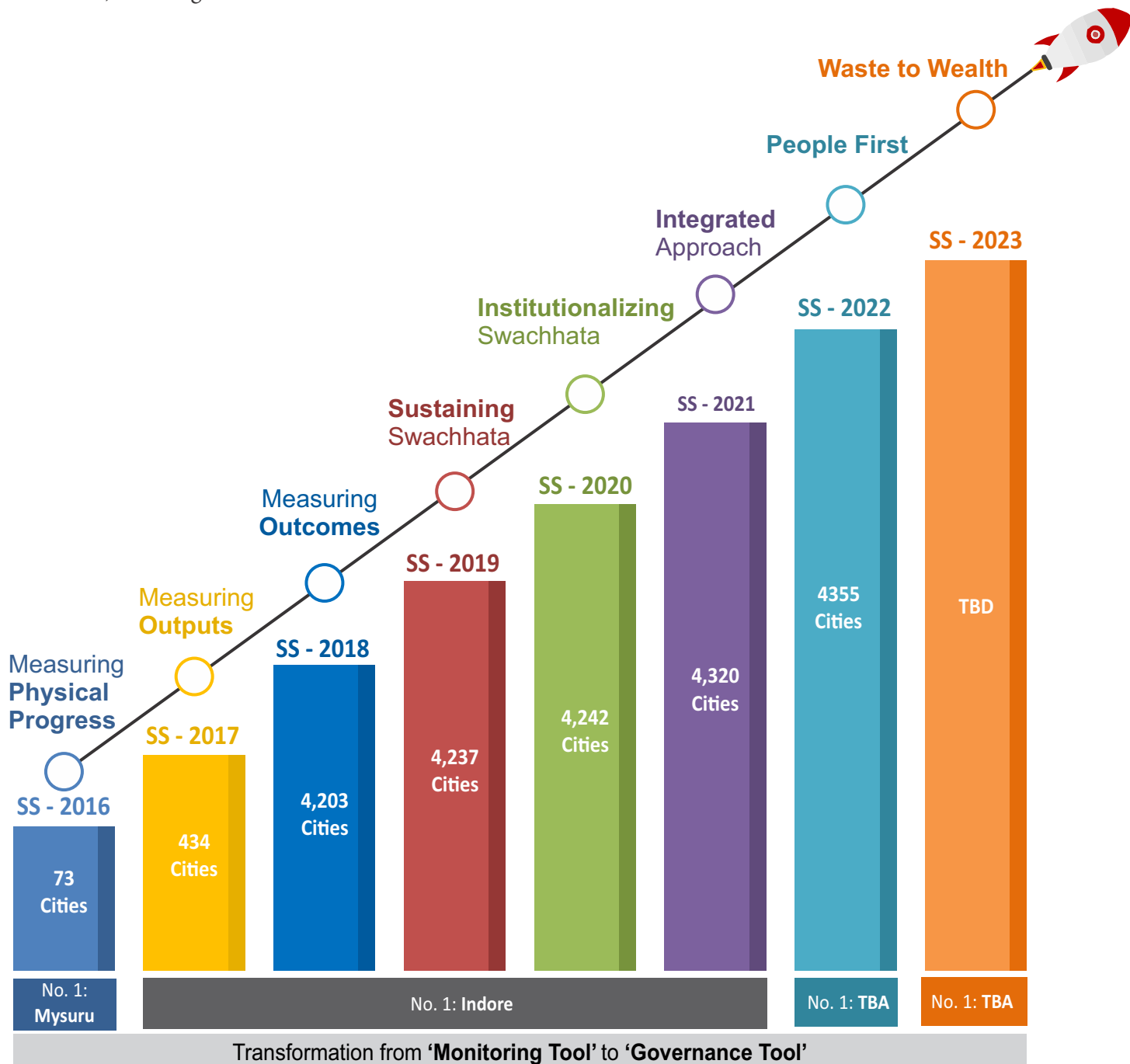


2023

SWACHH
SURVEKSHAN
Toolkit
Waste to Wealth

Evolution of Swachh Survekshan

Swachh Survekshan (SS) was introduced by Ministry of Housing and Urban Affairs (MoHUA) in 2016 as a competitive framework to encourage cities to improve the status of urban sanitation while encouraging large scale citizen participation. It has led to a spirit of healthy competition among cities and towns of India. The journey that started in 2016 with only 73 cities with million plus population has grown manifold, with 434 cities in 2017, 4,203 cities in 2018, 4,237 cities in 2019, 4,242 cities in SS 2020, 4,320 cities in SS 2021 and 4,355 cities in SS 2022, including 62 Cantonment Boards.



To be announced: TBA

To be decided: TBD

Key objectives of Swachh Survekshan

Annual urban sanitation survey conducted by MoHUA through a 3rd Party Assessment Agency

Objectives



Emerged as the largest urban sanitation survey in the world

Methodology

Methodology

The annual sanitation survey is conducted by MoHUA through a 3rd party Assessment Agency. The survey is conducted annually in multiple phases, named as SS league, through a mix of 'on call validation' and 'field assessment', to cover all quarters during the year. The field assessment further includes 'Direct observation' and 'Citizen validation' by the assessors.

Evaluation Parameters:

The evaluation parameters are categorized into the following three components:

- i. **'Service Level Progress'** covers the following sub-areas:
 - a. **Segregated collection:** Segregated waste collection, cleanliness of public areas, plastic waste, capacity building, waste reduction and reuse, etc.
 - b. **Processing and disposal:** Solid waste processing (wet, dry, sanitary and domestic hazardous waste), remediation of legacy dumpsites, on site processing, user charges, etc.
 - c. **Used water management and Safaimitra Suraksha:** Used water management, Public Toilets, Community Toilets, Urinals, mechanized cleaning of sewers and septic tanks, etc.
- ii. **'Certification'** covers the city's achievement in 'Garbage Free City' star rating and 'ODF/ODF+/ODF++/Water+ certification'.
- iii. **'Citizen's voice'** covers citizen engagement and feedback, Swachh technology challenge, grievance redressal through Swachhata App, innovation and best practices, disaster and epidemic response, etc.

Data Collection and Assessment:

The data is collected for the survey through 3 sources as listed below:

- i. **Performance claims made by Municipal Body** against SS indicators in the Swachhatam Portal. *During the SS 2022, over 5.5 lakhs documents were uploaded by the ULBs across various components.*
- ii. **Data collected through 'direct observation'** by assessors on field. *During SS 2022, over 17.2 lakhs data points collected through direct observation.*
- iii. **Data collected through feedback and validation** by citizens. *Over 1 Crore citizen validation and feedback undertaken during SS 2022.*

The ULB Officials prepare and provide data and documents certified by the Municipal Commissioner or the Nodal Officer, as per the indicators in SS toolkit. The ULB may also undertake a self-assessment of the city's performance on the SS indicators. The assessment agency verifies each data and document submitted by the ULBs as part of the Desktop Assessment exercise. Care needs to be taken by the assessment agency that they collect and systematically analyse the data and documents following the protocol set out in the toolkit, and the process is independent and unbiased.

During the on-field assessment, the assessors will visit various locations (commercial, residential, processing facilities, public toilets, slum areas, etc.) based on random sampling. The assessment agency will use simple handheld device/recording formats to record their observations and findings along with photographs/videos, wherever necessary. These need to be documented with date/time/location parameters.

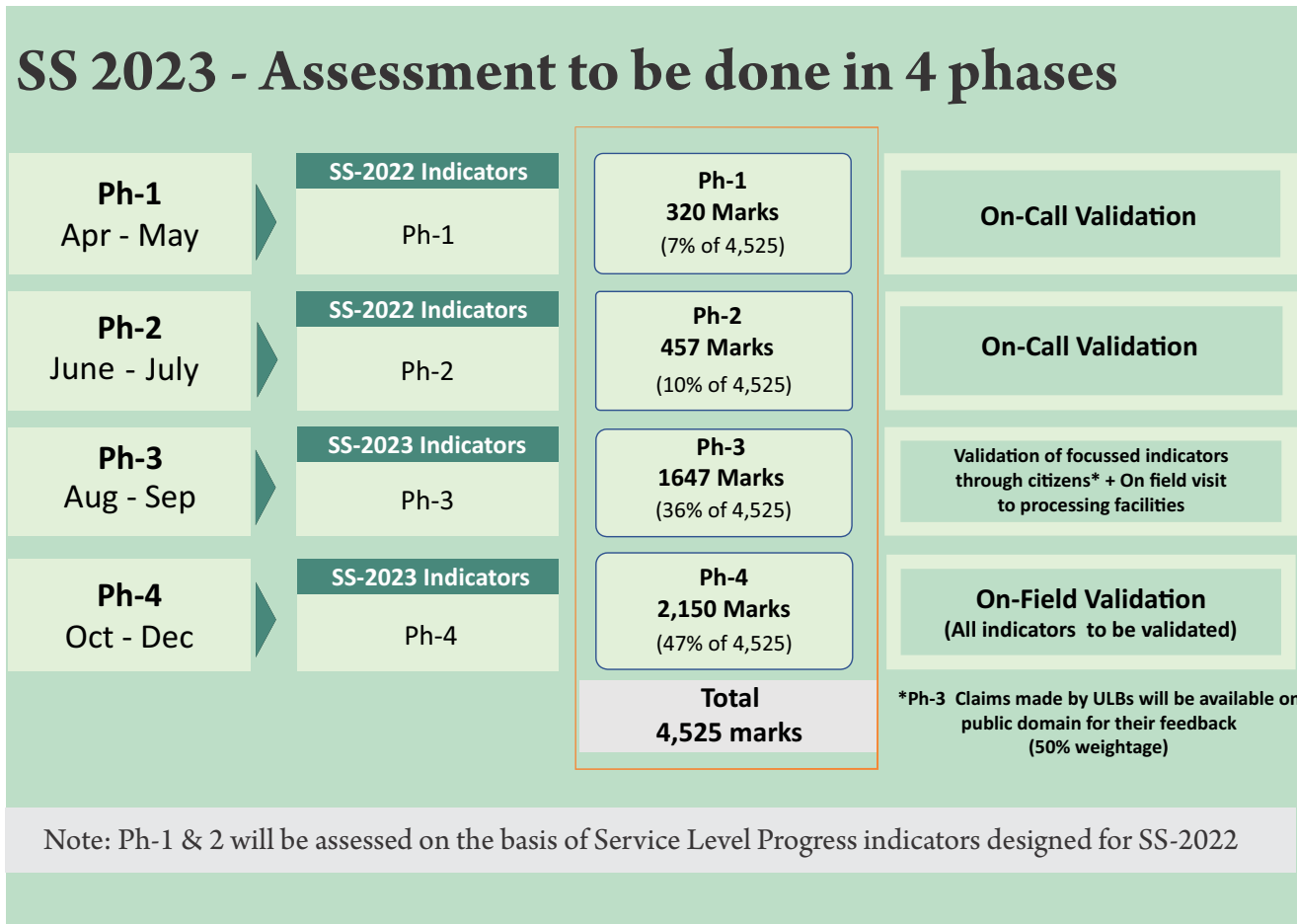
During field assessment, the assessment agency also undertakes citizen validation of the claims made by the ULBs. In addition to this, citizen feedback is taken through questionnaires put up on various channels set out in the toolkit.

Ranking and Awards:

Post the assessment exercise, the assessment agency ranks the ULBs based on the evaluation. The ranking of > 1 lakh population cities is done in two categories – i) 1 lakh – 10 lakhs and > 10 lakhs. The ranking of < 1 lakh population cities is done in categories across population and zones as elaborated in the toolkit. The awards are given across population categories and zones. The award ceremony to felicitate the awardee cities is organized after finalization of the rankings.

Process changes in SS-2023

1	Assessment in 4 phases to evaluate progress across all 4 quarters
2	Citizen validation of select indicators introduced in Phase 3
3	Field assessment of processing facilities introduced in Phase 3
4	Citizen feedback to be initiated much earlier, from 1st Oct 2022



Evaluation parameters

SS-2022 Total Marks 7,500



Evaluation parameters

SS-2023 Total Marks 9,500



Proposed change in Service Level Progress weightage

SS-2022 Total Marks 3,000



SS-2023 Total Marks 4,525



Key changes in the evaluation parameters

- 01 Increased marks from 10% to 13% for segregated door to door collection
- 02 Increased marks from 2% to 10% for plastic waste management
- 03 Marks under the 'Swachh Ward' indicator increased from 1% to 13% of the 'Citizens' Voice' component
- 04 Introduced indicator on 'waste to wonder' park with 2% weightage
- 05 Increased marks from 10% to 18% for 'Yellow Spots' under Swachhata App indicators
- 06 Increased marks from 2% to 5% for zero waste event and moved to SLP
- 07 Indicator added - NCC Cadets, NYKS, NSS to be engaged in cleanliness and maintenance of monuments and parks on Freedom Fighters
- 08 Increased marks for Divyang friendly toilets from 3% to 9%, under the Sustainable Sanitation component
- 09 Increased marks from 1% to 3% for cleaning of back lanes
- 10 Introduced indicator on 'Red Spots' (spitting in commercial /residential areas) under cleaning of public areas

**Ranking
&
Award Categories**

Ranking Categories

1. <1 L Population cities

- Zonal ranking (5 Zones)
- divided into 4 population categories

50 K - 1 L	535 ULBs
25 - 50 K	989 ULBs
15-25 K	1,020 ULBs
<15 K	1,357 ULBs

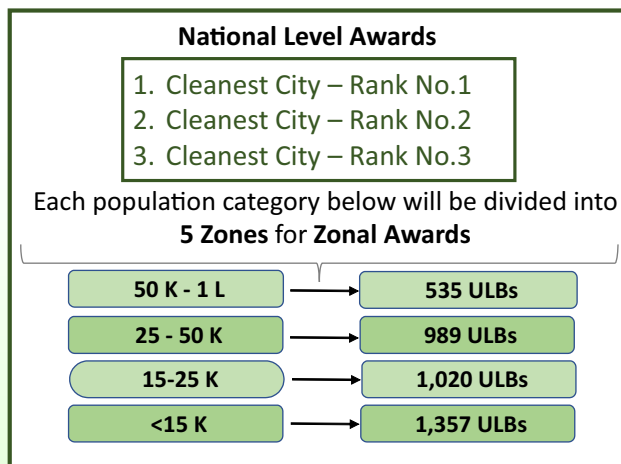
1. 2. >1 L Population cities

- 1 L – 10 L cities rank
- >10L cities ranking

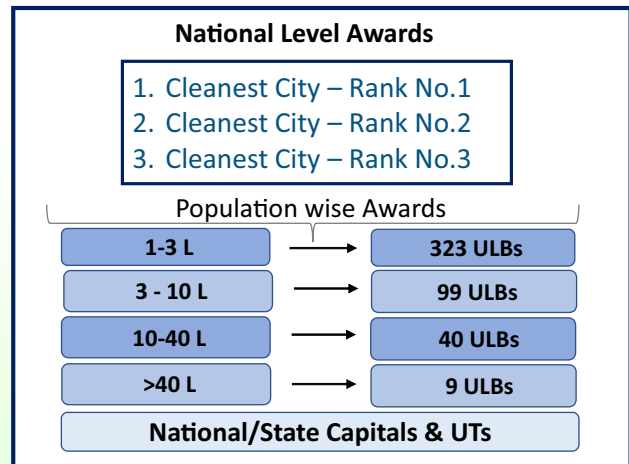
Separate Ranking of States and Aspirational Districts

Awards - Population categories

Awards: Cities with <1 Lakh Population



Awards: Cities with >1 Lakh Population



State/UT Ranking: Broad Performance Parameters

Two Categories: (1) State with >100 ULBs; and (2) States with <100 ULBs

50% Weightage Support from State/UT to ULBs (As on 31st Dec 2022)	30% Weightage GFC and ODF+ /++/Water+	20% Weightage Performance in SS-2022
<ol style="list-style-type: none"> 1. Whether 100% cities have adhered to revised fund flow procedure issued by M/o Finance - <ol style="list-style-type: none"> a. Single Nodal Account (SNA) registered at State/UT level", b. All ULBs registered on PFMS in state/UT linked scheme of SBM-U, c. Every ULB in State/UT has refunded unspent balance, d. Every ULB is compliant with EAT module of PFMS 2. Whether e-procurement system is in place and used by 100% ULBs for procurements under SBM (GeM or State/UT Level e-procurement system) 3. Whether Responsible Sanitation Authority (RSA) and Sanitation Response Unit (SRU) are notified and operational in all Districts and ULBs 4. %(age) of ULBs uploaded CSAP and CSWAPs on MIS 5. Whether State/UT ensured 100% compliance for activities mandatory in conducting Swachh Technology Challenge (STC) as per guidelines for STC shared by MoHUA 6. %(age) of ULBs have submitted their proposal on the Proposal Tracking System 	<ol style="list-style-type: none"> 1. Garbage Free City for Star Rating - % of cities in the State are certified <ul style="list-style-type: none"> • 7 Star • 5 Star • 3 Star • 1 Star 2. Open Defecation Free - % of cities in the state are certified <ul style="list-style-type: none"> • Water Plus • ODF ++ • ODF + 	<p>% of cities achieved >60% Marks in the State/UT as per SS-2023 results</p> <ol style="list-style-type: none"> a. >90% of cities b. 81-90 % of cities c. 71-80 % of cities d. 61-70 % of cities e. 51-60% of cities f. <51 % of cities

Prerak DAUUR

Divya Anupam Ujjwal Udit aaRohi

SAMMAN

प्रेरक दौड़ सम्मान

SS-2023 Prerak DAUUR Samman

Revised categorization of Cities

Prerak DAUUR Category	GFC star rating for SS-2022	Sanitation Status for SS-2022
Platinum (Divya)	7 Star (Water+ mandatory)	Water+
Gold (Anupam)	5 Star (ODF++ mandatory)	Water+
Silver (Ujjwal)	3 Star (ODF+ mandatory)	ODF++
Bronze (aaArohi)	1 Star (ODF mandatory)	ODF+

Note: To achieve Prerak DAUUR category, the city must meet both criteria. If city has one \higher and one lower certification status, lower Prerak DAUUR category will be given.

Points to Remember

- ULBs are advised to update their MIS/City Profile on the basis of electoral wards only – administrative wards will not be considered. In all such cases, where electoral wards are not in place, administrative wards will be considered upon approval by MoHUA
- A declaration (section wise) from the Executive Officers confirming the monthly progress ‘claimed’ will be considered as a documentary support for first two phases for ULBs with >1 L population.
- The declaration from Administrator will be included if ULB has been dissolved and Administrator has been appointed by the State (wherever applicable).
- Commercial area in residential areas under ‘Mixed-land Use’
- Commercial area is real estate intended for use by for-profit businesses, such as office complexes, shopping malls, service stations and restaurants.
- Please note, number of shops (floor wise or in a row and either side or only one side of the road), as per following criteria, in residential area shall be qualified as commercial area

ULB's Population Category	Up to 25K	Between 25K - 50K	Between 50K - 1 Lakh	Between 1 Lakh – 3 Lakh	Above 3 Lakh
Number of Shops	10	20	50	75	100

Note:

1. ULB(s) came into existence on or before **31st December 2021** will **only get qualified** to be assessed under **Swachh Survekshan-2023**. However, if the **State/UT writes to the Ministry**, requesting to assess ULB(s), which came into existence **after 31st December 2021**, Ministry will approve **participation** of all such ULBs for SS-2023.
2. The **assessment agency** will also call and **re-confirm** with the respective State Mission Directors/Nodal Officers **to ensure the above compliance**.

INDICATORS

SWACHH
SURVEKSHAN
#Mera Shahar, Meri Pehchan 2023

Service
Level
Progress

Ph-3
&
Ph-4*

*Ph-1 & Ph-2 Service Level Progress Indicators will be referred from SS-2022 toolkit only

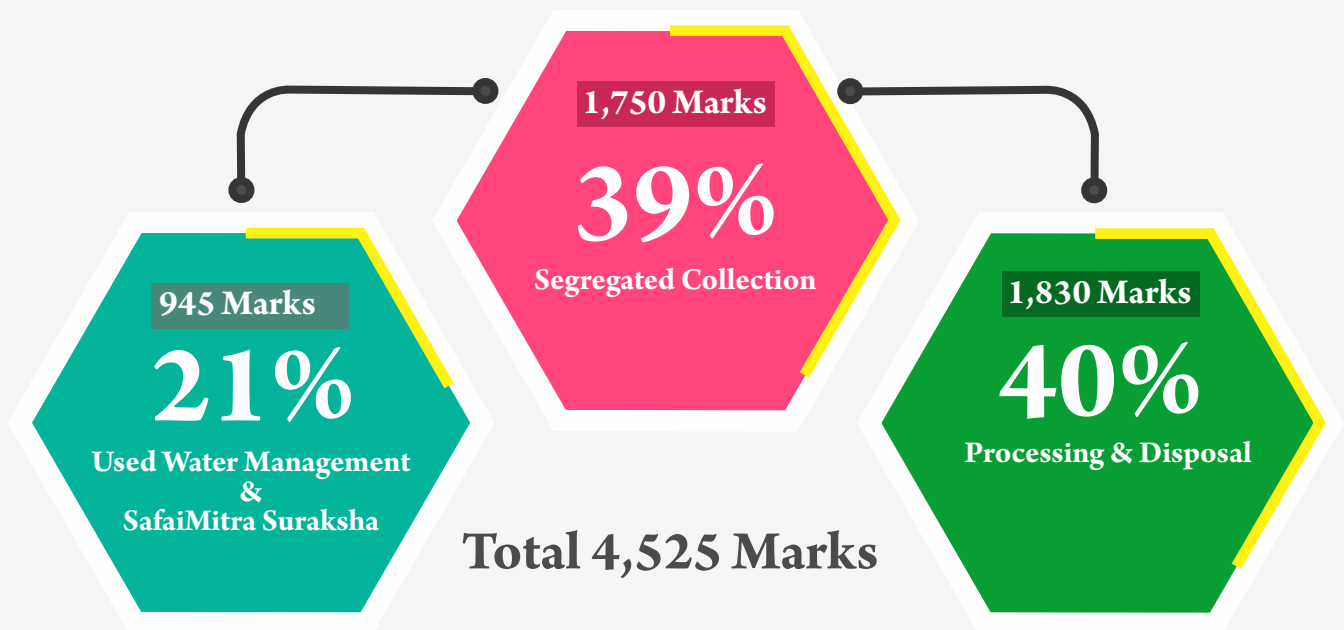
Service Level Progress Indicators

Total 4,525 Marks

1. SEGREGATED COLLECTION

Total Number of Indicators: 7

1,750 Marks / 4,525 Marks



List of Indicators

Indicator No.	Indicator
1.1	Segregated waste collection
1.2	Cleaning of public areas
1.3	No visible solid waste in storm water drains/Nallahs /water bodies
1.4	Plastic waste management
1.5	Benefits to worker
1.5 (a)	Benefits extended to all Sanitary workers
1.5(b)	Benefits extended to all informal waste pickers
1.6	Institutional Strengthening of ULBs
1.6 (a)	Capacity Building of All Staff - Sanitary Inspector & Above
1.6 (b)	Skill Development Training of Sanitation Workers
1.6 (c)	Engagement of Swachhata TULIP Interns by the ULB
1.7	Waste reduction
1.7 (a)	3R initiatives taken/promoted to reduce generation of waste
1.7 (b)	ULB promoted establishment of sustainable Enterprises driven by 3R Principles
1.7 (c)	Waste to Wonder Park
1.7 (d)	Zero Waste Events/Weddings/Social or Religious Functions

1.1

Percentage of Wards covered with 100% Segregated Waste Collected daily at source (wet, dry, sanitary & domestic hazardous **) **and maintained till dedicated processing facility for the stream.** (>1 Lakh population cities advised to collect segregated waste separately from households, mandi, streets/commercial areas/litter bins, hotel/restaurants, parks/horticulture waste and religious places)

**Marks
600
(560+40)**

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



Scheme of Marking	Marks
Collection* of Segregated Waste maintained till processing/disposal site in >85% Wards	560
Collection of Segregated Waste maintained till processing/disposal site in 76-85% Wards	500
Collection of Segregated Waste maintained till processing/disposal site in 66-75% Wards	440
Collection of Segregated Waste maintained till processing/disposal site in 56-65% Wards	310
Collection of Segregated Waste maintained till processing/disposal site in 46-55% Wards	280
Collection of Segregated Waste maintained till processing/disposal site in <45% Wards	200
Real-time segregated collection details maintained by the ULB along with vehicle & vendor details (if outsourced) need to be monitored daily and data to be updated/linked (through APIs) on the SBM Portal 'Swachhatam' on WEEKLY BASIS	40

****Sanitary waste :** Menstrual waste and diapers

Domestic Hazardous waste: Discarded paint drums, pesticide cans, CFL bulbs, tube lights, expired medicines, broken mercury thermometers, used batteries, used needles and syringes and contaminated gauge, etc., generated at the household level – *which can also be collected on a weekly basis.*

*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

Note:

1. Waste from Homes Quarantined under Covid-19 to be collected separately as per MoHUA guidelines
2. ULBs providing details of daily collection of segregated waste will get additional marks with exemption in documentary support
3. ULBs may also opt for collection of dry waste on alternate days/twice or once in a week basis to optimize their waste collection system.
4. 100% waste generated to be collected from number of wards covered under segregated door to door waste collection excluding bulk waste generators and non-bulk waste generators practicing on-site processing.

1.1

Percentage of Wards covered with 100% Segregated Waste Collected daily at source (wet, dry, sanitary & domestic hazardous **) and maintained till processing/disposal facilities.

(>1 Lakh population cities advised to collect segregated waste separately from households, mandi, streets/commercial areas/litter bins, hotel/restaurants, parks/horticulture waste and religious places)

Methodology for Validation

100% samples to be validated from Citizens'

1. Based on the sample size and population size of the city, city will be divided in required number of zones (>10L 5 zones/ 1-10L 4 zones/<1L 2 zones)
2. The assessor will randomly approach the households/Commercial units in wards claimed under segregated door-to-door collection of solid waste
3. Question will be asked if waste is collected in three separate categories daily (dry and hazardous waste can be collected on alternate or twice/once in a week) from the house/commercial unit or gate (whichever condition applicable)
4. On the basis of response (negative/positive) received from households/commercial units, Independent Validation Matrix (IVM) will be **applied, and final marks given**). Final marks = Marks claimed – marks adjusted under independent validation (if any).

1.2

Cleaning of Public Areas: 100% Wards are Clean and well maintained in the Urban Local Body (ULB) Twice a day sweeping (including night sweeping) in all commercial and public areas, once a day sweeping in all residential areas, **Clean back lanes (#Backlane Revolution)**, Zero Garbage Vulnerable Points(GVP,) & Zero Secondary Storage Bins

**Marks
300**

This parameter is to examine whether all the commercial areas and transportation hubs in the city are swept at least twice a day including festivals and Sundays (with mandatory night sweeping , elimination of GVPs), daily sweeping in all residential wards, and city is Bin-free city.



Scheme of Marking	Marks
1. Twice a day sweeping (including night sweeping) in all *Public & commercial areas roads and streets, and other relevant areas – cleanliness maintained. (Y/N) Note: Mechanized cleaning for 4-lane roads in ULBs with >10L population and water spray/sprinkling in cities <10L Population	30
2. Once a day sweeping in all residential areas – cleanliness maintained (Y/N)	30
3. All back lanes** of Commercial/Residential areas are clean - no water logging, drainage system not choked, no solid waste floating and walls properly maintained	120
4. No storage bins (>100 Litre size) in all wards, all empty plots are free from C&D/solid waste dump and the waste is not burnt in any part of the city	20
5. Zero Garbage Vulnerable Points in ULB's jurisdiction	20
6. Zero 'Red Spots' (Spitting in Commercial/Residential areas) in ULB's jurisdiction	80

Sampling Criteria

Population Category	<25K	25-50K	50K-1L	1-3L	3-10L	>10L
Locations	2	4	6	8	10	12
Zones	2	2	2	4	4	5
Total	4	8	12	32	40	60

*Public & commercial areas includes market areas (Vegetable/Fruit and Meat/Fish Markets including Mandi (APMC) and weekly market), railway stations, bus stations, other transport hubs, schools, colleges, hospitals, offices, religious areas, industrial areas, institutional areas, ULB managed parking areas, City parks & gardens), roads and streets, and other relevant areas

** ULBs are expected to maintain back side of the commercial buildings/ office complexes, back side of houses, religious places or any building in the city which generally doesn't cover under daily cleaning and maintenance.

1.2

Cleaning of Public Areas: 100% Wards are Clean and well maintained in the Urban Local Body (ULB) Twice a day sweeping (including night sweeping) in all commercial and public areas, once a day sweeping in all residential areas, Clean back lanes, transformation of Garbage Vulnerable Points(GVP),and zero secondary storage bins

**Methodology for
Validation Mixed
Samples**

**Direct Observation +
Citizens
(if on-call validation
– 100% Citizens)**

1. Based on the sample size and population size of the city, city will be divided in required number of zones (>10L 5/ 1-10L 4/<1L 2)
2. Sampling methodology:
 - a. Twice a day sweeping in commercial and public areas: **75% Samples from Shopkeepers/vendors + 25% Direct Observation**
 - b. Once a day sweeping in residential areas: **75% residents + 25% Direct Observation**
 - c. Back Lane: **100% Direct Observation**
 - d. Zero GVPs : **80% Direct Observation + 20% citizens**
 - e. Zero secondary storage bins: 100% Direct Observation
3. On the basis of observation/responses (negative/positive) received from citizens, **Independent Validation Matrix (IVM)** will be applied, and final marks given. Final marks = Marks claimed – marks adjusted as per IVM

1.3

No visible solid waste in and zero encroachment around -

1. Storm Water Drains/Nallah *
2. Water bodies* (not limited to ponds, lakes, tanks, rivers etc.)

Marks
75
(45+20+10)

Storm water drains/nullahs are designed to drain excess rain and ground water from impervious surfaces such as paved streets, car parks, parking lots, footpaths, sidewalks, and roofs. Storm-water 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 ecosystem – need to be protected from waste with scheduled cleaning and maintenance work. Further, there should be no encroachment around water bodies and storm water drains/nullahs



Scheme of Marking – Storm Water Drains/Nallahs	Marks 45	Scheme of Marking - Water Bodies	Marks 20
100% Storm water drains/Nallah (Secondary/Tertiary) should have screens/filters at a suitable distance:	9	No solid waste floating/visible in 100% of area	4
<ul style="list-style-type: none"> • At points of discharge into other water-bodies • For cities with more than 10 Lakh population: Automated/Mechanical screens on Secondary Nallahs for collection and cleaning of waste 		No open dumpsites present near the water bodies	4
No solid waste floating/visible in 100% of the areas	9	Sweeping & Cleaning arrangements are in place & No Garbage Vulnerable Points(GVP) present near water bodies	4
Boundary existing around all Storm water drains/Nallah should be well maintained	9	Adequate twin-litterbins placed in every 50 meters of water bodies & Placement of Anti-littering message every 50 meters	4
No encroachment around storm water drains/Nallah	9	No sewage/septic tank effluent discharged/disposed	4
No sewage/septic tank effluent discharged/disposed	9		

Sampling Criteria

Population Category	<50K	50K-1L	1-3L	3-10L	>10L
Categories – 2 (SWD & Nallahs)	2	2	2	2	2
Locations	3	4	6	8	8
Zones	2	2	4	4	5
Total	12	16	48	64	80

Note:

- The clause of litter bin in every 50 of water body will be limited to the places where public pathway is there or accessible for the public.

***Geo coordinates (GIS details) in terms of ULB boundaries, ward number, ward boundaries, landmark etc of all Storm Water Drains/Nullahs and Water Bodies to be mapped and updated on SBM portal as per the prescribed details (given by MoHUA)**

**10
Marks**

1.3

No visible solid waste in and zero encroachment around -

1. **Storm Water Drains/Nallah ***
2. **Water bodies*** (not limited to ponds, lakes, tanks, rivers etc.)

Methodology
for Validation

100% Direct
Observation

1. The assessor will visit the locations claimed and execute the assessment himself.
2. On the basis of observation/responses (negative/positive) received from citizens, Independent **Validation Matrix (IVM)** will be applied, and final marks given).
Final marks = Marks claimed – marks adjusted as per IVM

1.4

Plastic Waste Management, ban on the use, sale and storage of non-biodegradable plastic bags/ plastic products less than 75 microns, in compliance with Plastic Waste Management Rules 2021

Marks
150

Single-use plastics, or daily disposable plastics, are used only once before they are thrown away or recycled. These items include plastic bags, straws, coffee stirrers, plates, cups, glasses, spoons, strofoam used for hoardings etc.

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.



Scheme of Marking	Marks
Ban notified	10
Ban notified, enforced and fine collected	40
Comprehensive action plan prepared for Plastic Waste Management in the ULB	40
At least 1 tender approved for setting up of PWM facilities (MRF, PW processing, etc.)/ at least 1 processing facility set up	60

1.4

Plastic Waste Management, ban on the use, sale and storage of non-biodegradable plastic bags/ plastic products less than 75 microns, in compliance with Plastic Waste Management Rules 2021

Methodology for Validation
Mixed Samples
Direct Observation + Citizens
 (if on-call validation– 100% Citizens)

1. Based on the sample size and population size of the city, city will be divided in required number of zones (>10L 5 zones/ 1-10L 4 zones/<1L 2 zones)
2. Sampling methodology - **75% Samples from Shopkeepers/vendors/citizens + 25% Direct Observation in commercial areas**
3. On the basis of observation/responses (negative/positive) received from citizens, **Independent Validation Matrix (IVM)** will be applied and final marks given). Final marks = Marks claimed – marks adjusted as per IVM

1.5 Benefits to worker

Total Number of Indicators: 1 (2 sub parts)

135 Marks

1.5 (a)

Benefits extended to all Sanitary workers i.e. workforce engaged under/through Jaagirdari system, SHG, NGO, private agency etc.

1. **Provision of personal protection equipment (PPE)** - including new uniform , fluorescent jacket, hand gloves, raincoats, appropriate footwear and masks, to all workers handling solid waste. New pair of gloves to be given once old pairs are unusable.
2. **100% Sanitary workers completed three trainings*** - Digital record of all Sanitary Workers (including Informal) maintained – Name, Address, Contact Numbers etc. & linked with SBM portal
3. **All formal Workers have been facilitated to link with at least **three eligible government scheme** – digital record linked with SBM portal
4. **Quarterly recognition of best performing workers*** in EACH WARD** (name and contact details of the workers and reason for recognition to be shared. Wrong/no contact details of the worker would lead to non-compliance/no performance)

Marks
60

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



Scheme of Marking – 100% compliance against each parameter

Marks

1. PPE to all workers along with new uniform (proposed by MoHUA)	15
2. 100% Sanitary workers completed three trainings- Digital records of all Sanitary Workers are maintained & linked with SBM Portal	15
3. Linkages established with at least three eligible Government Schemes (linkage with Health Scheme and Annual health Check-up is mandatory) – details linked with SBM portal	15
4. Monthly recognition of best performing workers** in each Ward	15

*Training on Segregation of Waste at Source, Waste Collection from Quarantined Homes and Handling of Covid Waste

** Female sanitation workers to be linked to schemes which specifically focus on women's welfare. Suggested themes that must be focused on include women's health such as Janani Shishu Suraksha Karyakaram (JSSK) focusing on the health of pregnant women and newborns) and financial empowerment such the Rashtriya Mahila Kosh. Any other state identified State sponsored schemes that focus on women's welfare may be considered for this inclusion. Schemes for the third gender (such as Garima Greh (in Gujarat), Sweekruti Scheme by Odisha govt) may also be considered as part of this indicators. ***one Male and one Female Worker in each Ward

1.5 (b)

Benefits extended to all Informal Waste Pickers i.e. Informal Workers identified by the ULB

1. Provision of personal protection equipment (PPE) - fluorescent jacket, hand gloves, raincoats, appropriate footwear and masks, to all workers handling solid waste. New pair of gloves to be given once old pairs are unusable.
2. 100% Informal Waste Pickers completed three trainings*
3. All Informal Workers have been facilitated to link with at least ****three eligible government scheme** (Health, Insurance & Education for Children are Mandatory) – digital record linked with SBM portal
4. All Informal Workers have been given the I-Card – to be renewed as long as the worker wants to continue and Complete details of Informal Waste Pickers collected i.e. Name, Phone Number, Gender, Previous Profession, Current Profession, total dependents, date of identification & integration with the livelihood scheme etc. - linked with SBM portal
5. All Informal Workers identified have been provided with livelihood opportunities (Give them first right to engage in Solid Waste Management) – integration with private contractors working with ULB, entrepreneurship opportunities either through convergence or providing soft loans through NSKFCDC or under any other scheme

Marks
75

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



Scheme of Marking – 100% compliance against each parameter (details can be referred from above)	Marks
1. PPE to all Informal Waste Pickers – unusable gloves replaced with new pair of gloves	15
2. 100% Informal Waste Pickers completed three trainings*	15
3. Linkages established with at least three eligible Government Schemes (linkage with Health, Insurance & Education is mandatory) – details to be linked with SBM portal	15
4. I-Card issued to all Informal Waste Pickers & Complete details about all Informal Waste Pickers maintained & shared digitally – details to be linked with SBM portal	15
5. All Informal Workers provided with livelihood opportunities – preferably under Solid Waste Management	15

*e-Learning Courses on Segregation of Waste at Source (SBM e-learning portal), Waste Collection from Quarantined Homes and Handling of Covid Waste

** Female sanitation workers to be linked to schemes which specifically focus on women's welfare. Suggested themes that must be focused on include **women's health** such as Janani Shishu Suraksha Karyakaram (JSSK) focusing on the health of pregnant women and newborns) and **financial empowerment** such the Rashtriya Mahila Kosh. Any other state identified State sponsored schemes that focus on women's welfare may be considered for this inclusion. Schemes for the third gender (such as Garima Greh (in Gujarat), Sweekruti Scheme by Odisha govt) may also be considered as part of this indicators.

1.5 (a&b)

Benefits extended to all Sanitary workers & Informal Waste Pickers .

1. Provision of personal protection equipment (PPE)
2. All Sanitary Workers & Informal Waste Pickers completed 3 trainings
3. Digital record of all Sanitary Workers (including Informal) maintained
4. All Informal Workers have been facilitated to link with at least three eligible government schemes
5. Monthly recognition of best performing Sanitary Workers in EACH WARD
6. All Informal Waste Pickers have been issued I-Card
7. All Informal Workers identified have been provided with livelihood opportunities

Methodology for Validation

100%
On-Call
Validation

1. Digital record of all Sanitary workers capturing Name, Phone Number, Gender, Previous Profession, Current Profession, total dependents, date of identification & integration with the livelihood scheme etc. mandatory to validate this indicator
2. Assessor will randomly call to the sanitary worker/Informal Waste Pickers to check if PPE given to him/her, if ULB has linked them with social welfare schemes (name of schemes). Further, on the basis of the list provided for workers recognized for their work, such workers will be contacted over the phone to check if I-Card Issued, if they were recognized/awarded/felicitated on the basis of their performance and informal workers linked with livelihood opportunities
3. On the basis of response (negative/positive) received from sanitary workers, Independent Validation Matrix (IVM)
4. will be applied and final marks given). Final marks = Marks claimed – marks adjusted as per IVM

1.6 Institutional Strengthening of ULBs

Total Number of Indicators: 1 (2 sub parts)

200 Marks

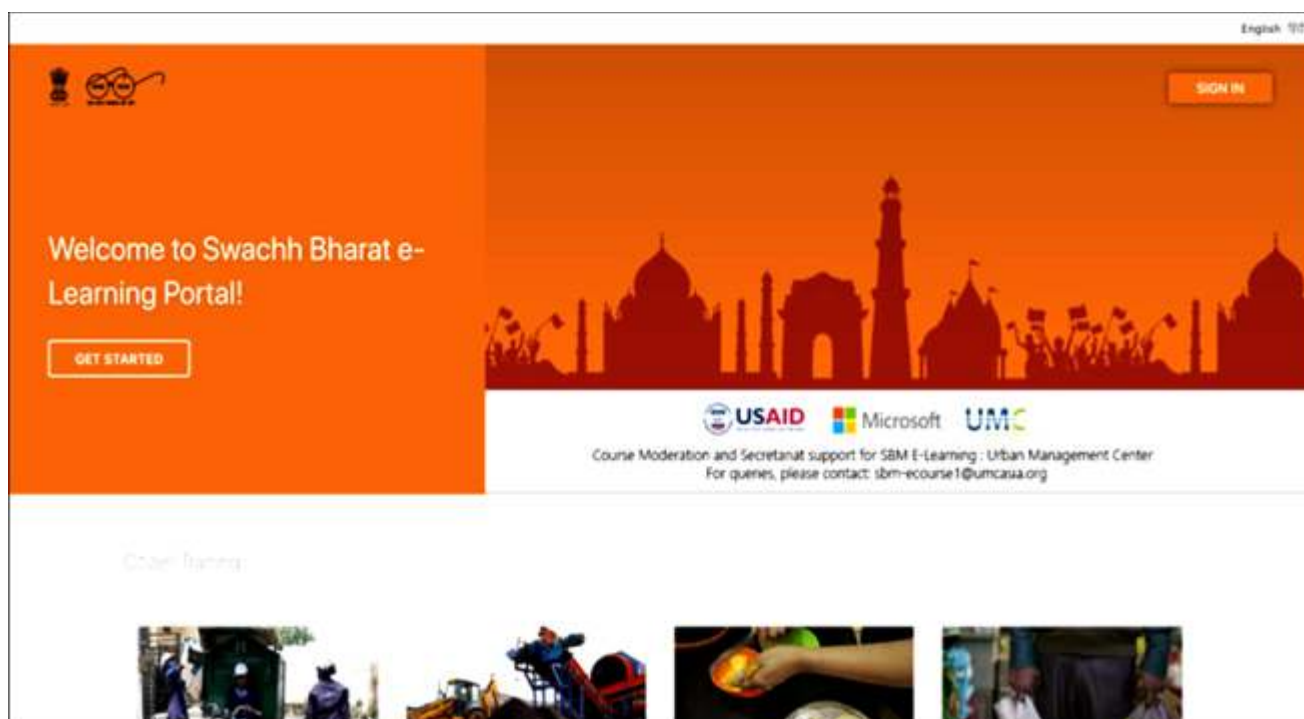
System strengthening for ULBs

1.6
(a)

Capacity Building of All Staff - Sanitary Inspector & Above
100% Staff Completed minimum 4 Courses through e-Learning platform of Swachh Bharat Mission (U)

Marks
100

If courses already completed – can be refreshed – Certifications between April 2022 to December 2022 will be considered



Scheme of Marking – 100% compliance against each parameter

Marks

- | | |
|---|----|
| 1. 100% staff completed the courses | 90 |
| 2. Upto 80% staff completed the courses | 60 |
| 3. Upto 60% staff completed the courses | 30 |

System strengthening for ULBs

1.6 (b)	Skill Development Training of Sanitation Workers	Marks 100
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Trainings conducted between April 2022 to December 2022 will be considered

Scheme of Marking – 100% compliance against each parameter	Marks
1. >75% sanitation workers completed the courses	100
2. 51-74% sanitation workers completed the courses	50
3. <50% sanitation workers completed the courses	20

1.6

Capacity Building of All Staff - Sanitary Inspector & Above (Excluding Commissioner/EO)

100% Staff Completed minimum 4 Courses through e-Learning platform of Swachh Bharat Mission (U)

Methodology for Validation

1. Certification courses completed and maintained by the ULB will be validated from the E-Learning Portal

1.7. Waste Reduction

Total Number of Indicators: 1 (4 sub parts)

290 Marks

1.7

Whether 3R initiatives taken/promoted to reduce generation of waste?

This indicator would assess the ULB's efforts to reduce waste. 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.

1.7 (a)

Whether all **banquet halls/tent houses/catering service providers registered with the ULB have adopted 3R Principles – Reusable cutlery used, and 200 ml water bottled stopped** in all functions where catering services are provided by them

**Marks
50**

Scheme of Marking

Marks

>90% of banquet halls/tent houses/Catering Services providers in compliance with the condition of the 3R Principles	50
81-90% of banquet halls/tent houses/Catering Services complied	40
71-80% of banquet halls/tent houses/Catering Services complied	30
61-70% of banquet halls/tent houses/Catering Services complied	20
51-60% of banquet halls/tent houses/Catering Services complied	10

1.7 (b)

Whether ULB promoted establishment of sustainable Enterprises* driven by 3R Principles – the enterprises must be in operation latest by 30th September 2022.
(*such as incense sticks made from floral waste, cloth bag made out of old clothes etc.)

**Marks
50**

Scheme of Marking

Marks

Scheme of Marking		Marks
More than 1L cities	Less than 1L cities	
>3 enterprises promoted/established	>1 enterprises promoted & established	50
3 enterprises promoted/established	1 enterprise promoted/established	40
2 enterprises promoted/established		30
1 enterprises promoted/established		20
	0 enterprises promoted/established	0

1.7 (c)

Waste to Wonder Park: At least one park to be developed as Waste to Wonder park. The location of the park to be **geo-tagged** and **picture uploaded** on the Swachhatam portal (IEC module).

**Marks
100**

Scheme of Marking	Marks
Yes, at least one park developed as Waste to Wonder park and picture uploaded on the Swachhatam Portal (IEC module) (The picture can be uploaded using GIS Module App.)	90
Waste to Wonder Parks geo-tagged (capture details of Waste to Wonder Parks in the IEC module)	10

In ULBs/Wards/Areas where there is lack of space and/or prohibition orders for constructing a park cities can install sculptures from waste material at any location within the Ward

Sculptures installed in	Marks
>60% wards	90
50%- 60% wards	80
40% - 50% wards	70
<40% wards	50
0 wards	0
Location of Sculptures geo-tagged	10



1.7 (d)

Zero Waste Events/Weddings/Social or Religious Functions : City/citizen is/are expected to manage at least ONE Zero Waste Functions in each month between **October 2022-December 2022** with zero waste coming out of the Venue.

**Marks
90**

Note: SOP for Zero Waste Events/Weddings/Social or Religious functions is given overleaf

Scheme of Marking	Marks
Subsidy/discount* introduced by the ULB in booking the venue for 'Zero Waste Event'	20
Zero Waste Event promoted by the ULB among citizens sharing benefits of such events	15
ULB provided handholding support for conducting the Zero Waste Event	15
At least ONE Zero Waste Event conducted in October 2022 - December 2022	40



Note:

- Zero Waste Events/Functions claim to be documented with pictures and other details to justify zero waste event
- Details of the organizer(s) to be provided for on-call validation

*Also applicable for functions held in premises owned by ULB's



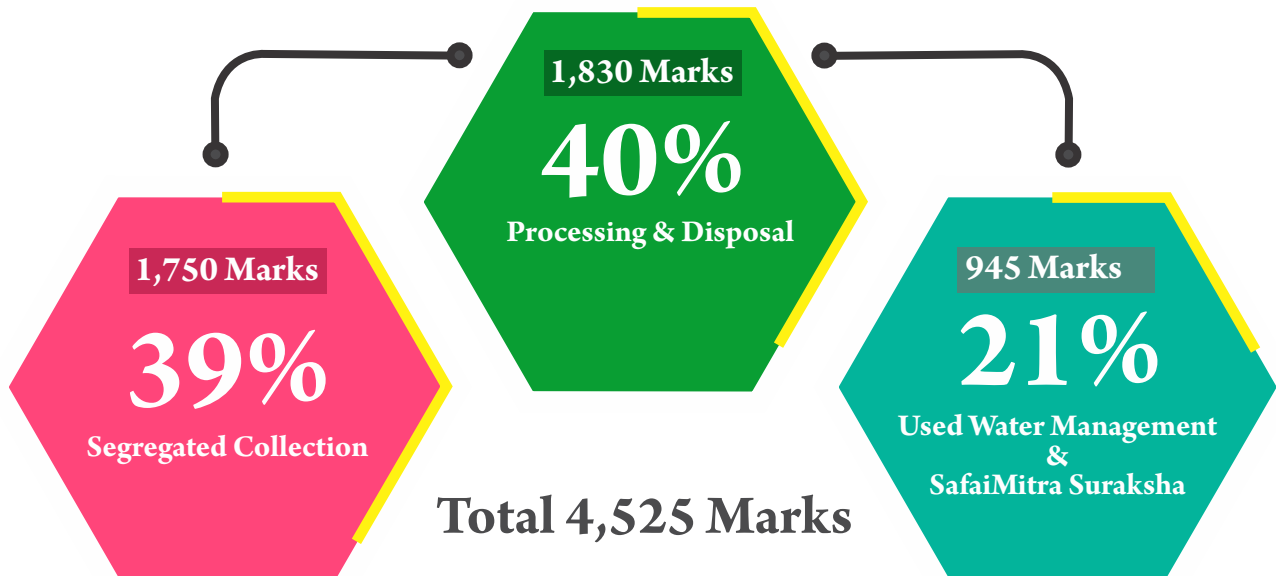
1.7

3R Principles: Whether initiatives taken to reduce generation of Dry/Wet Waste?

**Methodology for
Validation
100% Citizen
validation**

1. Based on the sample size and population size of the city, city will be divided in required number of zones (>10L 5 zones/ 1-10L 4 zones/<1L 2 zones)
2. The assessor will randomly approach the banquet halls/party halls/enterprises etc. in wards claimed under the 3R component

2. PROCESSING & DISPOSAL



Total Number of Indicators: 13

1,830 Marks / 4,525 Marks

List of indicators

Indicator No.	Indicator
2.1	Percentage of Wetwaste processing capacity of functional plants
2.2	Percentage of wet waste being processed out of total wet waste generated and furnished products (output) further sold.
2.3	Capacity of dry waste processing facility/facilities in the city is matching with the total dry waste generated in the city
2.4	Dry waste being processed out of total dry waste generated (excluding sanitary and domestic hazardous waste) through MRF, RDF or Waste To Energy plants etc.
2.5	Percentage of total sanitary and domestic hazardous waste (menstrual waste and baby/adult diapers and others) generated in the city is treated
2.6	Plastic waste processed out of total plastic waste generated by the city
2.7	Mechanism in place to collect and process/reuse Construction & Demolition (C&D) waste
2.8	Percent (%) of total waste generated (process rejects/unprocessed waste) going to the sanitary landfill
2.9	Remediation of all identified dumpsites
2.10	Is the landfill in the city a sanitary landfill? Or Zero landfill city
2.11	On-site wet waste processing by non-bulk waste generators
2.12	Bulk Waste Generators (i) doing onsite processing of wet waste
2.13	Percentage of the operational cost of Solid Waste Management covering 'collection & transportation of waste'

2.1

Percentage of Wet waste **processing capacity** of functional plants (out of the total wet waste generated^{**})

**Marks
100**

The indicator would assess whether a city has adequate facility/infrastructure to process the wet waste collected. City will provide the actual waste collection figure where door to door collection is in place.



Scheme of Marking	*Marks
Processing capacity between 91- 100%	100
Between 81- 90%	90
Between 71 - 80%	80
Between 61 -70%	70
Between 51 - 60%	60
Between 41 – 50%	30

^{**} Bulk waste generators or non-bulk waste generators managing on-site processing of the wet waste are not included (except cities with <1L population)



Geo coordinates (GIS details) in terms of ULB boundaries, ward number, ward boundaries, landmark etc of all Wet Waste Processing Plants to be mapped and updated on SBM portal as per the prescribed details (to be given by MoHUA) to qualify for marks

Linearity to Circularity

2.2

Percentage of **wet waste being processed** out of **total wet waste generated** and **finished products (output) further sold**.
(ULBs are encouraged to engage Women/SHGs/Transgenders in waste processing facilities)

Marks
150
(90+30+30)

This indicator assesses the extent of **decentralized and centralized** processing of wet waste collected. The amount of wet waste being sent to the landfill should be minimized. *Records are maintained for quantity of wet waste received, processed, disposed at landfill and revenue generated by sale of finished products (from wet waste).* **Finished products consumed/absorbed by the ULB will be considered as revenue generated besides actual sale of the finished products.** The revenue (self-consumption) will be calculated on the basis of commercial rate that ULB charges for supplying/selling compost/methane.

Processing of Wet Waste

Scheme of Marking	Marks
Between 91- 100% processed	90
Between 81- 90% processed	80
Between 71 - 80% processed	70
Between 61 -70% processed	60
Between 51 - 60% processed	50
Between 40 – 50% processed	40

Processing of Wet Waste

Scheme of Marking	Marks
>75% finished product(s) sold/Consumed	30
>50% finished product(s) sold/consumed	15

Daily Processing Log Book, Sale Register & vendor details (if outsourced) digitally monitored by ULB are linked with SBM portal on WEEKLY basis.

30



**2.1
&
2.2**

Percentage of Wet waste processing capacity of functional plants (out of the total wet waste generated)

Percentage of wet waste being processed (out of total wet waste generated)

**Methodology
for Validation
To be validated
in Ph-3 also
100%
Direct
Observation**

1. On the basis of the list of the processing facilities/plants updated by the ULB in the MIS, the assessor will visit all plants with >5MT capacity and 25% processing facilities with <5MT capacity.
2. To ascertain the progress, the assessor will also interact with the officials in the plant. The assessor will check the electricity bill and monitor other activities in the plant to ascertain the functionality of the plant.
3. He will also check the output/sent to dumpsite (including process rejects) on the basis of the input received (10% variation acceptable)
4. On the basis of observation and verification of log book and electricity bills Senior assessors at the back end will arrive at the efficiency level of the plant(s) and indicator wise marks will be given. The agency may further seek clarification from the ULB by asking documents maintained by the ULB.
5. In case of sale of finished products /used by the horticulture or other departments, sale receipts required - free distribution is not encouraged (e.g. farmers/citizens)

2.3

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

Marks
80

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



Scheme of Marking	Marks
Between 91- 100%	80
Between 81- 90%	70
Between 71 - 80%	60
Between 61 -70%	50
Between 51 - 60%	40
Between 41 – 50%	30



Geo coordinates (GIS details) in terms of ULB boundaries, ward number, ward boundaries, landmark etc of all Dry Waste Processing Plants to be mapped and updated on SBM portal as per the prescribed details (to be given by MoHUA) to qualify for marks

Linearity to Circularity

2.4

Dry waste being processed out of total dry waste generated (excluding sanitary and domestic hazardous waste) through MRF, RDF or Waste To Energy plants etc. (ULBs are encouraged to engage Informal Waste Pickers/Women/SHGs/Transgenders in MRF Centres)

Marks
150
(130+20)

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? Dry waste sold to cement plants, used for road construction and other use of non-recyclable dry waste should be explained. **ULBs need to ensure that in MRFs – (a)** Dry Waste is further segregated **(b)** Recyclables are sold to recyclers or scrap dealers, and **(c)** Records are maintained for quantity of waste received, segregated, recycled/ processed, sold, disposed at landfill and revenue generated by sale of recyclables (dry waste directly collected by scrap dealers or informal workers)



Scheme of Marking	Marks
Processed/sold between 91- 100%	130
Between 81- 90%	100
Between 71 - 80%	70
Between 61 -70%	50
Between 51 - 60%	40
Between 41 – 50%	30
Between 30 – 40%	20



Weekly Processing Log Book, Sale Register & Vendor details (if outsourced) digitally maintained (e.g. excel file) by ULB are linked with SBM portal

20

Note: Recyclables sold to be documented in terms of revenue generated and details of buyers for validation. **Non-recyclables** sent to the **cement factory** will also be considered under processing. Informal Waste Pickers, if available should be given first right to collect & sell recyclables – Receipts can be documented.

2.5

Percentage of total sanitary and domestic hazardous waste (*menstrual waste and baby/adult diapers and others**) generated is treated, either by ULB or through third party managing bio-medical waste. Hazardous waste from Hospitals, Nursing homes/clinics/Labs etc. not considered. Cluster infrastructure within 50 km shall be considered.

**Marks
100
(80+20)**



Scheme of Marking	Marks
Processed between 91- 100%	80
Between 81- 90%	70
Between 71 - 80%	60
Between 61 -70%	50
Between 51 - 60%	40
Between 41 – 50%	30
Between 30 – 40%	20



Weekly Processing Log Book & Vendor details (if outsourced) digitally maintained (e.g. excel file) by ULB are linked with SBM portal

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*to be processed through incineration process

**Discarded paint drums, pesticide cans, CFL bulbs, tube lights, expired medicines, broken mercury thermometers, used batteries, used needles and syringes and contaminated gauge, etc., generated at the household level – to be given to authorized recyclers

2.3

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

2.4

Dry waste being processed out of total dry waste generated (excluding sanitary and domestic hazardous waste) through MRF, RDF or Waste To Energy plants etc.

&

2.5

Percentage of total sanitary and domestic hazardous waste (menstrual waste and baby/adult diapers and others*) generated is treated, either by ULB or through third party managing bio-medical waste. Hazardous waste from Hospitals, Nursing homes/clinics/Labs etc. not considered.

Methodology for Validation

**100%
Direct
Observation**

1. The assessor will visit all plant(s)/processing facilities updated in the MIS.
2. To ascertain the progress, the assessor will also interact with the officials in the plant
3. The assessor will ask for the electricity bill and see other activities in the plant to verify the functionality of the facility. The assessor will also see if any hazardous waste is dumped/stored within the facility – should be treated separately.
4. On the basis of observation and verification of log book and electricity bills Senior assessors at the back end will arrive at the efficiency level of the plant(s) and indicator wise marks will be given.

2.6

Plastic waste processed out of total plastic waste generated by the city

Marks
280
(270+10)

Cluster infrastructure within 50 km shall be considered.



Scheme of Marking	Marks
61-100% processing	270
51-60% processing	200
26-50% processing	150
16-25% processing	100
<15% processing	50

Weekly Processing Log Book, Sale Register & Vendor details (if outsourced) digitally maintained (e.g. excel file) by ULB are linked with SBM portal

10

2.6

Plastic waste processed out of total plastic waste generated by the city

**Methodology
for Validation**
**Direct
Observation**

1. The assessor will visit all plant(s)/processing facilities updated in the MIS.
2. To ascertain the progress, the assessor will also interact with the officials in the plant
3. The assessor will ask for the electricity bill and see other activities in the plant to verify the functionality of the facility. The assessor will also see if any hazardous waste is dumped/stored within the facility – should be treated separately.
4. On the basis of observation and verification of log book and electricity bills Senior assessors at the back end will arrive at the efficiency level of the plant(s) and indicator wise marks will be given.

2.7

Any mechanism in place to collect and process/re-use Construction & Demolition (C&D) waste as per C&D Waste Management Rule, 2016?

**Marks 120
(50+50+20)**

For C&D Waste, Bulk Generators are that generate >=20 Tonnes/day or 300 tonnes/month per project, other generators are considered non-bulk generators

Section-A: Facilitation of collection, storage and segregation of C&D waste - 'X' percent of C&D waste generated is stored, segregated in a designated area or space allotted by appropriate authorities and/or in C&D recycling plant.

Scheme of Marking	Total Marks 50
Mobile collection unit for citizens. (on call basis C&D waste collection facility - weekly schedule) available along with designated collection points duly geo-tagged within reasonable distance for C&D waste generator to bring and deposit	20
Notification of charges (including in-built charges at the time of permission for construction) for Collection & Transportation and Processing & Disposal of C&D Waste notified and enforced	10
All C&D Waste collected from Bulk/Non-Bulk Generators are segregated in the following five categories: Concrete, soil, steel, wood & plastics, bricks & mortar at designated collection points (if quantity is manageable) and processing plants.	20

Section-B: Provisions made for use of raw C&D waste in municipal/ government/ municipality approved construction activities in nonstructural applications or used by private agency: lower layers of road pavements, inner colony roads, filling of plinth and basement etc. **And / OR** Provisions made for use of material made out of C&D Waste in municipal and/or government construction activity (if available) or used by private agency in kerb stones, structural concrete as manufactured aggregate, paving blocks, bricks etc.

Processing and selling of C&D waste collected from non-bulk and bulk generators (within city or at a cluster level)	Total Marks 50
>50% C&D waste either processed in the facility by making products or raw-material re-used – sold (with sale receipt)	50
40% -50% C&D waste either processed in the facility by making products or raw-material re-used – sold (with sale receipt)	40
30% -39% C&D waste either processed in the facility by making products or raw-material re-used – sold (with sale receipt)	30
20% -29% C&D waste either processed in the facility by making products or raw-material re-used – sold (with sale receipt)	20
10% -19% C&D waste either processed in the facility by making products or raw-material re-used – sold (with sale receipt)	10
<10% C&D waste either processed in the facility by making products or raw-material re-used – sold (with sale receipt)	0



Note:

1. **Processing plant (geo-tagged)** must for >10 Lakh population cities
2. Processing will also cover C&D waste re-used for non-constructional applications – filling of plinth & basement etc,

Weekly Processing Log Book, Sale Register & Vendor details (if outsourced) digitally maintained (e.g. excel file) by ULB are linked with **SBM portal**

20

2.7

Any mechanism in place to collect and process/re-use Construction & Demolition (C&D) waste as per C&D Waste Management Rule, 2016?

Methodology for Validation

**100% Direct
Observation**

1. The assessor will visit collections points and all plant(s) and processing facilities updated in the MIS.
2. To ascertain the progress, the assessor will also interact with the officials in the plant
3. The assessor will ask for the electricity bill and see other activities in the collection centre/ processing plant to verify the functionality of the facility.
4. Assessor will also observe if C&D waste is kept segregated in 5 categories – including BWG site
5. On the basis of observation and verification of log book/electricity bills Senior assessors at the back end will arrive at the efficiency level of the plant(s) and sub-indicator wise marks will be given.

2.8	Percent (%) of total waste generated (process rejects/unprocessed) going to the sanitary landfill	Marks 160 (140+10+10)
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City has to make sure that all waste generated should be processed. Only process rejects should go to the sanitary landfill. Unprocessed waste should only be sent to the sanitary landfill if city doesn't have processing capacity matching the total wet/dry waste collected.



Scheme of Marking	Marks
Upto 10% process rejects if any	140
11% - 15% (including processing rejects/unprocessed waste)	100
16% - 20% (including processing rejects/unprocessed waste)	50

Weekly Processing Log Book, Sale Register & Vendor details (if outsourced) digitally maintained (e.g. excel file) by ULB are linked with SBM portal	10
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Geo coordinates (GIS details) in terms of ULB boundaries, ward number, ward boundaries, landmark etc of all Sanitary Landfills to be mapped and updated on SBM portal as per the prescribed details (to be given by MoHUA) to qualify for marks	10 Marks
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2.8	Percent (%) of total waste generated (process rejects/unprocessed) going to the sanitary landfill
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Methodology for Validation 100% Direct Observation	<ol style="list-style-type: none"> 1. The assessor will visit the sanitary landfill site(s) as updated in the MIS. 2. To ascertain the progress, the assessor will also interact with the officials on the site 3. ULB will have log-book/register capturing at least last 3 month's record ready and available for the agency to check the daily entry of the trucks (with waste load) entered inside the site 4. He will report the progress verified basis documents provided by the ULB to the agency. 5. The senior assessor will also derive the total waste generated Vs processed in the city and try to reconcile the waste sent daily to the landfill
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2.9

Remediation of all identified dumpsites

(No legacy waste (dumpsite)/Zero landfill city will get maximum marks)
(Assessment benchmark: Progress made on the last progress claimed to be assessed – land recovered after February 2021. Marks will not be given on the same progress ... and already claimed in SS-2021)

**Marks
220
(200+10+10)**

In case of no existing/old dumpsites (within the city limits) and not dumping waste in shared dumpsites/dumpsites outside city limits, this criteria will not be applicable and considered as 100% work has been completed. However, if old dumpsite is outside city limits, then the city that contributed majority of waste in the dumpsite shall be responsible for its remediation.



Scheme of marking

2.9	Condition	Marks	Marks 220 (200+10+10)
	Legacy Waste Dumpsites Remediation Action Plan (Module-2) submitted & approved by State Mission Director.		

If Legacy waste is less than 1 lakh tonne		If Legacy waste is between 1-2 lakh tonnes	
Work completed as per remediation action plan	Marks	Work completed as per remediation action plan	Marks
25%	80	20%	80
60%	120	45%	120
90%	200	85%	200

If Legacy waste is between 2-5 lakh tonnes		If Legacy waste is more than 5 lakh tonnes	
Work completed as per remediation action plan	Marks	Work completed as per remediation action plan	Marks
15%	80	10%	80
35%	120	25%	120
80%	200	75%	200

Geo coordinates (GIS details) in terms of ULB boundaries, ward number, ward boundaries, landmark etc of all Dumpsites mapped and updated on SBM portal as per the prescribed details (given by MoHUA)	10 Marks
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Weekly progress on remediation digitally maintained (e.g. Excel file) by ULB are linked with SBM portal	10
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2.9	Remediation of all identified dumpsites no legacy waste (dumpsite)/Zero landfill city (Assessment benchmark: Progress made on the last progress claimed to be assessed – land recovered after February 2021. Marks will not be given on the same progress.....and already claimed in SS-2021)
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Methodology for Validation 100% Direct Observation	The assessor will visit the legacy dumpsite(s) in the city and check whether remediation work has completed as per the claim made by the city in the MIS. The reference point during the validation will be the progress made from the progress claimed in SS-2021.
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2.10	Is the landfill in the city a sanitary landfill? Or Zero landfill city	Marks 150
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WHY	This parameter assesses whether the landfill site of the ULB is scientific/ planned in nature or in accordance with SWM 2016 rules. Inerts can be used in low lying areas, road construction etc.	
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Scheme of Marking	Marks
Sanitary landfill available and being used / Zero landfill	150
Sanitary landfill under construction	100
Agreement for construction done but work not commenced	80
Tenders called for construction of sanitary landfill site	50
No process started	0

Geo coordinates (GIS details) in terms of ULB boundaries, ward number, ward boundaries, landmark etc of all Sanitary Landfills to be mapped and updated on SBM portal as per the prescribed details (to be given by MoHUA) to qualify for marks.

2.10	Is the landfill in the city a sanitary landfill? Or landfill not required/ Zero landfill city
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Methodology for Validation 100% Direct Observation	The assessor will visit the landfill site(s) to check if the landfill is a sanitary landfill
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2.11

On-site wet waste processing by non-bulk waste generators - Percentage of waste generators (excluding BWGs, RWAs) shall have on-site wet waste processing facility (composting/bio-methanation). This may include individual homes (not part of RWAs), commercial and other waste generators.

**Marks
70
(50+20)**

IEC campaign supported by proper handholding will help citizens to opt for on-site processing, thus taking ownership of their wet waste.

Proposed Advisory for technical support by the ULB for on-site waste processing, covers -

- Creation of ward-level whatsapp group – one active ULB staff should be part of this group to address the concerns, resolve issue, share his/her schedule of visits etc.
- Details of residents practicing on-site processing
- List of all facilities provided by the ULB
- At least once-in-a-month visit report by ULB staff
- To ensure suitable mechanism for provision of bio-culture/dry leaves/coco pit and other necessary equipment to facilitate home composting
- Provide composters on payment basis or set-up mart for home composting or any other

Community Composting done by groups of households at common facility shall also be considered as onsite wet waste processing along with home composting.



Scheme of Marking	Marks
>5% of the non-bulk waste generators	50
4-5%	40
3-4%	30
2-3%	20
<2%	10

Weekly progress on non-bulk waste generators adopting on-site processing digitally maintained(e.g. excel file) by ULB are linked with SBM portal

20

2.11

On-site wet waste processing by non-bulk waste generators - Percentage of waste generators (excluding BWGs, RWAs) shall have on-site wet waste processing facility (composting/bio-methanation). This may include individual homes (not part of RWAs), commercial and other waste generators.

Methodology for Validation
100% Direct Observation

1. On-field assessor will randomly visit the households/vendors in wards claimed under on-site processing of wet waste – sample size will follow as per the population (Wrong address will taken as sample failed).
2. Question will be asked and personally observed if on-site processing being practiced
3. On the basis of on-field verification, Independent Validation Matrix (IVM) will be applied and final marks given). Final marks = Marks claimed – marks adjusted as per IVM

2.12

Bulk Waste Generators (i) doing **onsite processing** of wet waste generated, including kitchen and garden waste or organic waste or getting wet waste collected and processed by private parties authorized by ULB. (ii) Handing over **segregated dry waste to authorized waste pickers** or waste collectors.

**Marks
100
(90+10)**

- A BWG will be considered as one that generates more than 100 kg of total waste per day (or as defined by ULB/state) for more than 15 days a month
- Community Hall/Function Hall/Marriage Hall/Public gathering waste generators shall be considered as BWG if the holding capacity is more than 200 pax



Scheme of Marking	Marks
>95% BWG practicing on-site processing	90
80-95 %	80
60-79%	70
40-59%	60
20-39%	50

Note:

1. 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
2. If city's population is >1 Lakh, ask BWGs for on-site processing or outsource processing to private operators

Weekly Record of all Bulk Waste Generators digitally maintained (e.g. excel file) by ULB are linked with **SBM portal**

10

Geo coordinates (GIS details) in terms of ULB boundaries, ward number, ward boundaries, landmark etc of all Bulk Waste Generators to be mapped and updated on SBM portal as per the prescribed details (to be given by MoHUA) to qualify for marks

2.12

Bulk Waste Generators (i) doing **onsite processing** of wet waste generated, including kitchen and garden waste or organic waste or getting wet waste collected and processed by private parties authorized by ULB. (ii) Handing over **segregated dry waste to authorized waste pickers** or waste collectors.

Methodology for Validation

100% Direct Observation

1. On-field assessor will randomly visit the housing societies/RWAs/vendors in wards claimed under on-site processing of wet waste – sample size will follow as per the population.
2. Question will be asked and personally observed if on-site processing being practiced
3. On the basis of on-field verification, Independent Validation Matrix (IVM) will be applied and final marks given). Final marks = Marks claimed – marks adjusted as per IVM

2.13

What percentage of the **operational cost** of Solid Waste Management covering **‘collection & transportation of waste’** is covered by **ONLY USER CHARGES** (for SWM related services) collected directly or user charges collected through Property Tax/Water/Electricity Bill etc. (SWM sub head)?
Salary expenses to Daily wagers, contractual or outsourced staff through service providers(against vacant posts) will be added along with cost **Expenses related to sweeping of public/commercial areas and expenses related to processing of waste & disposal are NOT covered.**

Marks
150

To assess extent of cost recovery in solid waste management services

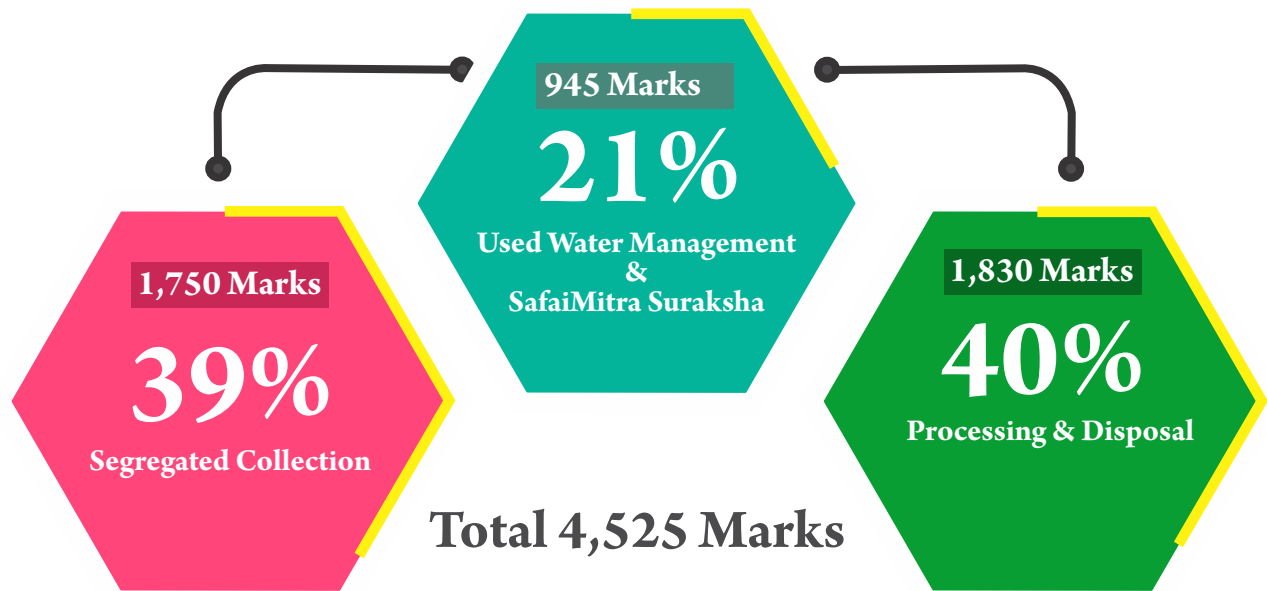
Note:

- City should either maintain a detailed statement or Chartered Accountant’s certificate to support their claim.
- In addition to quarterly performance, performance can also be assessed for total revenue collected till 31st December 2021 Vs cumulative operational cost incurred till 31st Dec 2021 – best performance will be applied when giving marks in the Ph-1 and Ph-2



Scheme of Marking	Marks
>60% of the cost	150
50% – 60% of the cost	120
40% – 50% of the cost	90
30% – 40% of the cost	50
<30% of the cost	20

3. Sustainable Sanitation



Total Number of Indicators: 7

945 Marks / 4,525 Marks

List of indicators

Indicator No.	Indicator
3.1	Percentage of Households, Commercial Institutions, Establishments and Public area CTs/PTs are connected to a closed system such as sewerage, septic tank + soak pit, twin-pit system etc.
3.2	Capacity of FSTP and * STP in the city is matching with the total faecal sludge and sewage which is collected/generated in the city
3.3	Percentage of faecal sludge collected, or sewage generated from Households/Commercial Establishments/ CTs/PTs is treated at FSTP/STP
3.4	Public Toilets, Urinals and Community Toilets clean and user friendly
Safaimitra Suraksha	
3.5	Machine and workforce
3.6	Standardization of Septic Tank, Hazardous sewer entry ban notified, Sustainable O&M, 14420 complaints resolution, Geo-tagging of septic tanks etc.
3.7	24X7 Helpline, Public Awareness Campaign
3.8	Capacity Building, Empowerment of Safaimitra

3.1

What percentage of Households, Commercial Institutions, Establishments and Public area CTs/PTs are connected to a closed system such as sewerage, septic tank + soak pit, twin-pit system etc. (no open system/connection/flow/discharge)

**Marks
50
(40+10)**

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

Scheme of Marking	Marks
>95 % households/commercial establishment /CT&PT are connected to sewerage system or have septic tanks + Soak Pit	40
80-94% households/commercial establishment / CT & PT with Sewerage/Septic tank + Soak Pit	30
60-79% households/commercial establishment / CT & PT with Sewerage/Septic tank + Soak Pit	20
< 60% households/commercial establishment / CT & PT with Sewerage/Septic tank + Soak Pit OR no data available	10
Record of all areas covered through sewer system/Septic Tanks+Soak Pit/Twin Pit System digitally maintained (e.g. excel file) by ULB are linked with SBM portal	10

Note: City to also confirm if areas where households are not connected to a closed system having sewerage system in place



3.1

What percentage of Households, Commercial Institutions, Establishments and Public area CTs/PTs are connected to a closed system such as sewerage, septic tank + soak pit, twin-pit system etc. (no open system/connection/flow/discharge)

**Methodology
for Validation**
**100% Direct
Observation**

1. The on-field assessor will randomly visit the different parts of the city, as per coverage claimed, to check if there is any open discharge
2. On the field observation, Independent Validation Matrix (IVM) will be applied and final marks given).
Final marks = Marks claimed – marks adjusted as per IVM

3.2

Whether **capacity*** of FSTP and STP in the city is matching with the total faecal sludge and sewage which is **collected/generated** in the city?

* Capacity under cluster approach will be considered provided the distance upto 50 km from the city boundary

**Marks
100**

This indicator would assess whether the infrastructure to treat entire faecal sludge and sewage generated in the city is available or on cluster basis (upto 50 km)



Scheme of Marking	Marks
>95% capacity matching with total faecal sludge and sewage generated	90
Between 75% -95%	80
Between 50% - 74%	60
Between 30% – 49%	40
<30% but not zero	20

Geo coordinates (GIS details) in terms of ULB boundaries, ward number, ward boundaries, landmark etc of all Wastewater treatment Plants (FSTP/STP) to be mapped and updated on SBM portal as per the prescribed details (to be given by MoHUA) to qualify for marks

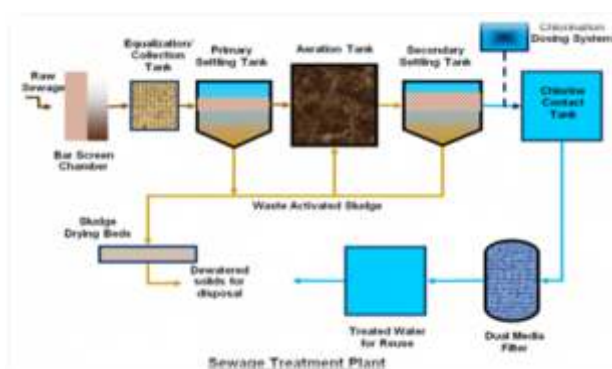
Linearity to Circularity

3.3

What percentage of faecal sludge **collected or sewage generated** from Households/Commercial Establishments/ CTs/PTs is **treated** at FSTP/STP - Scientific processing of faecal sludge and sewage - Whether **treated used-water** from STP reused/recycled and **revenue generated**?

Marks
170
(80+50+25+15)

This indicator will ascertain whether majority of the faecal sludge and sewage in the city is being processed scientifically and not being discharged in the open – and whether city reuse/recycle the treated wastewater from STP/FSTP. **Treated wastewater utilization and consequent revenue saved by using the treated used-water will be considered as revenue generated besides actual sale of the treated used-water. The revenue will be calculated on the basis of commercial rate that ULB charges for supplying/selling water.**



Weekly Log of treatment, reuse/recycle of usedwater & revenue generated thereof digitally maintained (e.g. excel file) by ULB are linked with SBM portal

15
Marks

Scheme of Marking - Treatment	Marks
>95% Faecal sludge/Sewage treated	80
85-95% Faecal sludge/Sewage treated	60
75-84% Faecal sludge/Sewage treated	40
65 – 74% Faecal sludge/Sewage treated	20
55 – 64% Faecal sludge/Sewage treated	10
< 55% Faecal sludge/Sewage treated OR no data available	0

Whether treated waste water is reused/recycled? (to reduce the burden on fresh water)

Scheme of Marking	Marks
>30% treated used-water is reused/recycled	50
20% - 29% treated used-water is reused/recycled	40
10% - 19% treated used-water is reused/recycled	30
<10% treated used-water is reused/recycled	20

Whether revenue is generated by reusing/recycling the treated waste water?

Scheme of Marking	Marks
>20% treated used-water is reused/recycled of which for >30% water revenue is generated	25
Upto 20% treated used-water is reused/recycled of which for 20%-30% revenue is generated	15

3.2
&
3.3

Whether **capacity*** of FSTP /STP in the city is matching with the total faecal sludge and sewage which is **collected/generated** in the city?

* Capacity under cluster approach will be considered provided the distance upto 50 km from the city boundary

What percentage of faecal sludge **collected or sewage generated** from Households/Commercial Establishments/ CTs/PTs is **treated** at FSTP/STP - Scientific processing of faecal **sludge and sewage** - Whether **treated usedwater** from **STP/FSTP reused/recycled**?

1. As per Generation:

Designed Input Capacity of STP (In MLD) + Designed Input Capacity of FSTP (in KLD to be converted in MLD)

Estimated Quantity of sewage generated in Million litres per day (MLD) (can be taken as 80 % of water supplied) + Estimated quantity of septage to be de-sludged from these septic tanks (Faecal Sludge Generation)

As per Collection:

Quantity of sewage collected through sewers in MLD + Quantity of sewage received from drains in MLD+ quantity of sewage collected through sewers in MLD + Actual Quantity of septage desludged from septic tank with or without soakpits (Quantity available from record book / database) by (i) ULB (ii) Private Desludging Operators Registered with ULB (monthly)

Designed Input Capacity of STP (In MLD) + Designed Input Capacity of FSTP (in KLD to be converted in MLD)

**Methodology
for Validation**
**100% Direct
Observation**

1. On the basis of the list of the processing facilities/plants (STP/FSTP) updated by the ULB in the MIS, the assessor will visit all plants
2. To ascertain the progress, the assessor will also interact with the officials in the plant
3. The assessor will ask for the log-book capturing at least last 3 month's record and electricity bill to verify the functionality of the facility
4. The assessor will also check if the treated usedwater is being re-used as claimed.
5. On the basis of observation and verification of log book/electricity bills Senior assessors at the back-end will arrive at the efficiency level of the plant(s) and indicator wise marks will be given.

The treated used water may be used by ULB either for self-consumption, or sold, for the following purposes: Non-potable purposes like flushing toilets, gardening etc., Agricultural purposes, Horticulture purposes, Industrial purposes, Municipal purposes like dust mitigation, road washing, construction activity, etc., Water body rejuvenation

Linearity to Circularity

3.4

Are **Public Toilets, Urinals and Community Toilets** clean and **user friendly** - each performance indicator to be answered with either **YES** or **NO**.

Marks
250
(85+85+60+20)

This indicator would assess the functionality of the CT/PTs/Urinals in the city with number of features in place to ensure that the citizens are comfortable for using the toilet. Yes will get full marks and No will get zero marks provided for each sample.

Public Toilet		Community Toilet		Urinal	
Scheme of Marking	Marks	Scheme of Marking	Marks	Scheme of Marking ⁵	Marks
Separate section for Men & Women	10	Separate section for Men & Women	10	Dry and clean	10
Dry and clean	10	Dry and clean	10	Running water for flushing	10
Running water – Tap & Flush working	10	Running water – Tap & Flush working	10	Well lit – natural light and if covered – electric light	5
Well lit – electric/natural light	5	Well lit – electric/natural light	5	Institutional arrangements in place for maintenance/cleaning	5
Functional bolting on all doors	5	Functional bolting on all doors	5	User friendly for differently able people	30
* Caretaker is present for maintenance	5	Institutional arrangements in place for maintenance/cleaning	5		
Open between 6am – 10pm	5	24 Hours Open	5		
User friendly for differently able people	30	User friendly for differently able people	30		
Sanitary napkin dispensing system in place	5	Sanitary napkin dispensing system in place	5		

*to motivate women to join the workforce and provide them with a secure livelihood opportunity, O&M by women SHG members and appointment of women/ third-gender caretakers for PTs is strongly encouraged (during day-shift only)



Feedback Mechanism ‘MyToiletApp’ in place in all Public, Community Toilets, Urinals & linked with SBM Portal

15 Marks

Geo coordinates (GIS details) in terms of ULB boundaries, ward number, ward boundaries, landmark etc of all CTs, PTs & Urinals mapped and updated on SBM portal as per the prescribed details (given by MoHUA)

5 Marks



3.4

Are **Public Toilets, Urinals and Community Toilets clean** and **user friendly** - each performance indicator **to be answered with either YES or NO.**

**Methodology
for Validation
To be validated
in Ph-3 also
100% Direct
Observation**

1. On the basis of the claim, the assessor will visit the selected CT/PT/Urinals as per sample to validate the claim made. He will also randomly talk to the citizens and ascertain whether citizens are satisfied with functionality of the Community/Public Toilets and Urinals
2. The assessor will only ask this question to citizens using Community/Public Toilets and Urinals
3. During on field validation, this question will be asked only to citizens seen using Community/Public toilets and urinals.
4. On the basis of observation and interaction with citizens/plant official, **Independent Validation Matrix (IVM)** will be applied and final marks given).
Final marks = Marks claimed – marks adjusted as per IVM



375 Marks

Mandatory conditions to Claim **375 Marks** under Safaimitra Suraksha Indicators
(i) **RSA and SRU notified and operations** (ii) **Valid ODF+ Certificate**, and (iii) **Single Use Plastic Banned**

3.5	Core Parameters	Machines & Workforce	160 Marks
3.6	Eco-system Parameters	Standardization of Septic Tank, Hazardous sewer entry ban notified, Sustainable O&M, 14420 complaints resolution, Geo-tagging of septic tanks etc.	90 Marks
3.7	IEC	<ul style="list-style-type: none"> 24X7 Helpline (to seek information, register complaint and track resolution status) Public Awareness Campaigns 	40 Marks
3.8	Capacity Building & Empowerment	<ul style="list-style-type: none"> Capacity Building (In-house/private trained desludging operators/staff – following CPHEEO Manual) Empowerment of Safaimitra (Linkages with social welfare schemes along with developing entrepreneurship in this sector) 	85 Marks
Total Marks			375

Safaimitra Suraksha- Marks Distribution

Equipment Requirement	If Meeting Norm fully	If Meeting above 50% Norm (Pro rata)	If < 50% of Norm
(1)	(2)	(3)	(4)
Core Equipment (55)			
HydroVac (Jetting and Suction Vehicle for Sewers)	20	Down to 10	NIL
Machine Hole Dredger	15	Down to 7.5	NIL
Gully Emptier- (Septic Tank Desludging Vehicles)	20	Down to 10	NIL
Other Equipment (25)			
Sewer Inspection Camera *	5	2.5	NIL
Hydro Jetting Machines *	5	2.5	NIL
Power Bucket machine*	5	2.5	NIL
Hydraulic Sewer Root cutters*	5	2.5	NIL
Power Rodding Apparatus	5	2.5	NIL

(1)	(2)	(3)	(4)
PPE (10)			
Reflecting Jackets	2	1	NIL
Safety helmets	2	1	NIL
Normal face masks	1	0.5	NIL
Hand gloves (pair)	1	0.5	NIL
Safety Gumboots (pair)	1	0.5	NIL
Safety body clothing	3	1.5	NIL
Safety Gear (20)			
Safety Tripod Set	1	0.5	NIL
Nylon Rope ladder	1	0.5	NIL
Blower with Air Compressor	2	1	NIL
Gas Monitor (4 Gases)	3	1.5	NIL
Full body Wader Suit	3	1.5	NIL
Gas Mask	3	1.5	NIL
Breathing Apparatus	3	1.5	NIL
Safety body Harness	1	0.5	NIL
Air Line Breathing Apparatus	3	1.5	NIL



Safaimitra Suraksha- Marks Distribution

Workforce Requirement	If meeting Norm fully	If meeting > = 50% Norm (Pro rata)	If meeting < 50% of Norm
Sewermen	20	10	NIL
Sanitary Beldar	20	10	NIL
Trained and Notified Sewer Entry Professionals (SEPs)	10	05	NIL

Citizen Empowerment Measures (IEC)- 40 Marks

	Scheme of Marking	Max Marks
(a)	IEC messages around availability of 24X7 Helpline 14420 to help citizens in all queries/complaints around cleaning of septic tanks and sewer lines (machinehole)/ stormwater drains or any other services provided by the ULB. The helpline should also address Safaimitra's grievances	10
(b)	IEC messages around scheduled cleaning (once in every 3 years) of septic tanks	10
(c)	IEC messages around penal actions for non-compliance under 'The Prohibition of Employment as Manual Scavengers and their Rehabilitation Act (PEMSRA) 2013'	10
(d)	IEC messages around engagement of ONLY empanelled operators in all wards	10

100% Sanitation Vehicles (Municipal, Private enrolled and parastatal/ State Department to carry these IEC messages

Mechanical cleaning – Soft Measures (CB, Safety and Welfare)- 85 Marks

	Scheme of Marking	Max Marks
(a)	Personal Protection Equipment (PPE) released to 100% Sanitation Workers engaged in liquid waste management – including new uniform as advised by MoHUA,	10
(b)	Monthly recognition being given to best performing workers (Male and Female separately where > 10 work	10
(c)	Whether all Enumerated Skilled Sewer Entry Professionals are given minimum additional 10% monthly hazardous allowance with monthly salary or a lumpsum Risk Grant for each confined space entry.	10
(d)	All semi skilled sewer men and beldars (on municipal rolls) have been facilitated to link with at least three eligible government welfare schemes e.g. Ayushman Bharat, Life/Accident Insurance, Education, providing Ration Cards for subsidized food grain etc. (Additional: Quarterly health Check-up is mandatory)	10
(e)	All semi skilled sewer men and beldars (on municipal rolls) as well as registered erstwhile manual scavengers enumerated by MoSJE, have been provided with livelihood opportunities – e.g. employment as sewer men/ beldars, engagement as CT/PT caretakers or supported entrepreneurship model through access to subsidized loan (Loan Mela) and assured engagement of their equipment.	15
(f)	Whether 30% of all Sewer men and Sanitary Beldars (In-house/Private Operator supplied workforce) have gone through a certified training on safety measures and legal norms, in past 12 Months, related to - <ul style="list-style-type: none"> • Occupational Health and Safety • Mechanized cleaning of septic tanks, sewer lines, stormwater drains and machine holes • Prohibition of Employment as Manual Scavengers and their Rehabilitation Act, 2013. 	18
	Record maintained for all trainings conducted and attended digitally linked with SBM Portal	2
(g)	Digital record being maintained of all Sewer men and Sanitary Beldar including private engaged personnel – Name, Address, Contact Numbers, Gender, any special need etc.	10

Eco-System Parameters - 90 Marks

	Scheme of Marking	Max Marks
(a) Notifications		10
1	Ban on Manual hazardous entry (without safety gear)	2
2	User Charges for providing at least the O&M for sewerage and septic tank desludging Services	2
3	Compulsory Registration by appropriate SRU of all Private Sanitation Services Providers* (whose equipment/ manpower is being engaged to make-up the requirement under norms by the ULB or Cluster)	2
4	Whether ULB has notified finest against persons / de-sludging operators dumping untreated faecal sludge in drains and / or open areas	2
5	All Septic Tanks Constructed after 01 January 2021 are as per IS 2470 (Parts 1 & 2)	18
(b) Enforcement		40
	Manual hazardous entry (without safety gear) banned in the city – Enforced 100%	8
	More than 75% operational cost in providing sewerage and septic tank de-sludging services recovered from user charges – direct or as part of Utility bill.	8
	Private Sanitation Services Providers are registered* (10 vehicles/ 20 Workers)	8
	Fines being collected from persons dumping faecal sludge in drains/ open areas	8
	Septic tank systems being construction as per provision of IS 2470	8
(c)	Whether Zero incident of Sanitation Related Fatality in the ULB during past 12 Calendar months (Yes/No)	10
(d)	Greater than 80% complaints registered through 14420 Helpline have been resolved satisfactorily (Pro-rata marks down to 50% of objective)	10
(e)	Whether >50% Septic tanks are geo-tagged for scheduled cleaning? (Prorata marks down to 50% of objective)	20

Improved Robustness of Assessment

Independent Validation Matrix



Sampling Criteria

Independent Validation Matrix: Population wise respondents

Assessment Area	Population				
	<50 K	50 K - 1 Lakh	1-3 Lakh	3-10 Lakh	>10 Lakh
Sample respondent count (On-Call for Ph-1 & 2)	50	60	80	100	120
Sample respondent count (On-Field for Ph-3 & Ph-4)	100	125	150	175	300

Independent Validation – Impact on ‘Service Level Progress/Citizen’s Voice’ Marks claimed

- **Step-1: Adjusted Marks** - % of samples failed will lead to same % of marks deducted from the marks claimed under ‘Service Level Progress’
- **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% - 30%	5%
31% - 40%	10%
41% - 50%	20%
51% - 60%	30%
61% - 70%	40%
71% - 80%	50%
81% - 90%	60%
91% - 100%	70%

Example - presenting 3 Scenarios:

Indicator No.	Total Marks	Marks Claimed	% of samples failed	Marks to be deducted as per Step-1	Adjusted Marks (after adjusting Step-1)	Negative Marking as per Step-2	Final Marks (after adjusting Step-2)
1.1	100	90	15%	14	77	0	77
	100	90	30%	27	63	3	60
	100	90	55%	50	41	12	28

Note: (a) 40% of the wards for on-call validation and 100% for on-field validation will be covered (where progress claimed) under citizens validation.

(b) For segregated Door to door collection indicator, negative marking will be from 10%, 20%, 25%, 30%, 40%, 50%, 60%, 70%, 80% sample failure (%)

CERTIFICATION



CERTIFICATION: 2,500 / 9,500 Marks
Total Number of Indicators: 2

CERTIFICATION: 2,500 / 9,500 Marks

Certified GFC Star Rating Status
 (as on 31.12.2022)

Scheme of Ranking	Marks
7 Star City (Water+ mandatory) Certified	1,250
5 Star City (ODF++ mandatory) Certified	1,050
3 Star City (ODF+ mandatory) Certified	600
1 Star City (ODF mandatory) Certified	400

Certified ODF Status
 (as on 31.12.2022)

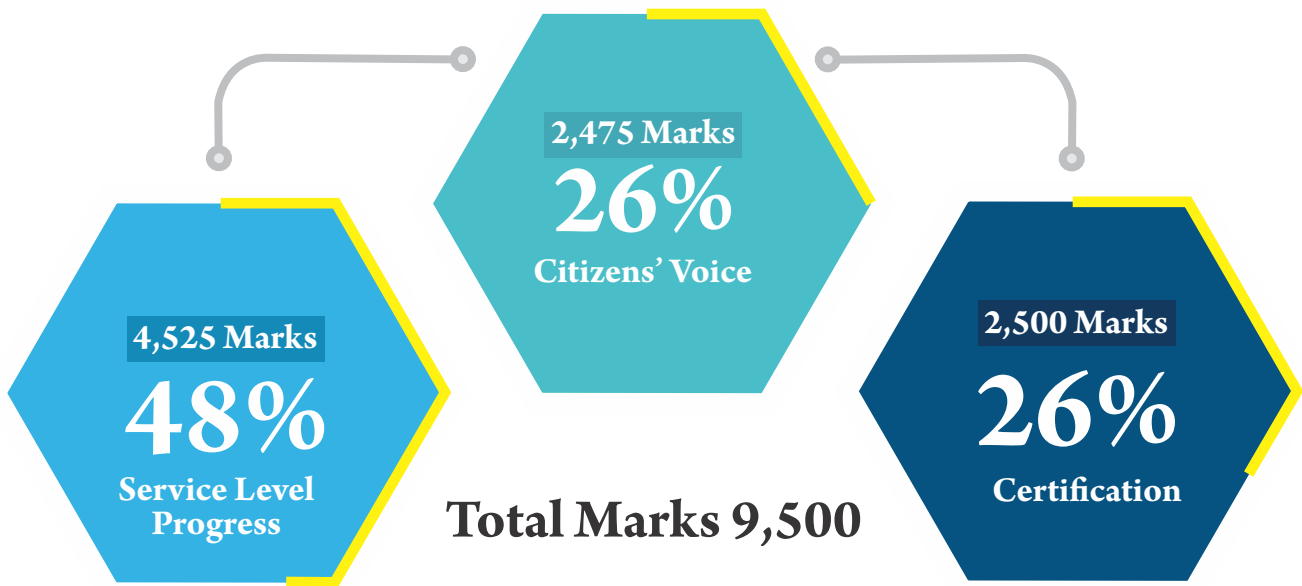
Scheme of Ranking	Marks
Water+ City Certified	1,000
ODF++ City Certified	600
ODF+ City Certified	400
ODF City Certified	200

Note: All cities, with valid certificate, will be eligible for marks.

Indicator No.	Indicator
Citizen's Feedback	Citizen feedback from youth
	Citizen feedback from Senior Citizens on Solid waste management
	Citizen feedback from Senior Citizens on Sustainable sanitation
	Citizen feedback from Senior Citizens on public awareness
By Citizens – For Citizens	
1	All monuments/parks* related with India's Freedomfighters to be cleaned-up and maintained by NCCcadets/ NYKS/ NSS/ citizens/ citizens group etc.
2	ONE Atmanirbhar Ward or %age of RWAs in a WARD with Zero Collection of Wet Waste by the ULB
3	Engagement of Local 'Brand Ambassador
4	Swachh Survekshan-2023 jingle, movie, poster/drawing, murals and street play competition
5	Identification and recognition of 'Swachhata Champions'– Man* and Woman* driving 'SwachhChange' in the ULB
6	Swachh Ward ranking conducted by the ULB
7	Public and Community Toilets prominently displaying SBM messages designed by the Ministry or ULB around usage of PublicCommunity Toilets
8	Artwork around Swachh Survekshan2023
Citizen's Experience	
1	Prioritizing aesthetics in making city Swachh & Beautiful beautification of old city areas, flyovers, public places
2	Measures undertaken to reduce the level of dust in the air
3	Social Support Groups/Committees in 100% Slums (Informal Settlements) falls under the jurisdiction of ULB
Innovation and Best Practices	
6 (a)	'Innovation & Best Practices' by ULB
6 (b)	Swachh Technology Challenge
Swachhata App/Local App	
1	Percentage of households are registered as Users on Swachhata App
2	Percentage of complaints are resolved within SLA (Service Level Agreement) time frame
3	Percentage of complaints related to OPENURINATION 'Yellow Spots' are resolved within SLA (Service Level Agreement) time frame
4	Number of Active Users on Swachhata App/Local App (integrated with Swachhata App)
5	Positive Citizen Feedback on resolved complaints (Citizen Satisfaction on Complaint Resolution)

Disaster / Epidemic Response Preparedness	
1	% (age) of Municipal Frontline workers Vaccinated (with Booster Dose)
2	% (age) of Municipal Frontline Workers' Life & Health Insured covering Covid -19 & Other Diseases
3	Minimum 75% Municipal Frontline workers (permanent/contractual) trained for disaster/epidemic related emergencies
4	Dependents of Municipal Frontline workers lost their life got fairly compensated
5	Social Groups created in Wards engaging Community/SHGs/RWAs/Volunteers to act as Epidemic/Disaster Response Unit to help needy people

CITIZENS' VOICE



CITIZEN'S VOICE: 2,475 / 9,500 Marks

Total Number of Indicators: 29

Citizens' Voice



Waste to Wealth

CITIZEN'S FEEDBACK – 600/2,425 Marks

**Citizen's Feedback will be collected from
1st October 2022
to
31st January 2023**

6 Channels to Collect Citizens Feedback



MyGov



Vote For Your City



1969 Helpline



QR Code Based Feedback



SS2023 Portal



SwachhataApp

One Citizen One Feedback

A

Citizen Feedback



Feedback received from Youth 'Yuva' (15-29 Yrs.) will be given 50% weightage in Scoring

4 Questions to be answered X 50 marks each = Total 200 Marks

1. Whether waste collected daily from your household? (Yes/No)

2. Do you give segregated waste (Wet & Dry) to your waste collector? (Yes/No)

3. Do you find your neighbourhood area always clean? (No/Yes)

4. Do you know you can search nearest Public Toilet on Google? (Yes/No)

B

Citizen Feedback



From Sr.Citizens (>60 Yrs. Age)
Total= 400 Marks

1

4 Questions under Solid Waste Management: 4x40 = Total 160 Marks

Last 1 year - Overall Experience sharing

i. Do you find your city cleaner than before?

Yes

40 Marks

Partially

20 Marks

No

0 Marks

ii. Are you satisfied with door-to-door waste collection services provided by municipal corp/council/cant. board?

Yes

40 Marks

Partially

20 Marks

No

0 Marks

iii. Do you give segregated waste to your waste collector?

Always

40 Marks

Only when asked

20 Marks

No

0 Marks

iv. Do you see people's behaviour has now changed in managing their waste responsibly?

Yes

40 Marks

Partially

20 Marks

No

0 Marks

2

4 Questions under Sustainable Sanitation: 4x40 = Total 160 Marks

Last 1 year - Overall Experience sharing

i. Do you see people are now more sensitive towards not defecating/urinating in the open?

Yes	40 Marks	Partially	20 Marks	No	0 Marks
-----	----------	-----------	----------	----	---------

ii. Do you find public/community toilets are more accessible and cleaner than before?

Yes	40 Marks	No	0 Marks
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iii. Do you see issues related with choked sewer lines or desludging of septic tanks are attended on priority?

Always	40 Marks	Sometimes	20 Marks	Never	0 Marks
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iv. Do you see sanitation workers cleaning septic tanks/sewer lines wearing safety gears?

Always	40 Marks	Sometimes	20 Marks	Never	0 Marks
--------	----------	-----------	----------	-------	---------

3

4 Questions under Public Awareness: 4x20 = Total 80 Marks

Last 1 year - Overall Experience sharing

i. Do you see more awareness messages around 'cleanliness' in your city than before?

Yes	20 Marks	Partially	10 Marks	No	0 Marks
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ii. Do you feel more engaged by your Municipal Corporation/Council/Cantt Board in following good sanitation practices?

Yes	20 Marks	No	0 Marks
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iii. Do you see people are more sensitive towards carrying their own bag for buying vegetables than before?

Yes	20 Marks	No	0 Marks
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iv. Do you see shopkeepers/vendors discourage keeping or giving plastic bags than before?

Yes	20 Marks	No	0 Marks
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By Citizens – For Citizens

Total Indicators - 8
650 / 2,475 Marks

Please note:

All progress to be claimed through MIS (except Indicator No.7 & 8) followed by upload on Swachhatam Portal and desired social media platforms. Subject to on-field validation in January 2023.



By Citizens – For Citizens

**Marks
140**

1. Respect to our Freedom Fighters: All monuments/parks* related with India's Freedom fighters to be cleaned-up and maintained by NCC cadets/NYKS/NSS/citizens/citizens group etc. (*under the jurisdiction of the ULB)

Cities are expected to **engage citizens/citizen groups etc. proactively to ensure all monuments/parks dedicated to our Freedom Fights are clean & well maintained. All awareness campaigns/meetings, cleanliness drives related pictures** to be uploaded on Swachh Survekshan-2023 portal and associated social media channel, Swachhatam Portal and Face Book page of the ULB by **15th December 2022**. (City name and ULB Code mandatory for entries)



ULB's which do not have any monuments/parks in the name of freedom fighters will need to submit the declaration mentioning the same.

Scheme of Marks for Cleanliness	Marks	Scheme of Marks for Maintenance	Marks
100% Monuments/Parks are clean	50	100% Monuments/Parks well maintained	50
75% Monuments/Parks are clean	40	75% Monuments/Parks well maintained	40
50% Monuments/Parks are clean	30	50% Monuments/Parks well maintained	30
25% Monuments/Parks are clean	20	25% Monuments/Parks well maintained	20

Scheme of Marks for Sustainability	Marks
100% Monuments/Parks have been maintained under CSR or by Private Organizations etc.	40
75% Monuments/Parks have been maintained under CSR or by Private Organizations etc.	30
50% Monuments/Parks have been maintained under CSR or by Private Organizations etc.	20
25% Monuments/Parks have been maintained under CSR or by Private Organizations etc.	10

Note:

1. List of awareness campaign, showing coverage and date of campaign to be uploaded on SBM Portal, Swachhatam Portal and ULB's Facebook page
2. Detail of citizens/citizen groups/RWAs/CSR engaged in this exercise. Copy of MoU signed for the maintenance.
3. This list will also be used for on-field validation 50% Observation and 50% Citizens
4. Direct observation and random interaction with citizens will be conducted to ascertain the claim.

By Citizens – For Citizens

**Marks
60**

2. ONE Atmanirbhar Ward or %age of RWAs in a WARD with Zero Collection of Wet Waste by the ULB – With the active role of RWA(s) and citizens, 100% Wet Waste is Processed within the Ward only (ULB may assist with creating processing facility within the ward).

Cities are expected to **engage citizens and RWAs proactively** so that wards become self-sustainable in terms of wet waste management. **All awareness campaigns/meetings and pictures of wet waste management within the ward** to be uploaded on Swachh Survekshan-2023 portal and associated social media channel, Swachhatam Portal and Face Book page of the ULB by **15th December 2022**. (City name and ULB Code mandatory for entries)



Scheme of Marking	Population	
	<1 L Cities	>1 L Cities
Minimum One Ward is Atmanirbhar Ward	40	NA
100% RWAs in minimum One Ward are Atmanirbhar	35	40
75% RWAs in minimum One Ward are Atmanirbhar	30	35
50% RWAs in minimum One Ward are Atmanirbhar	25	30
25% RWAs in minimum One Ward are Atmanirbhar	20	25

Mandatory conditions

100% households segregate their Wet, Dry and Hazardous Waste

100% Wet waste is processed within the Ward or RWA(s) – whichever is claimed/applicable

100% Dry Waste is sent to MRF/Processing Facilities OR recycled within the Ward/RWA(s)

Zero Non-compliance to any of the above conditions

Note:

- List of awareness campaign, showing coverage and date of campaign to be uploaded on SBM Portal, Swachhatam Portal and ULB's Facebook page
- Detail of RWAs/Ward Committee engaged in this exercise
- This list will also be used for on-field validation **50% Observation and 50% Citizens**
- Direct observation and random interaction with citizens will be conducted to ascertain the claim.

*Ward will cover all RWAs and other colonies where RWAs are not available

By Citizens – For Citizens

**Marks
30**

3. **Engagement of Local ‘Brand Ambassador’** – Whether ULB has identified and made city-based artist/doctor/teacher/ religious leader/ sportsperson or any influential person as one of their Brand Ambassadors for SS-2023?

Cities are expected to **identify and make local influential citizens from different background as their Brand Ambassadors – including transgenders by 30th September 2022.**



Scheme of Marking

Marks - 30

Yes – City Based Brand Ambassador(s) selected performed their role 30

No 0

Mandatory Conditions:

- Cities with >10 L Population: Minimum 3 Brand Ambassadors
- Cities with 1-10 L Population: Minimum 2 Brand Ambassadors
- Cities with <1 L population : Minimum 1 Brand Ambassador

Key activities to be performed by the Brand Ambassador (Oct 2022-Dec 2022):

1. Monthly meeting with ULB officials to prepare monthly action plan.
2. At least two meeting with citizens covering all wards – asking for change in certain behavioral patterns of citizens
3. Lead by example e.g. practice source segregation, home-composting, using GTL, Swchhata App, giving feedback of CT/PTs, promoting 3R principles etc.

Note:

1. Detail of brand ambassador(s) selected to be maintained and given.
2. Brand Ambassador's work will be validated by calling citizens. Majority of positive response will give 50 marks to the ULB.

By Citizens – For Citizens

Marks
25

4. Swachh Survekshan-2023 jingle, movie, poster/drawing, murals and street play competition (no age limit) by **30th November 2022** and awards to winning entries by **15th December 2022** – ULB wise entries* for competition and winning entry to be uploaded on Swachh Survekshan-2023 portal, Swachhatam Portal, Social Media page of the ULB and Facebook page of the ULB (**Movies/Songs to be shot/recorded from mobile phone... Apps available for short films/songs can also be used**) (**City name and ULB Code mandatory for entries**) Songs already submitted under SS-2022 will not be considered.



Scheme of Marking	Marks 25
• Yes, entries and results for all 5 uploaded as per cut-off dates 30th Nov 2022 & 15th Dec 2022	25
• Yes, entries and results for any 4 uploaded as per cut-off dates 30th Nov 2022 & 15th Dec 2022	20
• Yes, entries and results for any 3 uploaded as per cut-off dates 30th Nov 2022 & 15th Dec 2022	15
• Yes, entries and results for any 2 uploaded as per cut-off dates 30th Nov 2022 & 15th Dec 2022	10

Note:

- List of people/organizations and contact details with photos and one page note describing the work done to be uploaded on SBM portal, Swachhatam Portal and ULB's Facebook page
- *In each category, minimum 20 entries from >10L population, 15 entries from 3L-10 L population, 10 entries from 1L-3 L population, 5 entries from 50K – 1 L population and 3 entries for <50K population.
- These entries will also be used for validation. On the basis of contact details, these people will be called to understand whether the progress claimed is matching.
- Randomly 5 samples in each category for >1L and 3 samples in each category for <1 L population cities to be picked**

By Citizens – For Citizens

Marks
25

5. Identification and recognition of ‘Swachhata Champions’ – Man* and Woman* driving ‘Swachh Change’ in the ULB – to be identified among citizens, citizen groups, ward councilors, CSR, NGOs, SHGs etc. by **15th December 2022** (To be uploaded on Swachhatam Portal and Social Media page of the ULB. (City name and ULB Code mandatory for entries). Recognition will only be given for the performance between 1st February 2022 to 30th November 2022.



Scheme of Marking for >10 L population	Scheme of Marking for 1-10 L population	Marks
Yes, minimum 10 men and 10 women recognized	Yes minimum 5 men and 5 women recognized	25
Yes, minimum 8 men and 8 women recognized	Yes minimum 4 men and 4 women recognized	20
Yes, minimum 6 men and 6 women recognized	Yes minimum 3 men and 3 women recognized	15
Yes, minimum 4 men and 4 women recognized	Yes minimum 2 men and 2 women recognized	10
Yes, minimum 2 man and 2 woman recognized	Yes minimum 1 man and 1 woman recognized	5
	Scheme of Marking for <1 L population	Marks
* Transgender(s) can also be considered	Yes minimum 3 men and 3 women recognized	25
	Yes minimum 2 men and 2 women recognized	20
	Yes minimum 1 man and 1 woman recognized	15

Note:

- List of people and contact details with photos and a brief note (max 50 words) describing the work done to be uploaded on the Swachhatam Portal and ULB’s Social Media page
- *Minimum 30 (15 men and 15 women) entries from >10L population, 25 entries from 3L-10 L population, 20 entries from 1L-3 L population, 15 entries from 50K – 1 L population and 10 entries for <50K population.
- These entries will also be used for on-call validation. On the basis of contact details these people will be called to understand whether the details provided is matching.
- Randomly 7 samples in each category for >10L 5 samples in each category for 1-10L and 3 samples in each category for <1 L population cities to be picked**

By Citizens – For Citizens

Marks
320

6. Whether SWACHH WARD ranking conducted MONTHLY – covering all hotels, schools, hospitals (Healthcare facility), RWAs/Mohallas, Government offices and market association etc. within the jurisdiction of each ward – results to be uploaded on Swachhatam Portal and social media page of the ULB and Facebook page of the ULB by **25th December 2022**. (City name and ULB Code mandatory for entries). SOP for conducting SWACHH WARD ranking will be shared.

Mayor/Chairman of the City to be engaged in monitoring the Swachh Ward evaluation process. and handing over awards to Wards in different Award categories. Please refer the Swachh Ward Ranking SOP designed by MoHUA (annexed)



Scheme of Marking

Marks

Swachh Ward Ranking conducted for **each month** (between April 2022 to December 2022)

320

Note:

- List of top-3 winners with photos to be uploaded on SBM portal, Swachhatam Portal and ULB's Facebookpage
- In each category minimum 30 entries from >10L population, 25 entries from 3L-10 L population, 20 entries from 1L-3 L population, 15 entries from 50K – 1 L population and 10 entries for <50K population. List to be attached. Any 5 entries to be checked during on-field validation.
- Randomly 7 samples in each category for >10L, 5 samples in each category for 1-10 L and 3 samples in each category for <1 L population cities to be picked**
- Awards to all winning wards will be given in an annual function after SS award ceremony.

By Citizens – For Citizens (Direct Observation)

Marks
25

7. Are **Public and Community Toilets** prominently displaying **SBM messages** designed by the Ministry or ULB around usage of Public-Community Toilets, with Swachh Survekshan-2023 logo, all public toilets are mapped with 'MyToiletApp' and feedbacks collected as per norms? (**cities are advised not to make use of plastic for IEC to get marks**)

ULBs are expected to engage citizens with clear messaging around usage of Public/Community Toilets. List of CT/PTs with SBM messages to be provided. IEC material should be designed in a gender-sensitive and inclusive manner



Scheme of Marking

Marks

SBM messages are available in >95% CTs/PTs and feedbacks collected through MyToiletApp as per norms	25
SBM messages are available in 70% - 95% CTs/PTs and feedbacks collected through MyToiletApp as per norms	20
SBM messages are available in 50% - 69% CTs/PTs and feedbacks collected through MyToiletApp as per norms	15

Sampling Criteria

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	2	3	5	6
Total Zones in the city	2	2	4	5
Total Locations	8	12	40	60

By Citizens – For Citizens (Direct Observation)

Marks
25

8. Art Work around **Swachh Survekshan-2023**: Hoardings/Wall Painting/Murals/Mascot/Messaging on Public transports/ Artefacts visible in all commercial/public areas of the city (**cities are advised not to make use of plastic for IEC to get marks**)

ULBs are expected to engage citizens by promoting SS-2023 messages through art work and other means and motivate them to contribute and make their city No.1. IEC material should be designed in a gender-sensitive and inclusive manner.

Scheme of Marking	Marks
Yes, extensive promotion in terms of visibility is done (in>95% wards)	25
Yes, but moderate promotion is done (in 75%-94% wards)	20
Yes, but partial promotion is visible (50%-74% sample locations)	15
No or negligible promotion (only in <50% wards)	10



Sampling Criteria

Assessment Area	<50K	50K-1L	1-3L	3-10L	>10L
Sample Category – 1 (SS-2023 promotion)	1	1	1	1	1
Locations to be covered per zone	8	10	10	12	12
Total zones in the city	2	2	4	4	5
Total locations	16	20	40	48	60

Actions improving
Citizen's Experience -
Direct Observation
Number of Indicators- 3
325/2,475 Marks



Actions improving Citizen's Experience - Direct Observation

1. Prioritizing aesthetics in making city Swachh & Beautiful - beautification of old city areas, flyovers, public places - (1) Wall paintings/murals, (2) Covered drainage (tertiary and secondary) system with screens (3)*GVP to Selfie Point, (4) Street Vendor Zones/ hawkers zones are well maintained - zero litter and well organized (5) No hanging banners (6) Public walls are free from posters/bills (except government notices) (7) Treated used-water used in fountains at major intersections**

* 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

- City need to claim the above progress with location through SS-2023 portal managed by the agency.
- 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-7	7	7	7	7
Locations to be covered per zone	1	1	2	2
Total Zones in the city	2	4	4	5
Total Locations	14	28	56	70



Scheme of Marking	Max Marks 75
Yes for all 7 above	75
Yes for any 6 above	60
Yes for any 5 above	45
Yes for any 3 above	30
Yes for any 2 above	15
Yes for at least any 1 above	5

Note: Wall paintings/murals if not permitted or prohibited, by an official order, in any part or ward of the city, the same should be informed to the Ministry/ assessment agency with ward number(s) so that such ward(s) is/are kept out of the sampling exercise before on-field validation starts in the city.

Treated used-water used in fountains at major intersections: If there are no fountains at major intersections of the city, document supporting or an undertaking from the Municipal Commissioner/Executive Officer stating that 'treated wastewater is used to maintain the greenery/park at the intersections' to be uploaded, to claim marks.

CLEAN AIR

Actions improving Citizen's Experience - Direct Observation

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



Scheme of Marking	Max Marks
	150
All roads and footpaths - without potholes & broken paver blocks	20
All construction areas (buildings) are covered to avoid dispersion of particulate matter	30
All construction/maintenance work in public roads/areas are demarcated and covered to avoid dispersion of particulate matter	20
At least one Commercial area is de-congested* (Before and After Picture)	40
100% Green road dividers: Plantation of specific types of species which are helpful in pollution control done in all road dividers of the city	20
100% Green belt areas of the cities are encroachment free	20

Assessment Area	Population			
	< 1 Lakh	1-3 Lakh	3-10 Lakh	>10 Lakh
Categories : 6	6	6	6	6
Locations to be covered per zone	1	1	2	2
Total Zones in the city	2	4	4	5
Total Locations	12	24	48	60

Note:

- Roads having divider measuring 3-4 feet only should have greenery in the middle.
- Greenery along the road will also be considered
- ***Decongestion** for example movement of traffic controlled or regulated to give pedestrians more open space to walk/move around and hawkers/vendors's have re-orgnaized their shops to create more open spaces for pedestrians

Methodology

- Assessors will visit all of the above mentioned areas
- 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

Actions improving Citizen's Experience - Direct Observation

3. Social Support Groups/Committees in 100% Slums (Informal Settlements) falls under the jurisdiction of ULB



Scheme of Marking	Max Marks
	100
• 100% slums are covered with door to door (segregated) waste collection	20
• O&M of Community Toilet and Zero discharge of wastewater/faecal sludge in open drains	20
• 100% houses in slums are maintained (exterior)	10
• *Social Support Group/Committee in each slum created/registered (minimum 10 members) and empowered to facilitate implementation of Government schemes and monitoring of uninterrupted services provided by the ULB	20
• To improve gender equality and inclusiveness, Informal Waste Pickers, Women, Transgenders and <i>Divyang</i> together are given minimum 33% representation in such Social Support Groups	10
• SHGs formed in each slum and given work by ULBs under 3R initiatives	10
• Waste to Wonder Selfie Point in each slum	10

*Community Based Organizations (CBOs) and self-governing local community bodies (LCBs), which include Resident Welfare Associations (RWAs), Housing Societies, Self-Help Groups (SHGs), Special Interest Groups (SIGs), Common Interest Groups (CIGs), Jan Kalyan Samiti, Non-Government Organizations (NGOs) and Slum Development Associations (SDAs)

Methodology

- Assessors will randomly visit slums as per size of the sample
- Assessors may interact with citizens basis the progress claimed.
- Assessors will click the pictures to support their observation/assessment

Assessment Area	Population			
	< 1 Lakh	1-3 Lakh	3-10 Lakh	>10 Lakh
Locations to be covered per zone	1	2	3	4
Total Zones in the city	2	4	4	5
Total Locations	2	8	12	20

Innovation & Best Practices

To be validated by Citizens

Total Indicators - 2

200 Marks / 2,475 Marks



'Innovation & Best Practices' by ULB

Marks
75

6a. Quality of project submitted by the ULB under 'Innovation & Best Practices' among the areas – **Solid/Liquid Waste Management, Behaviour Change, sustainable sanitation, Informal Workers** or interventions contributing to proven improvement in **air quality, water conservation, used-water treatment** and its **re-use** or **storm water management, efficient de-sludging/sewer cleaning operations** etc.. All Innovations must be completed by **30th November 2022** and uploaded on SS-2023 portal by **15th December 2022**

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

1. Care & Support System to families/individuals affected by Covid-19
2. Sustainable Solutions
3. Public Private Partnership
4. Convergence across other flagship missions of the Government
5. IEC & Behaviour Change
6. Community Engagement
7. Sale of by-products of processing
8. Menstrual Waste Management
9. Robust faecal sludge management system
10. User friendly Community and Public Toilets
11. Gender-specific solutions – with focus on women and transgenders

Scheme of Marking	Max. Marks
Implementation	20
Novelty (Is your idea original or unique?)	10
Scalability	10
Financial Sustainability	15
Impact	20

Note:

1. All cities are requested to submit one such project under this indicator. Comprehensive documentation with pictures/video clips for your project or initiative will make a stronger case for your city. Further such innovation/best practice to be promoted in the city - to help city during on-field validation
2. **Any initiative** introduced under 3R and **claimed under Indicator 1.6** (under Service Level Progress) or under **Indicator No.4** (under Citizen's Engagement) '**Swachh Technology Challenge**' will **not be considered** under '**Innovation & Best Practices**'

Swachh Technology Challenge

Marks
125

6 b. Swachh Technology Challenge : Whether ULB has facilitated conducting Swachh Technology Challenge inviting entries from citizens, NGOs and any other citizens groups etc., to come up with solutions in the areas of social inclusion, Zero Dump (SWM), Plastic Waste Management, Transparency (Digital enablement) for helping the city in efficient SBM operations

- This indicator would assess the ULB's efforts to engage Citizens/NGOs in seeking solutions through an open challenge. **MoHUA will design the evaluation methodology for the Challenge.** The Challenge should be completed by **30th November 2022** and results to be declared by **15th December 2022**. Details of entries to be maintained along with winning entries with reason/justification on winning the challenge. Winning solution must be submitted for validation to State/UT.

Scheme of Marking

Marks 185

Evaluation criteria given in the next slide



Note:

1. Contact details of all citizens attempted the challenge along with solutions submitted to be maintained and uploaded.
2. Details of winning entry (solution) to be provided with reason being the best solution.
3. **Solutions/Entries received** under this challenge, **cannot be claimed (again)** under 'Innovations & Best Practices' - Indicator No.6 (under Citizen's Voice).

Swachh Technology Challenge

Swachh Technology Challenge Indicator Scheme of Marking for ULBs

#	Scheme of Marking	Marks (185)
1	Whether ULB has constituted the committee/ Jury in the timeframe	10
2	Whether the ULB has popularized the challenge at city level via the following mediums/stakeholders: (Note: a) Collaterals shared by MoHUA to be used. b) ULB to upload the events photos on the IEC module of Swachhatam platform, c) Citizen validation will be done.)	
i)	Social media campaigns/ mid-media engagement platforms	10
ii)	Educational institutions/ technical institutions– by conducting workshops/ event/ any other means of dissemination (online/offline)	10
iii)	Chamber of Commerce or any other similar body or Local Business / Market Associations at City level	10
iv)	Citizen and Citizen groups, CBOs (RWAs, NGOs, Voluntary Organizations etc.) – by conducting workshops/ any other means of dissemination (online/offline)	10
3	Whether the ULB has provided handholding support to the applicants (individuals/ organizations) during the application process/ at the time of seeking entries	30

#	Scheme of Marking	Marks (185)
4	No. of solutions received by ULB: a) ULBs - Greater than 10 Lakh population No. of solutions received <ul style="list-style-type: none"> • >=15 – 40 marks • >=5 and < 15 – 30 marks • >=3 and <5 – 10 marks b) ULBs - 1 to 10 Lakh Population No. of solutions received <ul style="list-style-type: none"> • >=10 – 40 marks • >=5 and <10 – 30 marks • >=3 and <5 – 10 marks c) ULBs - Less than 1 Lakh Population No. of solutions received <ul style="list-style-type: none"> • >=7 – 40 marks • >=5 and <7 – 30 marks • >=3 and <5 – 10 marks 	40
5	Whether ULB has felicitated the winning solutions and disseminated it in the city (Additional marks for women/transgender/differently abled led solutions)	25

#	Scheme of Marking	Marks (185)
6	Whether the ULB has established mechanism for the wining solutions for:	
i)	Providing Incubation/ mentorship support	40
ii)	Setup up incubation/ tinkering lab	
iii)	Supporting Pilot implementation	
iv)	Seeking funding support through collaboration with investors	
v)	Any other support for scaling/ sustaining the solution	

Swachhata App / Local App

Total Indicators - 5
550 / 2,475 Marks

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Join hands with
Swachh Bharat Mission

IT IS SIMPLE AND EASY
TO USE

- 1  Download Swachhata mobile app
- 2  Click a picture of the garbage / sanitary related issue
- 3  Enter landmark of the issue
- 4  Submit



5 Indicators from Swachhata App/ Local App

Swachhata App/Local App

1. What percentage of households are registered as Users on Swachhata App??

Scheme of Scoring	Marks
>50%	150
41% - 50%	100
31% - 40%	75
21% - 30%	50
11% - 20%	35
1% - 10%	25
< 1%	0

Methodology: Registration Marks

Formula would be:

$$\text{Registration Marks} = \frac{(\text{Number of Registrations})}{\text{No of households in the city}} \times 100$$

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

* Final Score of this indicator for Swachh Survekshan 2023 will be the calculated as per the table above.

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

Scheme of Scoring

Maximum score: 100

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

Final Score of this indicator for SS-2023 will be the average of every month score

Methodology: Resolution Rate

Formula would be:

$$\text{Resolution Rate} = \frac{(\text{Number of Complaints Resolved} - \text{Reopened Complaints} - 2 \times \text{Fake Resolutions})}{\text{Total Complaints in the city}} \times 100$$

Note: The formula would be applicable only if a city has received a number of complaints equal to 0.05% of the population in that month.

* Final Score of this indicator for Swachh Survekshan 2023 will be the average of every month score from 1st April 2022 till 31st December 2022

Swachhata App/Local App

3. What percentage of complaints related to OPEN URINATION ‘Yellow Spots’ are resolved within SLA (Service Level Agreement) time frame

Scheme of Scoring

Maximum score: 100

Percentage as calculated by the formula below will be applied on ‘Maximum score’ which will become the score for that month.

Final Score of this indicator for SS-2023 will be the average of every month score

Methodology: Resolution Rate

Formula would be:

$$\text{Resolution Rate} = \frac{(\text{Number of Complaints Resolved} - \text{Reopened Complaints} - 2 \times \text{Fake Resolutions})}{\text{Total Complaints in the city}} \times 100$$

Note: * Final Score of this indicator for Swachh Survekshan 2023 will be the average of every month score from 1st April 2022 till 31st December 2022

4. Number of Active Users on Swachhata App/Local App (integrated with Swachhata App)

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.

Scheme of Scoring

Maximum score: 100

Percentage as calculated by the formula below will be applied on ‘Maximum score’ which will become the score for that month.

Final Score of this indicator for SS-2023 will be the average of every month score

Methodology:

- ❖ Ranking will be done Month on month basis (effective from 1st April 2022 to 31st December 2022).
- ❖ Every Month’s final rank will be calculated as average of the following parameters
- ❖ 1% population download condition will apply to qualify
- ❖ Formula would be –

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

* Final Score of this indicator for Swachh Survekshan 2023 will be the average of every month score from 1st April 2022 till 31st Dec 2022

Swachhata App/Local App

5. Positive Citizen Feedback on resolved complaints (Citizen Satisfaction on Complaint Resolution)

Scheme of Scoring

Maximum score: 100

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

Final Score for Swachh Survekshan 2023 of this indicator will be the average of every month score

Methodology: User Feedback

Formula would be:

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

Note: The formula would be applicable only if a city has received a number of complaints equal to 0.05% of the population in that month.

- Only complainant's feedback will be considered.
- Final Score of this indicator for Swachh Survekshan 2023 will be the average of every month score from 1st April 2022 till 31st December 2022



**Disaster / Epidemic Response Preparedness
Strengthening Municipal Frontline Workers
Total 5 Indicators | 150/2,475 Marks**



1	% (age) of Municipal Frontline workers Vaccinated (with Booster Dose)	>95%	25 Marks
		<95%	15 Marks
2	% (age) of Municipal Frontline Workers' Life & Health Insured covering Covid-19 & Other Diseases	>95%	35 Marks
		81% - 95%	25 Marks
		65% - 80%	15 Marks
3	Minimum 75% Municipal Frontline workers (permanent/contractual) trained for disaster/epidemic related emergencies	Monthly trainings provided to be able to respond better during emergency	40 Marks
4	Dependents of Municipal Frontline workers lost their life got fairly compensated	Compensation as per National/State Insurance Schemes given/process initiated in 100% cases	20 Marks
5	Social Groups created in Wards engaging Community/SHGs/RWAs/Volunteers to act as Epidemic/Disaster Response Unit to help needy people	>95% Wards	30 Marks
		81% - 95% Wards	20 Marks
		65% - 80% Wards	25 Marks



Assessment Of Ganga Towns

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



Indicators for Direct Observation : Ganga Towns

1	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

2	Assessment Area	GVP(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

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

4	Assessment Area	% of Coverage	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

5	Assessment Area	% of Coverage	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

6	Assessment Area	% of Coverage	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

7	Assessment Area	Status	Marks
	Screening of Nallahs discharging into River	All Nallahs having screens (incl. thorough STPs)	10
		one or more Nallahs discharging without screens	0

8	Assessment Area	Status	Marks
	Cleaning & removal of waste from Nallah Screens (excl. those in STPs)	All nallah screens clean & not choked and waste removed to a van /bin etc, not left on the ground	10
		One or more Nallah Screens not cleaned & choked or waste left on the ground	0

SWACHH

SURVEKSHAN

#Mera Shahar, Meri Pehchan 2023



Ministry of Housing and Urban Affairs
Government of India