



# Making community and public toilets inclusive in Wai

April 2022

**CWAS** CENTER  
FOR WATER  
AND SANITATION

**CRDF** CEPT RESEARCH  
AND DEVELOPMENT  
FOUNDATION

**CEPT**  
UNIVERSITY



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## Need for the study

Wai Municipal Council (WMC) with support of Center for Water and Sanitation (CWAS) at Center for Environmental Planning and Technology (CEPT) University has achieved the Open Defecation Free (ODF++) status by improving access to own toilets and provision of Fecal Sludge and Septage Management (FSSM) services in the city. In its journey towards becoming ODF++, provision of own toilets and there by access to safe sanitation to its citizens has always been on WMC's priority. Although, the ground level assessments revealed that while majority of the households have constructed own toilets, few are still dependent on community toilets (CTs) due to lack of space to construct own toilet, financial constraint etc. Wai also has public toilets (PTs) which serves its visitors and floating population of the city. Since community toilets remain the sanitation option for few and public toilets provide an important service in the public areas, there is a need to assess them in terms of infrastructure and operations and suggest measures of improving them. The key focus of this study is to make the CTs and PTs in Wai inclusive, especially for the women and the vulnerable households. Thus, the study assesses the infrastructure of all the CTs and PTs in Wai through a gender lens and from the perspective of the vulnerable households. In order to use the existing infrastructure optimally, the usage pattern and the dependency on the CTs and PTs is studied. Also, the contract documents for operation and maintenance of these toilets are studied in details and measures are suggested to make them more inclusive.



## Study Objectives

The key objectives of the study are:

- To assess the Community and Public Toilets in Wai in terms of their use, with a particular focus on gender and vulnerable households
- To review the contract documents for operation and maintenance of these toilets
- To develop proposals for their improvements and use



# Approach

## The study assesses community and public toilets in Wai through a gender lens and from the perspective of vulnerable households and suggests measures for making the infrastructure more inclusive



### Assessing the community and public toilets through gender lens and from the perspective of vulnerable households

The CTs and PTs of Wai were assessed based on the parameters of gender sensitive toilets identified from the literature. Women users from different areas of the city were interviewed to know their opinion, including for MHM facilities. Also, the CTs in slums and other vulnerable areas were surveyed to assess the infrastructure and to identify measures for further improvement.



### Conducting usage and dependency assessment at the community and public toilets

In order to understand the usage and dependency on the current infrastructure, a footfall survey for a specified time period was conducted at all the CTs and PTs in Wai



### Assessing operation and maintenance contracts of community and public toilets

The O&M contract documents of CTs and PTs were studied in detail and suggestions were made for making them more inclusive



### Identifying key proposals and piloting at few community and public toilets to make them more inclusive.

Based on the assessments, key proposals were identified, designed and pilot tested at some of the locations.

## Access to toilets in Wai

Wai Municipal Council, with implementation of Swachha Bharat Mission, has achieved 85% coverage of individual toilets. Although, 15% of households are still dependent on 27 community toilets in the city. Wai also has 3 public toilets located in its market and public areas which serves the visitors and floating population of the city. The spatial assessment shows that the community and public toilets are well located and are accessible. The community toilets are open 24\*7 and are cleaned daily by a contractor appointed by the WMC. There are no charges for using the community toilets. Whereas, the public toilets are maintained and managed by the private contractors through a pay and use model. WMC has also been repairing and retrofitting its CTs and PTs regularly. This has also played a major role in the city achieving its ODF++ status.

## Infrastructure assessment through a gender lens and from the perspective of vulnerable households

Safe, hygienic and well facilitated toilet infrastructure is extremely important for the overall wellbeing, health and dignity of its users, especially women. Thus, all the public and community toilets in Wai were assessed from a gender lens, for which parameters of gender sensitive toilets were identified from various guidelines by the state and central government of India. The assessment primarily revealed that the toilet blocks lack appropriate infrastructure required for menstrual hygiene management (MHM). A survey of women users at the CTs and PTs found that MHM facilities are considered as an essential service by them, although many lacked knowledge about its usage and overall menstrual hygiene management. The ignorance was higher in the slums of Wai where most of the households are dependent on community toilets. It was also found that the community toilet blocks in slums were old and in dilapidated condition and needed to be refurbished/reconstructed.





## Usage and dependency assessment

In order to understand the usage and dependency on the current infrastructure, a footfall survey was conducted for a day from 5.30 am to 9.30 am at all the CTs and PTs in Wai. The assessment revealed that around 5 community toilets had very low dependency (as low as 6 to 9 person per seat). This was due to higher coverage of own toilet in those areas. Whereas, some of the CTs had higher footfall and were also found to have higher concentration of CT blocks nearby. At the CTs with low dependency and usage, 'lock and key model' can be explored where as the CTs with higher dependency can be considered as pilots for improving the infrastructure through gender lens. The footfall survey at the PTs found the current facilities to be sufficient.

## Assessment of operation and maintenance contracts of community and public toilets

WMC has contracted the operation and maintenance of its CTs and PTs to private operators. To make the CT and PT service inclusive, it is important to have relevant and appropriate clauses in its O&M contracts. Thus, the contract document for O&M of community and public toilets were studied in detail. For community toilets, the operation and maintenance contract has been awarded for a period of 3 years. The toilets are free to use and open 24x7. The contractor is paid on a monthly basis by WMC. Whereas, the contract term for the public toilet is 25 years. The public toilets function on the pay-and-use mode. WMC also has a separate contract for repairs of its CTs and PTs.

The O&M contracts of the CTs and PTs include key clauses on scope of work for the contractor, materials to be used for cleaning, obligations to provide satisfactory service and resulting actions in case of failure to do so, etc. The documents also cover general conditions of the agreement such as period of contract, user charges to be levied, conditions for terminations, dispute resolution etc. Although, with reference to the national guidelines on community and public toilets and model tender documents of different ULBs, it is found that few additional clauses can be added around the following themes to make the documents more inclusive:

- Gender inclusivity
- Safety and dignity of sanitary workers
- Community engagement and awareness generation
- Monitoring and reporting of the operation and maintenance of the service.
- Establishing standards and schedules of maintenance of CTs and PTs

## Key proposals and implementation

Based on the assessment and in consultation with WMC, following proposals were identified, designed and pilot tested at some of the locations:

- 1) Explore lock and key option at CTs with low dependency** – ‘Lock and key’ option for CTs is the setup wherein the ownership of the CT remains with the ULB but its usage and cleaning of the toilet seat is handed over to one or more households. Thus, based on the footfall assessment, two CTs with low dependency were identified as pilots to try the lock and key module. At one of the CT, WMC has already identified 4 households for this model and handed over the keys to them.
- 2) Providing MHM facilities at all CTs and PTs and piloting at few CTs in low income areas and the PTs** – WMC has passed a resolution to use 5% of budget allocated for Women and Child Welfare for provision of MHM infrastructure at all the CTs and PTs. For this, pilot CTs located in vulnerable areas and having higher footfall were selected where MHM facilities such as sanitary napkin vending machine, incinerators and dustbins can be provided. The other key parameter while selecting the pilots was that they should have favourable conditions and space for installation of these machines. MHM facilities are also to be provided at all the PTs. SHGs and private contractors can be engaged to maintain these facilities. Also, awareness activities around use of MHM facilities and its importance will be conducted for the women users of the toilet.
- 3) Reconstruction of CT blocks in both slums of Wai** - Taking into consideration the higher dependency on CTs in both the slums and its dilapidated condition, CWAS team had suggested to WMC for their reconstruction/refurbishment. As a result, CT blocks in both the slums were demolished and reconstructed in the year 2020.
- 4) Making the maintenance contract documents more inclusive:** In order to make the CT and PT maintenance service more inclusive, appropriate clauses related to gender inclusivity, community engagement and awareness generation, safety and dignity of sanitary workers and monitoring and reporting of operation and maintenance were discussed with the WMC. Some of these suggested clauses were incorporated by WMC in their renewed contract for maintenance of community toilets and urinal in the year 2022.





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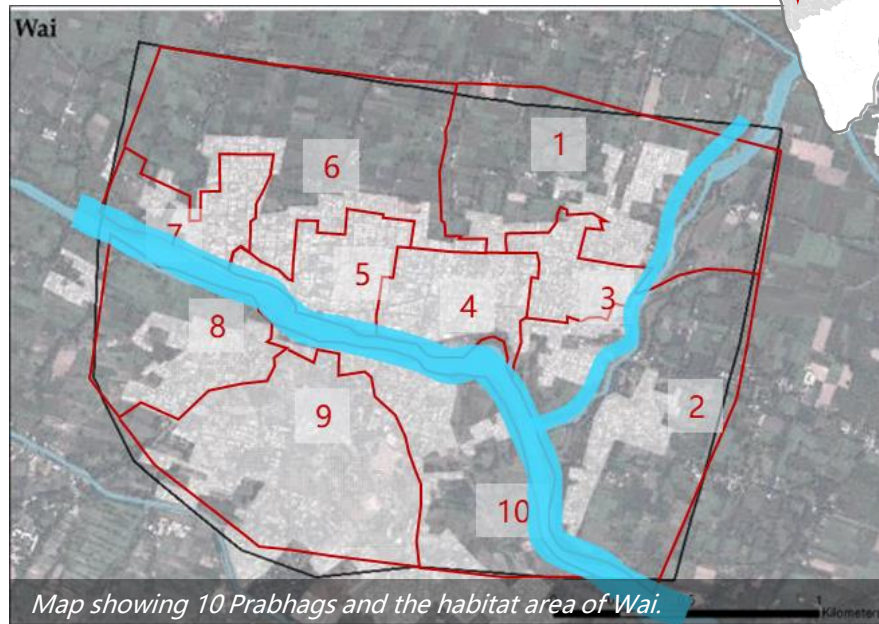
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# Wai, a small town in Maharashtra is moving towards universal access to sanitation

- Wai is classified as 'C' class municipal council in Satara district of Maharashtra
- Wai is known for its Ghats on the banks of River Krishna and has around 250 temples. It is a holy pilgrimage town and an old Buddhist settlement

## Demographic details of Wai

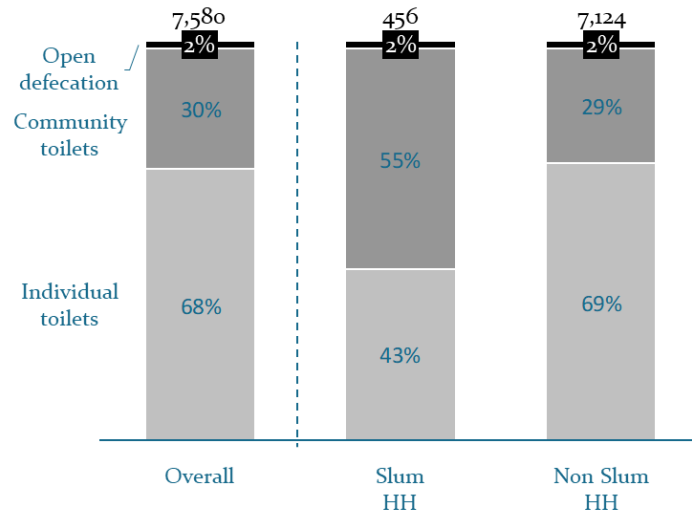
C Class Municipal Council	
District	Satara
Location	95km south of Pune; 35km from Satara
Area	3.54 sqkm
Population (2019)	43,000
Households	8,991
Literacy Rate	81%
Slum population	4%
Toilet Coverage	85%





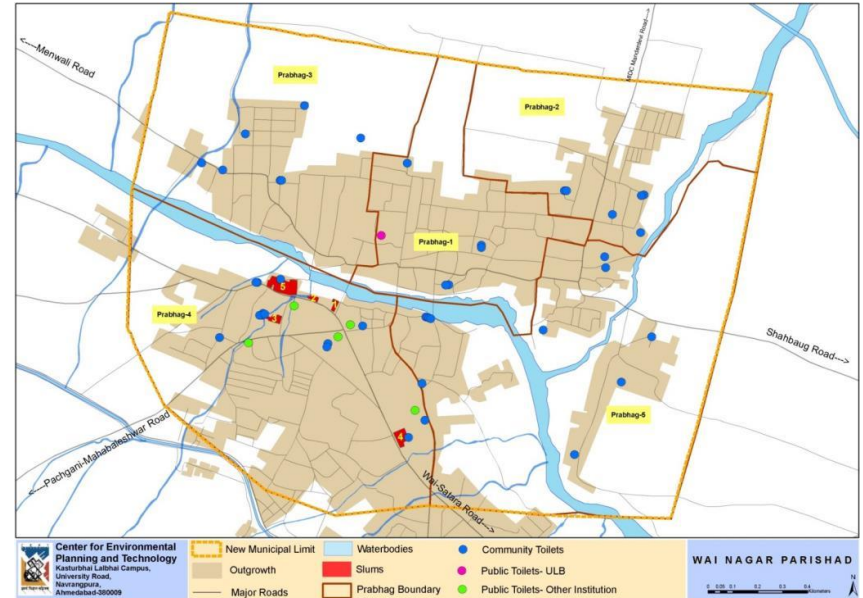
# During the baseline assessment in 2012, it was found that only 68% of the households had access to individual toilets and 30% were dependent on community toilets

## Access to types of sanitation facility in Wai (Number of HH)



- 135 households practiced open defecation in Wai
- 5,145 households had access to individual toilets
- 2,300 households were dependent on community toilets, ~250 of them were from slum areas

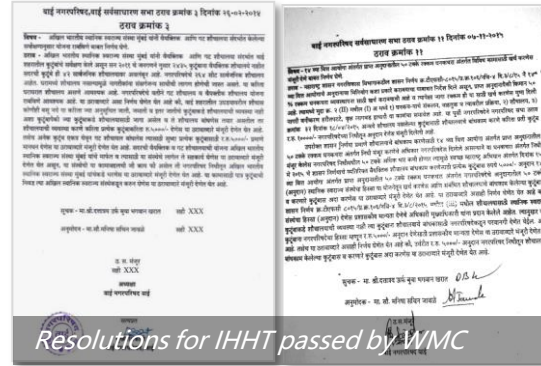
## Community and Public toilets in Wai



30 % of households were dependent on 28 community toilet blocks

# With an aim to increase the toilet coverage, WMC launched its own toilet scheme which was later aligned with Swachha Bharat Mission

- Resolutions were passed by the city council in the which pledged to provide a subsidy of Rs 10,000 to households without toilets.
- Funds for this subsidy were to be sourced from ULB's 14th FC grants.
- This received further support when the Swachh Bharat Mission was launched and households received additional subsidies from the center and state government.



**Swachh Bharat Mission**  
**Subsidy : INR 4,000**  
 +  
**Swachh Maharashtra Abhiyan**  
**Subsidy : INR 8,000**  
 +  
**Urban Local Body**  
**Subsidy : INR 10,000**  
 =  
**Total Subsidy for toilet**  
**INR 22,000**

## Activities undertaken under the scheme

### Toilet scheme awareness and inviting applications



### Application processing



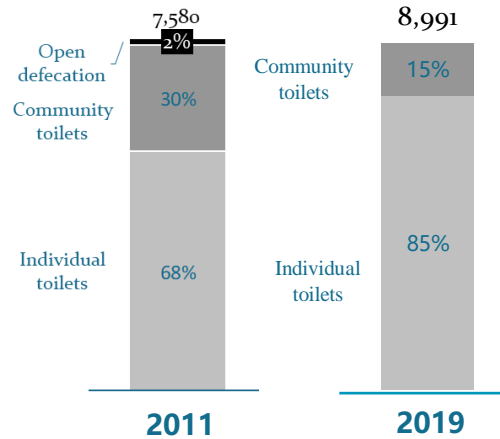
### Capacity building and enabling



### Construction of own toilets



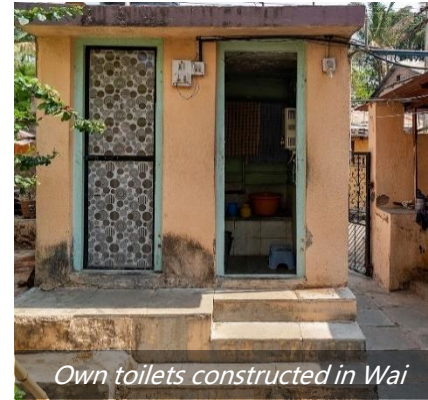
# As a result, individual toilet coverage of Wai has increased to 85%. However, 15% HHs are dependent on community toilets..



Total HHs in 2019		8991
Individual toilets		7643
Community toilets		1348

Source: According to ODF++ profile of Wai for 2019 submitted to QCI.

- WMC strives to provide individual toilets to all, although some households are still dependent on CTs.
- Around 900 such households dependent on CTs are from the non-slums areas.
- Lack of space, funds and land tenure issues are found to be the key barriers in constructing own toilet.
- For these households, **community toilets become an indispensable option**

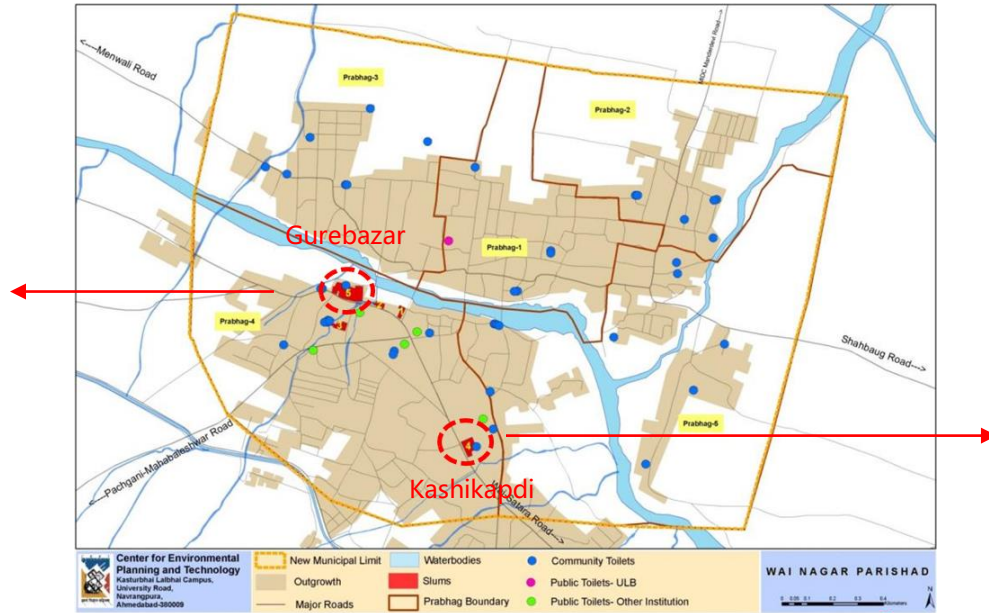


HHs with lack of space for individual toilet



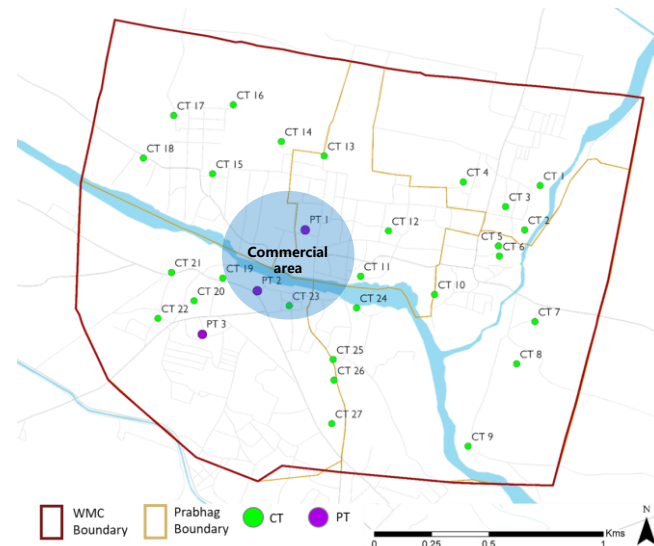
# Most households in the slums are largely dependent on community toilets

- There are two slums in Wai – Gurebazar and Kashikapdi. A total of around 502 households live in both of these slums.
- Only 29% of these households have been provided houses under IHSDP; all the **remaining households** live in kaccha houses and **are dependent on the community toilets.**
- These toilets were regularly cleaned by WMC, although the **blocks were old, dilapidated and were mostly found unhygienic** due to higher usage.



## Wai also has public toilets in the market and other public areas which serve the visitors and floating population of the city

- In Wai, the central core area on the northern side of the river houses key commercial areas such as the vegetable market, informal market, banks, hotels etc.
- Thus, this area experiences a high footfall of the locals as well as the floating population.
- Also, Wai being a pilgrim town has many visitors for its ghats and temples.
- To serve these visitors, Wai has 3 public toilets at the prominent locations :
  - At the **main marker area (Danebazar)**
  - Near the **Ganpati ghat**
  - At the **bus stand**



Since CTs and PTs provide a key service and are the indispensable options for few, **it is important to assess them in terms of infrastructure and operations and suggest measures to improve them.**



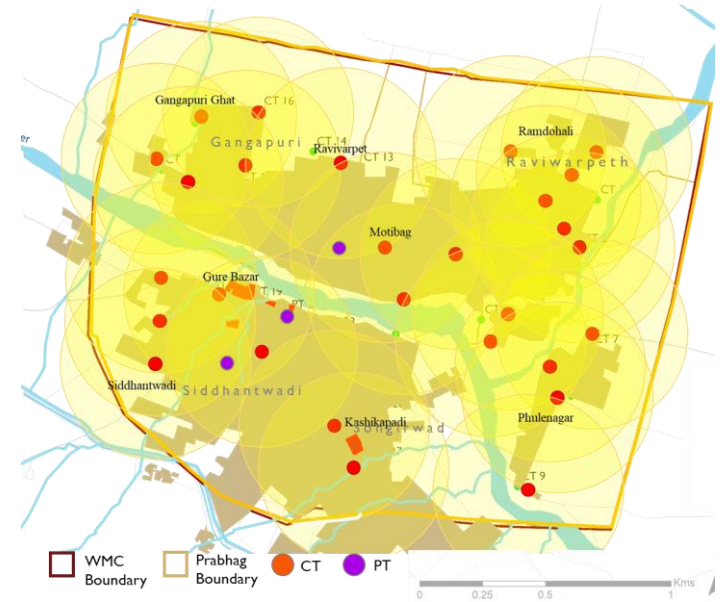
# Community and public toilets in Wai are located to achieve good spatial coverage

## Community Toilets

- There are **27 CTs in Wai**
- As per the SBM MIS data of 2019, **15% households (1348 HHs)** are dependent on these CTs.
- These CTs are cleaned and managed by **Nirmal Bharat Foundation** based on 3 years contract with WMC.
- The CTs are **free** to use and are open **24\*7**.
- **7 CT blocks** have **supervisors/caretakers** available along with a room facility for them.

## Public toilets Toilets

- There are **3 PTs in Wai**
- All the toilets are operated and maintained by **private organizations**.
- The PT at Danebazar and near Ganpati ghat is operated and maintained by **Nirmal Bharat, Sewa foundation** through a contract with **WMC**
- **Whereas, PT at bus stand** is maintained by **Sulabh international** through a contract with **MSTRC** for a period of 30 years.
- Each toilet block has a **supervisor/caretaker**
- All the public toilets function on **pay and use** basis



**27 Blocks**  
CTs | 275 seats



**3 Blocks**  
PTs | 29 seats

Considering immediate accessibility as 500m radius, it is found that CTs and PTs in Wai have a **wide coverage**.





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# Assessment of community and public toilets using gender lens

## What is gender lens?

A perspective that pays particular attention to how gender differences and relations are relevant for investments and projects.

Applying a gender lens to investments is one application of gender analysis. Using a gender lens to analyze power structures and roles within a specific context can provide important insights into whether an investment supports or exacerbates imbalances in gender-related power. Understanding a context through a gender lens can lead to better development interventions by revealing opportunities and helping to mitigate risks.

Source: *Gatesgenderequalitytoolbox.org*. 2020. *Gender Equality Lexicon*. [online] Available at: <<https://www.gatesgenderequalitytoolbox.org/definitions-concepts/gender-equality-lexicon/>> [Accessed 12 October 2020].

## Need for gender sensitivity lens for accessing CT/PTs

Gender sensitivity lens is needed for accessing CTs/PTs due to following reasons:

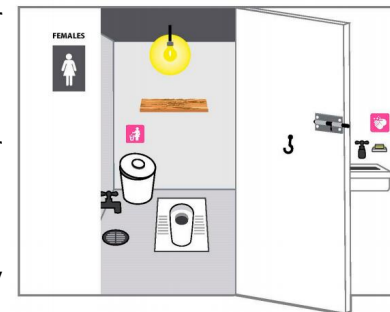
- Incidents of sexual harassment while availing sanitation facilities at Community Toilet Complexes (CTCS).
- CTCS are not open for the entire day which causes inconvenience to women to meet their sanitary needs.
- Inadequate and unsafe sanitary public Infrastructure causes loss of dignity and privacy to women who are forced to resort to open defecation.
- Hygiene conditions are often poor in public defecation areas, leading to worm infestation and water-borne diseases.
- Loss of dignity and privacy while disposing menstrual waste.

Source: Tiwari, P (2014), 'Toilet Torture', Mumbai, Observer Research Foundation

## What makes the toilet gender sensitive?

Following are the key features of a gender sensitive toilet facility:

- Easily accessible
- Availability of basic facilities (Water and Electricity)
- Properly maintained facility
- A facility which ensures privacy, dignity and safety
- Menstrual Hygiene Management
- Child care facility



Source: CPHEEO. (November, 2018), *Advisory on public and community toilets*

# To assess the current infrastructure of the community and public toilets in Wai, parameters were identified through a literature review

Following are the parameters identified from the literature for assessing the toilets from a gender lens:

## Parameters to be assessed



**Water availability/ tap, washbasin present inside**



**Light source present inside and outside**



**Method of disposal of menstrual waste**



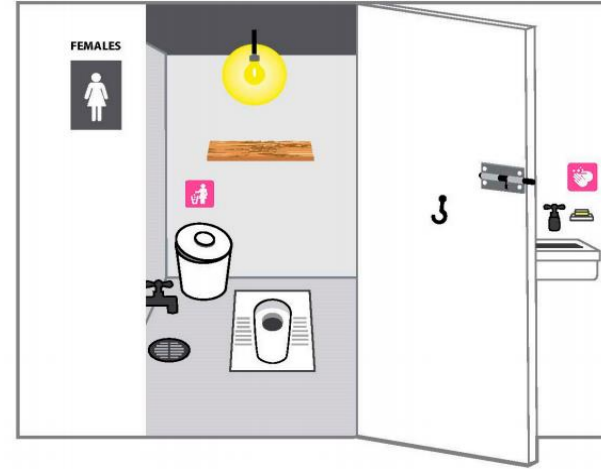
**Proper ventilation**



**Inside door latch present. Shelf or hook to keep belongings**

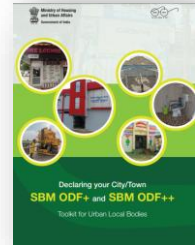
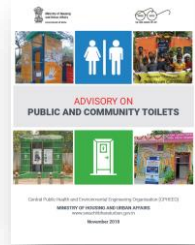


**Accessible by older citizens**









Guidelines studied, to identify parameters for infrastructure assessment:

- CPHEEO Guidelines on CT and PT, 2018
- Swacch Bharat Mission (Urban)- ODF, ODF+, ODF++ Protocol
- CT-PT guidelines by Govt. of AP
- Women friendly toilet design (Water Aid, 2017)





## Assessment of current infrastructure based on identified parameters

Parameters assessed	Existing situation	Recommendations for improvement
 <b>Water availability/ tap, washbasin present inside</b>	Many CTs/PTs have individual taps, whereas <b>only few</b> have functional washbasins.	<b>Few CTs</b> require individual taps. <b>Although, most of the CTs</b> require new washbasins. <b>2 CTs</b> require repair of washbasins.
 <b>Light source present inside and outside</b>	<b>Most of the CTs/PTs</b> have light sources present inside and outside.	<b>Few CTs</b> require electricity connection.
 <b>Method of disposal of menstrual waste</b>	WMC had purchased <b>3 incinerators</b> and <b>4 vending machines</b> using SBM funds. 1 PT has both of these, although is non-functional. The remaining incinerators and vending machines are not installed.	<b>All CT/PT seats</b> require bins <b>inside</b> . <b>All the CT/PT</b> require bins <b>outside</b> . Vending machines and incinerators can be provided at all <b>CTs with higher footfall and all PTs</b>
 <b>Inside door latch present. Shelf or hook to keep belongings</b>	<b>All CT/PT doors are functional and have latches</b> . The doors were improved by WMC before Swachh Survekshan 2019.	However, <b>all CT/PT seats</b> require <b>hooks for belongings</b> .
 <b>Proper ventilation</b>	<b>All CT/PTs have proper ventilation</b> . <b>Most of them have traditional jail style ventilation</b> .	
 <b>Accessible by older citizens</b>	All the CT/PTs are <b>easily accessible</b> by all. CT/PTs that are on <b>higher elevation have ramps</b> .	

The assessment from a **gender lens perspective** reveals that one of the major area which needs attention is **improvement of MHM facilities at the CTs and PTs** which includes **provision of sanitary pad vending machine, bins, lights etc.**

# MHM facilities at community and public toilets are found to be an essential service by the women

A survey of women dependent on CTs/PTs was conducted in different areas of Wai to know their experience while using the toilets and opinion of having the MHM facilities. Below are the key findings from the survey:

## Experience while using community toilets

- Most of women found the CTs to be functioning well.
- Although, few reported **unavailability of water** and the **resulting unhygienic conditions** as an issue.
- To improve this condition, they mentioned that it is extremely important to **provide sufficient water and operational taps**, which is also an important parameter of gender sensitive toilets.

## About having MHM facilities at CTs/PTs

- The women mentioned that it is **important to provide the MHM facilities** at the community toilets and that they would use it if provided.
- Majority of them were willing to pay **2-3 Rs for each pad**.
- Most of them mentioned that women are aware about the menstrual hygiene management, although, it would be **helpful to put banners** near the facilities **on general awareness about MHM and on how to use the vending machine and incinerator**.



CWAS team interviewing women CT/PT users

# Experience of putting MHM facilities at a public toilet also revealed that MHM facilities are used when installed although many lack awareness about its usage

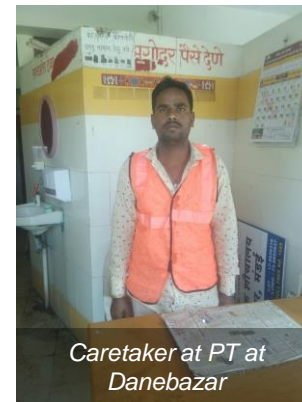
- WMC has installed an incinerator and the vending machine at public toilet of Danebazar (*currently the facility is not used since sanitary pads have not been refilled*).
- CWAS team interviewed the caretaker of this PT as well as the women users to understand the usage of the MHM facility when it was operational.

## Caretaker' s experience

- The care taker revealed that the vending machine was used when it had sanitary napkins. Women knew about the vending machine but did not know about the incinerator.
- Very few women enquired for the purpose of vending machine and incinerator to the caretaker. Most of them hesitated.
- As a result, most of the women generally disposed the sanitary napkins in the dustbin.
- The care taker suggested to put posters on what the machines are and how to use them.

## Women user' s views

- Most users were found to be aware of the vending machine but did not know about the incinerator.
- After a discussion on how to use the machine, most of the respondents found it useful and suggested that it should be placed in other community and public toilets.
- All the respondents were found to be comfortable in asking for coins from the caretaker, in case they don' t have change and want to get a napkin from vending machine
- However, there seemed to be some hesitation amongst all respondents while discussing about MHM.



Caretaker at PT at Danebazar



Women users of the PT at Danebazar

Overall, it was found that there is a **need for awareness generation about MHM**, both in terms of using facilities and also towards behavior change about MHM



# A survey of women residents of slums further amplified the need of awareness around MHM

A survey of women residents in two slums of Wai – Kashikapdi and Gurebazaar was conducted to know their awareness about menstrual hygiene management and need of the facilities in the CTs

The survey found that most of the women in Gurebazaar slum were more aware about the MHM practices and were willing to have facilities in their CTs as compared to Kashikapdi slum.

Below are the key findings from both slums :

## Kashikapdi

- During the survey it was found that most of the **women from this slum do not use toilets during periods** as they feel shy.
- Few also **prefer cloth over pads**. Also, most of the women did not find it important to provide MHM facilities at the CTs and they were not sure if other women would as well use it.

## Gurebazaar

- Women from Gurebazaar slum mentioned that **dumping of sanitary napkins in the surroundings** of the CT is observed and thus MHM facilities are needed in the slum.
- For the sanitary napkins, these women were ready to pay up to **2 rupees per napkin**.



It was thus found that there is a **need to generate overall awareness** around MHM practice in slums, especially in Kashikapdi. Group meetings, door-to-door awareness programs and putting up boards/posters with graphics on how to use MHM facilities were some of the options suggested by women to spread the awareness.

# Assessment of the community toilets in slums called for major repairs/reconstruction

- Many households in Kashikapdi and Gurebazaar slums are dependent on the CTs. Thus, the infrastructure at CTs was assessed and the users were interviewed to know their perspective.
- The assessment revealed that the CT at Kashikapdi was in dilapidated condition and required major repairs, whereas the CT at Gurebazaar was functional but in fair condition. Septic tanks at both the CTs were broken and found to be leaking. Unavailability of water, frequent chocking up of the toilets, broken seats, doors, roofs were found to be the major issues informed by the slum dwellers

## Kashikapdi

**Seats:** 5 female + 5 male

**Dependency:** 34 persons per seat

**Peak hours:** 5:30 to 7:30 am



### Infrastructure:

- Easy access, but **no separate seats for men and women**
- Cleaned once a day
- Septic tanks desludged regularly.
- **Broken and leaking septic tank**
- **Broken doors;**
- **No lights inside;**
- **No water supply/storage facility inside.**
- **Condition: Poor**

## Ghurebazaar

**Seats:** 2 female + 2 male

**Dependency:** 27 persons per seat (32 women per seat; and 22 men per seat)

**Peak hours:** 6:30 to 7:30 am



### Infrastructure:

- Easy access, but **no separate seats for men and women**
- **All seats and doors functional,**
- **Broken and leaking septic tank**
- Cleaned once a day
- **Insufficient lighting**
- Septic tanks desludged regularly.
- **Water storage facility only outside.**
- **Condition: Fair**

## User perspectives

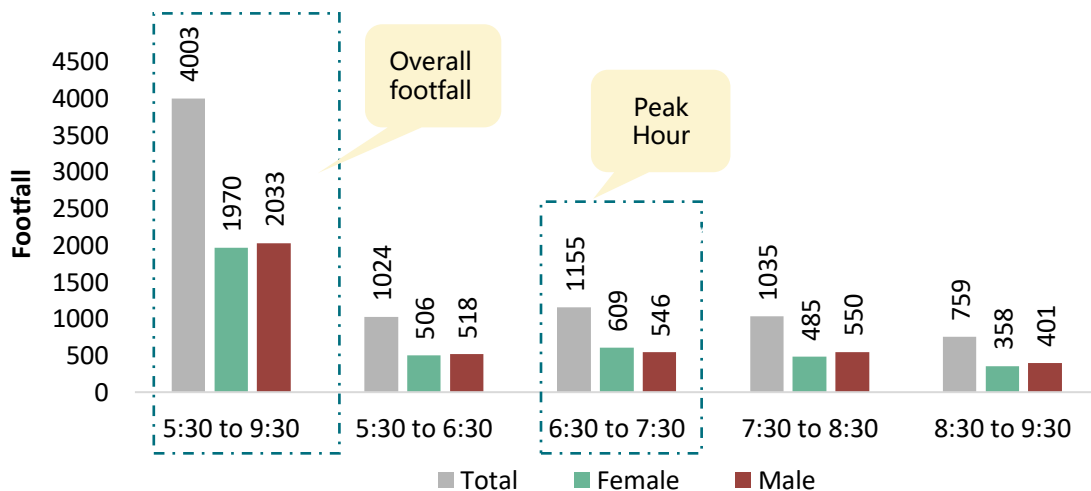
*"We don't get water in the apartments. So we use CT." - Apartment residents*  
*"Ladies and gents seats **should be separate**. It gets very crowded in the morning with long queues."- Women users*

*Cleaned once a day but it is not enough."*  
*"No separate seats for ladies and gents. It's inconvenient because of crowd in the morning."- Women users*

# A footfall survey was conducted of all the CTs to find its usage pattern and number of households dependent on the facility

In order to improve the existing CTs, understanding its usage pattern is as important as the infrastructure assessment. For this, CWAS along with support from WMC developed a questionnaire and conducted a footfall survey in April 2018 at all the community toilets in the city to assess the usage pattern. The survey was conducted for one day from 5.30 am to 9.30 am to understand the usage and dependency of men and women

### Gender-wise usage pattern of CTs in Wai



- Avg dependency\* on **female** seats: **15** women per seat
- Avg dependency on **male** seats: **15** men per seat

Guidelines on SBM (2014) by Gol recommend a maximum **25 women** or **35 men per CT seat**.

\* Avg. dependency on CT seats= Total CT users/No. of seats. | Total female seats in Wai: 135 | Total male seats in Wai: 140 | Total Functional seats: 275

### Major Findings

- During the time slot identified for the survey, **4,003** persons i.e. **9.3% population (915 HHs)** were found to be using CTs.
- Out of this, about **49%** were women/girls and **51%** were men/boys.
- Usage by **women** was found to be **higher** during early morning hours between **5:30-7:30am**.

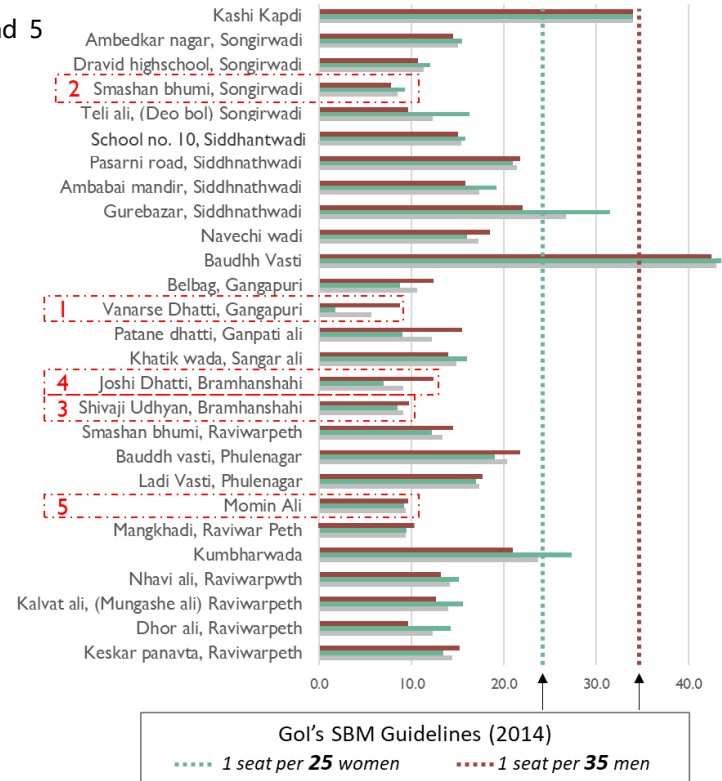
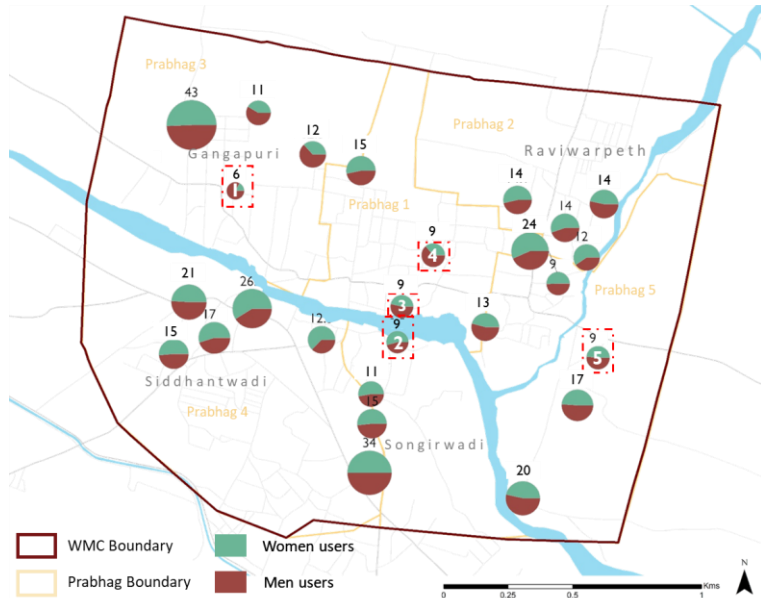


Community toilets in Wai



# As per the survey, few CTs were found to have low footfall

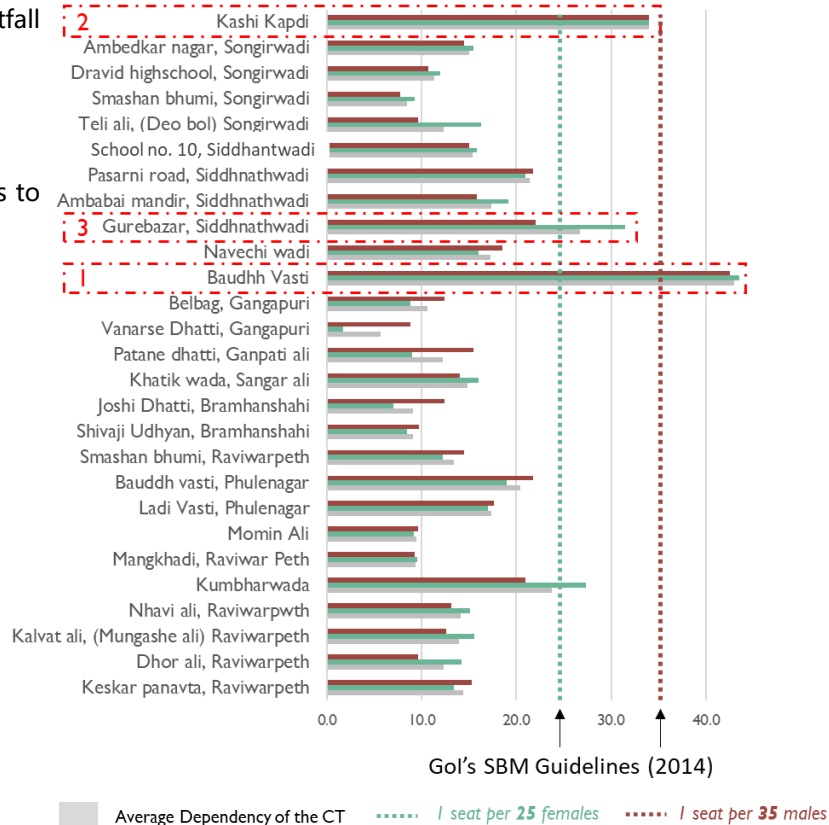
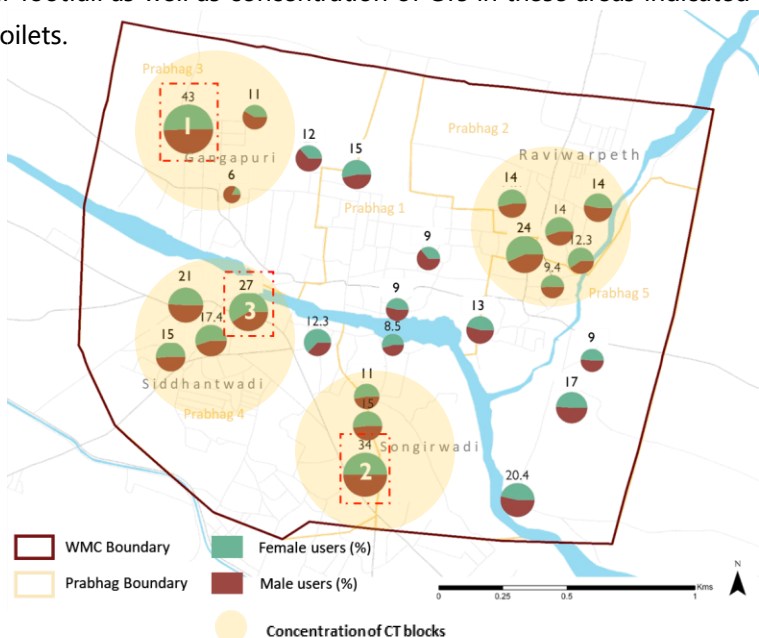
- The user and dependency assessment of community toilets revealed that around 5 community toilets had very low dependency (as low as 6 to 9 person per seat).
- This was found primarily due to higher coverage of individual toilets in those areas.



Since, there are not many households dependent on these CTs, a 'lock and key' model can be explored at these CT blocks

# Whereas, some of the CTs had higher footfall and were also found to have higher concentration of CT blocks nearby

- The spatial assessment also revealed that few community toilets had very high footfall (27 to 43 person per seat).
- Dependency of women on these CTs was found to be higher than men
- These areas were also found to have higher concentration of CT blocks.
- Higher footfall as well as concentration of CTs in these areas indicated lack of access to own toilets.



Thus, some of these CTs could be considered as pilots for improving the infrastructure through gender lens.

# The footfall survey of the PTs found the current facilities to be sufficient

A footfall survey of all public toilets was conducted in 2019. During this survey, the team did not observe any queue in the public toilets. Also, the qualitative discussions with the council team and the supervisors at the PTs revealed that generally there are **no queues or waiting time for use of the PTs**.

## Details of the footfall survey

Name of the PT	Average peak hours	Average traffic (per day) at the PT	% of women users
Danebazar	7am to 11am and 4pm to 7pm	~270	37%
Near Ganpati ghat			
Bust stand			



Public toilets in Wai





# Contents

## Executive Summary

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1. Community and public toilets in Wai
  2. Assessment of community and public toilets
  3. Operation and maintenance contracts of community and public toilets
  4. Summary of key findings
  5. Proposals and their implementation
- 

## Annex

## Details of contracts for O&M and repairs of community and public toilets

WMC has contracted the service of operating and maintaining the CTs and PTs to private contractors. Since 2018, WMC has also floated a separate contract for repairs of CTs and PTs. Below are the key details of the contracts:

	Operation and Maintenance Contracts*		Repairs contract
	Community Toilets	Public Toilet at Danebazar	Repairs of all the CTs and PTs
<b>Title of the contract</b>	Daily cleaning and undertaking minor repairs of Wai municipal council's community toilets and toilets and urinals of their school buildings	Maintaining public toilet complex at Ganpati Aali, Danebazar	To repair/replace damaged doors, latches, toilet seats, tubes lights and bulbs, water motor, paint the toilets and undertake other minor works (replace covers, broken pipes, water cock, water storage tank (Sintex)) of all CTs and PTs
<b>Contract type</b>	Lump sum contract	Lump sum contract	Item rate contract
<b>Contract term</b>	3 years (started from 2018)	25 years (started from 2008)	1 year (started from 2018 although still continues as contract has not been renewed)
<b>Contract awarded to</b>	Nirmal Bharat Foundation	Sewa Foundation	Nirmal Bharat Foundation
<b>Contract cost</b>	Rs. 2,48,551 per month	Service charges are levied to recover maintenance cost	Contractor is paid as per the bill and as and when repairs are done
<b>Scope</b>	<ul style="list-style-type: none"> <li>• Open bid</li> <li>• Public tender notice published in the local news paper</li> <li>• Tender published on the <a href="http://mahatenders.gov.in">http://mahatenders.gov.in</a> website</li> </ul>		

\*Toilets are already constructed by WMC, private operator needs to undertake minor repairs, overall O&M and finance for the same

# The procurement process is a simple open bid where the contract is awarded to the lowest bidder

## Draft contract and place a request for proposals

CO and SI hold initial discussions with potential private players to understand their requirements

- Chief office (CO) approves tender drafted by the Sanitary Inspector (SI)
- Public tender notice published in the local news paper
- Tender published on the <http://mahatenders.gov.in> website

## Receive bids from private players

Private players submit their bids including:

- Business license and registration
- Employee Provide fund details
- Tax records
- Previous work experience
- Pricing quote

## Evaluate bids and sanction work order

- Received bids are evaluated by the General body and negotiated by the SI and CO
- Contractors meeting the minimum specified criteria and offering the lowest bid are issued a Work order



# The current contract for O&M of CTs majorly includes general conditions to be observed by the operator, with little focus on the performance standards and service inclusivity

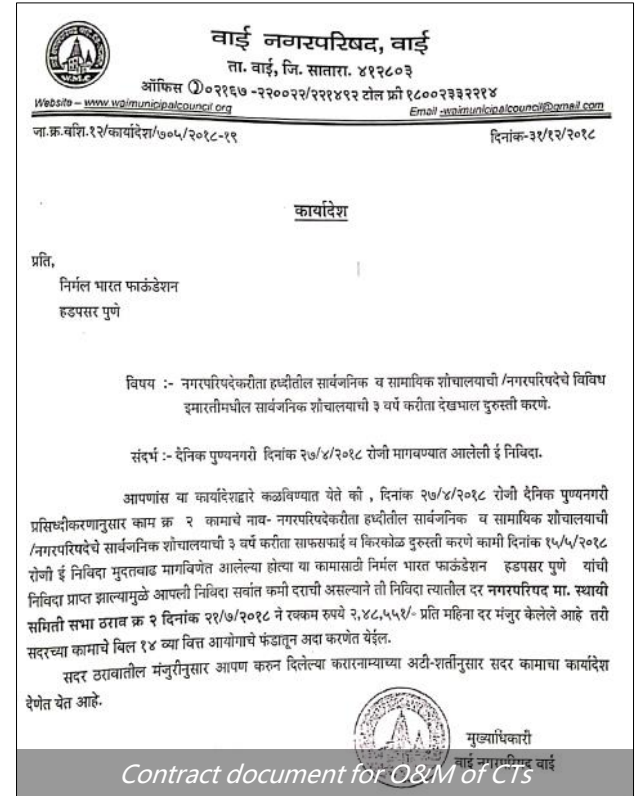
To understand the type of clauses in the current contracts, all the three contracts for repair and O&M of CTs and PTs were studied in details.

Below are the key clauses from O&M contract of CTs:

- 1. General contract conditions:** e.g., No consideration of cost escalation during contract period, no advance to be paid to private operator, no refund of earnest money until the contract period, etc.
- 2. Responsibilities of the private contractor:** e.g., Provision of human resources, obligation to provide timely service during the contract period, payment of government taxes etc.
- 3. Private operator's obligations towards the workers:** e.g., Insurance for the workers, compliance with the Employees Provident Fund terms and conditions, accidental compensations etc.
- 4. Other clauses:** Conditions for termination, clauses for dispute resolution etc.

Most of the clauses in this contract are regarding the general terms and conditions to be observed by the private operator, while **there are no clauses related to monitoring and reporting of the service, detailed scope of work for the contractor etc.**

To make the service more inclusive, there is further scope to include clauses related to **safety and dignity of sanitary workers, community engagement, gender inclusivity.**



[Refer annex 1 for detailed contract](#)

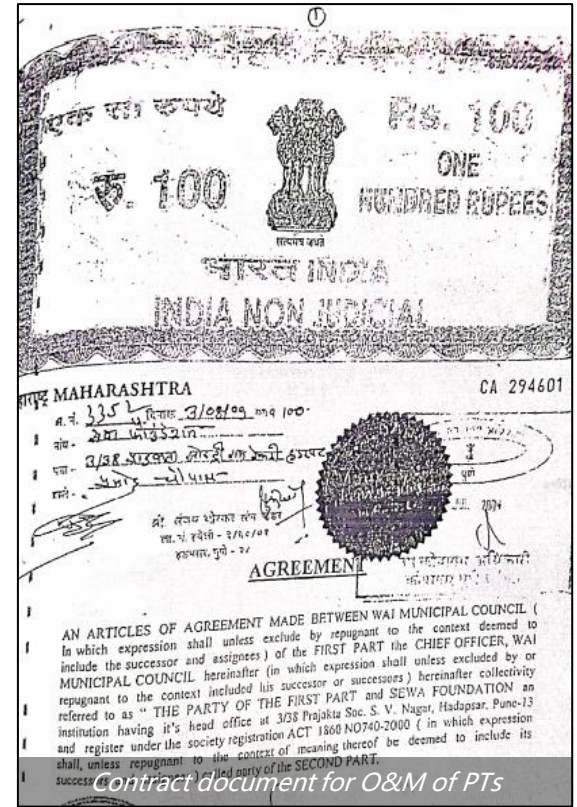
# The O&M contract for Public toilet at Danebazar includes regulations for PT operation as well as defines some of the roles and responsibilities of WMC and private contractor

The contract for O&M of PTs at Danebazar has fewer clauses than the O&M contract for CTs. Also these clauses provide a guideline for operations of PT and highlights some of the roles and responsibilities of WMC and the private contractor.

Below are the key clauses from the O&M contract document of the public toilet:

- 1. Guidelines for operations of the PT block:** User charges to be levied for using toilet, charges for bathroom and family pass, revision in charges to be made after discussion with WMC, timings of opening the PT complex etc.
- 2. Rights and responsibility of WMC:** e.g., WMC's responsibility is to provide water, vacuum emptier services (subject to availability), inspect the facility, provide protection to the private operator against antisocial elements, etc.
- 3. Rights and responsibility of private contractor:** e.g., to undertake minor repairs of the toilet complex, to peacefully handover the complex after the term ends, display of sign boards, payment of electricity bill (although currently electricity bills are paid by WMC) etc.
- 4. Other clauses:** Conditions for termination, clauses for dispute resolution etc.

Although, this contract too does not have detailed clauses on **service delivery standards, monitoring and reporting of service**. Further, there are **no clauses towards the safety and well being of the worker**. Also clauses related to **community engagement and gender inclusivity** can be added to make the contracts more inclusive.



*Refer annex 2 for detailed contract*

# WMC has awarded a separate contracts for repairs of community and public toilet

- WMC has awarded a separate contract for repairs of the CTs and PTs to Nirmal Bharat Foundation since 2018.
- The contract was signed for a period of 1 year, although it still continues as new tenders have not been floated yet.
- The contractor is selected through a competitive bidding process and based on the rate quoted for item wise repair.
- As per the contract, the contractor has to repair/replace broken doors, seats, latches, taps, tubes and blubs, water motors, pipes, cocks, water storage tanks, paint work etc.
- The contractor has to undertake the repairs of CTs and PTs as per the directives and under the supervision of WMC and submit a bill for it.
- The contractor is to be paid only when the repairs are made and against the bill.

कार्यादेश		
प्रति, निर्मल भारत फाऊंडेशन हडपसर पुणे		
विषय :- सार्वजनिक व सामायिक शौचालयाचे मोडकळीस आलेले दरवाजे दुरुस्ती करणे , कोयंटे, फुटलेली भांडी बसविणे,ट्यूब,बल्ब,पाणी मोटारचे काम करणे,शौचालयास रंग देणे व इतर किरकोळ कामे(छाप,तुटलेले पाईप बसविणे पाण्याचे कोंक पाणी साठवणुकीची टाकी (Sintex) बसविणे. या कामासाठी निर्मल भारत फाऊंडेशन हडपसर पुणे यांची निविदा प्राप्त झाल्यामुळे आपली निविदा सर्वात कमी दरची असल्याने ती निविदा त्यातील दर नगरपरिषद भा. स्वायी समिती सभा ठराव क्र ५(ब) दिनांक २३/१०/२०१८ ने मंजूर केलेले आहे		
संदर्भ :- दैनिक लोकमत दिनांक १०/१०/२०१८ रोजी मागवण्यात आलेली ई निविदा.		
आपणांस या कार्यदेशाद्वारे कळविण्यात येते की, दिनांक १०/१०/२०१८ रोजी दैनिक लोकमत प्रसिध्दीकरणानुसार काम क्र २ कामाचे नाव :- सार्वजनिक व सामायिक शौचालयाचे मोडकळीस आलेले दरवाजे दुरुस्ती करणे , कोयंटे, फुटलेली भांडी बसविणे,ट्यूब,बल्ब,पाणी मोटारचे काम करणे,शौचालयास रंग देणे व इतर किरकोळ कामे(छाप,तुटलेले पाईप बसविणे पाण्याचे कोंक पाणी साठवणुकीची टाकी (Sintex) बसविणे. या कामासाठी निर्मल भारत फाऊंडेशन हडपसर पुणे यांची निविदा प्राप्त झाल्यामुळे आपली निविदा सर्वात कमी दरची असल्याने ती निविदा त्यातील दर नगरपरिषद भा. स्वायी समिती सभा ठराव क्र ५(ब) दिनांक २३/१०/२०१८ ने मंजूर केलेले आहे		
अ.क्र.	कामाचा तपशील	दर
१	सार्वजनिक व सामायिक शौचालयाचे मोडकळीस आलेले दरवाजे दुरुस्ती ,कडी कोयंटे फुटलेली भांडी बसविणे, ट्यूब,बल्ब,पाणी मोटारचे काम करणे व इतर किरकोळ कामे(छाप,तुटलेले पाईप नविन बसविणे,पाण्याचे कोंक ,पाणी साठवणुकीची टाकी (Sintex)बसविणे.	
	a ) शौचालयाचे मोडकळीस आलेल्या दरवाजाचा दुरुस्ती करणे.....	५,००/-
	b)ज्विन दरवाजे बसविणे.....	
	(अ) P.V.C दरवाजे.....	
	(ब) लकडी दरवाजे प्लाय दरवाजा बसविणे.....	४५००/-
	c)कडीकोयंटे बसविणे.....	४३००/-
	d) तुटलेली भांडी बसविणे.....	४००/-
	e)ज्विन पाणी मोटार (टिव्लू मोटार )फिटिंगसह.....	४४००/-
	f)नविन पाणी मोटार (सर्व्हिनाल मोटार) फिटिंगसह.....	१५,००/-
	g)Sintex(पाणीची टाकी) दर देणे.....	३२००/-
	h)गारा सारंघे काम करणे.....	
	अर्घा रंग पाईप.....	१.८० पर लिटर
	एक रंग पाईप.....	१०० रमिंग फिट
	i)ट्यूब बल्ब,पा दर देणे.....	२०० रमिंग फिट
	j) लकडी चोकरट बसविणे.....	७००/- पर ट्यूब
	k)अर सो सो चोकरट बसविणे.....	४०००/-प्रति चप
		३२००/-प्रति ना
२.	सर्व सार्वजनिक व सामायिक शौचालयास रंग देणे (ऑईलपेंट, क्लिअर पेंट , डिस्टेंडर )	७४/-स्क्वेअर मिटर ६६/- स्क्वेअर मिटर ३८/- स्क्वेअर मिटर
सदर ठरावातील मंजूरीनुसार आपण करून दिलेल्या करारनाम्याच्या अटी-शर्तीनुसार सदर कामाचा कार्यादेश देणेत येत आहे.		
<i>Work order of contract for repairs of CTs and PTs</i>		
मुख्याधिकारी वाई नगरपरिषद वाई		

# The contract for repairs of community and public toilet being an item rate contract includes some monitoring of the work by WMC

Like the O&M for CTs, this contract too has most of the clauses related to general terms and conditions to be observed by the private operator. Although, since the contractor is paid only after completion of work and against the bill, it involves some monitoring by WMC.

Below are the key clauses from the for repairs of community and public toilets:

- 1. General contract conditions:** e.g., Rates quoted should not be more than the market rates, no advance to be paid to private operator, no refund of earnest money until the contract period, etc.
- 2. Responsibilities of the contractor:** e.g., Responsibility of any accidents or mishaps at work, provision of human resources for the work, maintain the record of repairs in the formats approved by WMC, work to be performed under supervision of sanitary supervisors, obligation to provide timely service, payment of government taxes by the private operator etc.
- 3. Contractor's obligations towards the workers:** e.g., Insurance for the workers, compliance with the Employees Provident Fund terms and conditions, accidental compensations etc.
- 4. Other clauses:** Conditions for arbitration, clauses for dispute resolution etc.

**-: करारनामा:-**

करारनामा करून देणार :- निर्मल भारत फाऊंडेशन ,गुणे

करारनामा करून घेणार :- मुख्याधिकारी, चाई नगरपरिषद चाई

कारणे करारनामा करून देतो की दिनांक १०/१०/२०१८ रोजीचे दे लोकमत मधील प्रसिध्दीकरणानुसार काम क्र २ कामाचे नाव- सार्वजनिक व सामायिक शौचालयाचे मोडकळीस आलेले दरवाजे दुष्गती कडी , कोयंदे, फुटलेली भांडी बसविणे,ट्यूब,बल्ब,पाणी मोटारचे काम करणे,शौचालयास रंग देणे व इतर फिरकोळ कामे (डाप ,तुटलेले पाईप बसविणे पाण्याचे कोंक पाणी साठवणुकीची टाकी (Sintex) बसविणे. दिनांक १०/१०/२०१८ चे दैनिक लोकमत वृत्तपत्रानुसार अखेर निविदा मागविणेत आलेल्या होत्या या कामासाठी आलेल्या निविदा मधील निर्मल भारत फाऊंडेशन ,गुणे यांचे कामी दर असल्याने नगरपरिषद मा. स्थायी समिती सभा ठराव क्र ५ व दिनांक २३/१०/२०१८ ने मंजूर करण्यात येत असुन ते दर मला मान्य व कबूल आहेत.

**या संदर्भात मी अटी व शर्तीस अधिन राहून करारनामा करून देत आहे.**

- १) या कामी कोणत्याही प्रकारे रकम मंजूर केली जाणार नाही .
- २) कार्यदिशात देण्यात येणारे मुदतीत नगरपरिषदेचे विविध कामासाठी मनुष्य बळ पुरविणेचे काम वेळेत पूर्ण करून देण्याचे बंधन माझेवर राहिल.
- ३) कोणत्याही स्थितीत कागददिशात नापुढ केल्यामुळे मुद्रापासून मुद्रा घाली जाणार नाही हे मला मान्य आहे
- ४) दिलेले काम वेळेत व मुदतीत न केलेस भरलेली बयाणा रक्कम जप्तकरण्यात येईल व दंडात्मक कारवाई करण्यात येईल. हे मला माय व कबूल आहे.
- ५) ई निविदा फॉर्म ,करारनामा व कार्यदिशातील अटी व शर्तीचे पालन करण्याची जबाबदारी माझेवर राहिल.
- ६) या कामी शासनाचे कर भरणेचे बंधन माझेवर राहिल.
- ७) मी भरलेली बयाणा रक्कम कामाची मुदत पूर्ण होईपर्यंत अदा केली जाणार नाही हे मला मान्य आहे.
- ८) मनुष्य बळच्या साहाय्याने काम करत असताना कोणत्याही प्रकारचा अपघात व दुर्घटना झाल्यास त्याची सर्वस्व जबाबदारी माझेवर राहिल.
- ९) मनुष्य बळच्या साहाय्याने करणेत येणारे काम हे आरोग्य मुकादम व मदतनीस यांच्या नियंत्रणाखाली करावयाचे आहे. हे मला मान्य व कबूल आहे.
- १०) माझे व नगरपरिषदेमध्ये काही वाद विवाद निर्माण झालेस चाई नगरपरिषद ही चाई न्यायालयाचे स्थळ समेत असल्यास चाई न्यायालयात दावा दाखल करणेची आहे हे मला मान्य व कबूल आहे.
- ११) मुंबई मुद्रांक अधिनियम १९५८ चे कलम ३४ मधील तरतुद दि.२०/७/२००९ नुसार भविष्यात स्टॅम्प ड्युटी संदर्भात कोणत्याही प्रकारचा शक निर्माण झालेस त्याची सर्वस्वी जबाबदारी आमचे कंपनीवर राहिल.
- १२) सदरचे काम करताना कोणतेही बाबतीत तक्रार अपत्या वाद विवाद निर्माण झालेस त्याचे निवारण हे मी घररस्य करावयाचे आहे. हे मला मान्य आहे.
- १३) सदरचे काम बंद करावयाचे असल्यास नगरपरिषदेस १ महिना अगोदर पुर्वकल्पना देणे आवश्यक आहे. तसे न केल्यास नगरपरिषदेस या कामी जादा खर्च आल्यास त्याची वसुली आमचे करारनामातून घेईल.

*Contract documents for repair of CTs and PTs*

[Refer annex 3 for detailed contract](#)



# Overall, the contracts need to strengthen the performance standards and have appropriate clauses to make them more inclusive

Following are the key observations from the detailed analysis of all the existing contracts:

- **Monitoring and reporting:** The O&M contracts does not mention about the monitoring and reporting regime of the service:
  - ✓ Payment is not linked clearly to monitoring
  - ✓ Penalty clauses are not tied to monitored outputs or service levels
  - ✓ There are no positive performance incentives tied directly to outputs
- **Technical specifications:** The O&M contract document does not include detailed scope of work for the contractor and other technical specifications for maintaining the CTs and PTs such as materials to be used for cleaning, schedules of cleaning etc
- **Citizens Complaint redressal:** The contracts do not mention about the complaint redressal processes or expected service standards for complaint registration and redressal.
- **Clauses for inclusive services:** To make the service more inclusive, there is further scope to include additional clauses related to:
  - ✓ safety and dignity of sanitary workers,
  - ✓ community engagement,
  - ✓ gender inclusivity, etc.

Clases type	O&M contract of CTs	O&M contract of PT at Danebazar	Repairs contract for CTs and PTs
Monitoring and Reporting of service	✗	✗	✓
Technical specifications for service delivery	✗	✗	✓
Citizens complaint redressal	✗	✗	NA
Safety and dignity of san-workers	✗	✗	NA
Gender inclusivity	✗	✗	NA
Community engagement	✗	✗	NA

# Additional clauses to be added to the contract documents of CTs and PTs (1/2)

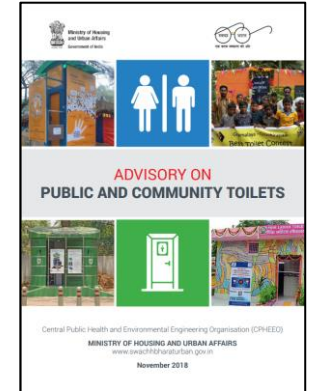
Based on the analysis of the existing contracts and with reference to the Advisory on public and community toilets of MoHUA and other model tender documents of different ULBs, some of the additional clauses can be added as suggested below:

## Safety of the workers:

- Provision of providing PPEs (with women friendly PPEs for women sanitation workers) and its periodical replacement
- Availability of an inventory and stocking system for PPEs and cleaning tools
- Prevention of child labour
- Permission for weekly offs

## Gender inclusivity

- Toilets should be operational 24 hours/operating hours should clearly consider the quantum of women users to ensure easy and timely access to PTs
- All women's block should preferably have a woman caretaker / cleaner.
- The compliant registration system's contact numbers must be adequately displayed and there should be a separate caretaker for handling complaints from women
- Maintenance to ensure clean and safe facility - 24-hours supply of electricity, enough water for usage and cleaning, working door locks, latches, hooks to ensure safety and security of women, bins and disposal mechanism, secured windows and ventilators etc.
- Availability of functional MHM infrastructure – Sanitary napkin vending machines with napkins available in it and incinerations.



Source: CPHEEO. (November, 2018), Advisory on public and community toilets

Sinnar Municipal Council, (2020), RFP: Construction and Operation & Maintenance (O&M) Of Public Toilet on Pay and Use mode at Sinnar Municipal Council, Sinnar

South Delhi Municipal Corporation, (2013), RFP: O&M of CTC'S and public toilet urinal blocks, Delhi, accessed at: <http://swachhbharaturban.gov.in/ModelRFPS.aspx?id=o2eyewscyhsywybb>

Government of West Bengal PWD, (2014-15), EOI, RFP and Agreement format for O&M of public toilets and allied amenities in different places within the state of West Bengal under PWD, accessed at: <http://swachhbharaturban.gov.in/ModelRFPS.aspx?id=o2eyewscyhsywybb>

## Additional clauses to be added to the contract documents of CTs and PTs (1/2)

- Prevention of unlawful activities or playing games which involves stakes/betting, play cards etc. in the premises.
- The private operator and its employees to behave and deal politely with the users; especially women and elders.

### Community engagement and awareness generation

- Awareness programs in slums and other low income groups to encourage use of CTs and PTs, change attitudes and practices (like smoking, spitting and drinking in and around toilet block), improving individual hygiene practice (like treating CTs like households toilets), use of MHM facilities etc.
- Involvement of community themselves (SHG / NGO / CBO ) for O&M of the CTs and PTs. This ensures that there is a feeling of belonging and services are fairly accessed across various economic backgrounds.

### Monitoring and reporting of service levels

- To ensure the user public is satisfied with services, monitoring and reporting to be accomplished by (a) Service monitoring by ULB, (b) self-reporting by operator, (c) user satisfaction surveys
- The contract should include daily, fortnightly, monthly and annual schedule of checks by the private operator and the proforma's for the same to be shared.
- Complaint register and suggestion box should be maintained at the toilet block for the users and a copy of the same should be submitted to WMC every month.

### Establishing standards and schedules of maintenance of CTs and PTs

- Detailed chart with time table, frequency and service levels for cleaning and maintenance of the CTs and PTs
- Daily cleaning schedule to be followed by the cleaner, disposables and equipment to be used, etc.
- Penalties for lapses/shortfalls

# The contract value of O&M of CTs have increased over the years and is met from WMC's own funds

- WMC has been floating **new tenders** after a term of every **3 years** and the contracts are awarded to the lowest bids received.
- The contract cost is met from **WMC's own funds** for which appropriate budget allocations are made.
- It has been observed that the **contract value and the budget allocations** have **increased** over the years.

## Expenditure towards operation and maintenance of CTs

### CT's cleaning and maintenance contract value for last 3 terms

Contract term	Contract awarded to	Contract value (Monthly)
2013-2016	Nirmal Bharat Foundation	1,55,000
2017- 2018	Nirmal Bharat Foundation	1,44,375
2018-2021	Nirmal Bharat Foundation	2,48,551

- Since 2013, **Nirmal Bharat Foundation** has been operating and maintaining the CTs in the city.
- The contract value for the term 2018-21 is **significantly higher** than the previous terms.

### Budget actuals and estimates for cleaning and maintenance of CTs

Items	Actuals 2017-2018	Actuals 2018-2019	Actuals 2019-2020	Revised Estimates 2020-21	Budgeted Estimates 2021-22
शौचालय देखभाल दुरुस्ती O&M of CT	486700	1537029	4348607	2700000	3000000
शौचालय विज बिल Electricity Bill of CTPT	224330	218330	384150	280000	280000
<b>Total O&amp;M of CTPT</b>	<b>711030</b>	<b>1755359</b>	<b>4732757</b>	<b>2980000</b>	<b>3280000</b>

- The actuals values of last 3 years reflects that the **expenditure towards maintenance of CTs has been acutely increasing**



# The contract for O&M of public toilets is based on the pay-and-use model, which proves profitable to the private operator

- In Wai, all the public toilets are pay-and-use.
- While WMC pays the electricity bill, provides septic tank emptying services and undertakes the major repairs of the toilet blocks, all the other operation and maintenance of the toilet blocks is done by the private operator.
- To understand the feasibility of this model from the private operator's perspective, the total O&M expenses incurred were compared with the revenue collected by CWAS team.
- At Danebazar PT, the private contractor has increased the user charges over the years.

## PT O&M Expenditure versus Revenue Collected

Sr.No.	Public Toilet	Contract agency	User fees*	Approx. no of users per day	Revenue collected through user charges per annum	No of seats	O&M charge per seat per annum**	Total expenditure per annum
1	Danebazaar	Sewa Foundation	3	250	~2.7 lakhs	15	12864	~1.9 lakhs
2	Ganpati Ghat	Nirmal Bharat Foundation	3	150	~1.6 lakhs	14	12864	~1.8 lakhs
<b>Total</b>					<b>~4.4 lakhs</b>			<b>~ 3.7 lakhs</b>

## User charges at Danebazar PT

Year	User charges
2008	Toilet – 1 Rs per use, bath - 2 Rs per use, Family pass (for 5 members) – 50 Rs
2019-20	Toilet – 3-5 Rs, Bath – 20 Rs

*The above calculations are based on discussions of CWAS team with the caretaker of PT (2019)*

*\*The calculations are done only for toilet users*

*\*\*O&M charges per seat are based on studies of CWAS across different cities*

The study found revealed that the **revenue collected through user charges surpasses the O&M expenses**. Thus, the pay and use model **proves profitable** to the private contractor.

# The capital investment of WMC towards construction and retrofitting of CTs and PTs has also increased over the years

- To serve the households which do not have own toilet, WMC has time-to-time constructed and retrofitted its CTs and PTs
- These expenses are met from WMC's own funds through appropriate budget allocations and SBM funds.

## CTs and PTs constructed in last 4 years and their cost details

Sr no.	Name/location of the toilet	Construction year	Cost of construction (INR)
1	CT at Gurebazar slum	2020	11,10,500
2	CT at Kashikapdi slum	2020	11,10,500
3	CT at Songirwadi Smashan Bhumi Road	2020	11,10,500
4	CT at Mangkhadi	2017-18	29,88,000

- In the last 4 years, 3 CTs were reconstructed and 1 new CT was constructed in Wai
- The construction costs of these new CTs were met from SBM funds.

## Budget allocations for repairs and O&M of community and public toilets

Items	Annual CTPT Capital Cost				
	Actuals 2017-2018	Actuals 2018-2019	Actuals 2019-2020	Revised Estimates 2020-21	Budgeted Estimates 2021-22
Repairs and construction of urinals and toilets	1471064	1065351	283731	2500000	2500000

- To keep the toilets functional and also meet the standards of the ODF++ protocol, WMC has been regularly repairing its CTs and PTs.
- For regular repairs and O&M of CTs and PTs, WMC makes appropriate funds allocations in its annual budgets.
- As per the actual values mentioned in budget, the average expenses of WMC towards repairs of CTs and PTs is 10-12 lakhs per annum. The costs towards the O&M of CTs and PTs have increased over the years.

These regular investments and upkeep of the CTs and PTs by WMC has played a major role in **making the city ODF++**



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## Annex

# Summary of key findings

## Infrastructure assessment through gender lens and for vulnerable population

- Wai has 27 community and 3 public toilets which are at **accessible locations, open 24\*7 and cleaned daily.**
- WMC has also carried out **repair and retrofitting** of CTs and PTs which played a crucial role in making the city ODF++.
- Despite these efforts, **the infrastructure gaps through gender lens perspective and for the vulnerable population** still remain an issue, as identified during primary surveys.
- The assessment from a **gender lens perspective** reveals that one of the major area which needs attention is **improvement of MHM facilities at the CTs and PTs** which include **provision of sanitary pad vending machine, bins, lights etc.**
- An interview of women users at the PT revealed that MHM facilities are considered essential services by the women, although many **lack awareness about its usage and overall menstrual hygiene management.**
- Also, both the slums in Wai have **higher dependency on community toilets**, although, there are **old and in dilapidated condition.** Thus they need to be **refurbished/reconstructed.**

## Usage and dependency assessment

- The usage and dependency assessment reveals that there are few community toilets with not many households dependent on it due to higher IHHT coverage in that area. At such toilet blocks, **'lock and key' model** could be explored.
- Whereas, some of the CTs had higher footfall and are also found to have higher concentration of CT blocks nearby. Thus, some of these CTs could be considered as **pilots for improving the infrastructure through gender lens.**
- The footfall survey at **PT found the infrastructure to be sufficient**



# Summary of key findings

## Operation and Maintenance contracts of community and public toilets

- The contract documents of community and public toilet covers general conditions of contract, clauses identifying scope of work of the contractor, etc. Although, additional clauses related to **gender inclusivity, community engagement and awareness, safety and dignity of sanitary workers, and monitoring and reporting of the operation and maintenance** services can be added to make the documents more inclusive.



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# Based on the findings from the assessment, three sets of proposals were identified in consultation with WMC

Based on the assessment and in consultation with WMC, following proposals were identified, designed and pilot tested Wai:

- 1** Providing MHM facilities at all CTs and PTs and piloting at few CTs in low income areas and the PTs  
Utilization of 5% budget allocated for Women and Child Welfare for provision of MHM infrastructure at all the CTs and PTs  
Piloting MHM facilities at CTs in low income areas and those which have higher women dependency  
Provision of functional MHM facilities at the PT
- 2** Explore lock and key option at CTs with low dependency  
Identification of CTs with low dependency.  
Exploring willingness of households for managing their CTs.  
Allot seats to households for usage and management.
- 3** Reconstruction of CT blocks in both slums of Wai  
Demolition of the old and dilapidated CT blocks at Gurebazar and Kashikapdi slums and its reconstruction
- 4** Making the maintenance contract documents more inclusive  
Based on the analysis of the O&M contract documents, WMC was suggested few clauses to make their contract more inclusive and robust. Some of the suggested clauses were incorporated in their revised contract.

# Proposal 1 : Providing MHM facilities in CTs located in low income areas and in the PTs

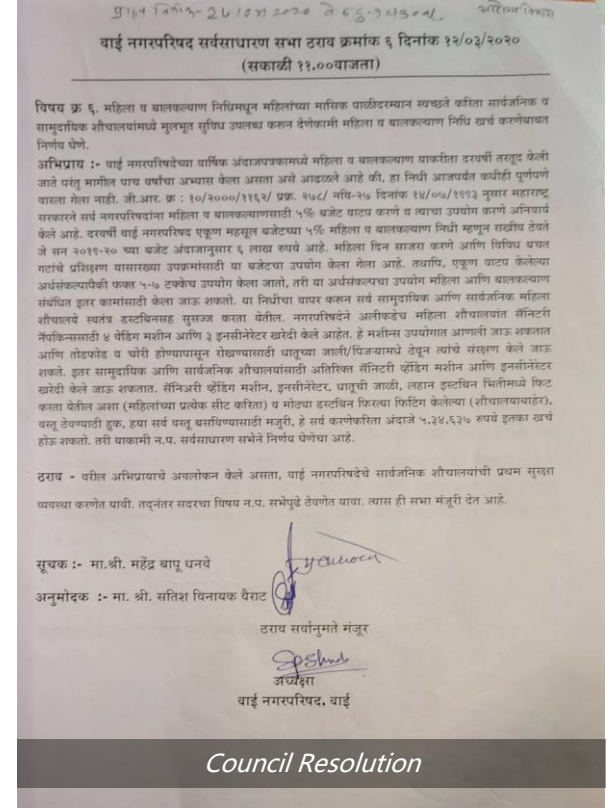
## Utilization of 5% budget allocated for Women and Child Welfare for provision of MHM infrastructure at all the CTs and PTs

- As per the GR dated 14.7.1993, the Government of Maharashtra made it compulsory for all the Councils to allot and utilize 5% of the estimated budget for women and child welfare.
- However, in Wai it was observed that only 5-7% of the total allotted budget gets utilized.

**Thus, this budget could be effectively utilized for provision of MHM infrastructure at all the CTs and PTs.** The CWAS team thus discussed this possibility with WMC.

	Actual Year 2017-18	Actual Year 2018-19	Actual Year 2019-20	Revised Estimate Year 2020-21	Budget Estimate for Year 2021-22
महिला व बाल कल्याण समिती	27300	37725	36900	800000	800000

- WMC had earlier procured four vending machines and three incinerators of which only one vending machine and incinerator has been installed at a PT in Danebazar. CWAS team thus supported WMC to make a detailed estimate of the additional infrastructure required.
- Estimated cost for providing the required MHM facilities is around **INR 5.5 Lakhs.\***
- The proposal of utilizing the allocated budget for women and child welfare was further discussed during general body meeting and approved in March 2020.
- Once the facilities are installed at all the CTs and PTs, SHGs/private contractors will be involved to operate and maintain them



\*Refer annex 4 for detailed estimate.



# Piloting MHM facilities at CTs in low income areas and those which have higher women dependency

- Before providing MHM facilities at all the CTs and PTs, it was decided to pilot at a few CTs
- Pilot community toilets were identified based on certain parameters such as:

## CTs in vulnerable area

Vulnerable areas mapped under CWIS program were used for this identification exercise. CTs falling in the vulnerable areas were screened.

## CTs in areas where HHs have space constraints to construct IHHT

Areas where HHs do not have space to construct toilet were identified based on the field observations of WMC staff and qualitative discussions by CWAS team. CTs in these areas were screened

## CTs having high footfall

Through the footfall survey, community toilets with high dependency were screened.

## CTs which have proper conditions for installation of the MHM machines

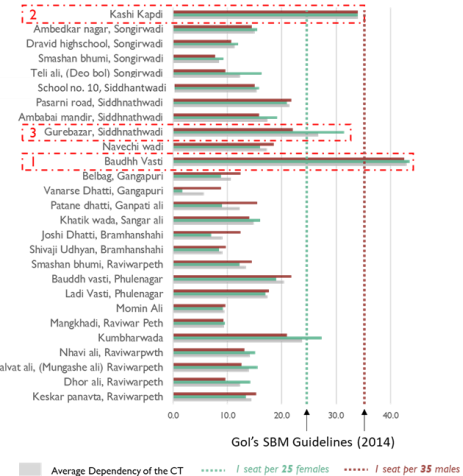
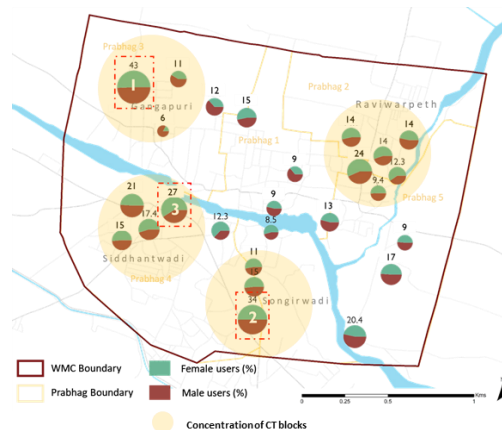
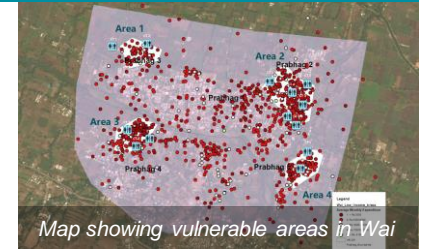
CTs that have suitable conditions eg: covered space, electrical point etc

## CTs which are spatially spread across wards

CTs were identified in different wards to ensure that they are spatially well placed

## Vulnerable areas overlayed with CTs having high dependency

- Area 1: Gangapuri**
  - Belbaugh Dhatti
  - Baudh Vasti
- Area 2: Raviwar Peth**
  - Navhi Ali
  - Kalwat Ali (Mungse Ali)
  - Kekar Panavta
  - Dhor Galli
  - Maang Khadi
  - Kumbhar Wada
- Area 3: Siddhanathwadi**
  - Ghurebazar (Slum)
  - Pasarni Road
  - Ambika Temple
- Area 4: Phulenagar**
  - Momin Ali
  - Ladi Vasti



Map showing CTs with dependency percentage based on footfall survey

# Identifying three pilot community toilets for provision of MHM facilities

Based on the screening exercise, 3 community toilets were identified for installing of the MHM machines.

## 1. Belbaugh Dhatti, Gangapuri



- Located in Ward no. 7
- 5 Female seats

## 2. School no. 10, Siddhanathwadi



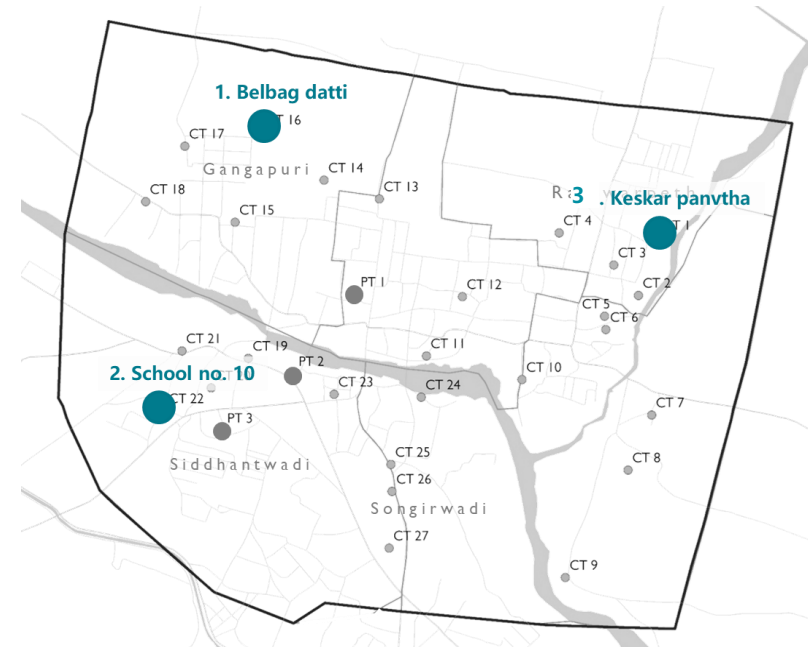
- Located in Ward no. 8
- 5 Female seats

## 3. Keskar Panavta, Raviwar Peth



- Located in Ward no. 1
- 7 Female seats

\*The machines can be wall mounted in shown spot.



In order to pilot the installation of MHM facilities in identified community toilets, talks have been initiated with the Chief Officer (CO) of WMC. In principle approval has been received from CO and President for initiating the pilot.

# Provision of vandalism proof infrastructure design solutions for MHM at the CTs and PTs

- Menstrual hygiene management (MHM) at the CTs and PTs needs appropriate infrastructure such as sanitary pad vending machine, incinerators, waste bins etc.
- Key Issue in providing amenities such as waste bins are that they are prone to stealing and vandalism. Hence, these are not provided or replaced in CTs and PTs
- Thus, to prevent vandalism, the infrastructure will be provided with necessary design solutions.
- Also, SHGs/private contractors will be involved to regularly replenish the vending machine and its maintenance.

1) Pad vending machines installed



2) Incinerators



3) Ground/wall mounted wastebins



## Provision of functional MHM facilities at the PT

- The public toilet in Danebazaar market area has been provided an incinerator and the vending machine, although currently it is not used since sanitary pads are not refilled. The MHM waste from the PT is collected by the WMC garbage truck and disposed at the dumping site.
- In order to make it functional, WMC would be involving SHGs/private contractors to regularly replenish the vending machine and its maintenance. For this, discussions are also being held with SHGs to understand their interest for involvement in monitoring the MHM facilities.
- MHM facilities will also be provided at the PT near Ganpati ghat, for which, in principle approval has been received from CO and President for initiating the pilot.
- Awareness generation on the MHM facilities and its use shall be conducted. This would be in the form of posters, flyers and other communication resources about the proper use of these machines by the end user.





## Proposal 2: Lock and key option for CTs with low dependency

### What is 'lock and key option'?

'Lock and key' option for community toilets (CT) is the setup wherein the ownership of the community toilet remains with the ULB but its usage and cleaning of the toilet seat is handed over to one or more households.

Such an option can be explored at CTs with low footfall and for households who cannot construct own toilet.

### Benefits of opting 'lock and key' option over community toilets.

**Optimum use of facility:** The community toilet seats, which are any way under utilised can bring benefits of using an individual toilet to households who lack space or finance for constructing own toilet.

**Availability of a sanitary option:** As the toilets will be used by a single household or a group of few households, it becomes a safe option as compared to community toilets.

**Better cleanliness and maintenance:** As households feel more ownership over group toilets, they are likely to keep them cleaner than community toilets. This would also reduce the incidences of vandalism.

### Case of Gadhinglaj

Gadhinglaj is a city in Maharashtra where the ULB constructed group toilets such that one toilet seat could be used by one household through the lock and key system. The construction of the group toilets was done by ULB and the responsibility of maintenance was of the households using them.

Number of group toilet blocks: 7  
Dependent HHs: 144 HHs  
Number of users: 532  
Out of 7 group toilet blocks, 2 blocks have one HH using one seat, remaining 5 block have two HHs using one seat



### Households use the group toilets because:

- They do not have space and/or finance to construct individual toilets
- No repair and operational cost of the toilet at their end.
- Water and electricity is provided by the ULB, which reduces overall maintenance cost.

### ULBs perspective on Group Toilets

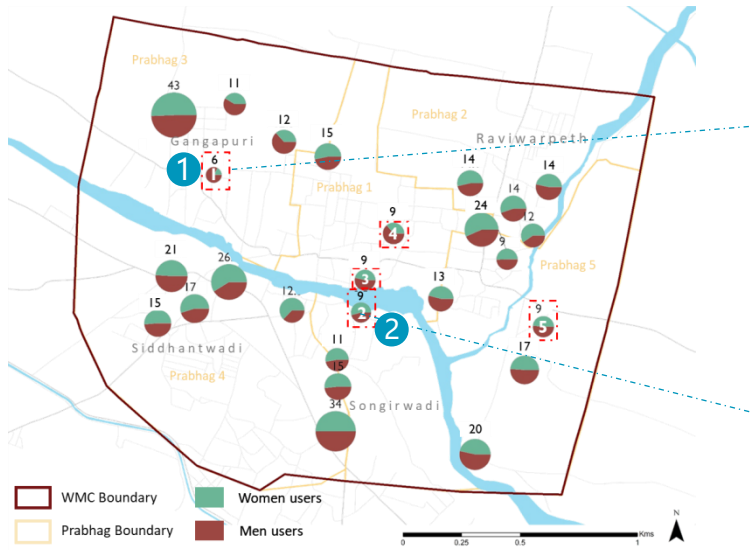
- Group toilets are found much cleaner than other CT/PTs.
- Reduces vandalism and chances of toilet components getting stolen.
- Cleaning done by households, therefore additional human resource not required.

# Exploring lock and key option for Wai

Aware of the benefits of a 'lock and key' model, WMC decided to explore the lock and key option for some of its community toilets where the dependency was found to be low.

As per the footfall survey, WMC had identified around 4 community toilets with dependency as low as 6 to 9 person per seat. These were the community toilets in areas with higher coverage of own toilets.

Out of the 4, 2 community toilets - at Vanarse Dhatti, Gangapuri and Smashan Bhumi, Songirwadi were selected for demonstrating the pilot by WMC.



Map showing CTs with dependency based on footfall survey and the selected pilots for lock and key model

## Vanarse Dhatti, Gangapuri

- Seats: 4 Female, 5 Male, 3 Urinals
- Dependency: **6 persons per seat** (2 women per seat and 9 men per seat)



## Smashan Bhumi, Songirwadi

- Seats: 8 Female, 9 Male
- Dependency: **9 persons per seat** (9 women per seat and 8 men per seat)



## Lock and key model demonstrated at Vanarse Dhatti Community toilet (1/2)

So far, the lock and key model has been demonstrated in Wai for one pilot CT block at Vanarse Dhatti where few seats have been handed over to designated HHs and few seats have been assigned for public to use.

WMC would continue to provide water supply, electricity, regular emptying of septic tanks, cleaning of the passages and seats that have been reserved for public to use.

### Steps taken for handing over the toilet seats.

1. A survey was conducted to identify HHs using the CT, reasons for use and whether they had applied for IHHT under SBM etc.
2. CWAS-WMC team along with the elected ward councillors conducted discussions with households to know their views on lock and key model and explain them the benefits.

### Out of the 6 HHs using the CT, 4 agreed to explore the lock and key option

3. The willing households were asked to select their respective toilet seats
4. After the HHs and the seats to be handed over were identified, one set of keys was given to the respective HHs and the other set was kept with WMC
5. Signatures were also taken of the HHs by WMC when they were handed over the keys.

**Households have been informed that once the seats are handed over, they will be responsible for cleaning and maintenance of the toilet and WMC will be providing water supply and desludging service as they do for all other community toilet blocks.**



## Lock and key model demonstrated at Vanarse Dhatti Community toilet (2/2)

### Allocation of toilet seats to HHs and arrangement for general public

- Since the toilet block has separate access for men and women with separate urinals, it was decided that each house would be given access to 1 gents and 1 ladies seat.
- Since ladies seats were less, 2 households agreed to share the ladies seat.
- After allocation, remaining seats are made available for public use.

Seats	Gents	Ladies	Urinals-Gents
Total seats	6	4	4
For public to use	2	1	4
1 <sup>st</sup> HH	1	1 (this seat will be shared)	
2 <sup>nd</sup> HH	1		
3 <sup>rd</sup> HH	1		
4 <sup>th</sup> HH	1		



*“Lock and key model is a practical step towards increasing the IHHT coverage for those with space and financial constraint. We plan to identify more such community toilet blocks with low dependency and implement the lock and key model” – Wai Municipal Council*

*“We are very satisfied with the arrangement”- Users*





## Proposal 3: Reconstruction of community toilets blocks in both slums of Wai

CWAS team has been regularly assessing all the community toilets in Wai from infrastructure and usage perspective

Taking into consideration the higher dependency on CTs in both the slums and its dilapidated condition, CWAS team had been following up with WMC for its reconstruction/refurbishment.

As a result, CT blocks in both the slums were demolished and reconstructed in the year 2020. These toilet blocks now have separate access to men and women.

The cost of construction of each toilet block is Rs. 11,10,500. These toilets were funded from the Swachha Bharat Mission funds.



<b>Total no. of seats at new CT block at Gurebazar slum</b>	<b>6</b>
No. of seat for women	3
No. of seat for men	3
<b>Total no. of seats at new CT block at Kashikapdi slum</b>	<b>6</b>
No. of seat for women	3
No. of seat for men	3

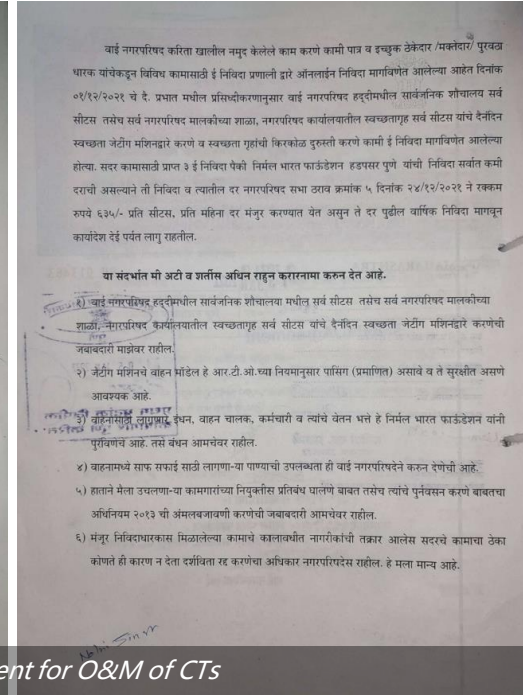
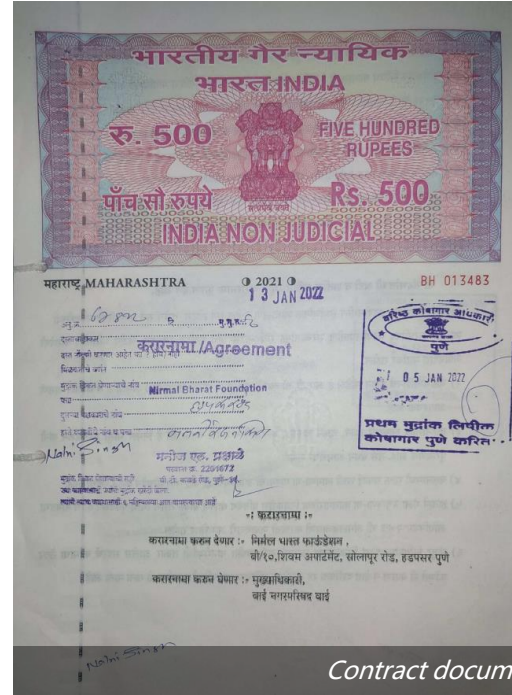
# Proposal 4 : Making the maintenance contract documents more inclusive

The analysis of the contract documents revealed that the clauses related to the technical specifications for maintaining the CTs and PTs such as scope of work, material to be used for cleaning, schedules of cleaning etc. were not included .

In order to make the contracts more inclusive, CWAS team suggested clauses related to **gender inclusivity, community engagement and awareness generation, safety and dignity of sanitary workers and monitoring and reporting of operation and maintenance** to WMC.

Some of these suggested clauses were incorporated by WMC in their renewed contract for maintenance of community toilets and urinal in the year 2022.

*\*Refer annex 5 for the additional clauses in the revised contract.*



Contract document for O&M of CTs

## Way forward

- The **lock and key model** which has been implemented at one of the pilot **needs to be replicated at other identified pilots**. Also, **more blocks will be identified** where this models can be implemented.
- Once the **MHM facilities and bins are provided at the identified community and public toilet blocks**, WMC can consider improving the other infrastructure like **water taps, washbasins etc.** as identified during the infrastructure assessment.







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## Annex



# Annex 1 – Contract document for operation and maintenance of CTs (1/3)

**वाई नगरपरिषद, वार्ड**  
ता. वार्ड, जि. सातारा. ४१२८०३  
ऑफिस (0)०२१६७-२२००२२/२२१४९२ टोल फ्री १८००२३३२२४  
Website - [www.waimunicipalouncil.org](http://www.waimunicipalouncil.org) Email - [waimunicipalouncil@gmail.com](mailto:waimunicipalouncil@gmail.com)  
जा.क्र.वॉ.रा.१२/कार्यदिश/७०५/२०१८-१९ दिनांक-२१/१२/२०१८

**कार्यदिश**


प्रति,  
निर्मल भारत फाऊंडेशन  
हडपसर पुणे


विषय :- नगरपरिषदेकरीता हद्दीतील सार्वजनिक व सामायिक शोचालयाची /नगरपरिषदेचे विविध इमारतीमधील सार्वजनिक शोचालयाची ३ वर्षे करीता देखावाल दुरुस्ती करणे.

संदर्भ :- दैनिक पुष्पनगरी दिनांक २७/४/२०१८ रोजी मागवण्यात आलेली ई निविदा.

आपणांस या कार्यदिशद्वारे कळविण्यात येते की, दिनांक २७/४/२०१८ रोजी दैनिक पुष्पनगरी प्रसिध्दीकरणानुसार काम क्र २ कामाचे नाव- नगरपरिषदेकरीता हद्दीतील सार्वजनिक व सामायिक शोचालयाची /नगरपरिषदेचे सार्वजनिक शोचालयाची ३ वर्षे करीता साफसफाई व फिरकोळ दुरुस्ती करणे कामी दिनांक १५/५/२०१८ रोजी ई निविदा मुदतवाढ मागविणेत आलेल्या होत्या या कामासाठी निर्मल भारत फाऊंडेशन हडपसर पुणे यांची निविदा प्राप्त झाल्यामुळे आपली निविदा सर्वात कमी दराची असल्याने ती निविदा त्यातील दर नगरपरिषद या. च्याची समिती रुशा ठराव क्र २ दिनांक २१/७/२०१८ ने रक्कम रुपये २,४८,५५१/- प्रति माहिना दर मंजूर केलेले आहे तरी सदरच्या रुशाचे विल १४ व्या वित्त आयोगाचे फंडापुन अदा करणेत येईल.

सदर ठरावातील मंजूरीनुसार आपण करून दिलेल्या करारनाम्याच्या अटी-शर्तीनुसार सदर कामाचा कार्यदिश देणेत येत आहे.

*o/c*  
*Received Nahi Smr*  
  
मुख्याधिकारी  
वाई नगरपरिषद वार्ड

**भारतीय गैर न्यायिक भारत INDIA**  
₹. 500 FIVE HUNDRED RUPEES  
पाँच सौ रुपये Rs. 500  
INDIA NON JUDICIAL

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१. सुभक्त निधी निकासाचे अनुक्रमांक. *useful unit*  
२. परराष्ट्र खाते  
३. परराष्ट्र खाते नंतर खोला/गती  
४. निव्वळनिधी *Rita Mca office*  
५. सुभक्त  
६. हद्दीतील  
७. सुभक्त  
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Sub Treasury Office, Wai  
- 2 NOV 2018  
SUB. TRY. OFFICER, WAI

कार्यदिश  
वार्ड

कारारनामा  
निर्मल भारत फाऊंडेशन, पुणे

कारारनामा करून घेणार :- मुख्याधिकारी, वार्ड नगरपरिषद वार्ड

# Annex 1 – Contract document for operation and maintenance of CTs (2/3)

चाई नगरपरिषद करिता खालील नमुद केलेले काम करणे कामी पात्र व इन्चुर्क ठेकेदार /मकलेदार/ पुरवठा धारक यांचेकडून विविध कामासाठी ई निविदा प्रणाली द्वारे ऑनलाईन निविदा मार्गावरील आलेल्या आहेत चाई नगरपरिषदेचे - दैनिक लोकमत दिनांक २७/४/२०१८ रोजी मार्गदर्शित आलेल्या होत्या त्याची चाई काम क्रमांक- २ कामाचे नाव :- नगरपरिषदेकरीता हृदयीतील सार्वजनिक व सामाजिक शोचालयाची /नगरपरिषदेचे विविध इमारतीमधील सार्वजनिक शोचालयाची ३ वणे करिता देखभाल दुरुस्ती करणे या कामासाठी दर सर्रात कामी असल्याने नगरपरिषद स्थायी समिती सभा ठराव क्र २ दिनांक २२/७/२०१८ ने मंजूर करण्यात येत असून ते दर पुढील वार्षिक निविदा मागवून कार्यादेश देई पर्यंत लागू राहतील

या संदर्भात मी अटी व शर्तीस अधिन राहून करारनामा करून देत आहे.

- १) या कामी कोणत्याही प्रकारे रक्कम मंजूर केली जाणार नाही .
- २) दिलेले दर निविदा वर्षासाठी अथवा पुढील वार्षिक निविदा मंजूर होऊन कार्यादेश देई पर्यंत लागू राहतील सदरचे दर सर्व करासहीत देणेचे आहेत
- ३) कार्यादेशात देण्यात येणारे मुदतीत मजूर पुरविण /काम वेळेत पूर्ण करून देण्याचे बंधन माझेवर राहिल.
- ४) कोणत्याही स्थितीत कार्यादेशात नमुद केलेल्या मुदतीपेक्षा मुदत वाढ दिली जाणार नाही हे मला मान्य आहे.
- ५) दिलेले काम वेळेत व मुदतीत न केलेस भरलेली बयाणा रक्कम जप्त करण्यात येईल व दंडात्मक कारवाई करण्यात येईल. हे मला मान्य व कबूल आहे.
- ६) ई निविदा फॉर्म ,करारनामा व कार्यदेशातील अटी व शर्तीचे पालन करण्याची जबाबदारी माझेवर राहिल.
- ७) या कामी शासनाचे कर भरणेचे बंधन माझेवर राहिल.
- ८) मी भरलेली बयाणा रक्कम कामाची मुदत पूर्ण होईपर्यंत अदा केली जाणार नाही हे मला मान्य आहे.
- ९) मुंबई मुद्रांक अधिनियम १९५८ चे कलम ३४ मधील तरतूद दि.२०/७/२००९ नुसार भविष्यात स्टॅम्प ड्युटी संदर्भात कोणत्याही प्रकारचा शक निर्माण झालेस त्याची सर्वस्वी जबाबदारी आमचे कंपनीवर राहिल.
- १०) कोणतेही निविदा कोणतेही कारण न देता मंजूर अथवा नामंजूर करण्याच्या अधिकार नगरपरिषदेने राखून ठेवलेला आहे
- ११) सदर कामापेठी अडव्हान्स मिळणार नाही
- १२) भविष्यात लेखा परिक्षणात काही अपेक्षा घेण्यात आलेत त्याची पूर्तता करून घेण्याची जबाबदारी /मंजुरी ई धारकेवर राहिल.
- १३) निविदा धारकाने निविदेमध्ये नमुद केलेले दर बाजार भावापेक्षा जास्त /मूद करू नये.
- १४) अनामत रक्कम होणाऱ्या विलाच्या रक्कमेच्या १० टक्के विलातून कपात करण्यात येईल.
- १५) वस्तू व सेवा कायदा २०१७ चे कलम ५१ प्रमाणे एमजीएसटी/ सीजीएसटी संदर्भात अंमलबजावणी करणेचे येईल.
- १६) ई निविदा फॉर्म ,करारनामा व कार्यदेशातील अटी व शर्तीचे पालन करण्याची जबाबदारी माझेवर राहिल.
- १७) या कामी शासनाचे कर भरणेचे बंधन माझेवर राहिल.
- १८) मी भरलेली बयाणा रक्कम कामाची मुदत पूर्ण होईपर्यंत अदा केली जाणार नाही हे मला मान्य आहे.
- १९) सदर कामाच्या विलातून नियमानुसार करांची कपात करून घेण्यात येईल हे मला मान्य आहे.
- २०) माझे व नगरपरिषदेमध्ये काही वाद विवाद निर्माण झालेस चाई नगरपरिषद ही चाई न्यायालयाचे स्थळ सोमते असल्याने चाई न्यायालयात दावा दाखल करणेची आहे हे मला मान्य व कबूल आहे.

## Key terms and conditions (Translated)

1. No advance amount will be sanctioned for this work.
2. The given rates will be applicable for three years or till the next annual tender is approved and work order is issued. The rates are to be paid along with all taxes.
3. I will be bound to supply labour /complete the work within the time given in the work order.
4. In any case, I agree that the term will not be extended beyond the term mentioned in the work order.
5. I agree and accept that if the work is not done in the given time, the earnest money will be confiscated and penal action will be taken.
6. I will be responsible for complying with the terms and conditions of the tender form, agreement and work order.
7. I will be obliged to pay the government taxes of this work.
8. I agree that the earnest money paid by me will not be reverted until the work is completed.
9. As per the provisions of Section 34 of the Mumbai Stamp Act, 1958 dated 20/07/2009, in future in case of any doubt regarding stamp duty, the entire responsibility will be of our company.
10. The Wai Municipal Council reserves the right to approve or reject the tender without giving any reason.
11. No advance amount will be sanctioned for this work.
12. In future if any objections are raised in the audit, I will be responsible for resolving them.
13. The bidder should not mention the rates in the tender more than the market rates.
14. Deposit amount will be deducted 10% of the bill amount from the bill.
15. As per Section 51 of the Goods and Services Act 2017, SGST/CGST will be implemented.
16. The responsibility to obey the terms and conditions of e-tender, contract as well as work order lies on me.
17. It will be my responsibility to pay government taxes for this work
18. I agree that the earnest money paid by me will not be reverted until the work is completed
19. I agree that taxes will be deducted from this work bill as per the rules.
20. If there is any dispute between me and the Wai municipal council, I agree that it is necessary to file a case in the Wai court as Wai municipal council is within the boundaries/jurisdiction of the Wai court.

# Annex 1 – Contract document for operation and maintenance of CTs (3/3)

२१)सदरचे काम करताना कोणतेही बाबतीत तक्रार अथवा याद किंवा निर्माण झालेस त्याचे निवारण हे मी परमपर करावयाचे आहे. हे मला मान्य आहे.

२२)सदरचे काम बंद करावयाचे असल्यास नगरपरिषदेस १ महिना अगोदर पुर्वकल्पना देणे आवश्यक आहे. तसे न केल्यास नगरपरिषदेस या कामी जादा खर्च आल्यास त्याची जबाबदारी आमचे कडून करणेत येईल.

२३)मी निविदे मध्ये नमुद केलेले दर हे बाजार भावापेक्षा जास्त नमुद करणार नाही . बाजार भावापेक्षा दर निजालेस त्याची भरपाई करून देणेची जबाबदारी पुर्णतः माझे राहिल.

२४)सदरची कामी कंत्राटी कामाचे विन्या बाबत व त्याचर काम करणा-या कामगारांच्या अपघाती नुकसान भरपाई विन्या बाबत मकतदार यांनी शासकीय विमा निधीकडे विमा उतरवून घेवून तसा सेवी रिपोर्ट नगरपरिषदेकडे करणाया आहे अन्यथा विलाच्या रकमेच्या १% प्रमाणे रक्कम काढत करून घेतली जाईल हे मला मान्य आहे

२५)कर्मचारी भविष्य निधी संघटना कायदा १९५२ चे कलम तरतुदी नुसार कामचारी पी एफ अटी व शर्ती चे पालन करून ठेकेदाराने पी एफ कोड /अकॉंट काढून पी एफ संदर्भात केलेली पुर्तता नगरपरिषदेस सादर करणे बंधनकारक आहे मला मान्य आहे.

२६)कर्मचारी भविष्य निधी संघटना कायदा १९५२ चे कलम तरतुदी नुसार कर्मचारी पी एफ भरणा केले संदर्भात चलन नगरपरिषदेस सादर केले नंतरच कामाचे देय अदा केले जाईल हे मला मान्य आहे.

२७)कर्मचारी भविष्य निधी संघटना कायदा १९५२ चे कलम तरतुदी नुसार दिलेल्या वर्कऑर्डर कालावधी नुसार केलेल्या कामासाठी कामगारांची संख्या त्यांना दिले जाणारे पगार तसेच त्याच्या पगारातून १२% प्रमाणे व ठेकेदाराकडील ३३.६१ % असे एकूण २५.६१% त्याचे पी एफ नुसार किंवा नगरपरिषद पी एफ कोड नंबर १०४०७३ वर भरणा करून त्याचे चलन नगरपरिषदेस सादर करणे आवश्यक आहे हे मला मान्य आहे.

२८)कर्मचारी भविष्य निधी संघटना कायदा १९५२ चे कलम तरतुदी नुसार ठेकेदार त्या कडील एखाद्या कर्मचा-यास रक्कम रुपये १५०००/- किंवा जास्त रक्कम मारुट पगार म्हणून देत असेल तर संबंधीत ठेकेदाराने संबंधीत कामगाराचे पगारातून फक्त १२ % पी एफ कट करून स्वतःचे पी एफ कोड वर भरणा करून त्याचे चलन १३.६१ % एवजी स्वतःचे प्रोफेशन टॅक्स भरणा केलेल्या चलनाची प्रत तसे दोन्ही नगरपरिषदेस सादर करणे बंधनकारक आहे हे मला मान्य आहे

२९)सदरचे कामाची बिले १४ व्या वित्त आयोगाअंतर्गत प्राप्त अनुदानातून मा जिल्हाधिकारीसा सातारा यांचेकडून प्राप्त होणा-या प्रशासकीय मंजूरी प्रमाणे आपणास अदा करणेत येईल.

३०)सदरचे कामाची बिले १४ व्या वित्त आयोगाअंतर्गत प्राप्त अनुदानातून मा जिल्हाधिकारीसा. सातारा यांचेकडून प्राप्त होणा-या प्रशासकीय मंजूरी प्रमाणे अथवा १४ व्या वित्त अनुदान उपलब्ध नसलेस नगरपरिषद निधीतून बिल अदा करणेत येईल मला मान्य आहे

चरल सर्व अटी व शर्ती मला मान्य व कबूल आहेत त्या दाखल मी खाली स्वाक्षरी केलेली आहे सदरचा करारनामा मी राजीखुशीने व अक्कल हुशारीने आणि स्वखुशीने लिहून दिला असुन तो वाचून पाहिलेला आहे. सदरचा करारनामा हा आमचे फर्मवर/कंपनीवर ,माझ्या चारसावर व माझे भागीदारावर बंधनकारक राहिल. त्या दाखल मी स्वाक्षरी केली आहे . येणे प्रमाणे असे


- I agree that if there is any grievance or dispute in the course of this work, I want to resolve it amicably.
- If this contract is to be terminated, it will be mandatory for me to give a preliminary notice to the Wai municipal council one month in advance. Failure to do so will result in recovery of the cost incurred by the municipal council.
- The rates I have mentioned in the tender will not exceed the market rates. If the rate goes above the market price, I will be fully responsible for compensating it.
- I agree that I have to take the insurance from the government insurance fund and submit a written report to the Wai municipal council regarding the insurance of the labour contract work and the accidental compensation of the workers working on it, otherwise the amount will be deducted at the rate of 1% of the bill amount.
- I agree that as per the provisions of the Employees Provident Fund Association Act, 1952, it is mandatory for the contractor to comply with the PF terms and conditions and open the PF code/account and do the needful regarding PF and provide it to the Municipal Council.
- I agree that the contractor will be paid for the work only after the challan is submitted to the Wai municipal council regarding the payment of PF to the employee as per the provisions of section of Employees Provident Fund Association Act, 1952.
- I agree that as per the provisions of the Employees Provident Fund Association Act, 1952, the number of workers, their payments for the work done, as per the work order period given, 12% of their salary and 13.61% from contractor, a total of 25.61% as per its PF or by paying on Wai municipal council PF Code No. 104073 and submission of the receipt will be mandatory.
- I agree that as per the provisions of the Employees Provident Fund Association Act, 1952, If the contractor pays to one of his/her workers Rs. 15000 or more as a muster payment, then the contractor should cut 12% from the worker's payment and pay on the own PF code, instead of 13.61% the contractor should pay own profession tax and both the receipts submission in the Wai municipal council will be mandatory.
- The bills for this work are from the grant received under 14th Finance Commission. You will be paid as per the administrative sanction received from the District Collector, Satara.
- The bills for this work are from the grant received under 14th Finance Commission. I agree that the bill will be paid from the Municipal Council funds if the 14th Finance Commission grant is not available.







# Annex 3 – Contract document for repairs of CTs and PTs (1/3)



**वाई नगरपरिषद, वार्ड**  
ता. वाई, जि. सातारा. ४१२८०३

ऑफिस (०)०२१६७ -२२००२२/२२१४९२ टोल फ्री १८००२३३२२४४

Website - www.waimunicipalauthority.org Email - waimunicipalauthority@gmail.com

जा.क्र.वाशि.१२/कार्यादेश/८१२/२०१८-१९ दिनांक-३१/१२/२०१८

### कार्यादेश

प्रति,

निर्मल भारत फाऊंडेशन  
हडपसर पुणे

विषय :- सार्वजनिक व सामायिक शौचालयाचे मोडकळीस आलेले दरवाजे दुरुस्ती कडी , कोयडे, फुटलेली भांडी बसविणे,टयुब,बल्ब,पाणी मोटारचे काम करणे,शौचालयास रंग देणे व इतर किरकोळ कामे (ढाप,तुटलेले पाईप बसविणे पाण्याचे कोंक पाणी साठवणुकीची टाकी (Sintex) बसविणे.

संदर्भ :- दैनिक लोकमत दिनांक १०/१०/२०१८ रोजी मागवण्यात आलेली ई निविदा.

आपणांस या कार्यादेशाद्वारे कळविण्यात येते की, दिनांक १०/१०/२०१८ रोजी दैनिक लोकमत प्रसिध्दीकरणानुसार काम क्र २ कामाचे नाव -:- सार्वजनिक व सामायिक शौचालयाचे मोडकळीस आलेले दरवाजे दुरुस्ती कडी , कोयडे, फुटलेली भांडी बसविणे,टयुब,बल्ब,पाणी मोटारचे काम करणे,शौचालयास रंग देणे व इतर किरकोळ कामे(ढाप,तुटलेले पाईप बसविणे पाण्याचे कोंक पाणी साठवणुकीची टाकी (Sintex) बसविणे. या कामासाठी निर्मल भारत फाऊंडेशन हडपसर पुणे यांची निविदा प्राप्त झाल्यामुळे आपली निविदा सर्वात कमी दराची असल्याने ती निविदा त्यातील दर नगरपरिषद मा. स्थायी समिती सभा ठराव क्र ५(ब) दिनांक २३/१०/२०१८ ने मंजूर केलेले आहे

अ.क्र.	कामाचा तपशिल	दर
१	सार्वजनिक व सामायिक शौचालयाचे मोडकळीस आलेले दरवाजे दुरुस्ती ,कडी कोयडे फुटलेली भांडी बसविणे, टयुब,बल्ब,पाणी मोटारचे काम करणे व इतर किरकोळ कामे(ढाप,तुटलेले पाईप नविन बसविणे,पाण्याचे कोंक, पाणी साठवणुकीची टाकी (Sintex)बसविणे.	

	<ul style="list-style-type: none"> <li>a ) शौचालयाचे मोडकळीस आलेल्या दरवाजांची दुरुस्ती करणे -----</li> <li>b)नविन दरवाजे बसविणे -----</li> <li>(अ) P.V.C दरवाजे -----</li> <li>(ब) लाकडी दरवाजे प्लाय दरवाजा बसविणे -----</li> <li>c)कडीकोयडे बसविणे-----</li> <li>d) तुटलेली भांडी बसविणे-----</li> <li>e)नविन पाणी मोटार (टिव्लू मोटर )फिटिंगसह -----</li> <li>f)नविन पाणी मोटार(समशायल मोटर) फिटिंगसह-----</li> <li>g)Sintex(पाणीची टाकी) दर देणे -----</li> <li>h)पाईप लाईचे काम करणे -----</li> <li>अर्धा इंच पाईप -----</li> <li>एक इंच पाईप -----</li> <li>i)टयुब बल्ब,चा दर देणे -----</li> <li>j) लाकडी चौकट बसविणे -----</li> <li>k)आर सी सी चौकट बसविणे -----</li> </ul>	<p>५००/-</p> <p>४५००/-</p> <p>४३००/-</p> <p>४००/-</p> <p>४४००/-</p> <p>१५००/-</p> <p>३२०००/-</p> <p>१.८० पर लिटर</p> <p>१९० रनिंग फिट</p> <p>२८० रनिंग फिट</p> <p>४००/- पर टयुब</p> <p>४०००/-प्रति नग</p> <p>३२००/-प्रति नग</p>
२.	सर्व सार्वजनिक व सामायिक शौचालयास रंग देणे (ऑईलपेंट, सिमेंट पेंट, डिस्टेंपर )	<p>७१/-स्क्वेअर मिटर</p> <p>६६/- स्क्वेअर मिटर</p> <p>३८/- स्क्वेअर मिटर</p>

सदर ठरावातील मंजुरीनुसार आपण करून दिलेल्या करारनाम्याच्या अटी-शर्तीनुसार सदर कामाचा कार्यादेश देणेत येत आहे.

मुख्याधिकारी  
 वाई नगरपरिषद वाई

# Annex 3 – Contract document for repairs of CTs and PTs (2/3)

## -: करारनामा:-

करारनामा करून देणार :- निर्मल भारत फाऊंडेशन ,पुणे

करारनामा करून घेणार :- मुख्याधिकारी, वार्ड नगरपरिषद वार्ड

कारणे करारनामा करून देतो की दिनांक १०/१०/२०१८ रोजीचे दे लोकमत मधील प्रसिध्दीकरणानुसार काम क्र २ कामाचे नाव- सार्वजनिक व सामायिक शौचालयाचे मोडकळीस आलेले दरवाजे दुरुस्ती कडी , कोयंडे, फुटलेली भांडी बसविणे,टयुब,बल्ब,पाणी मोटारचे काम करणे,शौचालयास रंग देणे व इतर किरकोळ कामे (ढाप ,तुटलेले पाईप बसविणे पाण्याचे कोंक पाणी साठवणुकीची टाकी (Sintex) बसविणे. दिनांक १०/१०/२०१८ चे दैनिक लोकमत वृत्तपत्रानुसार अखेर निविदा मागविणेत आलेल्या होत्या या कामासाठी आलेल्या निविदा मधील निर्मल भारत फाऊंडेशन ,पुणे यांचे कमी दर असल्याने नगरपरिषद मा. स्थायी समिती सभा ठराव क्र ५ व दिनांक २३/१०/२०१८ ने मंजूर करण्यात येत असून ते दर मला मान्य व कबूल आहेत.

या संबंदात मी अटी व शर्तीस अधिन राहून करारनामा करून देत आहे.

- १) या कामी कोणत्याही प्रकारे रक्कम मंजूर केली जाणार नाही .
- २) कार्यदिशात देण्यात येणारे मुदतीत नगरपरिषदेचे विविध कामासाठी मनुष्य बळ पुरविणेचे काम वेळेत पूर्ण करून देण्याचे बंधन माझेवर राहिल.
- ३) कोणत्याही स्थितीत कार्यदिशात नमुद केलेल्या मुदतीपेक्षा मुदत वाढ दिली जाणार नाही हे मला मान्य आहे
- ४) दिलेले काम वेळेत व मुदतीत न केलेस भरलेली बयाणा रक्कम जप्त करण्यात येईल व दंडात्मक कारवाई करण्यात येईल. हे मला माय व कबूल आहे.
- ५) ई निविदा फॉर्म ,करारनामा व कार्यदिशातील अटी व शर्तीचे पालन करण्याची जबाबदारी माझेवर राहिल.
- ६) या कामी शासनाचे कर भरणेचे बंधन माझेवर राहिल.
- ७) मी भरलेली बयाणा रक्कम कामाची मुदत पूर्ण होईपर्यंत अदा केली जाणार नाही हे मला मान्य आहे.
- ८) मनुष्य बळाच्या साहाय्याने काम करत असताना कोणत्याही प्रकारचा अपघात व दुर्घटना झाल्यास त्याची सर्वस्व जबाबदारी माझेवर राहिल.
- ९) मनुष्य बळाच्या साहाय्याने करणेत येणारे काम हे आरोग्य मुकादम व मदतनीस यांच्या नियंत्रणाखाली करावयाचे आहे. हे मला मान्य व कबूल आहे.
- १०) माझे व नगरपरिषदेमध्ये काही वाद विवाद निर्माण झालेस वार्ड नगरपरिषद ही वार्ड न्यायालयाचे स्थळ सीमेत असल्याो वार्ड न्यायालयात दावा दाखल करणेची आहे हे मला मान्य व कबूल आहे.
- ११) मुंबई मुद्रांक अधिनियम १९५८ चे कलम ३४ मधील तरतुद दि.२०/७/२००९ नुसार भविष्यात स्टॅम्प ड्युटी संदर्भात कोणत्याही प्रकारचा शक निर्माण झालेस त्याची सर्वस्वी जबाबदारी आमचे कंपनीवर राहिल.
- १२) सदरचे काम करताना कोणतेही बाबतीत तक्रार अथवा वाद विवाद निर्माण झालेस त्याचे निवारण हे मी परस्पर करावयाचे आहे. हे मला मान्य आहे.
- १३) सदरचे काम बंद करावयाचे असल्यास नगरपरिषदेस १ महिना अगोदर पुर्वकल्पना देणे आवश्यक आहे. तसे न केल्यास नगरपरिषदेस या कामी जादा खर्च आल्यास त्याची वसुली आमचे कडून करणेत येईल.

1. No amount will be sanctioned for this work
2. I will be bound to provide human resource for various works of the Municipal Council on time, as mentioned in the work order.
3. In any case, I agree that the term will not be extended beyond the term mentioned in the work order
4. I agree that in case of failure to do the work on time, the earnest money deposit will be forfeited and penal action will be taken.
5. I will be responsible for complying with the terms and conditions of the e-tender form, agreement and work order
6. I will be obliged to pay the taxes of the government for this work.
7. I agree that the earnest money deposit paid by me will not be reverted till the end of the term.
8. In case of any kind of accident or mishap while at work, I will be completely responsible.
9. I agree that the work is to be done under the supervision of sanitary supervisors and helper.
10. If there is any dispute between me and the Wai Municipal Council, I agree that it is necessary to file a case in the Wai court as Wai Municipal Council is within the boundaries/jurisdiction of the Wai court
11. As per the provisions of Section 34 of the Mumbai Stamp Act, 1958 dated 20/07/2009, in case of any doubt regarding stamp duty in the future, our company will take the entire responsibility.
12. I agree that if any complaint or dispute arises while working, I will resolve them mutually.
13. If this work is to be stopped, it is necessary to give a 1-month prior notice. If we fail to do so and the Municipal Council has to bear additional expenses due to this, those would be recovered from us.

## Annex 3 – Contract document for repairs of CTs and PTs (3/3)

- १४) मी निविदे मध्ये नमुद केलेले दर हे बाजार भावापेक्षा जास्त नमुद करणार नाही . बाजार भावापेक्षा दर निघालेस त्याची भरपाई करून देणेची जबाबदारी पुर्णतः माझेवर राहिल.
- १५) कर्मचारी भविष्य निधी संघटना कायदा १९५२ चे कलम तरतुदी नुसार कर्मचारी पी एफ अटी व शर्ती चे पाला करून ठेकेदाराने पी एफ कोड /अकॉंट काढा पी एफ संदर्भात केलेली पुर्तता नगरपरिषदेस सादर करणे बंधनकारक आहे मला मान्य आहे.
- १६) सामुदायिक व सार्वजनीक शौचालयाचे दुरुस्तीचे काम शहरातील सर्व सामुदायिक व सार्वजनीक शौचालयामधील दुरुस्तीची कामे करणेची जबाबदारी वरील मंजुर दराप्रमाणे नगरपरिषद निर्देश देईल त्या प्रमाणे दुरुस्तीची कामे वेळेत पुर्ण करून देणेची जबाबदारी आपली राहिल.
- १७) सदर कामाची बिले स्वच्छ महाराष्ट्र अनुदानातून /न पा फंडातून करण्यात येतील
- १८) सदर च्या कामांची दुरुस्ती रजिस्टर असणे आवश्यक आहे तसेच ते न पा च्या विहित नमुन्याप्रमाणे असावे वरील सर्व अटी व शर्ती मला मान्य व कबुल आहेत त्या दाखल मी खाली स्वाक्षरी केलेली आहे सदरचा करारनामा मी राजीखुशीने व अक्कल हुशारीने आणि स्वखुशीने लिहून दिला असुन तो वाचून पाहिलेला आहे. सदरचा करारनामा हा आमचे फर्मवर/कंपनीवर ,माझ्या वारसावर व माझे भागीदारावर बंधनकारक राहिल. त्या दाखल मी स्वाक्षरी केली आहे . येणे प्रमाणे असे

करार करून देणार

स्थळ : वाई

दिनांक : / / २०१९

साक्षीदार- १)----- सही -----

२)----- सही -----

करारनामा करून घेणार

मुख्याधिकारी  
वाई नगरपरिषद वाई

14. The rates quoted by me in the tender will not exceed the market rates. If the rate exceeds the market rates, I will be fully responsible for compensating it.
15. As per the provisions of section of Employees Provident Fund Association Act, 1952, it is mandatory for the contractor to comply with the PF terms and conditions and submit the PF code / account to the Municipal Council.
16. It will be your responsibility to carry out the repair work in all the community and public toilets in the city as per the instructions given by the Municipal Council at the above approved rate.
17. Bills for this work will be done from Swachh Maharashtra grant / Council's fund
18. It is necessary to maintain a register of repairs of the said work and it should be in accordance with the prescribed form of Municipal Council

## Annex 4 – Estimate for provision of MHM facilities

Detailed quantities and estimates for provision of MHM facilities at all the CTs and PTs

Sr No.	Components	No. of Toilet Blocks	Unit**	Rate (INR per unit)	Total Cost (INR)	Remarks
1	MHM Equipments					
A	Vending Machine	26	26	8,000	2,08,000	WMC has already purchased 4 vending machines. Currently, they are not in use.
B	Incinerator	27	27	10,000	2,70,000	WMC has already purchased 3 incinerators. Currently, they are not in use.
C	Jaali for protection of vending machine from vandalism	30	30	625	18,750	
D	Labour cost for jaali preparation to protect vending machine from vandalism		-		4,900	Considering Rs.700 labour charge per day & assuming it requires 7 days for labour requirement.
2	Other Amenities					
A	Bin (small - for female seats)	30	160	60*	9,600	All toilets need this.
B	Bin (big bin outside CTs)	27	27	1500*	40,500	3 bins are already present outside PTs
C	Hook (for hanging belongings)	27	162	20*	3,240	All toilets need this.
	<b>Total Cost</b>				<b>5,55,000</b>	

\*The rates are suggested by Nirmal Bharat.

\*\*The units are considered only for female sections in CTs/PT.



## Annex 5 – New additional clauses in the renewed contract (1/2)

### Safety of the workers

- 1) I will be responsible for daily cleaning all the seats of the community toilets within Wai Municipal council's limit, Nagar Parishad owned schools as well as toilet block of Municipal council office by using a jetting machine.
- 5) I will be responsible for enforcing the 'Prohibition of Employment as Manual Scavengers and their Rehabilitation Act, 2013'.
- 17) It will be my responsibility to provide the necessary uniforms and identity cards to the workforce.
- 48) Provide and replace personal protective equipment (PPE) to all the workers working at the community toilets and urinals and monitor its usage. Also, the PPEs must be (ISI) marked.

### Women's safety and Gender inclusivity

- 10) I will be responsible if the community toilet is used for any unlawful activity, also, I agree that municipal council would take an action against our organization in such a case.
- 41) For maintenance of the community toilet, I will ensure clean and safe facility and include but not limit to - 24-hours supply of electricity, enough water for usage and cleaning, replacement of bulbs and damaged wires, working door locks, latches, hooks to ensure safety and security of women, bins and disposal mechanism, secured windows and ventilators etc.

### Monitoring and reporting of service levels

- 6) I agree that the Municipal council reserves the right to cancel the work contract without giving any reason or prior notice if complaints from the citizens are received during the contract period.
- 11) The work of the community toilets would be completely supervised by the Sanitation Inspector of the municipal council and it will be my responsibility to take action as per the instructions given by him in this regard.
- 15) If a complaint is lodged with the Municipal Council regarding the mistakes of the contractor or poor maintenance of the community toilets, then the contract work will be cancelled and the deposit will be confiscated.

## Annex 5 – New additional clauses in the renewed contract (2/2)

49) I will be responsible to report about the work done at all the community toilets and urinals to the Sanitation Inspector twice a month.

52) Complaint record book should be maintained for user's complaints at all the community toilets and urinals. This is to ensure that the users can easily report their complaints. I will also be obliged to provide the information of the complaint received and the information of redressal of the complaint to the Municipal Council.

### Establishing standards and schedules of maintenance of CTs and PTs

14) The grass and weeds from the toilet premise are to be removed and herbicides and insecticides are to be sprayed on it. Also, the premise should be cleaning and flowering plants should be planted and maintained for beautification.

40) I will be responsible for supplying the materials required for cleaning and disinfecting all the community toilets within the municipal limits, municipal schools and the toilets at the Municipal Council office and clean them daily using jetting machine and disinfectants. I will be responsible for spraying disinfectants in and around the toilet.

43) I will be responsible for regularly using fresheners, naphthalene Balls, phenyl or any other disinfectant in all community toilets and urinals.

44) I will be responsible for emptying and cleaning the waste bins from all community toilets and urinals twice a day.

45) I will be responsible for keeping the drainage pipe connected to septic tank operational at all community toilets and urinals. I will also be responsible for any kind of blockages in the drainage pipe or soiled toilet seats.

46) I will be responsible for washing doors and windows of all the community toilets and urinals using disinfectant every week.

47) I have to keep dustbin facility for collecting diapers at all community toilets and urinals and I will be responsible for cleaning it.

50) I will be responsible for maintaining records related to cleaning and maintenance such as time table, frequency of cleaning along with service level benchmarks at all the community toilets and urinals.

51) It will be my responsibility to ensure that the daily cleaning schedule is followed by the cleaner by using disposables and equipment.

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## Suggested Citation :

CWAS, CEPT University. (2022). *Making community and public toilets inclusive in Wai.*

## About us

The Center for Water and Sanitation (CWAS) is a part of CEPT Research and Development Foundation (CRDF) at CEPT University. CWAS undertakes action-research, implementation support, capacity building and advocacy in the field of urban water and sanitation. Acting as a thought catalyst and facilitator, CWAS works closely with all levels of governments - national, state and local to support them in delivering water and sanitation services in an efficient, effective and equitable manner.



[cwas.org.in](http://cwas.org.in)  
[pas.org.in](http://pas.org.in)



[cwas@cept.ac.in](mailto:cwas@cept.ac.in)  
[tiny.cc/pasenews](http://tiny.cc/pasenews)



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