Monitoring Swachh Maharashtra Mission:
Experience from Urban Maharashtra

October 2018

CONTENTS

1	Concept of ODF in Swachh Maharashtra Mission
2	Monitoring Interventions and Tools Used
3	Monitoring Mechanisms at State Level
4	Monitoring Mechanisms by Urban Local Bodies

CONTENTS

1	Concept of ODF in Swachh Maharashtra Mission
2	Need for Monitoring and its Framework
3	Monitoring Mechanisms at State Level
4	Monitoring Mechanisms by Urban Local Bodies

Sanitation situation in one of the most urbanized state which required a much needed impetus

29%

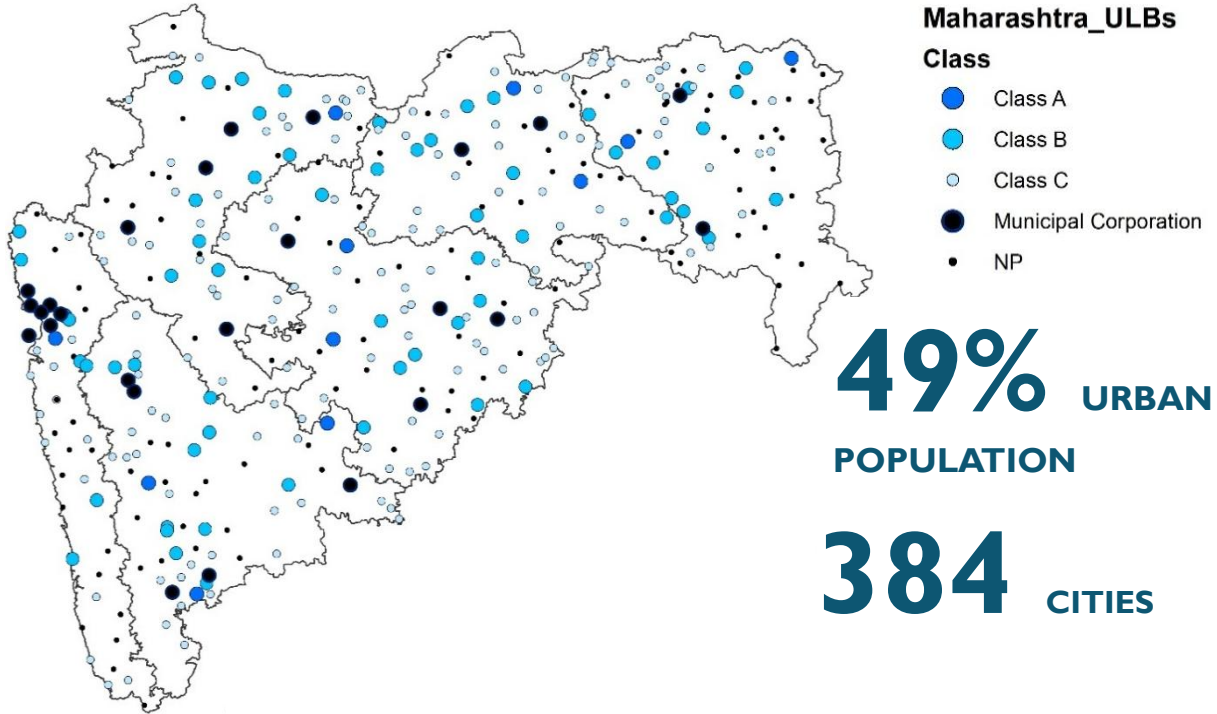HHs had no Latrine facility within premise

8%

Were defecating in open

21%

Urban households were dependent on public latrines

Figures according to Census 2011,
Available at http://www.censusindia.gov.in/2011census/Hlo-series/HH08.html

Maharashtra_ULBs
Class
- Class A
- Class B
- Class C
- Municipal Corporation
- NP

49% URBAN
POPULATION

384 CITIES

Maharashtra one of the most Urbanized states in the country

Classification of ULBs	No. of ULBs	Range of Population
STATE	384	
M. Corporations	27	> 3,00,000
A Class M. Councils	12	>1,00,000 to < 3,00,000
B Class M. Councils	**60**	>40,000 to < 1,00,000
C Class M. Councils	**145**	< 40,000
Nagar Panchayats	**140**	As Notified

Note: (1) Classification of cities: municipal corporation (>300,000), Municipal Councils: Class A (100,000-300,000), Class B (40,000-100,000), Class C (<40,000), NP (as notified). Source: PAS Project 2013-14 and 2014-15

Swachh Bharat Mission launched in October 2014 to address sanitation issues in the country
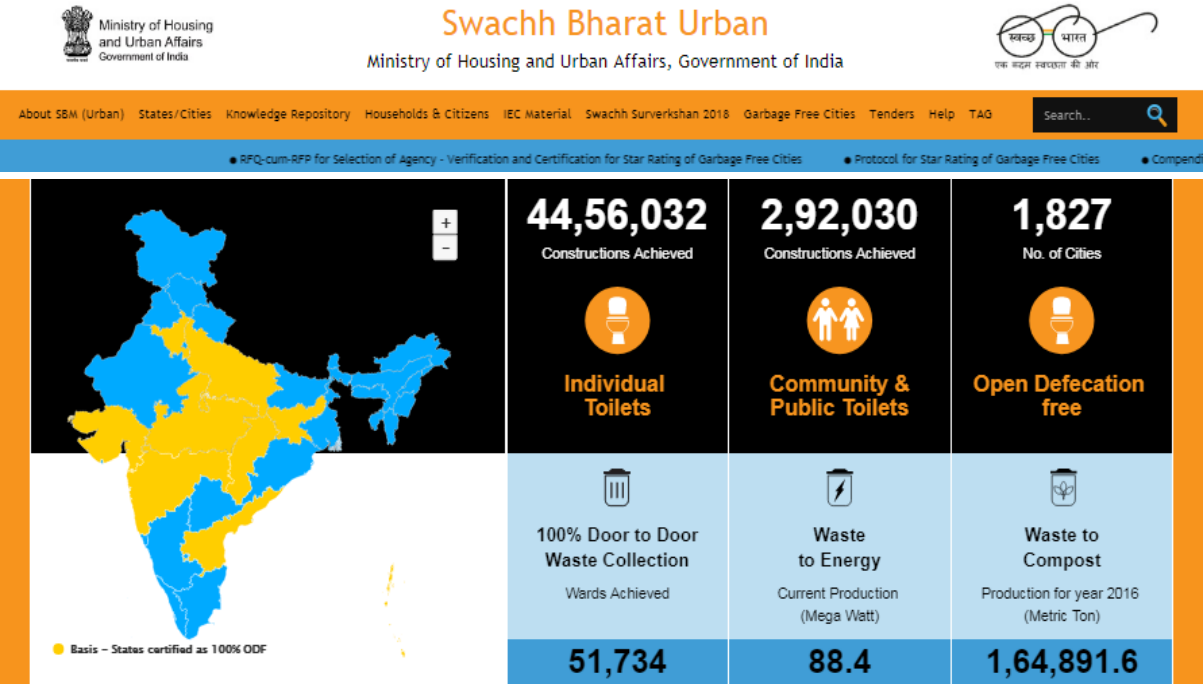
Swachh Bharat Mission Objectives & Components

Mission Objectives

- Elimination of open defecation
- Eradication of Manual Scavenging
- Modern and Scientific Municipal Solid Waste Management
- To effect behavioral change regarding healthy sanitation practices
- Generate awareness about sanitation and its linkage with public health
- Capacity Augmentation for ULBs to create an enabling environment for private sector participation in Capex and Opex

Mission Components

- Household toilets, including conversion of insanitary latrines into pour-flush latrines
- Public toilets and urinals
- Solid waste management
- IEC & Public Awareness
- Capacity building and Administrative & Office Expenses (A&OE)

The mission aims to eliminate open defecation from the country by October 2019

Swachh Bharat Mission launched in October 2014 to address sanitation issues in the country

- Mission ably led and guided by State government (UDD) to achieve success within two years of launch of the mission

- Political will, dynamic team and bureaucratic priority have been the major factors that made the SMM a success

- Various proactive steps taken by the State government in solving hurdles experienced by ULBs in implementation

- Success of the mission largely due to commitment and participation of all ULBs

- The Swachh Maharashtra Mission has been a Mission led by "Local Governments" and facilitated by the "State Government"
- ULBs have taken the responsibility of 'on time achievement' of targets with innovative measure to ensure timely implementation

Maharashtra State announced launch of Swachh Maharashtra Mission in May 2015

Under the aegis of the Government of India's, Swachh Bharat Mission, the Government of Maharashtra (GoM) initiated the journey of becoming Open Defecation Free (ODF) and Swachh by launching the "Swachh Maharashtra Mission, Urban" (SMMU) on 15th May, 2015.

Vision Statement

Government of Maharashtra envisaged **"ODF Communities"** moving towards "ODF+ and ODF++ Communities" by addressing entire service chain of sanitation and not focusing only on number of toilets constructed in the cities

Approach

A **Systematic Approach** was adopted by keeping in view city as a unit and encouraging city managers for moving towards improved sanitation by prioritizing access and use of own toilets and implementing plans for safe management of faecal waste

Maharashtra was the first State to develop the concept of "ODF Cities"

Maharashtra Government Notification Dated 29.10.2015 on ODF Cities

स्वच्छ महाराष्ट्र अभियान (नागरी) अंतर्गत हागंदारी मुक्त होणाऱ्या शहरांची तपासणी करण्यासाठी समितीचे गठण करण्याबाबत.

महाराष्ट्र शासन
नगर विकास विभाग
शासन निर्णय क्रमांकः स्वमअ २०१५/सं.क्र. १५४९/ नवि-३४
हुतात्मा राजगुरू चौक, मादाम कामा मार्ग
४ था मजला, मंत्रालय, मुंबई
दिनांक : २९ ऑक्टोबर, २०१५

वाचा :
१) शासन निर्णय, नगर विकास विभाग क्रमांक स्वभाअ २०१५/प्र.क्र.२३/नवि-३४, दिनांक १५ मे, २०१५.

प्रस्तावना :
केंद्र शासनाच्या "स्वच्छ भारत अभियान (नागरी)" च्या धर्तीवर संदर्भीय शासन निर्णयान्वये राज्यामध्ये "स्वच्छ महाराष्ट्र अभियान (नागरी)" ची अंमलबजावणी सुरु झाली आहे. या अभियानांतर्गत शहरे हागंदारी मुक्त करणे व घनकचरा व्यवस्थापन या दोन प्रमुख बाबींचा समावेश आहे. शहरे हागंदारी मुक्त करण्यासाठी शहरांमध्ये ज्या कुटुंबांकडे शौचालयाची सुविधा उपलब्ध नसल्याने ते उघड्यावर शौचास जातात अशा कुटुंबांना वैयक्तीक घरगुती शौचालय अथवा सामुदायीक शौचालय उपलब्ध करून द्यावयाची आहेत.

२.   सन २०११ च्या जनगणनेच्या आकडेवारी नुसार राज्यातील २६५ नागरी स्थानिक स्वराज्य संस्थांमधील एकूण ८.३१ लक्ष कुटुंबांना शौचालयाची सुविधा (वैयक्तीक घरगुती शौचालय अथवा सामुदायीक शौचालय) उपलब्ध करून द्यावयाची आहे.

३.   स्वच्छ महाराष्ट्र अभियान (नागरी)" ची अंमलबजावणी राज्यातील २६५ नागरी स्थानिक स्वराज्य संस्थांमध्ये मिशन मोड पध्दतीने सुरू झाली असून राज्यातील १९ नागरी स्थानिक स्वराज्य संस्थांनी हागंदारी मुक्त झाल्याचे घोषीत केले आहे. तर, राज्यातील इतरही नागरी स्थानिक स्वराज्य संस्था टप्प्याटप्प्याने हागंदारी मुक्त होत आहेत.

"हागंदारी मुक्त शहराची व्याख्या: ज्या शहरामधील सर्व कुटुंबांना शौचलयाची सुविधा (वैयक्तीक अथवा सामुदायीक) उपलब्ध असून सर्व कुटुंबे त्याचा वापर करीत आहेत. तसेच, शहरामध्ये दररोज येणाऱ्या तरंगत्या लोकसंख्येसाठी पुरेशा प्रमाणात व योग्य ठिकाणी सार्वजनिक शौचालये उपलब्ध असून ती वापरायोग्य आहेत व त्याचा वापर होत आहे. शहरातील सर्व शौचालये ही सुरक्षित मैला व्यवस्थापन प्रणालीस जोडली आहेत व शहराच्या परिसरात कुठेही उघड्यावर शौचविधी होत नसल्याचे अथवा कुठेही उघड्यावर मानवी विष्ठेचे पुरावे दिसून न आल्याचे व त्याचा प्रसार होत नसल्याचे आढळून येईल, अशा शहरास हागंदारी मुक्त शहर म्हणता येईल."

Defining an ODF city

A framework developed by Government of Maharashtra for defining "ODF Cities" in Maharashtra. As a long term vision, GoM aims to move towards improved sanitation by encouraging access to own toilets with safe management of faecal waste With many new toilets being built under SMMU, cities have to face increased challenges in disposing the faecal waste. For creating awareness about the need of own toilets and safe and regular management of faecal waste SMMU has identified the whole process of 'granting' ODF status to cities. In order to encourage ULBs for taking into consideration entire service chain of sanitation, GoM has developed concept of "ODF+ Cities" and "ODF++ Cities". A city is notified as ODF city only when:

- At any point of time, not a single person is found defecating in the open
- All households have access to toilet (Individual or community toilet) and are using it
- All toilets have safe containment or are connected to safe disposal system
- Adequate public toilets are available for floating population at appropriate locations

State developed the ODF Framework to prioritize own toilets

Maharashtra Government Notification Dated 15.05.2015 on ODF Framework

A GR was released by Government of Maharashtra for implementation of the mission. The GR consisted of :

Detailing the components of the mission: wherein detailed definitions have been given about each component with special focus on provision of individual toilets for households.
(a) Individual domestic toilets:
(b) Community toilets
(c) Public toilets
(d) Solid waste management
(e) Information, Education and Communication, and Public Awareness
(f) Capability Building and Administration and Office Expenses

Fixed Expenses of the Campaign: The GR provides details of the funds that would be available for the mission from the Centre and State governments. It provides a list of resources from where the remaining funds could be sourced by the ULB.

Organizational structure: The GR details out the organizational structre of the Governing body at the State level and the High powered committee at the Centre responsible for management of the mission.

Robust 3 Tier Verification to ensure sustainability and move towards ODF+ (1/2)

1. **Self declaration** by the City

2. Validation at **Collector (District) Level**

3. Validation by **State Level Committee**

State sends the list of State Level Verified ODF cities to MoHUA, GoI

4. **1st** Verification by **Third Party, GoI**

5. **2nd** Verification by **Third Party, GoI**
   (6 months after the first validation)

30%

30%

40%

Incentive Scheme Rewards to ODF cities for moving towards ODF+

On 28th March 2016, to encourage ULBs for making and sustaining their cities ODF, GoM announced reward of incentive funds on achievement of ODF status, linked to sustainability.

ULB Class	Incentive Funds (Rs.)
A	2 Crore
B	1.5 Crore
C	1 Crore

Later, on 02nd March 2017 a GR was passed mentioning that the ULBs shall not receive any development grants on failing to achieve the ODF status.

The verification framework for ODF cities developed by GoM have led to sustainable ODF cities. Almost 95% of cities in Maharashtra have cleared QCI validation and re-validation.

Robust 3 Tier Verification to ensure sustainability and move towards ODF+ (2/2)

1. **Self declaration** by the City	After conducting relevant activities towards making the city ODF and validating that there is complete absence of OD, the city passes a **declaration in the general body meeting**
2. Validation at **Collector (District) Level**	Declaration is validated by **District Validation Committee** under the Collector. The committee assess the declaration and submits a report to the State Mission Directorate. If the report is negative, suggestions are given & revalidation is planned.
3. Verification by **State Level Committee**	**State Verification Team** is sent to the city. The team conducts an overall assessment from different perspectives and validate the city ODF. If the city is not found ODF then recommendations are given and revalidation is planned within stipulated time frame

State sends the list of State Level Validated ODF cities to MoHUA, GoI

4. 1st Verification by **Third Party, GoI**	The state nominates ODF city for being verified ODF at the National Level. A **third party** agency commissioned by the **MoHUA** conducts the verification and issues an ODF Certificate. In case if a city fails the verification then reverification is conducted
5. 2nd Verification by **Third Party, GoI** (6 months after the first verification)	ODF certificate is issued, valid for 6 months. For renewal of the certification the city submits the updated city profile to the State Gov. The State then co-ordintes with the **third party validation agency and revalidation** is carried out for that city.

ODF Recertification to Monitor and Maintain ODF Sustainability

State level process of declaring a city ODF

Self Declaration by City → District Level Validation → State Level Validation

19	Cities declared ODF October 2015
52	Cities declared February 2016
100	Cities declared October 2016
384	Urban Maharashtra declared ODF October 2017

National Level: ODF Declaration Process

National Level Validation → National Level Re-Certification every 6 months

National Level ODF Certification Status

MoHUA - ODF Certification

384	Appeared
379	Passed
5	Failed

99% cities passed ODF certification at National level mainly New Nagar Panchayat

Data is as on date 17 Sep 2018

ODF Recertification

| 384 | Appeared |
| 384 | Passed |
| 0 | Failed |

100% cities passed State Level ODF Certification

ODF,ODF+ and ODF++ Framework developed to focus on fecal sludge and septage management.

GoM envisaged to move towards universal coverage of toilets with safe management of faecal waste for which the ODF Framework was developed.

A GR on the ODF Framework mainly focuses on:

- Priority to be given to individual household toilets for all the households that have space to construct

- Regular cleaning of septic tanks that have been constructed and treat the collected septage, and treat the waste water generated in the city to achieve the ODF + and ODF++ status.

- Use of the incentive funds provided by the state government and 14th FC funds for achieving the ODF+ and ODF++ status
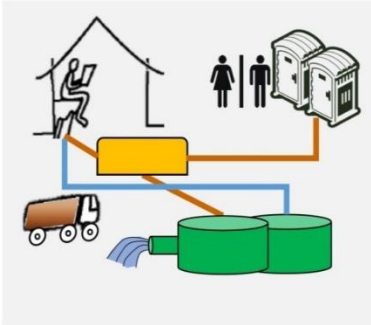

ODF 100%

ODF+ >80% <20%

ODF++ >95% <5%
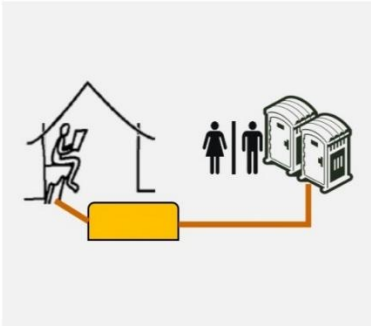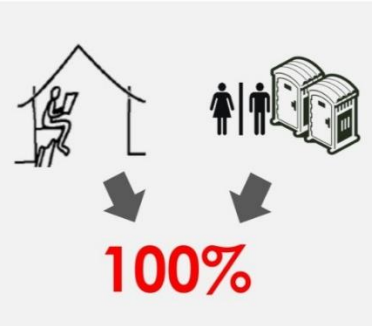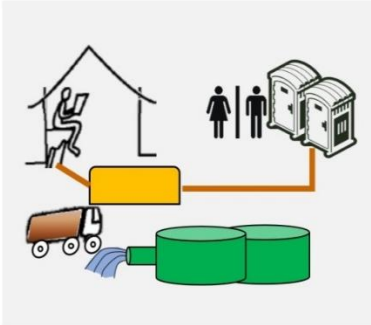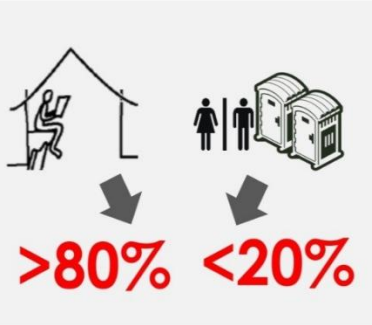
Maharashtra is the first state in the country develop the ODF Framework. Adopted at Centre and by other States

Summary of interventions for monitoring the mission at State, division, district and city level

Chief Minister Office

Regular review of projects: Swachh Maharashtra Mission (Urban & Rural), AMRUT, PMAY etc.

SMMUA Mission Directorate

Implementation & Monitoring of Swachh Maharashtra Mission. Directives given to RDMAs, DAO on focus cities and areas.

Municipal Corporations, Nagar Palikas and Panchayats

Implementation & Monitoring of Swachh Maharashtra Mission at City Level

Divisional Commissioner Office

Implementation & Monitoring of the mission for the division

District Collector Office

Implementation & Monitoring of the mission at District level

Chief Secretary

Principal Secretary

Overall monitoring and implementation of the Mission
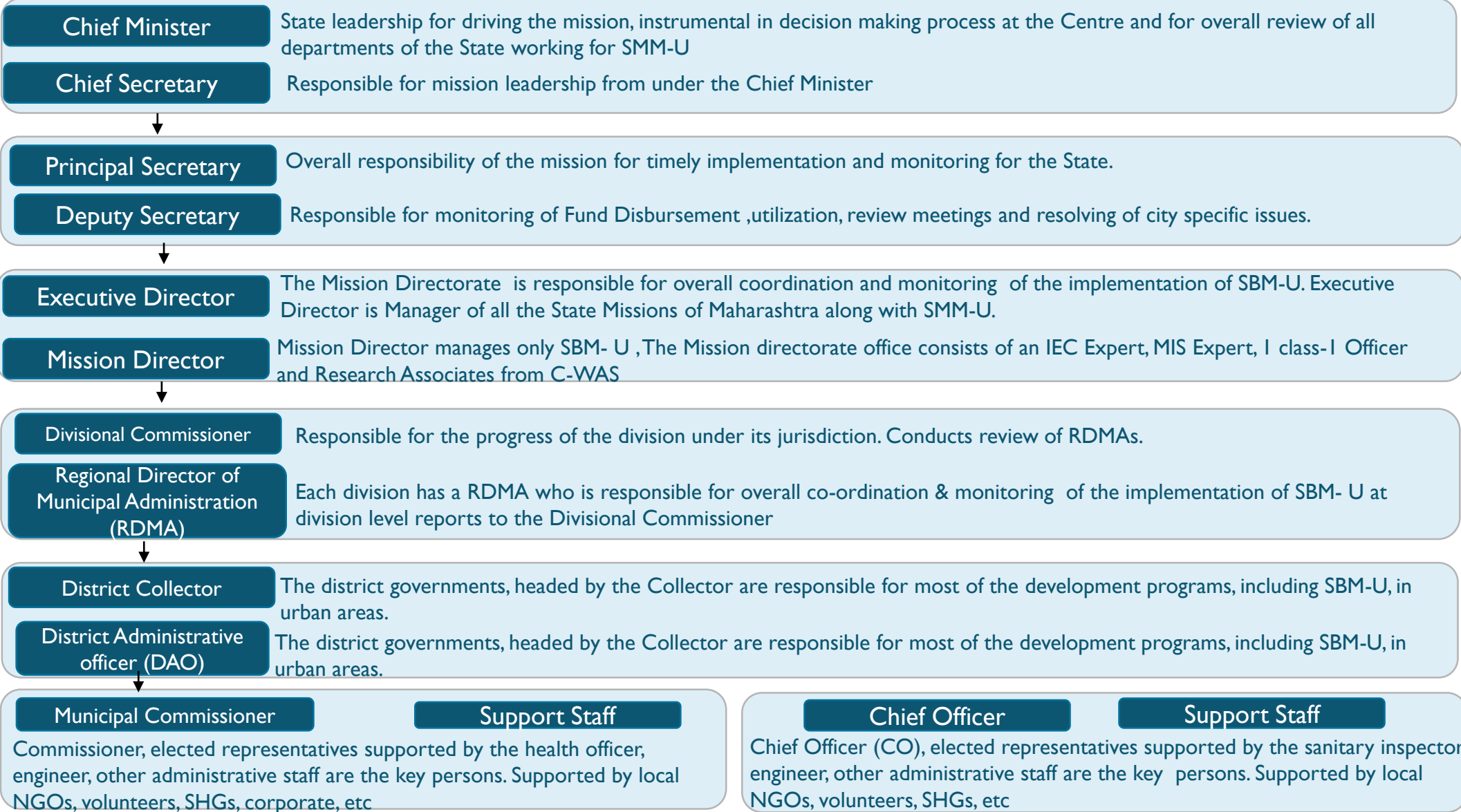Directives and Reviews of Collectors, RDMAs and DAOs, Municipal Commissioners and Chief Officers

Unique, decentralized institutional setup for efficient implementation and monitoring of the mission

	Departments	Responsibility	Team
State Level	**Urban Development Department**	Implementing the SMM-U across the State	**Chief Minister Chief Secretary Principal Secretary Deputy Secretary**
	The Mission Directorate	Overall coordination and monitoring of the implementation of SBM-U.	**Executive Director Mission Director Mission Directorate Team**
Division Level	**Divisional Commissioner Office**	Implementation of the urban development activities including SMM- U at Division level	**Divisional Commissioner Regional Director of Municipal Administration (RDMA)**
District Level	**District Collector Office**	Implementation of SMM-U at district level	**Collector District Administrative officer (DAO)**
City Level	**Municipal Commissioner Office**	Implementation of SMM-U at for all municipal corporations	**Municipal Commissioner Support Staff**
	Municipal Councils of Cities	Implementation of SMM-U at for cities (Class A to Nagar Panchayats)	**Chief Officer Support Staff**

> ***Maharashtra has unique, decentralized institutional setup for implementation of SMM-U and the mechanisms for implementing the initiatives have been integrated with it.***

Designated responsibility to each team ensuring efficient implementation and monitoring

Government Organizations

Chief Minister	State leadership for driving the mission, instrumental in decision making process at the Centre and for overall review of all departments of the State working for SMM-U
Chief Secretary	Responsible for mission leadership from under the Chief Minister

Principal Secretary	Overall responsibility of the mission for timely implementation and monitoring for the State.
Deputy Secretary	Responsible for monitoring of Fund Disbursement ,utilization, review meetings and resolving of city specific issues.

Executive Director	The Mission Directorate is responsible for overall coordination and monitoring of the implementation of SBM-U. Executive Director is Manager of all the State Missions of Maharashtra along with SMM-U.
Mission Director	Mission Director manages only SBM- U ,The Mission directorate office consists of an IEC Expert, MIS Expert, 1 class-1 Officer and Research Associates from C-WAS

Divisional Commissioner	Responsible for the progress of the division under its jurisdiction. Conducts review of RDMAs.
Regional Director of Municipal Administration (RDMA)	Each division has a RDMA who is responsible for overall co-ordination & monitoring of the implementation of SBM- U at division level reports to the Divisional Commissioner

District Collector	The district governments, headed by the Collector are responsible for most of the development programs, including SBM-U, in urban areas.
District Administrative officer (DAO)	The district governments, headed by the Collector are responsible for most of the development programs, including SBM-U, in urban areas.

Municipal Commissioner **Support Staff**	Commissioner, elected representatives supported by the health officer, engineer, other administrative staff are the key persons. Supported by local NGOs, volunteers, SHGs, corporate, etc
Chief Officer **Support Staff**	Chief Officer (CO), elected representatives supported by the sanitary inspector, engineer, other administrative staff are the key persons. Supported by local NGOs, volunteers, SHGs, etc

With Technical Support

C-WAS
Center for Water and Sanitation
CEPT UNIVERSITY

ALL INDIA INSTITUTE OF LOCAL SELF-GOVERNMENT

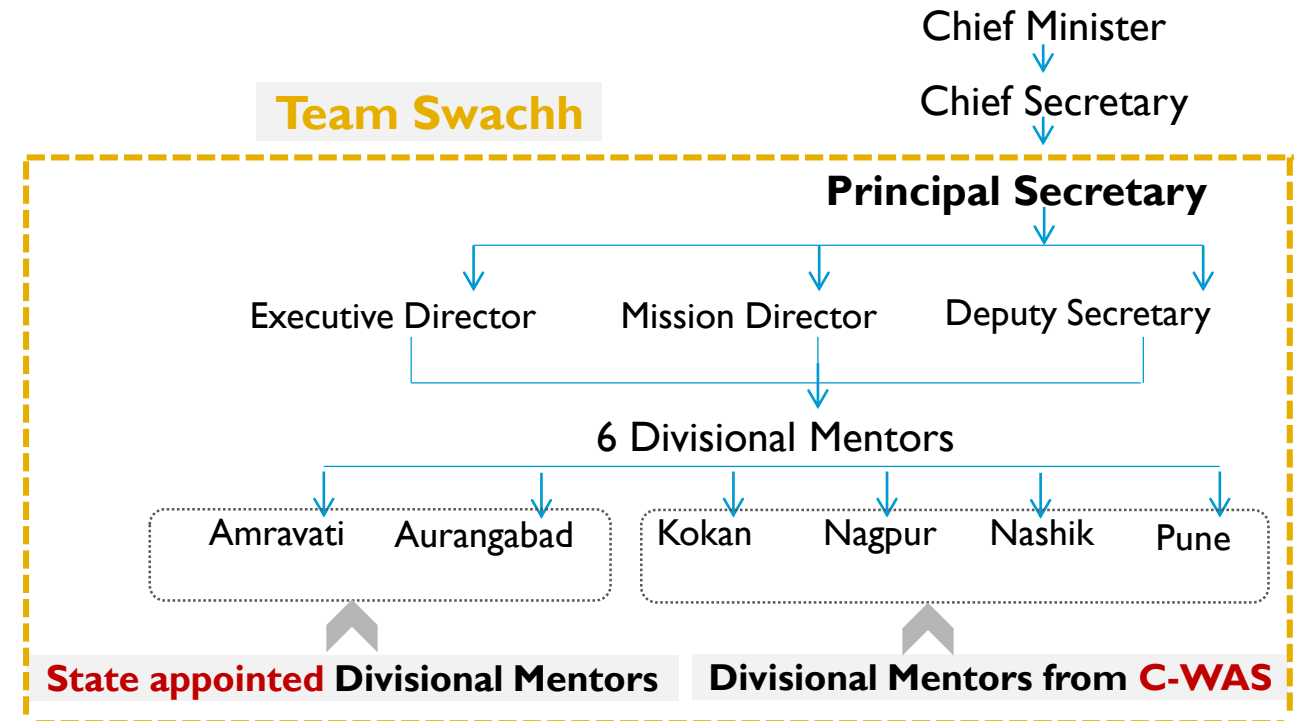Tanishka Foundation

and Support under CSR

HSBC

Reckitt Benckiser Group

India Sanitation Collation

Formation of 'TEAM SWACHH' & Divisional Mentors for implementation and monitoring of the mission

- **Headed by Principal Secretary (PS)**, UDD, GoM

- Team consists of Executive Mission Director, Mission Director, Deputy Secretary, C-WAS team, IEC expert, MIS expert, 2 Class I officers.

- **Reports the physical & financial progress** every week to the PS

- Conducts divisional / district/ULB **review meetings** to monitor the progress

- Conducts **Periodic field visits** to resolve on-ground issues

- Conducts workshops, training programs for ULBs

- Makes administrative & legislative decisions

Chief Minister

↓

Chief Secretary

↓

Team Swachh

Principal Secretary

↓

Executive Director   Mission Director   Deputy Secretary

6 Divisional Mentors

Amravati   Aurangabad   Kokan   Nagpur   Nashik   Pune

State appointed Divisional Mentors   **Divisional Mentors from C-WAS**

Responsibility of Divisional Mentors

- To mentor and coordinate the **ODF activities**
- Monitoring city level activities for becoming ODF
- **Resolve issues** faced by cities in the allotted division
- **Strengthen the district level machinery** for smooth implementation of ODF activities
- **Update weekly progress reports** prepared on the basis of periodic field visits, phone follow ups, review meetings, etc. conducted.

Formation of 'TEAM SWACHH' & Divisional Mentors for implementation and monitoring of the mission

"It's our good fortune that we have been entrusted with Modiji's dream of Swachh Bharat in Urban Maharashtra. CM sir's strong support & his complete trust in Team Swachh's ability has made this 'sankalpa se siddhi tak yatra' so very special "

Mrs Manisha Mhaiskar (Principal Secretary, UDD, GoM)

Team Swachh on occasion of Declaring Urban Maharashtra ODF in October 217

Engagement of organizations for technical support and monitoring

CEPT University signed MoU with Government of Maharashtra for providing support for implementing the Swachh Maharashtra Mission for Urban areas

CMO Maharashtra @CMOMaharashtra · Oct 2
Some MoU's were signed for this cleanliness drive with CEPT university, Ahmedabad, All India Local Self Govt and Aquacraft. #SwachhBharat

The three broad areas of support

Policy /Strategic Support

Support in developing policy /guidelines for implementation of SMMUA programme

- ODF , ODF+ ODF++ framework
- State Resolutions
- ODF Handbook
- Sustainability guidelines
- Septage guidelines
- Guidebook for FSSM
- FSSM Policy
- Guidelines for OD spot development

Technical Support

Providing technical support in day-day operations of the mission

- Review / monitoring of mission
- Resource Material compilation
- Presentations at Workshops
- Exploring Sanitation credit
- Peer learnings from cities
- Peer learnings for other states
- Follow up with cities to achieve targets

Capacity Building

Providing capacity building support to ULBs for achieving ODF, ODF+ and ODF++ status

Workshops for ULBs for
- Attaining ODF status
- 3rd party validation process
- Sustaining ODF status
- Developing FSSM plans
- Implementing FSSM Plans

Tools developed Saniplan, Sanitab and training of stakeholders in using these tools

Engagement of organizations for technical support and monitoring

Centre for Water & Sanitation (C-WAS), CEPT University & AIILSG

Policy Support	Technical support to GoM	Technical support to ULBs
1. Support in developing policy guidelines for sanitation component under SMMU and a state sanitation strategy	1. Developing and compiling resource materials on ODF, ODF sustainability and ODF+ Septage Management	1. Providing technical support to ULBs in achieving stage wise targets for making and sustaining their cities "Open Defecation Free"
2. Developing guidelines, handbooks, best practises compendium on ODF Sustainability	2. Support in developing review and monitoring mechanism for the mission at State level	2. Conducting workshops / course on Septage Management, for all ULBs in Maharashtra
3. Developing guidelines for Septage Management in Maharashtra	3. Support in day to day operations of mission by appointing persons at the Mission Directorate office	3. Support in developing and implementing Septage Management Plans, including Septage Treatment Facilities, in selected cities on a pilot basis
	4. Reviewing / monitoring implementation of mission by review and visits to cities	4. Exploring sanitation credit through SHGs in some cities
	5. Divisional mentor for various divisions, responsible for overall progress, timely implementation and monitoring	5. Capacity building of ULBs/ consultants in using various tools developed under PAS Project including SANIPLAN - a tool developed for performance improvement planning in water and sanitation.
	6. Exploring sanitation credit through SHGs- links with NULM	
	7. Facilitating peer learning for other states based on the experience in Maharashtra	

Support from C-WAS has been instrumental in supporting the State for accessing bottlenecks, suggesting ways to address them and monitor the interventions

CONTENTS

Identification of challenges that affected the pace of the mission and taking up targeted interventions to address them
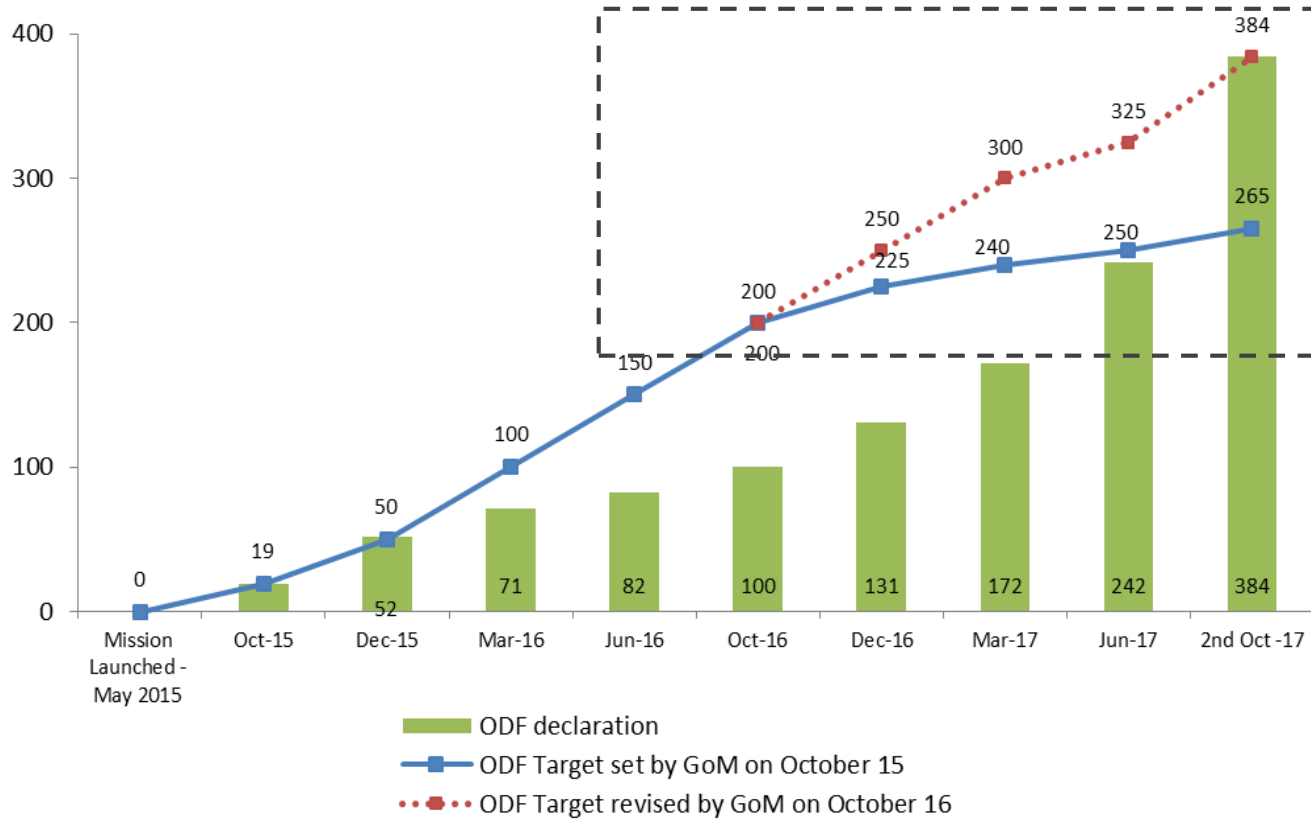
- Increase in number of new cities (Nagar Panchayats)

- Slow progress in uploading data on SBM portal

- Change in targets for toilet construction

- Challenging cities which faced issue of water scarcity, behavioral issues, administrative issues

- City specific issues like non availability of internet, land tenure issue

- Inadequate and non functional community and public toilets

- Probability of slippage back to OD for ODF cities

A need for stringent monitoring and review was felt to achieve timely completion of the mission. These issues also helped identify interventions and focus areas for achieving target and monitoring the progress of the mission.

Need for monitoring for:
- Identifying deviations in the overall process & rectifying the same
- For timely decision making
- Control the quality of construction of toilets
- Ensure the usage of toilets
- Ensure efficiency and transparency in fund disbursement
- Ensure sustainability of ODF status

Timeline of Monitoring interventions taken to address challenges throughout the course of the mission

Launch of Mission → **Mission Implementation** → **Urban Maharashtra ODF** → **ODF Sustainability**

Assessment and Review of: Baseline Survey Results conducted during the start of mission

Formation of 'Team Swachh'

Introduction of Divisional Mentors

Introduction of Chief Officers as mentor to newly formed nagar panchayats

Review visits held to challenging cities, New Nagar Panchayats and other ULBs with support from technical organizations

CSR support to some ULBs to support them to become ODF

Launch of 'Mission OD Watch' to restrict slippage back to OD

Swachh Sarvekshan integrated as part of monitoring and review of cities

Protocol developed for monitoring ODF status after declaration

Periodic Review meetings for: Status on targets, fund disbursement and utilization

Periodic Reviews by Divisional Commissioners , RDMAs, Collectors & DAOs with reporting to PS

Field visits by Team Swachh and Divisional Commissioners , RDMAs, Collectors & DAOs

Review visits by Divisional Mentors to the challenging cities

Review visits by Divisional Mentors to the newly formed Nagar Panchayats

Workshops on kickoff session, brainstorming session for implementation, ODF Sustainability, Septage management, orientation to new NPs, TPI validation preparedness

Monitoring interventions taken to address challenges throughout the course of the mission

Slow progress on SBM portal	Low rate of construction	City Specific Issues	Challenging cities lagging behind	Addition of new Nagar Panchayats	Probability of slippage back to OD

Slow progress on SBM portal
- Photo Uploading Week
- City Rankings to instill healthy competition
- District NIC support centers
- SMM Monitoring Dashboard
- Online data collection form

Low rate of construction
- Fund Request letters submitted by ULBs to Collector office
- Fund Utilization Certificates

City Specific Issues
- GR on: NOC on Government land
- Guidelines for toilet construction
- Fast Track administrative approval from Collector
- City specific issues solved by Divisional Mentors through field and review visits

Challenging cities lagging behind
- Mission mode review visit & meetings
- Review visits by supporting organizations
- CSR Support to challenging cities
- GR on: Mentorship of COs of adjoining ODF cities
- Fact Sheets on challenging cities

Addition of new Nagar Panchayats
- Fast Track Approvals by Collector for construction of CTs
- Guidance by divisional mentors through review meetings, workshops

Probability of slippage back to OD
- Mission OD Watch
- Sustainability Tracker
- Action Plan for ODF Sustainability

Offline MIS register having data on targets, toilets construction and fund utilization has been the key tool used for monitoring and review throughout the mission. Extensive use of social media and Whats App has also been made.

The Monitoring Framework was based on three key tools

1 **Review Meeting & Field Visits**

2 **Offline MIS Progress Reports, QCI Verification**

3 **Workshops**

The Monitoring Framework was based on three key tools

1 **Review Meeting & Field Visits**

2 **Offline &Online MIS Progress Reports, QCI Verification**

3 **Workshops**

Timely Review Meetings conducted at monitor and encourage cities to attain and sustain ODF status

The mission progress was closely monitored by the Chief Minister along with Team Swachh to ensure that all cities not only become ODF but also sustain their status successfully.
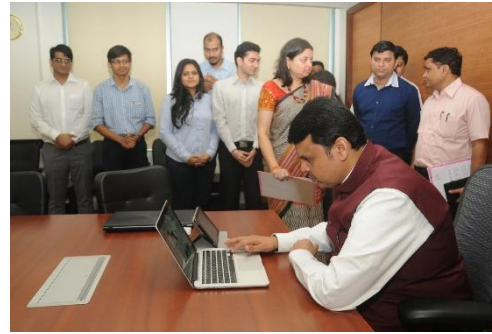
Regular Review Meetings at State level to monitor status of progress

Thematic review visits were conducted by Team Swachh, Divisional Commissioners , RDMAs, Collectors & DAOs. The status update of these meeting was reported on a regular basis to the Principal Secretary

Review meetings at Division, District and ULB level to monitor progress and address challenges

Field visits by Team Swachh was carried out throughout the mission to address on ground challenges and

Field Visits conducted to monitor on ground progress and conduct reviews at ULB levels

Thematic review meetings conducted and evolved during the course of the mission to address specific challenges

- Weekly progress of all the divisions on physical & financial was reported by team Swachh to the Principal Secretary
- Based on the report decisions in terms of issuing GR, etc were made
- These reports helped in identifying poor performing cities
- Helped identify on ground implementation challenges

- Identification of good practices

- Monthly progress of all the divisions/districts on physical & financial was reported by RDMAs/DAOs to the PS and Team Swachh

- Helped in cross verification of the reports submitted by cities to Team Swachh

- Formulation of division/district level strategy to expedite the process of making city ODF.

- City level action plan in consultation with RDMAs/DAOs were made

- Collectors were reviewed on a monthly basis by the PS based on the reports submitted by Team Swachh

- Collectors were directed to resolve administrative & technical issues like procurement of material, administrative approval of CT/PT, etc

- Action plan for making district ODF was discussed

- Daily progress of all the ULBs on physical & financial was reported by Chief Officers/ Commissioners to the Principal Secretary or Team Swachh

- City level action plan discussed

- Identification of on ground implementation challenges

- Innovative ideas discussed

Team Swachh

RDMAs/DAOs

Collectors

Commissioners / Chief Officers

The Monitoring Framework was based on three key tools

1. **Review Meeting & Field Visits**

2. **Offline MIS Progress Reports, QCI Verification**

3. **Workshops**

Offline MIS developed to provide quantitative database for monitoring status of cities

SBM Portal

The national portal of Swachh Bharat Mission-Urban was the source data of the offline MIS. The data from

Offline MIS

The offline MIS comprises of maintaining offline records with color coding for ease of identification
An offline MIS system was developed to capture and maintain data related to toilet construction and fund utilization. The data for the offline MIS is sourced from the SBM portal.

Progress Reports

The Progress Reports were prepared based on the analytical data from the Offline MIS and findings from the Review meetings.
It included:
- Validation status at State and Centre
- Interventions to be taken for cities that have failed
- Level of preparedness of cities for verifications
- Comparative Analysis on ODF status with other States

Brief Status Updates on Messaging Apps to Team Swachh

Progress Report prepared weekly and presented to Principal Secretary for monitoring of cities and formulating next steps of action (1/2)

The progress reports depicted the data sourced from the offline MIS to depict specific data required throughout the course of the mission. The contents of the progress reports changed depending on the phase of implementation:

Contents of Progress Reports during Implementation Phase (May 2015 to April 2017)

- Funds disbursement status from Centre and State
- Targets of toilet construction (Revised and Old targets)
- Target dates for achieving ODF status
- Division and district wise ranking based on percentage of toilets constructed w.r.t to funds distributed
- Comparative Analysis on ODF status with other States
- Site Visit Reports and its findings
- Level of preparedness of cities for verifications for ODF cities
- Status of New Nagar Panchayats

Swachh Maharashtra Progress Report		
Date of reporting	25.11.2016	
A. Photo Uploading on SBM Portal		
Top 5 States		
1 Gujarat		359954
2 Maharashtra		229467
3 Madhya Pradesh		190561
4 Andhra Pradesh		127725
5 Chhattisgarh		113027
Progress of Divisions	25.11.2016	Progress by
1 Aurangabad	34141	1624
2 Amravati	25850	713
3 Nashik	23517	238
4 Nagpur	23404	549
5 Pune	13987	212
6 Kokan	10877	391
Top 5 Districts		
1 Jalgaon	7828	88
2 Buldhana	6954	48
3 Nanded	6876	914
4 Chandrapur	6770	156
5 Ahmadnagar	6481	49
Bottom 5 Districts		
1 Dhule	1743	15
2 Raigad	1708	1
3 Ratnagiri	1413	26
4 Gondiya	1322	100
5 Sindhudurg	443	0

Rankings based on photo uploading status, number of ODF cities and Man-hours

FINAL ACTION PLAN

SWACHH MAHARASHTRA MISSION (URBAN)

To be submitted by 4:00 PM on 03rd October 2016

Name of Council
Municipal Council/ Corporation

ODF Plan

City to become ODF by --/--/----

1	Census 2011 OD HHs	
2	Final Target	
3	Photos uploaded on SBM portal as on 3rd Oct '16	
4	Construction completed on ground	
5	Gap (Sr. No 2- Sr. No 3)	

Photos to be uploaded to reach target (as per ODF date mentioned above)

2016			2017			Total
Oct	Nov	Dec	Jan	Feb	Mar	

Action Plan templates circulated to ULB to fill and get for review meeting.

Swachh Maharashtra Mission Districtwise Progress as on 28.11.2016										
Sr. No	District	No. of ULBS			NO of ULBS ODF	Census 2011 OD HHs	No of beneficiaries given funds by GoM for IHHL+CT	Funds given by GoM to ULB (in lakhs)	Toilets constructed as on SBM portal	% of toilets constructed wrt to funds distributed by GoM
		OLD	NEW	TOTAL						
1	**2**	**3**	**4**	**5**	**6**	**7**	**8**	**9**	**10**	**11**
1	Ratnagiri	8	1	9	7	1719	1986	220.34	1414	**71%**
2	Thane	2	2	4	1	6632	6319	728.71	4326	**68%**
3	Sindhudurg	4	4	8	7	749	731	79.1	443	**61%**
4	Nandurbar	4	1	5	1	7778	7118	810	4217	**59%**
5	Kolhapur	9	0	9	8	4,179	4483	523.42	2,513	**56%**
6	Nagpur	12	5	17	10	16097	12544	1457.01	6152	**49%**
7	Bhandara	3	4	7	3	4759	4782	542.25	2284	**48%**
8	Dhule	3	1	4	1	4920	3652	389	1743	**48%**
9	Ahmadnagar	9	5	14	3	20850	14549	1652	6483	**45%**

Nashik | Pune | Nagpur | Aurangabad | Amravati | Division wise Rank | **Districtwise Ranking**

Collector reports depicting city and district level status and ranking of cities

Contents of Progress Reports towards completion of the Mission (May 2017 to October 2017)

- Verification status of cities at State and Centre
- Interventions to be taken for cities that have failed
- Level of preparedness of cities for verifications
- Comparative Analysis on ODF status with other States

भारत सरकारचा पुढाकार
स्वच्छ महाराष्ट्र करू साकार

Swachh **M**aharashtra **M**ission
(Urban)

Progress Report
Status : 27.06.2017

Swachh Maharashtra Mission (Urban)...
Toilets Constructed (in Lakhs)
1. Gujarat 4.72 | 2. Maharashtra 4.21| 3. MP 3.88

Date	Toilets	Note
29.05.17	3.89	
22.05.17	3.97	8,000 toilets in 7 days
29.05.17	4.02	5,000 toilets in 7 days
05.06.17	4.08	6,000 toilets in 7 days
12.06.17	4.12	4,000 toilets in 7 days
20.06.17	4.18	6,000 toilets in 7 days
27.06.17	4.21	3,000 toilets in 6 days

Swachh Maharashtra Mission (Urban)...

ODF Cities
239
(227 + 12)

Cities in transition
44
(39+ 5)

Cities to be ODF
100
(91+ 9)

50
Days left
Until 15th August
7 weeks and 1 day
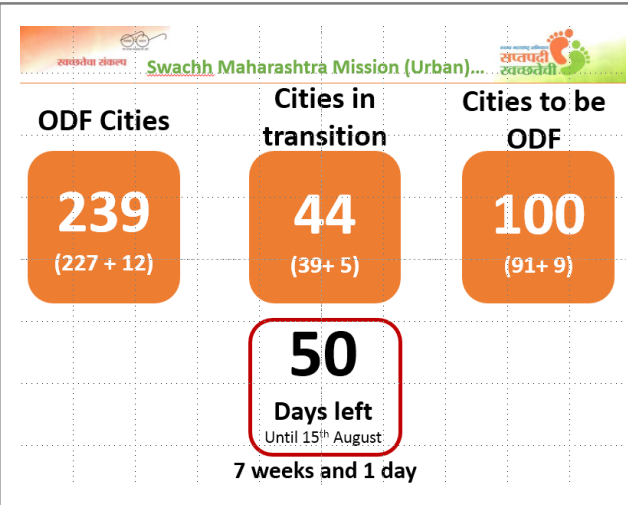
Cities were divided into 4 categories based on their ODF and verification status i.e.: ODF, In transition and Non ODF.

Swachh Maharashtra Mission (Urban)...
Councils in transition
46 > **39**

Validation Stage	Number of ULBs	Number of ULBs
ULB	26	09
CLV	03	03
State Team Sent	04	00
SLV Failed	10	10
CLV Failed	03	04
CLV sent by State	00	13
Total	46	39

Towards the completion of the mission, the cities were assessed based on the validation stage. i.e.
ULB level
SLV: State Level Validation
CLV: Centre Level Validation

QCI Verification status and preparedness of cities was monitored through the progress report towards the end of the mission
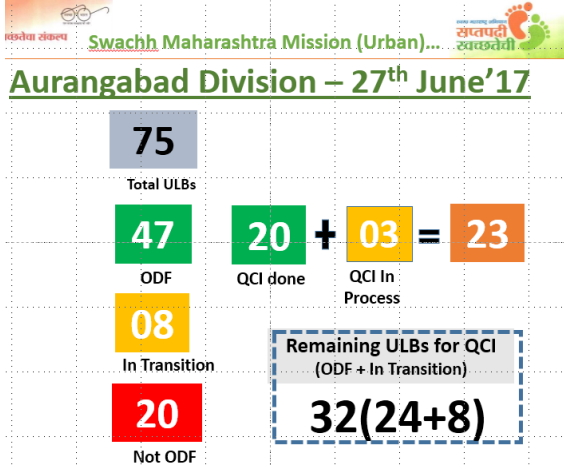
The verification status of cities was monitored through Progress of cities was tracked on a weekly basis based on the status of verification that the city achieved at ULB, State and the Centre. In case if the city failed verification at any stage corresponding interventions were also depicted.

Swachh Maharashtra Mission (Urban)…
Councils – Validation Status

	Status	12.06.17	20.06.17	27.06.17	NEW Addition as on 27.06.17
1	ODF (SLV)	215	219	227	8 — Talasari, Khandala, Samudrapur, Hinganghat, Balapur, Gondiya, Parola, Alibaug
2	ULB	25	26	09	1 — Nandura (Buldhana)
3	CLV	03	07	03	3 — Bhatkuli, Poladpur, Selu
	State team sent	03 / 00	04 / 03	00 / 03	3 — Talasari (Palghar), Khandala(Satara), & Samudrapur(Wardha)
	Failed at CLV	3	3	03	1 — Patur (Akola)
4	CLV sent by State			13	
5	State level Failed	12	10	10	-

Swachh Maharashtra Mission (Urban)…
Councils – Validation Status

Progress as on 20.06.17		Progress as on 27.06.17			Action to be taken
ULB	26	17			9
		12 On field - CLV sent by State	03 CLV Report received	01 SLV ODF	ULB did not convert to CLV
CLV	3	3			0
		- State Team Sent		3 SLV ODF (Talasari, Khandala, Samudrapur)	CLV did not convert to STS
STS	4	4			0
				4 SLV ODF (Balapur, Alibag, Parola, Gondiya)	SLV Report not received

Swachh Maharashtra Mission (Urban)…
Aurangabad Division – 27th June'17

75 Total ULBs

47 ODF	20 QCI done	+	03 QCI In Process	=	23

08 In Transition	Remaining ULBs for QCI (ODF + In Transition) 32(24+8)

20 Not ODF	

Swachh Maharashtra Mission (Urban)…
Aurangabad Division– 'Non ODF' ULBs Summary

District	Total ULBs Non ODF	30.06.17	15.07.17	31.07.17
Nanded	2	1 (Naigaon)	0	1 (Himavatnagar)
Hingoli	2	0	2 (Aundha, Sengaon)	0
Osm'bab	2	1 (Vashi)	1 (Lohara)	0
Palam	1	0	1 (Palam)	0
Jalna	4	1 (Jafrabad)	1 (Badanapur)	2 (Ghansangavi, Mantha)
Beed	5	1 (Patoda)	0	4 (Ashti,Wadavani, Shirur K., Majalgaon)
Latur	4	2 (Chakur,Devani)	0	2 (Jalkot, Renapur)
Total	20	06	05	09

Swachh Maharashtra Mission (Urban)…
Aurangabad div – 'In Transition' - 08 ULBs

S N	Disrict	ULB	City Profile (Done and Submitted / On going / Not prepared)	Declarations (Ready / On going / Not started)	CT /PT {QCI Compliant / Action to be taken)
1	Beed	Beed	Not prepared	On going	Not uploaded
2		Parali	Not prepared	On going	Not uploaded
3	Parbhani	Purna	Not prepared	On going	Not uploaded
4		Jintur	Not prepared	On going	Not uploaded
5		Gangakhed	Not prepared	On going	Not uploaded
6	Osm'bad	Naldurg	Not prepared	On going	Not uploaded
7	Latur	Shirur A.	Not prepared	On going	Not uploaded
8	Jalna	Jalana	Not prepared	On going	Not uploaded

Swachh Maharashtra Mission (Urban)…
A'bad Div Summary – 'QCI' Readiness

ULBs	QCI Ready ULBs			
	Ready as on 27.06.17	30.06.17	08.07.17	15.07.17
Total No.(36)	3	8	15	7
Names	Kundalwadi, Bhokar (Nanded)	Ardhapur,Mukhed, (Nanded),Naldurg ,Sonpeth,Manwat,Sailu (Parbhani)	Os'bad,Kalamb, Paranda(Os'bad), Partur, Bhokardhan (Jalna),Kaij (Beed), soygaon,Fulambri (A'bad),	Ambajogai,Parali (Beed),Naldurg, Tulajapur(Os'bad), Purna(Parbhani)
	Murum, (Os'bad)	Ahmadpur(Latur) Paithan(A'bad), Dhaur (Beed)	Dharmabad, Loha, Kinwat (Nanded), Jintur (Parbhani) Udgir, Nilanga (Latur) Basmat (Hingoli)	Gangakhed (Parbhani), Shirur A (Latur)
2	(Majalgaon, Jalana will go beyond 15.07.17)			
1	(Beed will go beyond 30.07.17)			

The weekly progress reports were prepared at division, district and city level depicting status of cities in terms of their ODF status, city profile submission, individual and CT/PT status based on which the QCI preparedness of the city was assessed

The Monitoring Framework was based on three key tools

1 **Review Meeting & Field Visits**

2 **Offline MIS Progress Reports, QCI Verification**

3 **Workshops**

Thematic Workshops for capacity building which was also used as a tool monitoring to assess and review status

- The Mission started with division level workshops led by the Chief Minister
- Workshops aimed at triggering the city level activities by briefing all the ULBs about targets envisaged under the mission and their responsibilities to achieve the same
- Presidents and Chief Officers of all the ULBs participated in these workshops

- The regional workshops were followed by brainstorming sessions.
- GoM with the support of C-WAS conducted these workshops, that catalyzed on-ground implementation of the Mission.
- Chief Officers and sanitary inspectors/ engineers of all the ULBs participated in these workshops.
- Presentations on how to make a city ODF were given by C-WAS Team

- With the State achieving set milestones of cities declaring ODF, the challenge was to ensure to maintain the status of ODF.
- Timely workshops were conducted with the support of C-WAS for ODF Sustainability
- These workshops aimed at generating ideas and strategies for maintaining the status of ODF and move towards ODF+ and ODF++.

- With many new toilets being built under SMM, cities were to face increased challenges in disposing the faecal waste. For creating awareness about the need of own toilets and safe and regular management of faecal waste, C-WAS with the support of MEETRA conducted training for ULBs in preparing septage management plans.

- In October 2016, 125 new Nagar Panchayats which were earlier Gram Panchayat were formed.
- Orientation workshops for these ULBs were conducted with the aim of briefing them about SBM guidelines, targets, timelines and their responsibilities to achieve the same.
- Divisional level workshops, conducted for these new NPs were attended by the Chief Officers & Presidents

- As cities achieved ODF status as part of the 3-tire verification process, the cities have to under re-certification every 6 months to maintain their ODF status.
- Training workshops were conducted to guide them about the QCI verification process

Roles & responsibilities of ULBs under SMM

ODF Sustainability

Orientation to New Nagar Panchayats

Brainstorming Sessions for on Ground Implementation

Septage Management

QCI Verification Preparedness

CONTENTS

Various interventions and tools used to address slow progress of toilets on SBM portal
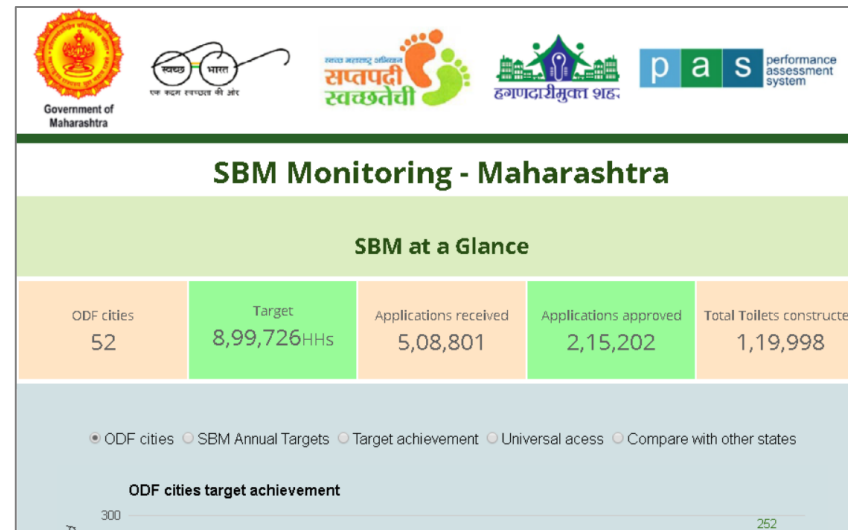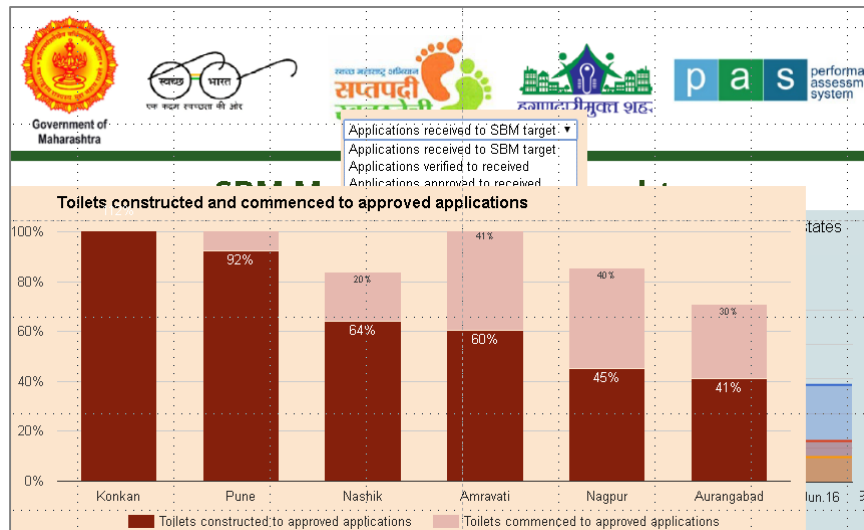
Challenge faced   **Slow progress reporting of toilet construction on SBM portal**
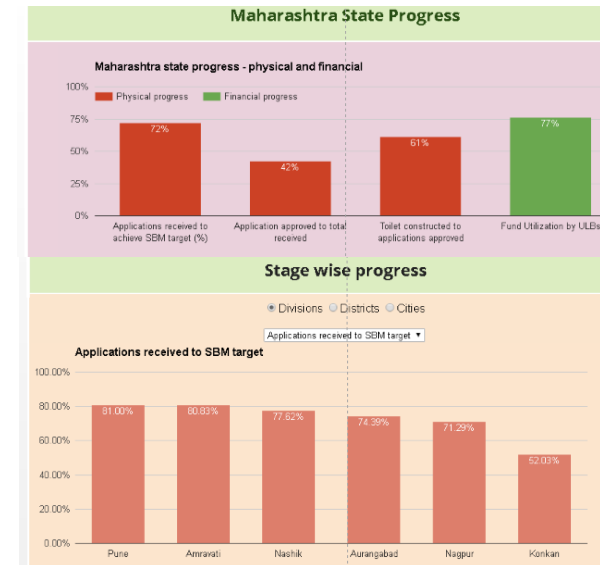
Monitoring Activities & Tools used

SBM Dashboard developed and ULBs directed to upload data regularly

In order to address the issue of slow rate of progress on the SBM portal , SBM Monitoring Dashboard was developed. The dashboard depicts a comparative analysis of division wise status of application vs toilets constructed, status of funds utilized by ULBs and comparing them to the toilets constructed, timeline of total number of cities declared ODF. The SBM Monitoring Dashboard helped the State review the progress of the ULBs at all stages and levels which helped them take interventions to address the cities which lagged behind.

SBM Monitoring Dashboard

Various interventions and tools used to address slow progress of toilets on SBM portal

## Slow progress on reporting of toilet construction on SBM portal

Although work on toilet construction was ongoing, the same was not reported fully by most ULBs on the SBM portal. Due to this the progress of the State was not depicted hence interventions were taken to strengthen the position of the state on the SBM portal on priority.

Monitoring Activities & Tools used

Photo Uploading Week was implemented wherein UBLs were given a designated week during which they had to upload photos of toilet construction on mission mode on the SBM portal

Periodic monitoring of progress in toilet construction through the Swachh Bharat Mission Portal. The SBM portal was used the basis for accessing monitoring of toilet construction for individual toilets and CT/PT

Support from NIC was sort to address address queries relating to uploading data on the SBM portal by the ULB officials. The NIC support centres at divisional level were also activated to help ULBs upload photos on a fast track mode.
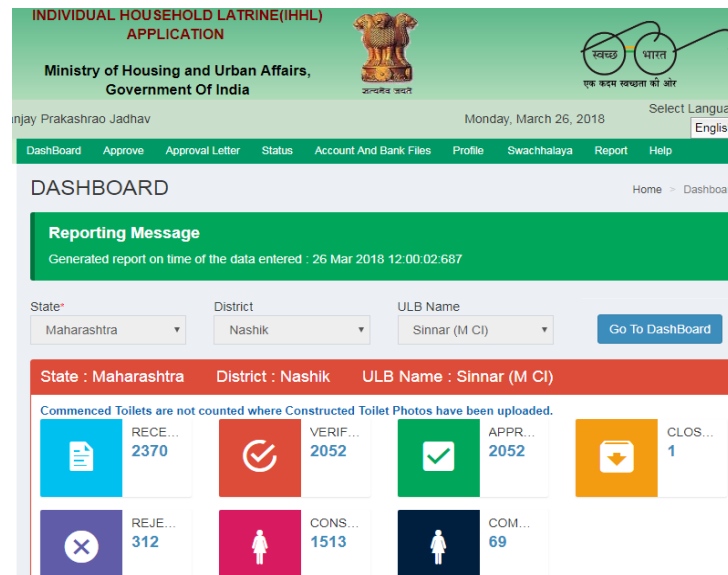
SBM Dashboard- ULB Account
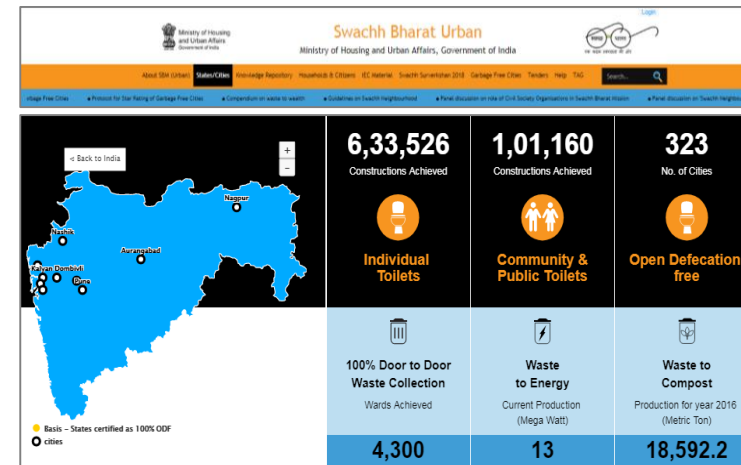
SBM Dashboard

Review meeting by Principal Secretary to address slow rate of construction of toilets

Challenge faced

Low rate of toilet construction of individual toilets

Certain cities had not reported required progress wrt to the target for toilet construction. In order to address this issue the Principal Secretary introduced Weekly Review Meeting of Team Swachh to assess the progress of all cities. Cities that lagged behind were contacted and chief officers and officers at district and division level were directed to monitor and address issues faced by that ULB.

Monitoring Activities & Tools used

Weekly Review Meeting by Principal Secretary

Weekly progress of all the divisions on toilet construction and fund utilization was reported by team Swachh to the Principal Secretary. Based on the report decisions in terms of issuing GR, etc were made. These reports helped in identifying poor performing cities and the on ground implementation challenges faced by the ULBs. Specific interventions were taken during such review meeting to address the challenges.
Good practices were also identified and their learnings were noted for other ULBs to adopt

Review meeting conducted by PS

Fast track disbursement of funds linked to reporting of funds utilized to address slow rate of construction

Challenge faced

Low rate of toilet construction of individual toilets

Monitoring Activities & Tools used

Fast approval of funds and submission of Fund Utilization certificate by ULB

Fund disbursement was done on fast track mode wherein ULBs were directed to submit Fund Request Letter to collector office which was then taken up on priority.

Once funds were disbursed to ULBs Fund Utilization Certificate was required to be submitted by ULB to Mission Directorate office. Only after submission of the certificate the next installment of subsidy was released by the State.

Fund Request Letter

Fund Utilization Certificate

Use of **Management Information System** to assess progress of toilet construction

Challenge faced — **Low rate of toilet construction of individual toilets**

Monitoring Activities & Tools used

Offline Data Management Sheet for monitoring toilet construction and fund utilization

Offline SMM –Data Management sheet was developed by the C-WAS team to monitor as well as report to PS and Team Swachh. The excel based spreadsheet maintains city level data which can be used to assess district and division level progress. The data for this was linked from the SBM portal. The offline data MIS sheet not only helped in reviewing the progress but also in further decision making progress.

SBM Monitoring Dashboard

Reporting of data through collector reports and other documents

Use of **Messaging Apps** to monitor and review toilet construction

Challenge faced

Low rate of toilet construction of individual toilets

Monitoring Activities & Tools used

Use of Messaging Apps to monitor rate of construction

In order to monitor and review the progress of toilet construction extensive use of Messaging Apps such as Whats app was done. Status of toilet construction was reported weekly to Principal secretary through a group of Team Swachh.

Screenshot 1 – TEAM SWACHH (3:25, 4G):
Swachh Maharashtra Mission Report as on 02.05.17

A. Photos of completed toilets uploaded on SBM portal
Progress has been compared to 24.04.17

Maharashtra State: 380044
(Progress by 7302).

Division wise status
1. Aurangabad: 70186 (progress by 1690)
2. Amravati: 44496 (progress by 927)
3. Nashik: 32672 (progress by 440)
4. Nagpur: 29654(progress by 332)
5. Pune: 18206(progress by 248)
6. Konkan: 13537(progress by 99)

Districtwise status (Only Old ULBs)
Ranking has been done based on the following formula

Screenshot 2 – TEAM SWACHH (3:25, 4G):
Districtwise status (Only Old ULBs)
Ranking has been done based on the following formula
Percentage=(Photos uploaded of constructed toilets on SBM portal/ No.of beneficiaries given funds by GoM)*100

Top 5 districts:
1. Washim: 139%
2. Thane: 92%
3. Kolhapur: 92%
4. Latur: 86%
5. Bhandara: 85%

Bottom 5 districts:
1. Parbhani: 50%
2. Buldhana: 51%
3. Yavatmal: 55%
4. Jalna: 56%
5. Osmanabad: 57%

Corporations

Screenshot 3 – TEAM SWACHH (3:25, 4G):
Corporations

Top 5 Corporations
1. Pune: 317%
2. Amravati: 138%
3. Kolhapur: 125%
4. Thane: 119%
5. Vasai Virar: 101%

Bottom 5 Corporations
1. Greater Mumbai: 9%
2. Parbhani: 24%
3. Bhiwandi: 29%
4. Mira-Bhayandar: 44%
5. Kalyan-Dombivli: 47%

ULBs
Top 5 Old ULBs
1. Panhala: 489%
2. Karanja: 477%
3. Trimbak: 250%
4. Ardhapur: 172%
5. Savda: 159%

Screenshot 4 – TEAM SWACHH (3:25, 4G):
Bottom 5 Old ULBs
1. Kamptee: 9%
2. Ghatanji: 11%
3. Lonar: 23%
4. Chandur Rly: 23%
5. Pathardi: 25%

Top 10 New ULBs
1. Shahpur: 97%
2. Soigaon: 97%
3. Vashi: 81%
4. Malegaon Zahangir: 78%
5. Chamorshi: 74%
6. Patoda: 71%
7. Akole : 70%
8. Deori: 68%
9. Chandwad: 67%
10. Selu: 54%
Remaining new ULBs either have completed less than 50% of work or have still not started.
6:08 PM
3 MAY 2017

WhatsApp

Review meetings to assess and expedite toilet construction

Challenge faced

Low rate of toilet construction of individual toilets

Monitoring Activities & Tools used

Review visits by Divisional Mentors and Team Swachh

- Review meetings were conducted by Divisional Mentors & Team Swachh to assess progress of toilet construction for the divisions that were lagging behind.
- Monthly Progress had to be reported by RDMAs/DAOs to the Principal Secretary and their progress was closely monitored. Such reporting helped in cross verification of the reports that was submitted by cities to Team Swachh during the review visits.
- Division/ District level strategy to expedite the process of making city ODF was formulated during the review visits
- City level action plan in consultation with RDMAs/DAOs were made which was presented to the Divisional Mentors/ Team Swachh during the review visits.

Monitoring and Review of Challenging Cities

Challenge faced

Challenging cities lagging behind for achieving targets and sustainability

Monitoring Activities & Tools used

Review visits by Supporting Organizations

Cities which were lagging behind in achieving ODF status and would need support were classified as Challenging cites. These cities faced challenges such as water scarcity, lack of staff, behavioral issues etc.

C-WAS conducted review visits to challenging cities to assess and guide the ULBs in addressing the issues and attaining as well as sustaining ODF status.
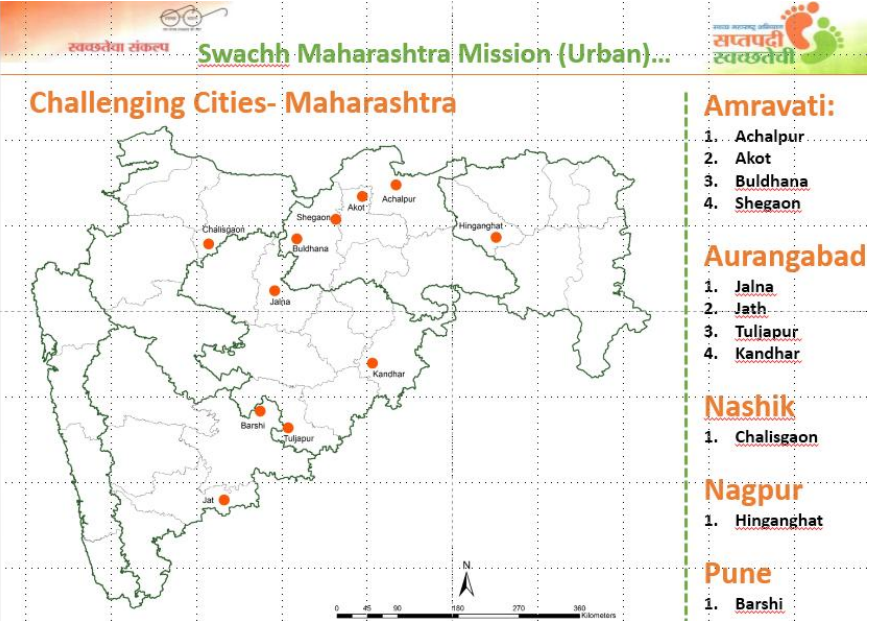
CITY	POSITIVE IMPACT post review visit by CWAS
CHALISGAON	• 50 applications processed • Subsidies released to HHs on encroached lands • Street plays conducted near OD spots • Police warned HHs to complete construction
JALNA	• 5000+ applicatiohs processed • Started Good Morning Pathak • Arrangement to release subsidies to the pre-cast toilet providers directly
TULJAPUR	• Eliminated 1 OD Spot • Started IEC Activities • Penalty applied for beneficiaries who have not started construction
KANDHAR	• Approved resolution for constructing 2 seats each for gents & ladies at 9 OD spots • Approval rate has increased
JATH	• 300+ applications received • Approval rate has increased • 50+ toilet commenced

Swachh Maharashtra Mission (Urban)...

Challenging Cities- Maharashtra

Amravati:
1. Achalpur
2. Akot
3. Buldhana
4. Shegaon

Aurangabad
1. Jalna
2. Jath
3. Tuljapur
4. Kandhar

Nashik
1. Chalisgaon

Nagpur
1. Hinganghat

Pune
1. Barshi

Monitoring and Review of Challenging Cities

Challenge faced

Challenging cities lagging behind for achieving targets and sustainability

Monitoring Activities & Tools used

Support through CSR

C-WAS in collaboration with India Sanitation Coalition (ISC) conducted a corporate round table to explore ways to engage corporates to support challenging cities.

	City / District	Corporate Partner	Development Partner	Outcomes
1	Yavatmal District	HSBC	FINISH Society	• 70+ cities supported through CSR under SMM-U
2	Sinnar		CEPT	
3	Shevgaon, Nevasa (Ahmednagar District)		ECOSAN	
4	Gadchiroli District		Kherwadi Social Welfare Association	• 20+ crores investment in the selected cities
5	Amalner		MHT	
6	Kamptee, Wanadongri, Parsivni, Kanhan Pipari	Axis Bank	Center for Sustainable Development	• Support mainly provided for Behaviour Change, ODF Sustainability, Sanitation Finance and ODF+.
7	Buldhana, Jalna, Parbhani, Nanded Districts Aurangabad, Bhiwandi and Malegaon M. Corp.	RB	Jagran	

Corporate round table conducted by C-WAS for engaging corporates through CSR

*Partners organizations involved in supporting challenging cities through CSR*

Challenge faced

Challenging cities lagging behind for achieving targets and sustainability

Monitoring Activities & Tools used

Sanitation Profiles, Assessment Sheets & Report on Challenging cities

Based on the field visits to challenging cities assessment sheets and reports were prepared which depicted the current status and suggestions on action to be taken to address them were given

Swachh Maharashtra Mission (Urban)…

Construction of Individual Toilets — Low | Medium | High

Division	ULB Name	Total HHs	SMM target for toilet construction	Number of applications mobilized as % to total target	Administrative Efficiency (Applications verified to applications mobilized)	Physical progress (Toilet constructed to applications verified)
Amaravati	Shegaon	11947	3582	78%	60%	82%
	Akot	18061	4411	79%	95%	41%
	Achalpur	21689	2993	156%	42%	35%
	Buldana	14032	3200	121%	45%	48%
Pune	Barshi	24430	5185	78%	100%	31%
Nagpur	Hinganghat	21849	3972	67%	100%	42%
Nashik	Chalisgaon	19751	1770	170%	74%	35%
Aurangabad	Tuljapur	6427	1257	120%	90%	49%
	Kandhar	4216	1370	88%	100%	42%
	Jalna	53126	13202	100%	61%	25%
	Jath	7870	3000	25%	77%	0%

Swachh Maharashtra Mission (Urban)…

Construction of Community Toilet — Low | Medium | High

Division	ULB Name	HHs dependent on community toilets (% HHs dependent on CTs)	No of Community toilets seats	No of functional Community toilets seats	% functional community toilet seats	Per seat household dependency (shall be at least </ = 10)
Amaravati	Achalpur	2,221 (11 %)	410	82	20%	27
	Buldana	830 (6 %)	110	40	36%	21
	Shegaon	1,838 (16 %)	140	112	80%	16
	Akot	918 (6 %)	124	66	53%	14
Pune	Barshi	5,232 (22 %)	735	135	18%	39
Nagpur	Hinganghat	817 (4 %)	276	32	12%	26
Nashik	Chalisgaon	5,833 (30 %)	535	517	97%	11
Aurangabad	Jalna	1,286 (3 %)	118	71	60%	18
	Tuljapur	1,582 (25 %)	125	113	90%	14
	Kandhar	115 (3 %)	48	11	23%	10
	Jath	8,44 (11 %)	182	164	90%	5

Assessment Sheets

Achalpur

1. City Profile

District	Amravati
Division	Amravati
Statutory Status	Class A

Demographic Details (SLB-PAS 2016)

Population	114,817
Population Density (persons/sq km)	7,002
Households	21,689
Election Wards	10

Slum Profile (SLB-PAS 2016)

% Slum Population	61.0%
Slum population	70,316
Slum Households	14,010
No. of Slums	32
No. of slums notified by state	27

2. Sanitation Profile

Household Toilets (Census 2011)

No. of Households	21,689
OD Households	2,993
Households dependent on CT and PT	2,221
Households not having latrine facility within the premises	5,214
OD Rate	13.8%

| Target under SBM | 2,993 |

Community Toilets (SLB-PAS 2016)

| Total no. of community toilet seats in city | 470 |
| No of non-functional community toilet seats in the city | 0 |

3. Application Status under SBM

(SBM Portal 23 March 2017)

Received	4,885
Verified	2,147
Approved	2,092
Toilets Completed	1,460

Sanitation Profile of Challenging Cities

Swachh Maharashtra Mission for Urban Areas

Support to Challenging Cities

DRAFT REPORT

Sanitation Profile of Challenging Cities

ACHALPUR — ODF Date 31.03.2017

Challenges Observed — Low | Medium | High

2993 Census Target
2993 Target set by ULB (156%)
4681 Applications Mobilized (40%)
1893 Applications Approved (35%)
677 Toilets Constructed

Category	Key Observations
Improving Administrative Efficiency	
Expediting Toilet Construction	• Lack of willingness to prioritize construction • Lack of Funds • Lack of knowledge amongst beneficiaries about the channel of disbursement of subsidies
Eliminating OD spot	• Poor condition of CT/PTs (only 20% are functional) • Improper implementation of previous schemes (IHSDP and Ramai scheme) • Lack of space and land tenure issues (trust land) and Floating population resorting to OD • Behavior issues

Positive Impacts after Visit
• Tender for construction and repair of CT/PT floated
• 100+ more toilets completed

JALNA — ODF Date 31.03.2017

Challenges Observed — Low | Medium | High

9015 Census Target
13202 Target set by ULB (100%)
13202 Applications Mobilized (57%)
4691 Applications Approved (25%)
1547 Toilets Constructed

Category	Key Observations
Mobilizing Applications	• Rejection of some possible eligible beneficiaries. • Lack of Space, mainly in slums
Improving Administrative Efficiency	• Shortage of Staff • Malpractices in application and filling of forms. Discrepancy in release of subsidy • Lack of a dedicated staff
Expediting Toilet Construction	• Lack of access to funds. • Lack of interest in the scheme, due to untimely release of subsidies
Eliminating OD spot	• Poor Condition of CTs • Lack in IEC activities conducted • Behavior issues

Positive Impacts after Visit
• 5000+ applications processed
• Started Good Morning Pathak
• Arrangement to release subsidies to the pre-cast toilet providers directly

Report on Challenging cities

Monitoring and Review of New Nagar Panchayats

Challenge faced

Addition of New Nagar Panchayats during the last phase of the mission

Monitoring Activities & Tools used

Orientation Workshops & Fast Track Approvals by Collector for construction of community toilets and fund disbursement

The orientation workshop was aimed at training the New nagar panchayats for toilet application process, procedure for funds disbursement, supervising quality of construction, geo tagging photos etc.

Swachh Maharashtra Mission
A Start Up Guide for New Nagar Panchayats
2 December 2016

Orientation Workshop conducted for NNPs of Pune Division

Orientation Workshop conducted for NNPs of Nagpur Division

Orientation Workshop conducted for NNPs of Konkan Division

Addressing the Probability of slippage back to Open Defecation

Challenge faced

After declaring urban Maharashtra ODF there was a possibility of slippage back to open and sustaining ODF status

Monitoring Activities & Tools used

Mission OD watch was launched to monitor and generate awareness

"OD-Watch" is a unique activity developed by the State to generate awareness, monitor upkeep of the infrastructure and ensure elimination and beautification of likely OD spots in the city. OD Watch was launched on 1st Sept. 2017 and will be continued after 2nd Oct 2017 to ensure no slippage.

"Now ,toilets are available in every house of Maharashtra. This is just a first step. Now we have to insist people for its proper use. We have created a mechanism of OD Watch. Mass awareness program will be undertaken to educate people" – Mr Devandra Fadnavis (Chief Minister, GoM)

"It indeed was, & we are the first to admit that real challenge is sustainability, which is why towns have to be on OD Watch" – Mrs Manisha Mhaiskar (Principal Secretary, UDD, GoM)

Addressing the Probability of slippage back to Open Defecation

Challenge faced

After declaring urban Maharashtra ODF there was a possibility of slippage back to open and sustaining ODF status

Monitoring Activities & Tools used

Sustainability Tracker developed to monitor efforts taken by ULBs towards maintaining ODF status

The sustainability tracker has been developed to track the progress of cities towards maintaining ODF status. The Sustainability Tracker has been developed to
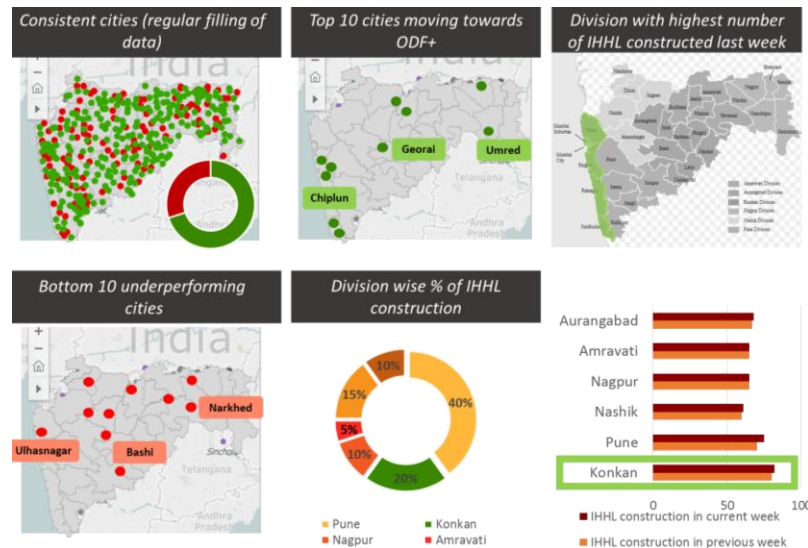
- Track the initiatives undertaken by the cities to sustain their ODF status
- Weekly monitoring of cities (divided into 7 key questions in alignment with 'सप्तपदी सातत्याची'
- Encouraging the cities to move towards ODF+/ ++
- Showcasing good practices so that they are replicable in other cities

Overview of components and features

Dashboard

Ensuring ODF Sustainability through preparation of Action Plans for Cities (1/2)

Challenge faced

After cities are certified ODF there are chances that they could slip back to open defecation especially for low performing cities.

Monitoring Activities & Tools used

A protocol was developed for monitoring the ODF status of the cities in order to ensure sustainability.

Action plan for low performing cities was developed in consultation with PS by C-WAS team.

- Identification of low performing cities.
- Field visits to cities and district collector by C-WAS team.
- A protocol was developed which was strictly followed by Team Swachh and C-WAS team.

Visit to low performing cities of Maharashtra by **C-WAS team** →
Suggest Actions based on the observations to the ULB →
Meeting with Collector after each visit →
Daily Report observations/ issues to Team Swachh →
Issue letter with city specific actions and timeline to the COs ↓

ODF Sustainability ←
Review by PS of cities still failing to achieve timelines ←
Report Status of revisit to Team Swachh ←
Revisits by C-WAS Team to check status ←
Follow up on each action (through phone, whatsapp, etc) by C-WAS Team

Action Plan as part of Protocol for monitoring the ODF status of the cities in order to ensure sustainability.

	Observations	ULB	C-WAS	STATE
Individual Toilets	Difference in on ground and online toilets constructed	Upload photos on SBM portal	Generate toilet const status from SBM Portal and highlight laggards	Letter for Photo Uploading
	HHs have not started construction	Immediately start toilet const / Take the subsidy back and cancel application with appropriate justification, ensure use of CT	Telephonic Follow-up	Speak with Collector / DAO / CO based on report submitted by team
	Under construction toilets	Immediately complete the toilet construction	Telephonic Follow-up	Letter for completing the target for ODF
CT/PT	CT/PT – Poorly maintained	Document before and after – maintain daily log book of geota-gged photos	Telephonic Follow-up	Letter for maintenance of CTPT Review during Monthly meeting
		Contract O&M to SHGs/private in case of shortage of staff	Share model maintenance contract with ULBs	Phone follow up
	CT/PT - Precast	Make a plan to repair CT/PT in dilapidated condition	Telephonic Follow-up	Letter to repair CTPT
OD Spots	OD Spots – Not yet developed	Identify spots that have potential to be developed	Prepare format for instructions / guidelines on OD Spot Beautification	Instructions / Guidelines on OD Spot Beautification
		Take necessary permissions to develop OD spot and start work	Follow up and guidance on OD spot development	Blanket Permission for OD spot development / decentralized composting on OD spots / Tree Plantation as part of AMRUT- Green spaces
	Critical OD Spots/OD spots that are not yet 100% ODF	Identify spots that are critical where OD is seen and activate GMP and GEP	Telephonic Follow-up	Letter regarding GMP
		Revive daily GMP and GEP	Telephonic Follow-up	Follow up – Phone and whatsapp
		Awareness drive along with D2D garbage collection	Telephonic Follow-up	Letter regarding mandatory awareness drive

CONTENTS

The Swachh Maharashtra Mission is considered as a Mission led by "Local Governments" and facilitated by the "State Government".

Role of Urban Local Bodies for monitoring city level activities of the mission

The Urban local bodies who are responsible for implementation of the mission on ground, have played a vital role in the success of the mission. Officials, staff and safai karamcharis have been felicitated by the State at various occasions to acknowledge the importance of their participation.

The role of the ULBs have been mainly for city level activities for monitoring :

① **Community/Public Toilet Monitoring**

② **OD Spot Monitoring**

③ **Monitoring of Toilet Construction**

CMO Maharashtra
@CMOMaharashtra

Hon President Shri #RamnathKovind felicitates few local bodies and #Swachhata workers at the launch of #ODFMaharashtra in Mumbai. Governor Shri C. Vidyasagar Rao , CM @Dev_Fadnavis present.#SwachhataHiSeva @rashtrapatibhvn

Monitoring of existing infrastructure in community / public toilets

Ⅰ **Community/Public Toilet Monitoring**

Cities have undertaken an assessment to monitor existing infrastructure available in community / public toilets of the city. Assessment covers:

- Total toilet seats - Male/Female (Functional / Non-functional)

- Toilet pans (Clogged / functional)

- Doors, lights, water taps , washbasins etc availability.

- Water storage facility (Outside the block / Overhead tank) Toilets properly cleaned or not

- Cleanliness around the toilet block

Targeted efforts have been taken to ensure adequate availability of CT and PTs mainly in areas where residents do not have access to individual toilets. Feedback systems for CTs have been installed in some ULBs to monitor maintenance of CTs.

Certain Municipal councils have also involved the private sector to monitor the functionality of the CT/PTs.

Efforts on mission mode to maintain CT and PTs and to make them usable for ladies. Children and the disabled.

Monitoring of OD spots through Mission OD watch and Good Morning Pathak

② **OD Spot Monitoring**

As part of the OD Watch and Good Morning various activities have been taken up the ULBs to monitor OD spots.

- Team of ULB officials and safai karamcharis were formed and specific areas of the cities were allocated.

- As part of the OD Watch geo-tagged photographs were to be shared on Whats App by the Chief Officers

- GMP explains ill effects of OD and tries to identify reasons.

- Cities posed fines on offenders after rigorous IEC and ensuring toilet access

- GMPs are generally led by the elected representatives and chief officers; and participated by municipal officials and volunteers from cities.

Monitoring of individual toilet construction

③ **Monitoring of Toilet Construction**

The individual toilet construction is monitored by the ULB staff during different stages of toilet construction

- Receipt and Review of Application
- Verification and Approval of Application
- Permission to Construct and Subsidy
- Monitoring of Construction Process
- Final Approval of Toilet

APPLY AND UPLOAD	HHs apply at the ULB office under the scheme, ULB checks the submitted **forms** and other **supporting documents** and **uploads the application on the SBM portal**
VERIFICATION AND APPROVAL	On ground **verification** of the application is undertaken by ULB officials, and based on this either the **application is approved or rejected on SBM Portal**
PERMISSION AND SUBSIDY	Those **applications** that have **received approval, receive work order** (permission) for **construction** and receive 1st **installment of subsidy**
MONITOR CONSTRUCTION	**Monitoring of construction** takes place at **two stages**, the 1st stage is on **construction of septic tanks** and 2nd stage is after **completion of toilet construction**
FINAL APPROVAL AND SUBSIDY	After completion of construction, **geo-tagged photo of the toilet** is **uploaded** on SBM portal and the **beneficiaries receive final installment of subsidy**

Thank you