



सत्यमेव जयते

Ministry of Urban Development  
Government of India



# Swachh Bharat Mission-Urban Swachh Survekshan

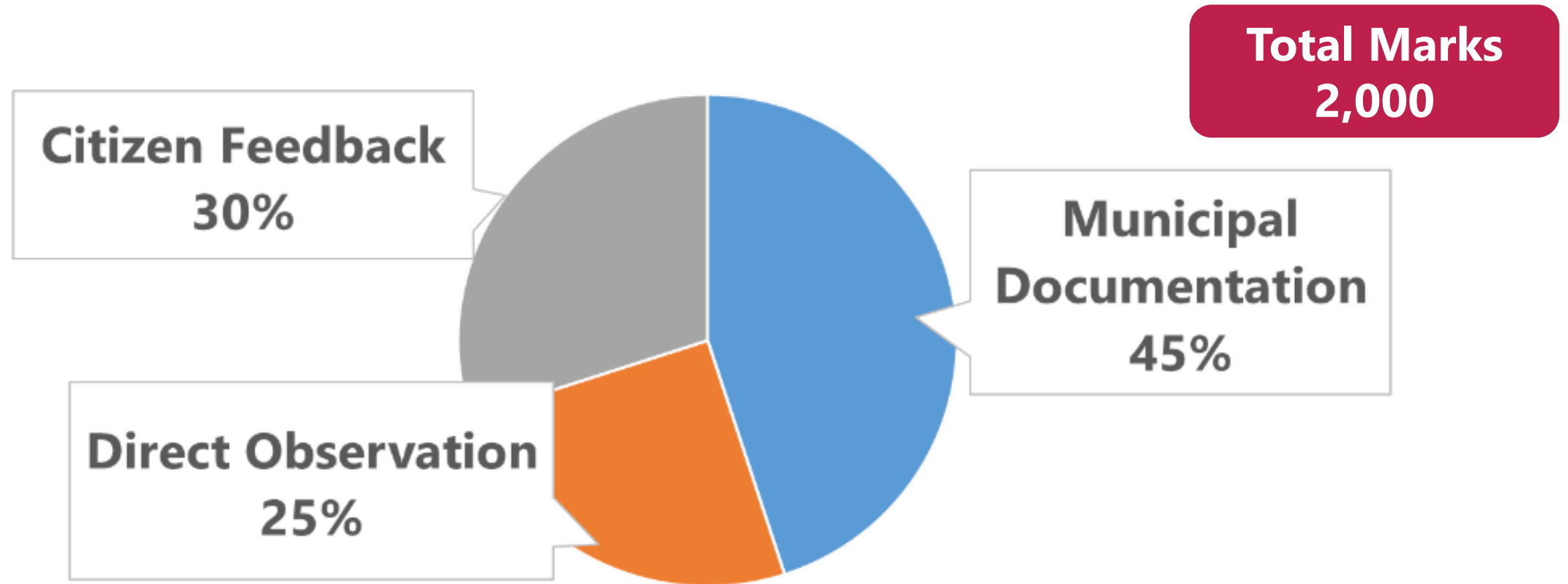


- Questionnaire -



# More about Swachh Survekshan 2017

---



**Note:** Assessment of “**Municipal Documentation**” (Part-1) will be subject to progress made by the city/ULB till 15<sup>th</sup> December, 2016

# Swachh Survekshan 2017-Parameters

---

S.No.	Area of Evaluation	Weightage
1	MSW-Door to Door Collection, Sweeping and Transportation	40%
2	MSW-Processing and Disposal	20%
3	ODF / Toilets	30 %
4	Information, Education and Behavior Change Communication	5 %
5	Capacity Building –SBM eLearning Portal	5 %





# Swachh Bharat Mission

## Questionnaire Overview Part-1

## Municipal Solid Waste- Collection and Transportation

Total Marks – 360 (40%)



सत्यमेव जयते

Ministry of Urban Development  
Government of India



# Municipal Solid Waste – Sweeping, Collection & Transportation

---

1. Whether Staff (*permanent, contractual or third party*) **vacancy shortfall** against a micro plan/action plan/DPR etc. recommended positions

Scheme of Ranking	Marks
<10%      shortfall	54
10%-20%    shortfall	45
21% to 30% shortfall	30
31% -40%    shortfall	15
Above 40%   shortfall	0

# Means of Verification

---

For staff requirement -

- Option 1 : Norms for manpower as per the CPHEEO manual for MSW 2000 (attached)
- Option 2 : An official documentation (Micro Plan/Action Plan/DPR etc.) pertaining to the sanctioned strength of the ULB

For staff deployed -

- Copy of the payroll reports for November and December, 2016 to verify total headcount of sweeping staff (including contract staff) as evidence for filled positions. Copy of contract and payment/ activity report if this service has been outsourced. The staff joined till 15<sup>th</sup> December will valid for consideration.

# Municipal Solid Waste – Sweeping, Collection & Transportation.....Contd.

---

2. All wards (Residential & Commercial), are covered by door to door/ solid waste collection system

Scheme of Ranking	Marks
100% of wards	54
80%-99% of wards	45
60% to 79% of wards	30
40% -59% of wards	15
Below 40%	0

# Means of Verification

---

- Ward wise staff deployment plan/Copy of Log book or any other ward-wise record for waste collection from commercial areas and residential areas.
- Copy of contract and payment/ activity report if this service has been outsourced. Staff should have joined till 15<sup>th</sup> December, 2016.



# Municipal Solid Waste – Sweeping, Collection & Transportation.....Contd.

---

3. Whether User charges in both the residential & commercial areas are notified and collected

Scheme of Ranking	Marks
Notified and collected from >75% Wards	54
Notified and collected from 35% - 74% Wards	45
Not notified but collected from > 75% Wards	30
Not notified but not collected from 35% - 74% Wards	15
Neither notified nor collected	0

# Means of Verification

---

- If the city has notified and/or collects user charges for waste collection in residential areas, then the ULB should provide the following documents as evidence:
- Copy of the collection receipt statements/GR/standing committee resolution issued by the ULB for collection of user charges in residential areas
- Amount collected through user charges in current financial year

# Municipal Solid Waste – Sweeping, Collection & Transportation.....contd.

---

4. Proportion of total solid waste generation that is transported daily. (Total waste transportation over generation)

Scheme of Ranking	Marks
100%	29
80%-99%	21
60% to 79%	14
40% -59%	7
Below 40%	0

# Means of Verification

---

## **To verify generation of waste -**

- Swachh City Plan/ SWM DPR/ or any other study (prepared during the last 1 year) to assess the quantity of waste generated in the city.
- In the absence of these documents, calculate the total waste generation on the basis of per capita benchmark (500 gram per capita per day X city population [Population as per 2011 census x10% growth]).

## **To verify collection of waste -**

- Records of waste collected from the city on a daily basis. This should include records of various waste streams from the weigh bridges or record of number of trips to processing/disposal site through various vehicles from the last quarter.

# Municipal Solid Waste – Sweeping, Collection & Transportation.....contd.

---

5. Whether Informal Waste Pickers are engaged by the ULB for solid waste management – ID Cards issued and deployed

Scheme of Ranking	Marks
Survey done, ID Cards given and deployed in > 70 % wards	29
Survey done, ID Cards given and deployed in 50-69 % of the wards	24
Survey done ID Cards given and deployed in 40-49% wards	18
Survey done and ID Cards given in >30%% wards	12
Survey done and ID Cards given in 10-29% wards	6
No progress made OR survey done and ID Cards given in <10% wards	0



# Means of Verification

---

- Copy of survey report for identification of waste pickers in the city
- Ward-wise List of waste pickers with the ID numbers issued to them
- Copies of contracts if waste pickers have been integrated in an outsourced firm or log sheets if integrated in a ULB's own system or any documentation validating the same.

# Municipal Solid Waste – Sweeping, Collection & Transportation.....contd.

---

6. Whether **sweeping** undertaken **twice a day** in all notified commercial areas (including night sweeping)

Scheme of Ranking	Marks
Sweeping in >75% of Notified Commercial Areas	29
Sweeping in 50-74% of Notified Commercial Areas	21
Sweeping in 40-49% of Notified Commercial	14
Sweeping in 25-39% of Notified Commercial Areas	7
Sweeping in <25% of wards	0

# Means of Verification

---

- Ward wise list of notified commercial areas
- Evidence of sweeping commercial areas twice a day in the form of activity log/roster report/attendance of sanitation staff
- If work is outsourced to an external agency, the contract document which has a clause for sweeping commercial areas twice a day should be provided.

# Municipal Solid Waste – Sweeping, Collection & Transportation.....contd.

---

**7.Sweeping** and cleaning in all notified **commercial areas** done on all **festivals and Sundays**

Scheme of Ranking	Marks
>75 % notified commercial areas are covered	29
Between 25-74% of commercial areas are covered	21
<25% of commercial areas covered	14
In >25% commercial areas either Sundays or festivals	7
Neither on Sundays nor on festivals - in at least 25% areas	0

# Means of Verification

---

- Ward wise list of notified commercial areas
- Evidence of sweeping in commercial areas on Sundays and festivals in the form of activity log/roster report/attendance of sanitation staff
- If work is outsourced to an external agency, the contract document which has a clause for sweeping commercial areas on Sundays and festivals should be provided.



# Municipal Solid Waste – Sweeping, Collection & Transportation.....contd.

---

## 8.Availability of litter bins at appropriate places in commercial areas

Scheme of Ranking	Marks
100 % coverage of commercial areas with litterbins (on both sides if located on a road)/ City is Bin Free	28
75-99 % coverage of commercial areas with litterbins (on both sides if located on a road)	21
50-74% coverage of commercial areas with litterbins (on both sides if located on a road)	14
25-49% coverage of commercial areas with litterbins (on both sides if located on a road)	7
City not bin-free, but no bin placed	0

# Means of Verification

---

- Waste bins required as per SWM Management Manual 2016 (relevant page attached)
- Copy of the installation log of litter bin, **or**
- Copy of the document/map showing bin locations/numbers **and**
- Copy of the list of commercial areas that are covered by door to door collection and directly transfer the collected waste to the processing/disposal site. (To identify if the city is Bin free)

# Municipal Solid Waste – Sweeping, Collection & Transportation.....contd.

---

9. Whether a separate system to collect Construction & Demolition waste in place

Scheme of Ranking	Marks
>75 % wards covered with C&D waste collection system	18
50-74% wards covered with C&D waste collection system	15
25-49 % wards covered with C&D waste collection system	10
<25 % wards are covered with C& D waste collection system	5
No separate collection system in any of the wards	0

# Means of Verification

---

- Copy of the detailed directions with regard to proper management of C&D waste by the ULB within its jurisdiction in accordance with the provisions of these rules.
- Copy of contracts of C&D waste management system if the ULB has outsourced the same and copy of log sheets/ monthly report of waste collected. Documentation/contract copies should clearly mention number of wards covered
- Log sheets of pick up and transportation of C&D in a segregated manner being undertaken by ULB own team

# Municipal Solid Waste – Sweeping, Collection & Transportation.....contd.

10. All garbage trucks/vehicles are tracked by GPS/RFID

Scheme of Ranking	Marks
>75 % of vehicles are monitored and data available in public domain	18
35-74% of vehicles are monitored and data available in public domain	14
>75% Vehicles monitored but data NOT shared in public domain	10
35-74% of vehicles are monitored but data NOT available in public domain	6
<35 % vehicles are monitored and data available in public domain	3
Vehicles not monitored	0



# Means of Verification

---

- Copy of documentation with number of vehicles deployed by the ULB (either own/ outsourced)
- Copy of documentation of vehicle fleet with GPS/RFID
- Copy of the contract if installation of GPS/RFID devices is a responsibility of the private agency.
- Copy of GPS/RFID log, manual entry log and activity report from the last month
- Copies if any penalties are levied by the ULB based on underperformance being tracked by GPS (eg. Certain POIs left out of the collection route)
- Prints of website page where this is available in public domain.

# Municipal Solid Waste – Sweeping, Collection & Transportation.....contd.

---

11. Whether ICT based staff attendance system in place

Scheme of Ranking	Marks
ICT based attendance system in place in the entire city and monitored at the head office level	18
ICT based attendance system in place in the entire city but not monitored at the head office level	15
ICT based attendance system in place in some part of the city and monitored at the head office level	10
ICT based attendance system in place in some part of the city but not monitored at the head office level	5
ICT based attendance system not in place	0

# Means of Verification

---

- Staff attendance report for a week of any month of the last quarter with time stamp and a sample for any one ward as evidence.
- Screenshots and availability of the attendance monitoring dashboard at municipal/ deputy/additional commissioner level/ medical health officer level covering staff attendance for some/ all wards
- Documentation that shows payrolls being linked to ICT based attendance system.



सत्यमेव जयते

Ministry of Urban Development  
Government of India



**Swachh Bharat Mission**

**Questionnaire Overview  
Municipal Solid Waste-  
Processing and Disposal**

**Total Marks -180 (20%)**

# Municipal Solid Waste – Processing and Disposal

---

1. Is Waste to Energy/Compost Plant operational?

Scheme of Ranking	Marks
Yes, plant is operational (or plant not required*)	54
Plant is under construction	35
Agreement signed for construction of plant	20
Tenders called for construction of plant	10
Land identified	5
No Action taken yet	0

\* *Waste is being converted into value added products or other methods being used to process waste in a non-hazardous way*



# Means of Verification

---

- If plant is operational, Log book of the waste coming to the plant and waste processed should be submitted. The Annual report of the agency operating the plant having financial and operational details of the plant to be submitted.
- If plant is under construction, the contractual agreement signed for construction of plant and pictorial evidence to be submitted.
- Copy of agreement signed to be submitted if construction is yet to be started
- If tendering is done, copy of the tender document to be submitted
- Resolution for land identification to be submitted, if land is identified.

# Municipal Solid Waste – Processing and Disposal

---

**2. Plant Efficiency** - Waste Processing Plant is available & functional at optimum efficiency (% of waste collected being processed..)

Scheme of Ranking	Marks
Available & functional at >80% efficiency level or Plant not required	9
Available & Functional at 51-79% efficiency level	6
Available & functional at 40-59% efficiency level	4
Available & functional at 20-39% efficiency level	2
Available & functional at <20% efficiency level Or Plant not available	0

# Means of Verification

---

Copy of the waste treatment log processed at the plant (Last quarter) which has a mention of the quantity of waste collected by the city, waste received by the plant and waste processed by the plant.

# Municipal Solid Waste – Processing and Disposal

---

3. Is landfilling done in a scientific way?

Scheme of Ranking	Marks
Landfill available and being used	23
Landfill under development	20
Agreement for development of landfill done but work not started	15
Tenders called for development of landfill site	10
Land is identified	5
No Action taken - Unplanned dumping is prevailing	0

# Means of Verification

---

- If landfill is operational, '**photo of the landfill site with date**' as evidence OR DPR/any other document regarding scientific management (safe containment and leachate treatment and gas capture and treatment, etc.) of landfill in place and functional. Documentation/log books of amount of waste being dumped in the landfill site
- If landfill is under development, copy of the agreement with agency who is developing the landfill and pictorial evidence of the construction work should be submitted
- Copy of agreement, if work is yet to be started
- Copy of tenders, if identification of agency is being done for development of the land fill site

# Municipal Solid Waste – Processing and Disposal

---

## 4. Status - Remediation of existing dump...?

Scheme of Ranking	Marks
Remediation being done at landfill site	23
Remediation work started	18
Agreement for remediation done but work not started	12
Tenders called for remediation work	6
No process started yet – remediation not in place	0

# Means of Verification

---

- If Remediation being done, **photo from the landfill site with date**, as evidence OR any official document (in DPR of any other document) regarding the remediation work that has been done. Copy of the contract agreement with the implementing agency and work completed certificate
- Pictorial evidence of the work being carried out, if the work has started. Copy of contract agreement with the implementing agency
- If work is yet to be started but agency is identified, the copy of the agreement with the agency is to be submitted
- If agency is yet to be identified, copy of the tender floated to be submitted along with standing committee resolution

# Municipal Solid Waste – Processing and Disposal

---

5. Whether plastics have been used in road preparing/repairing works by the ULB

Scheme of Ranking	Marks
10 or >10 works have been executed by the ULB	23
6-9 works have been executed by the ULB	14
1-5 works have been executed by the ULB	7
No work has been executed	0



# Means of Verification

---

- List of works and pictorial evidence that have been executed giving details of the length of road prepared or repaired, expenditure undertaken, responsible agency, tender date and completion date of the work.
- Resolution for plastic ban in the city – Pictorial evidence that plastic was used for roads before plastic was banned

# Municipal Solid Waste – Processing and Disposal

---

6. Waste from all wards (commercial & residential) are segregated at source and segregation maintained till disposal/treatment

Scheme of Ranking	Marks
>75% wards practicing segregation	24
60-75% of the wards practicing segregation	18
40% -59% of the wards practicing segregation	12
<40% of the wards practicing segregation	6
Segregation not being practiced	0

# Means of Verification

---

- Copy of the directions issued by the local body to commercial and residential areas for segregation of waste at source
- Report or document indicating functionality of segregation system from source of collection till disposal viz. copy of contract of door-to-door collection in case the service is outsourced to an external agency.
- Copies of resolutions done to inform citizens for storing waste in a segregated manner.
- Pictorial evidence of segregated waste collection door to door collection system, transfer stations.

# Municipal Solid Waste – Processing and Disposal

---

7. How do you manage the waste from bulk garbage generators (On-site composting if >100 Kgs waste generation per day)

**(a) Restaurants & Banquet Halls**

Scheme of Ranking	Marks
10 or >10 Restaurants & Banquet Halls doing on-site composting	6
Between 6-9 Restaurants & Banquet Halls doing on-site composting	4
Between 1-5 Restaurants & Banquet Halls doing on-site composting	2
No Restaurants & Banquet Halls doing on-site composting	0

# Means of Verification

---

- Copy of list of bulk generators (restaurants and Banquet Halls)
- Copy of list of such bulk generators doing on site composting with quantity of waste generated and treated
- Copy of resolution/letter by the ULB to inform bulk garbage generators about initiating on-site composting
- Any incentive scheme linked to on-site composting and details of such bulk generators provided such incentives.

# Municipal Solid Waste – Processing and Disposal

---

How do you manage the waste from bulk garbage generators.....

(b) **Mess in Hostels, Colleges & Schools**

Scheme of Ranking	Marks
10 or >10 Mess in Hostels, Colleges & Schools doing on-site composting	6
6-9 Mess in Hostels, Colleges & Schools ding on-site composting	4
1-5 Mess in Hostels, Colleges & Schools ding on-site composting	2
No Mess in Hostels, Colleges & Schools doing on-site composting	0

# Means of Verification

---

- Copy of list of bulk generators (Mess in Hostels, Colleges and Schools)
- Copy of list of such bulk generators doing on site composting with quantity of waste generated and treated
- Copy of resolution/letter from the ULB to inform bulk generators about initiating on-site composting.
- Any incentive scheme linked to on-site composting and details of such bulk generators provided such incentives.

# Municipal Solid Waste – Processing and Disposal

---

How do you manage the waste from bulk garbage generators.....

## (c) **Vegetable Markets**

Scheme of Ranking	Marks
3 or >3 Vegetables markets doing on-site composting	6
Between 1-2 Vegetables markets doing on-site composting	3
No Vegetables markets doing on-site composting	0



# Means of Verification

---

- Copy of list of bulk generators (vegetable markets)
- Copy of list of such bulk generators doing on site composting with quantity of waste generated and treated
- Copy of resolution/letter by the ULB to inform bulk generators of this.
- Any incentive scheme linked to on-site composting and details of such bulk generators provided such incentives.

# Municipal Solid Waste – Processing and Disposal

---

How do you manage the waste from bulk garbage generators  
(d) **Agricultural Markets**

Scheme of Ranking	Marks
3 or >3 Agricultural Markets doing on-site composting	6
1-2 Agricultural Markets doing on-site composting	3
No Agricultural Markets doing on-site composting	0

# Means of Verification

---

- Copy of list of bulk generators (agricultural markets)
- Copy of list of such bulk generators doing on site composting with quantity of waste generated and treated
- Copy of resolution/letter by the ULB to inform bulk generators of this.
- Any incentive scheme linked to on-site composting and details of such bulk generators provided such incentives.



सत्यमेव जयते

Ministry of Urban Development  
Government of India



**Swachh Bharat Mission**

**Questionnaire Overview**

**Open Defecation Free/  
Toilets**

**Total Marks – 270 (30%)**

# Open Defecation Free/ Toilets

## 1.Is your city **Certified ODF**?

Scheme of Ranking	Marks
- ODF Declared and Certified by QCI	150
- City declared 'ODF', awaiting QCI certification	100
- >75% wards of city declared ODF	50
- 51-75 % wards of city declared ODF	40
- 25-50 % wards of city declared ODF	30
- Less than 25 % of the wards declared ODF	0

# Means of Verification

---

- If City is declared and certified, copy of the certificate issued by the Quality Council of India to be provided
- If City has declared itself as ODF, then all the copy of documents submitted to the State as per the ODF protocol to be provided
- If city is following ward wise declaration, then the list of all the wards declared as ODF along with the copy of self declaration as per the ODF protocol to be submitted

# Open Defecation Free/ Toilets

---

2.IHHL - % of **Gap\*** between application received and applications verified (as per SBM portal)

Scheme of Ranking	Marks
- <5% gap	40
- 5-20% gap	30
- 21-50% gap	20
- 51-75% gap	10
- >75% gap	0

\* Numbers after deduction of the rejected applications form on the portal

# Means of Verification

---

- List of applications for IHHL, as on the SBM portal
- List of applications rejected by the ULB
- List of verified applications for IHHL as on the SBM portal



# Open Defecation Free/ Toilets

---

3.IHHL – % of Gaps between application approved and constructed photo uploaded (as per SBM portal)

Scheme of Ranking	Marks
- <5% gap	40
- 5-20% gap	30
- 21-50% gap	20
- 51-75% gap	10
- >75% gap	0

# Means of Verification

---

- List of application approved for IHHL as on the SBM portal
- List of photos of constructed toilets uploaded on the SBM portal

## Open Defecation Free/ Toilets

---

4. CT/PT - Performance vs target (Completed Data on SBM Portal and target as per Swachh City Plan or any new assessment conducted by the city and informed to MoUD)

Scheme of Ranking	Marks
- 100% construction started as per plan	40
- >50% construction started	25
- <50% construction started	15
- Tender floated	10
- Plan finalized and uploaded on the SBM portal	5
- No plan/no progress	0

# Means of Verification

---

- Copy of Swachh City plan, geographical plan with spots identified for CT/PT or any new assessment stating the targets for CT/PT
- List of PT/CTs which have been completed along with the completion certificates or where the construction work has been awarded (copies of contracts)



सत्यमेव जयते

Ministry of Urban Development  
Government of India

# E-LEARNING PORTAL FOR CITY OFFICIALS

This portal draws from the leading practices in sanitation sector and introduces these to municipal functionaries who are at the forefront of delivering objectives of the Swachh Bharat Mission (SBM). The various modules dwell into depth of each of the components of SBM and will be useful for officials of the state sanitation missions, city managers -engineers, administrators, field supervisors and sanitation workers in-charge of implementing SBM. Successful completion will entitle the participant with a certificate from the Ministry of Urban Development, GoI.

'Ek Kadam Swachhta Ki Aur', an introductory film

Ministry of Urban Development, Government of India

Mr. M. K. Jaiswal  
City Engineer, Varanasi City

It is respectfully requested that the officials of the state sanitation missions, city managers -engineers, administrators, field supervisors and sanitation workers in-charge of implementing SBM.

"Individual household toilet"

Online E-course Certificate Template

Download list of course-wise and state-wise users

Course Series 400  
Community and Public Toilets

Course Series 500  
IEC and Public Awareness

Course Series 300  
Individual Household Toilets

Course Series 200  
Municipal Solid Waste Management

Course Series 700  
Validated Sanitation technologies

Course Series 600  
PPP and Financing Sanitation

Course Series 800  
Other Relevant Modules

Faecal Sludge Management  
Centre for Science and Environment - Faecal Sludge Management

# Swachh Bharat Mission

## Questionnaire Overview Capacity Building - eLearning Courses

Total Marks 45 (5%)

# Capacity Building-eLearning Courses

1.Number of employees enrolled in the Capacity Building platform on SBM portal

- **Sanitary Inspector and Above** (*Employees, both permanent and contractual, from sanitation/ public health department*)

Scheme of Ranking	Marks
>91% staffs have completed at least 5 courses	23
Between 61% to 90% staffs have completed at least 5 courses	17
Between 30% to 60% staffs have completed at least 5 courses	11
<30% staffs have completed at least 5 courses	5
No registration	0

# Means of Verification

---

- Course-wise list of ULB employees (sanitary inspector and above) who have received certifications

## Capacity Building-eLearning Courses

---

2. Number of employees enrolled in the Capacity Building platform on SBM portal  
- **Assistant Engineer and Above** (*Employees, both permanent and contractual, from sanitation/ public health department*)

Scheme of Ranking	Marks
>91% staffs have completed at least 5 courses	22
Between 61% to 90% staffs have completed at least 5 courses	17
Between 30% to 60% staffs have completed at least 5 courses	11
<30% staffs have completed at least 5 courses	5
No registration	0



# Means of Verification

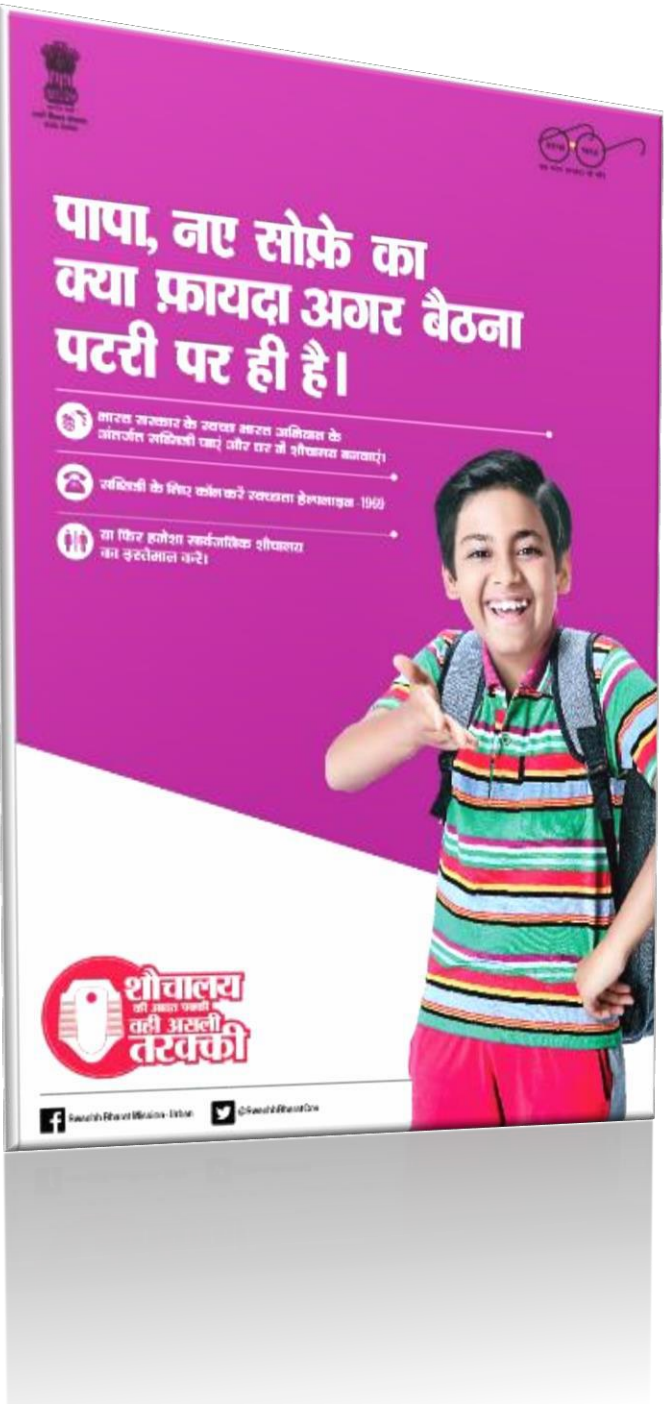
---

- Course-wise list of ULB employees (assistant engineer and above) who have received certifications

# Swachh Bharat Mission

## Questionnaire Overview IEC and Behavior Change

Total Marks- 45 (5%)



Ministry of Urban Development  
Government of India



# IEC and Behavior Change

---

**1.Asli Tarraki** Hoardings at OD Spots(minimum 8'x8') . ULB to get full marks if hoardings are placed in all OD Spots

Scheme of Ranking	Marks
Asli Tarakki Hoarding at 100% OD spots	5
Asli Tarakki Hoarding between 75-99% OD spots	3
Asli Tarakki Hoarding between 50-74% OD spots	2
Asli Tarakki Hoarding <50 % OD spots	0

# Means of Verification

---

- List of all previous/existing OD spots in the city or OD prone spots if the city has been declared ODF
- List of all OD spots that have Asli Tarakki hoardings along with photographs

# IEC and Behavior Change

---

## 2.Asli Tarraki Standee/Banner Displayed at all Community Toilets .

Scheme of Ranking	Marks
Asli Tarakki Standee/Banner at 100% Community Toilets	5
Asli Tarakki Standee/Banner at 75-99% Community Toilets	3
Asli Tarakki Standee/Banner at 50-74% Community Toilets	2
Asli Tarakki Standee/Banner at <50% Community Toilets	0

# Means of Verification

---

- List of all the community toilets in the city
- List of all community toilets that have Asli Tarraki Standee/ Banner along with photographs

# IEC and Behavior Change

---

## 3.Asli Tarraki Standee/Banner Displayed at all Public Toilets.

Scheme of Ranking	Marks
Asli Tarakki Standee/Banner at 100% Public Toilets	5
Asli Tarakki Standee/Banner at 75-99% Public Toilets	3
Asli Tarakki Standee/Banner at 50-74% Public Toilets	2
Asli Tarakki Standee/Banner at <50% Public Toilets	0

# Means of Verification

---

- List of all the Public toilets in the city
- List of all PTs that have Asli Tarraki Standee/ Banner along with photographs



## IEC and Behavior Change

---

4.Swachhgrahis identified, I-Card given and actively involved in awareness campaigns

Scheme of Ranking	Marks
At least 1 Swachhgrahi for 1 ward actively involved	10
At least 1 Swachhgrahi for 2 wards actively involved	7
At least 1 Swachhgrahi for 3 wards actively involved	4
At least 1 Swachhgrahi for 4 wards actively involved	2

# Means of Verification

---

- List of OD spots ward-wise or OD-prone spots if city is declared ODD
- List of Swachhgrahis identified for each OD spot
- List of activities undertaken by the Swachhgrahis in the last quarter

## IEC and Behavior Change

---

5.Hoardings/Advertisement of **Swachh Survekshan 2017** placed in the city  
Local cable network/bulk sms/awareness campaigns/newspapers pamphlets  
spreading messages Hoardings and social media interventions on Swachh  
Survekshan 2017

Scheme of Ranking	Marks
At least 1 hoarding per 2 wards	10
1 hoarding per 4 wards	7
1 hoarding per 6 wards	4
1 hoarding for > 6 wards	0

# Means of Verification

---

- Ward-wise list of Hoardings of **Swachh Survekshan 2017** in the city
- **Documentation of awareness campaigns undertaken by the city**
- **number of people reached via SMS**
- Airtime on local tv/ radio channels
- Number of posts on social media

# IEC and Behavior Change

---

## **6. Thematic Cleanliness Drive** (to be monitored by MoUD/QCI centrally)

- **Conducted between 16th-30th November 2016**

Scheme of Ranking	Max Marks
Percentile of cumulative score received by cities for media coverage of thematic drives	5

- **Other thematic drives**

Scheme of Ranking	Max Marks
Percentile of cumulative score received by cities for media coverage of thematic drives	5

# Means of Verification

---

- Activities documented through updating SBM Portal, minutes of the relevant meeting, communication issued, pictures taken, Press clippings etc.



Ministry of Urban Development  
Government of India

# Swachh Bharat Mission

## Questionnaire Overview Part-3

### Citizen Feedback

Total Marks- 600 (30%)



# Citizens Feedback – Phone call/Social Media etc. (450 marks)

---

**1. Are you aware that your city is participating in Swachh Survekshan 2017 for Swachhata Ranking?**

Scheme of Ranking	Marks
Yes	20
No	0



## Citizens Feedback – Phone call/Social Media etc. (450 marks)

---

**2. Do you find your area cleaner than last year?**

Scheme of Ranking	Marks
Yes - very clean or no complaints	86
Yes, better than last year	60
Yes, slightly better than last year	40
No change – status quo	20
No, worst than last year	-40

## Citizens Feedback – Phone call/Social Media etc. (450 marks)

---

**3.This year, do you think availability of dust/litter bins improved in market areas?**

Scheme of Ranking	Marks
Yes, very much	86
Yes, slightly improved	60
Not much change	40
No change – status quo	20
Worst than last year	-40

## Citizens Feedback – Phone call/Social Media etc. (450 marks)

---

**4. Are you satisfied with door to door waste collection from your household this year?**

Scheme of Ranking	Marks
Yes, much better than last year / no complaints	86
Yes, slightly better	60
Not much change – status quo	35
Door to door collection not in practice	0

## Citizens Feedback – Phone call/Social Media etc. (450 marks)

---

**5. Do you think number of urinals/toilets gone-up in comparison to last year**

Scheme of Ranking	Marks
Yes, very much	86
Yes, slightly	60
Not much change	35
No urinal/public toilet available	0

# Citizens Feedback – Phone call/Social Media etc. (450 marks)

---

## 6. Whether maintenance of PT/CT improved?

Scheme of Ranking	Marks
Yes, much better	86
Yes, slightly better	60
Not much improvement	35
Not better – status quo	15
Worst than last year	-40

# Citizens Feedback from *Swachhta App*\* (150 marks)

---

**1.Number of ‘Swachhata App’ downloads (% of households=Total population / 5x10%) in your city (e.g. if population is 5 lacs then 5 lac/5=1 Lac. So, to get max marks > 10 thousand people should download the app)**

Scheme of Ranking	Swacchata App Marks	Other Apps
>10% household	75	60
6-10% households	55	40
2-5%	35	20
<2%	0	0

**\*Note:** Post 6<sup>th</sup> Aug 2016 (Kick-off workshop) weightage will only be given to **Swachhata App**. Apps introduced before 6<sup>th</sup> Aug, will get slightly lower weightage

# Citizens Feedback from Swachhta App (150 marks)

---

## 2.Number of complaints resolved within SLA time frame

Scheme of Ranking	Marks
100% complaints resolved	50
Between 99-80%	40
Between 79-60%	30
Between 60-40%	20
<40%	0

# Citizens Feedback from Swachhta App (150 marks)

---

**3.If your city featured in top-20 cities under ‘Swachhata App’ dynamic ranking (resolution rate)**

Scheme of Ranking	Marks
Rank 1 to 20	25
Rank 21 to 40	20
Rank 41 to 60	15
Rank 61 to 80	10
Rank 81 or above	0

ULBs qualified under ‘other apps’ will also be assessed for this ranking





सत्यमेव जयते

Ministry of Urban Development  
Government of India



**Indicators for 'Independent Observation' (Part-2)  
will be released shortly...**