

**GOVERNMENT OF TELANGANA**  
**MUNICIPAL ADMINISTRATION DEPARTMENT**

O/o Director of  
Municipal Administration,  
Telangana State, Hyderabad

**C I R C U L A R**

Roc.No.205379/2020-H2      06/07/2020

**Sub:** Mpl Admn Dept- Public Health & Sanitation - Instructions on engagement of Slum Level Federations (SLFs) and Town Vikalangula Samaikyas (TVS) in Operation and Maintenance of public and community toilets-Issued-Reg.

Ref: This Office Cir.Roc.No.198360/2020-H2, Dt.19.06.2020 & 02.07.2020 addressed to all the Municipal Commissioners.

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The attention of all the Municipal Commissioners is invited to the reference cited, wherein the Government of Telangana is committed towards providing high quality public sanitation facilities and services in all its urban areas. It is also committed to women empowerment through providing opportunities for livelihoods and entrepreneurship in sanitation. Further, each Urban Local Body (ULB) is striving to construct public toilets, community toilets, exclusive toilets for women (SHE toilets) in adequate numbers to meet the demand and thereby sustain Open Defecation Free (ODF) towns. As per the target communicated by this office, all the Municipal Commissioners should complete the constructions of Public Toilets by 15.8.2020.

2. In this regard, the Operation and Maintenance (O&M) of these sanitation facilities

needs to be given utmost attention by establishing service level standards, following standard operating practices, implementing regular monitoring systems and contracting trained operators shall maintain the facilities:

1. Engaging Slum Level Federations (SLFs)/ Town Vikalangula Samaikyas (TVS) or SHGs of PWDs preferably as resolved by their SLFs/TVCs for operations and maintenance of toilets can bring several benefits to ULB and the society such as increased ownership and accountability by the SLF members, who are representatives of the community, which leads to better maintenance. Engagement of women in sanitation livelihoods can directly contribute to gender integration and empowerment, as they are involved in decision-making and service delivery.
2. Further, formal engagement of SLFs/ TVS/ SHG of PWDs in sanitation delivery is encouraged by the State Governments as well in national ranking programs such as swachhsarvekshan, swachhata excellence awards etc.
3. Administrative Staff College of India (ASCI) is the knowledge partner in this endeavor and will provide training and capacity building support to ULBs along with MEPMA. They can be reached at [asciurbangovernance@gmail.com](mailto:asciurbangovernance@gmail.com)
4. MEPMA will drive this entire activity. A step-by-step guidance for ULBs to engage the SLFs / TVS for effective operations and maintenance has been presented in the Annexure. The annexure also provides a contract template for formal engagement of SLFs / TVS.

3. The Municipal Commissioners are hereby instructed to follow the above instructions scrupulously and ensure that the Slum Level Federations / Town Vikalangula Samaikya, or SHGs of PWDs are engaged in Operation & Maintenance of Public / Community Toilets as far as possible.

**Encl: Guidelines**

Director of Mpl Admn

**DR N SATYANARAYANA IAS**

**DIRECTOR OF MPL ADMN**

To

All the Municipal Commissioners in the State

The PD Urban/ PD Urban-DMC/ADMC in the State.

Copy to all the Additional Collectors in the State for information and necessary action.

Copy to all the Collectors and District Magistrates in the State for favour of information  
and necessary action

Copy to the OSD to Hon'ble Minister for MA & UD for information.

Copy submitted to the Principal Secretary to Government MA & UD Department for favour  
of information.

Signature valid

Digitally signed by Dr M  
Satyanarayana IAS  
Date: 2020.07.06 17:43:03 IST  
Reason: Approved





Toilet  
maintenance

# ENGAGING SLUM LEVEL FEDERATION (SLF) IN OPERATIONS & MAINTENANCE OF PUBLIC & COMMUNITY TOILETS

Guidance Note

*Knowledge Partner: Administrative Staff College of India*



# INTRODUCTION



Toilet  
maintenance

- Government of Telangana (GoT) is committed towards providing high quality public sanitation facilities and services in all its urban areas. In line with this, every Urban Local Body (ULB) is striving to construct public toilets, community toilets, exclusive toilets for women (SHE toilets) in adequate numbers to meet the demand and thereby sustain Open Defecation Free (ODF) towns.
- While well-designed infrastructure is being constructed, it is equally important to focus on Operation and Maintenance (O&M) of these facilities through establishing Service Level Standards, following standard operating practices, implementing regular monitoring systems and contracting trained operators to maintain the facilities.
- **This document provides a step-by-step guidance for ULBs to engage Slum Level Federations (SLF) for effective operations and maintenance of public/community toilets.**
- It details the following:
  - ✓ benefits of engaging SLFs for O&M
  - ✓ players and processes involved
  - ✓ contract template for formal engagement
- This process can be implemented by ULBs in collaboration with Mission for Elimination of Poverty in Municipal Areas (MEPMA).
- **Administrative Staff College of India (ASCI) is technical and knowledge support partner for this important initiative at [asciurbangovernance@gmail.com](mailto:asciurbangovernance@gmail.com)**



# WHY SLUM LEVEL FEDERATION (SLF)?



Toilet  
maintenance

**Engaging Slum Level Federations (SLFs) for operations and maintenance of toilets can bring several benefits to ULB and the society.**

- ✓ Several states in India (Tamil Nadu, Odisha, Bihar etc) which have engaged women and transgender groups in various sanitation related activities including O&M of toilets report that they have proven to be sincere, diligent and efficient operators.
- ✓ Studies from across the world show that usage of public sanitation facilities by women increases when they are managed by women caretakers.
- ✓ SLF members are more acceptable as sanitation messengers among community members. They therefore contribute to adoption of safe hygiene practices by toilet users and by members of the community in general thus contributing to sustaining Open Defecation Free (ODF).
- ✓ Engaging women (and transgender) groups contributes to enhancing their economic contribution to the state and to their personal financial independence. It also contributes to their dignity and acceptance in society.
- ✓ Sanitation livelihoods leads to enhanced participation of women in sanitation decision making and contributes to gender integration and empowerment.
- ✓ Formal engagement of SLFs in sanitation service delivery is encouraged by national and state government as well as national level ranking programs like Swachh Surveskhan and Swachhta Excellence Awards etc




# WHOM SHOULD ULB CONTACT ?



Toilet maintenance


- The Town Mission Coordinator, MEPMA is the key functionary to drive this process.
- ASCI will provide technical and capacity building support.


Women can play an active role in several aspects of sanitation. Government of Telangana is committed to women empowerment through providing opportunities for livelihoods and entrepreneurship in sanitation.




## WOMEN LEADERSHIP IN SANITATION

### పారిశుధ్యంలో మహిళా నాయకత్వం







Sanitation decision making  
పారిశుధ్య వ్యవస్థలో నిర్ణయం తీసుకోవడం




Toilet building  
మరుగుదొడ్ల నిర్మాణం




Toilet maintenance  
మరుగుదొడ్ల నిర్వహణ




Drain maintenance  
కాలువల నిర్వహణ




Desludging  
మురుగునీరు కాల్చేయడం




STP/ FSTP operations  
STP/ FSTP నిర్వహణ




Street sweeping  
రోడ్లు శుభ్రపరచడం



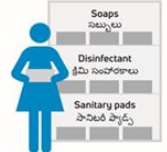
Garbage collection  
చెత్తను సేకరించడం




Garbage vehicle driving  
చెత్తను తీసుకెళ్లే వాహనం నడపడం




Transfer station operations  
చెత్తను బదిలీ చేసే చోట కార్యకలాపాలు



Sanitation products manufacturing  
పారిశుధ్య ఉత్పత్తుల తయారీ



Awareness building  
అవగాహన కల్పించడం



Data collection and monitoring  
సమాచార సేకరణ మరియు పర్యవేక్షణ

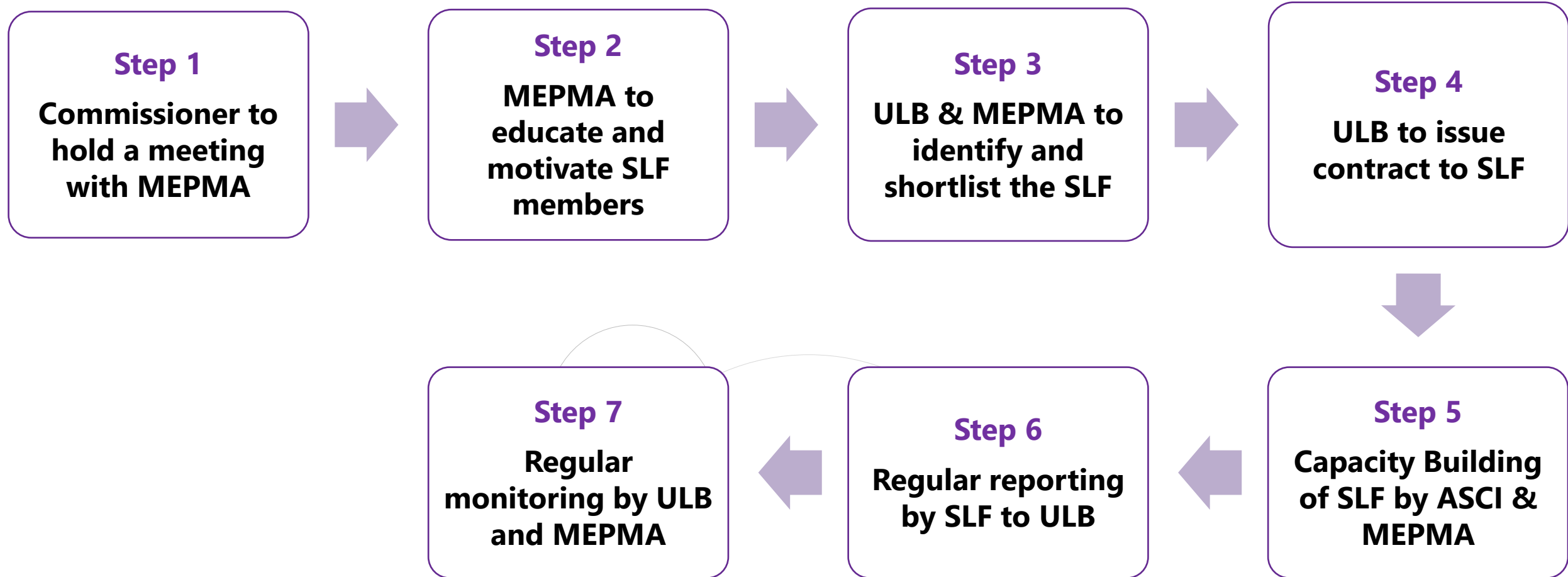
**Knowledge Partner: Administrative Staff College of India (ASCI)**  
జ్ఞాన భాగస్వామి: అడ్మినిస్ట్రేటివ్ స్టాఫ్ కాలేజ్ ఆఫ్ ఇండియా



# HOW SHOULD ULB PROCEED ?



Toilet  
maintenance





# ●●● Steps 1-3 explained



## Meeting with TMC

Commissioner to hold a meeting with Town Mission Coordinator (TMC) of MEPMA to discuss the requirement, location and terms for engaging SLFs for O&M of public/Community toilets



## Education and Motivation

MEPMA to educate the SLFs on the opportunities in toilet maintenance and motivate them to undertake the activity by explaining how it can contribute to their livelihoods and financial empowerment.



## Identifying and Shortlisting

MEPMA to identify and help SLFs groups to apply for the activity.  
ULB and MEPMA to shortlist the SLFs on the basis of proximity to the location, credit history, performance in other activities as SLFs. In case of more than one applicant for a location, lots can be drawn to finalize the candidature.

*ULB can consider providing opportunities to SLFs to further enhance their earning by putting a kiosk at the public/community toilet for selling sanitation products- soaps, sanitary pads etc*

# ●●● Steps 4-7 explained



## Issue contract

The ULB should issue a contract to the selected SLF. The contract should clearly specify the timelines, procedure and terms and conditions. A draft O&M contract is enclosed as annexure



## Capacity Building

ASCI and MEPMA to conduct training for the selected SLFs on Standard Operating Procedures (SOP) like use of personal protective equipment, record keeping, safety practices, material requirement, cleaning processes and service level standards etc.



## Regular Reporting

SHG to submit monthly report to MEPMA and ULB on usage patterns, cleaning schedule, complaints/feedback etc



## Regular Monitoring

ULB and MEPMA to undertake regular monitoring to ensure that SHG is meeting service level standards. Conduct retraining if required

***Good performing SLFs are the ones which maintain the toilets as per the service level standards and meet all the terms and conditions detailed in the contract.***



# WHAT ARE THE ROLES OF ULB & SLF?



Toilet  
maintenance

## Responsibilities of ULB



Construction of toilets as per national and state guidelines



Desludging of septic tank



Water supply



Power supply



Undertake repairs and improvements in physical infrastructure



Garbage collection

## Responsibilities of SLF



Procuring cleaning materials and maintaining toilet



Maintaining record books



Maintain schedule for operations and cleaning



Minor repairs to be resolved quickly



Power and other bills to be paid in time



Timely information to ULB regarding any concerns

# ANNEXURE: CONTRACT TEMPLATE

## PROCEEDINGS OF THE COMMISSIONER NAME OF MUNICIPAL CORPORATION/ MUNICIPALITY

PRESENT: Name of Commissioner, File no.....

Dr. DD-MM-YYYY

Sub: - Municipal Corporation/municipality name – Public Health Branch – Operation and Maintenance of (1) no of Public/ Community Toilet at location name, location address – Allotment of contract to SLF details (name, number, city), represented by name of SLF leader for a period of one-year w.e.f DD-MM-YYYY to DD-MM-YYYY - Orders - Issued.

-o0o-

### ORDER: -

SLF details (name, number, city), represented by name of SLF leader is here by informed that the amount of Rs. 16, 000/- (Rupees Sixteen thousand only) including GST is applicable for each toilet per month for organization and proper maintenance of one Public/ Community Toilet (1) situated at location of the PT/CT , for a period of one year w.e.f DD-MM-YYYY to DD-MM-YYYY on the following terms and conditions:

#### Premises Management and Record Keeping

- The premises shall not be used for any purpose other than as community toilet. It shall not be used for playing games etc., which involves stakes/ betting, play cards etc., or for any unlawful activities.
- Municipal Corporation/municipality name will provide adequate water for general cleanliness and electricity at its own cost.
- The operator will replace electric items as and when required and pay monthly electricity bills.
- Minimum operational Hours: 04:30 AM to 9:30 PM everyday
- The operator will protect the structure against damage and prevent misuse such as open urination around the toilet unit and hand bills inside and outside the structure.
- The facilities provided must be maintained well and any concerns regarding infrastructure will be reported to Municipal Corporation/municipality name in a timely manner.
- Damaged infrastructure and information panel etc will be replaced by Municipal Corporation/municipality name in a timely manner.
- Operator shall maintain the feedback machine and take feedback from the users.
- Complaint redressal number should be clearly displayed in the premises
- A complaint/suggestion book for the user shall be maintained
- Monthly report on complaints received along with their redressal shall be submitted to ULB name.
- Daily record of number of users (men, women, children, elderly, specially-abled, transgender) shall be maintained and a monthly report shall be submitted to Municipal Corporation/ municipality name.
- Periodic desludging of the septic tank will be undertaken by Municipal Corporation/ municipality name.
- Operator shall maintain septic tank cleaning register.
- The complaints/suggestions book maintained by the toilet attendant should also be examined on daily basis and issues raised should be addressed.
- Operator shall submit a monthly report of complaints received and their redressal.

#### Human Resources Management

- Attenders/care takers (transgender) must be appointed for toilet block for cleaning and washing the unit round the clock, including on public holidays.
- Dedicated cleaning staff should be appointed (women or transgender)
- The operator shall furnish the names of the persons who have been appointed as attendant/caretaker and cleaners for the toilet block and their names shall be registered with the Authority. Only the registered attendant/caretaker shall be allowed to occupy the toilet blocks.
- The operator will get photo identity card issued from Municipal Corporation/municipality name for all the staff members.

- All staff members should undergo regular health check-ups once in 3 months.
- The caretaker and cleaners should be provided with Personal Protective Equipment (PPE) comprising hand gloves, mask, gum boots.
- All staff members shall follow safety precautions as described in **Annexure –I: Guidelines for Sanitation Workers: Community Toilet Cleaning and Maintenance.**
- Social distancing and hygiene norms should be strictly followed.

#### **Cleaning and maintenance requirements**

- Maintain cleanliness around the complex to an extent of 50 mts and ensure the premises is litter free and urination free.
- Sweep up to 50 mts around the structure and sprinkle disinfectant mixture of 200 grams (50 grams bleaching powder and 150 grams lime)
- The toilet block should be cleaned atleast twice everyday using cleaning agent, disinfectant and water. Cleaning guidelines to be followed are provided in **Annexure –II : Guidelines for cleaning community toilets.**
- Zero touch hand sanitizing stations should preferably be installed at the entry of the toilet.
- Frequently touched areas such handrails / handles, taps & door handle should be cleaned every two hours by mopping with a linen/absorbable cloth soaked in 1% sodium hypochlorite.
- Cleaning staff should be provided with cleaning brooms, sweeping brooms, coir brush scraping sheet, bamboo basket, plastic container, bamboo reapers, plastic buckets, plastic mug, sponge peace, washing soap, identity card, apron inscribing name the ULB, disinfectant, bleaching powder and lime powder.
- Consumables required for cleaning and maintenance of the toilet shall be ensured.
- Attendant shall carry out quick checking and cleaning after usage of the toilet.
- The liquid soap shall be made available for users for the purpose of hand washing at all time during operation.
- Solid waste shall be emptied at least once in a day as per **Municipal Corporation/ municipality name** procedure.

#### **Penalties**

**Municipal Corporation/municipality name** shall assign sanitary inspectors and other staff to undertake regular inspection of the premises and its functioning.

**Non-compliance of the above would lead to imposition of the following penalties:**

- Rs.100/- day - cleaning and washing not attended (onetime)
- Rs.200/- day - cleaning and washing not attended (full day)
- Rs.150/- day – Janitor absent
- Rs. 50/- day – Floor disinfectant not used (per day)
- Rs.100/- one time - sweeping and disinfecting not attended
- Rs.200/- full time- sweeping and disinfecting not attended
- Rs.300/- social distancing and hand hygiene norms not followed
- Rs. 100/- soap not available for handwash.

The above orders shall affect from 10-06-2020.

Commissioner

**Municipal Corporation/municipality name**

To

SLF details (name, number, city), represented by name of SLF leader

Copy to the MEPMA for information.

Copy to the Sanitary Supervisor & Sanitary Inspector concerned **Municipal Corporation/municipality name**

**Municipal Corporation/municipality name** for taking further necessary action.

Copy to the Municipal Health Officer, **Municipal Corporation/municipality name**, for information.

Copy to the Deputy Commissioners Circle office-I & II for information. Copy to the Additional Commissioner, **Municipal Corporation/municipality name** for information.

Copy forwarded to the Hon'ble Mayor, **Municipal Corporation/municipality name** for favor of information.

## **Annexure – I**

### **Guidelines for Sanitation Workers: Community Toilet Cleaning and Maintenance**

#### **Part I Recommended good practices at CT for sanitary workers**

1. Work cloths must be worn at the changing area before starting the day's work. Always use mask, gloves, footwear and appropriate clothing (like long sleeved shirt, long trousers and apron) while at the CT premises.
2. Ensure soaps or hand sanitizers are available at the toilet premises and encourage its usage by toilet users.
3. Use physical distance/ barriers to ensure at least 1 m distance between the users
4. Clean frequently touched surfaces (door handles, armrests, tabletops, light switches, water taps) frequently (once every 2-4 hours) with disinfectant.
5. Clean the toilet bowl after every use.

#### **Recommended practices for cleaning toilet premises and bowls at CT**

1. Wear gloves, shoes and mask while cleaning
2. Use a toilet brush to apply detergent on the toilet bowl, on both sides of the lid and on the seat (for western) and footrest (for Indian). Flush the toilet.
3. Clean the floor with the floor cleaning equipment and the multi-purpose cleaner.
4. Wash and clean the equipment and the gloves as well as their container with water and the disinfecting cleaner.
5. Remove your work clothing and put on your personal clothes at the changing area before you exit the workplace.
6. The work clothes must be washed using disinfectant at the workplace.

#### **Part II Disinfectants**

1. Hand wash- preferred option:
  - a. Soap and water
  - b. Alcohol-based hand rub (if hands are not visibly dirty)
2. Sodium hypochlorite at 0.5% (equivalent 5000ppm) for disinfection of surfaces and reusable gloves.
3. Mildly alkaline all-purpose detergent for cleaning surfaces

#### **Personal Protective Equipment (PPE)**


1. Cloth mask covering mouth and full face.
2. Gloves
3. Head band and Wrist band.
4. Footwear covering whole foot/ gumboots.

#### **Hand hygiene should be performed at all five moments**

1. Before putting on PPE and after removing it, when changing gloves
2. After any toilet cleaning or maintenance activity
3. After contact with any respiratory secretions
4. Before eating
5. After using the toilet



## Guidelines for Cleaning Community Toilets



Hi, I am Narasiah. My wife, Kantamma and I work as caretaker of a community toilet in our ward.

I know that like us, many of you are also providing these services to citizens during this Covid-19 pandemic. And that's why I would like to share some safety tips with you to protect you from the Novel Corona Virus....

Disclaimer: These instructions are not 100% for regular work but intended to highlight additional safety measures to be taken by sanitation workers


**Before leaving home for your work, you must**




1. Wear full sleeve and full-length clothes




3. Carry the Emergency pass issued by ULB



5. Gloves, mask, apron (if mask is not available, then use a clean cloth in 2-3 layers to cover your nose and mouth)



2. Cover wounds with water-proof band-aid




4. Carry water and soap to wash hands



6. Carry extra set of clothes

**When you reach the workplace, you must**



1. Wash hands with soap




2. Wear PPEs as per recommendations




3. Draw circles outside the toilet block to make users maintain distance



4. Clean the toilet block by wearing PPEs



5. Instruct users to maintain distance of at least 1 m & to wash their hands with soap after using toilet




6. Collect user charges while wearing gloves



7. Clean and disinfect frequently touched objects and surfaces.



8. Wash hands with soap before having any food



9. Remove gloves and masks, clean them thoroughly with soap water


**When you finish your work**



Remove safety gear



Wash hands and face



Change clothes and put all in a bag



Wear mask/cloth and return to home



Before meeting anyone in the family, first wash clothes and PPEs with soap and hang them in a sunny dry place

Contact a doctor immediately if you have any cough/fever or running nose

**Let's conquer the virus by ensuring our safety**

Safety and Dignity to Sanitation Work | Prepared by Administrative Staff College of India – Content from UNIC & BMGF

| Areas                            | Agents / Toilet cleaner   | Procedure   |
|----------------------------------|---|---|
| Toilet pot/ commode              | Sodium hypochlorite 1%/<br>detergent<br>Soap powder / long handle angular brush       | <ul style="list-style-type: none"> <li>Inside of toilet pot/commode:</li> <li>Scrub with the recommended agents and the long handle angular brush.</li> <li>Outside: clean with recommended agents; use a scrubber.</li> </ul>  |
| Lid/ commode                     | Nylon scrubber and soap powder/detergent<br><br>1% Sodium Hypochlorite                | <ul style="list-style-type: none"> <li>Wet and scrub with soap powder and the nylon scrubber inside and outside.</li> <li>Wipe with 1% Sodium Hypochlorite</li> </ul>   |
| Toilet floor                     | Soap powder /detergent and scrubbing brush/ nylon broom<br><br>1% Sodium Hypochlorite | <ul style="list-style-type: none"> <li>Scrub floor with soap powder and the scrubbing brush</li> <li>Wash with water</li> <li>Use sodium hypochlorite 1% dilution</li> </ul>  |
| Sink                             | Soap powder / detergent and nylon scrubber<br><br>1% Sodium Hypochlorite              | <ul style="list-style-type: none"> <li>Scrub with the nylon scrubber.</li> <li>Wipe with 1% sodium hypochlorite</li> </ul>  |
| Showers area / Taps and fittings | Warm water Detergent powder Nylon Scrubber 1% Sodium Hypochlorite/ 70% alcohol        | <ul style="list-style-type: none"> <li>Thoroughly scrub the floors/tiles with warm water and detergent</li> <li>Wipe over taps and fittings with a damp cloth and detergent.</li> <li>Care should be taken to clean the underside of taps and fittings.</li> <li>Wipe with 1% sodium hypochlorite/ 70% alcohol</li> </ul> |
| Soap dispensers                  | Detergent and water   | <ul style="list-style-type: none"> <li>Should be cleaned daily with detergent and water and dried.</li> </ul>   |