

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

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

Dt. 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.

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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 power 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 power 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



Hi, I am Narsajah. 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 SOPs for regular work but intended to highlight additional safety measures to be taken by sanitation workers

Before leaving home for your work, you must



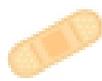
1. Wear full sleeve and full-length clothes



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



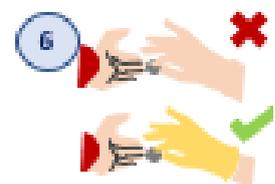
3. Draw circles outside the toilet block to make users maintain distance



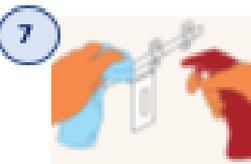
4. Clean the toilet block by wearing PPEs



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 gears



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

Annexure – II
Guidelines for Cleaning Community Toilets

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