PUNE PUBLIC TOILET POLICY

STANDARD FRAMEWORK FOR PUBLIC TOILETS

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FOREWORD

SOCIAL ENGAGEMENT & SYSTEMS ENGINEERING

Our Honorable Prime Minister touched a chord across the nation when he spoke from the Red Fort on 15th August, 2014. He gave a clarion call for setting up Swachh Bharat Abhiyan. This clarion call has stirred the whole nation. Swachh Bharat Abhiyan is becoming a Swachh Bharat Andolan and then moving on to become Swachh Bharat Jan Andolan. Indeed I consider this to be yet another freedom movement – freedom from dirt and freedom from filth. It is freedom from diseases also, because ‘Swachh Bharat’ is also ‘Swasth Bharat’

The Government of India created a technology Expert Committee for Drinking Water and Sanitation under my Chairmanship. It has 19 members with a whole range of expertise – right from technology experts, to social scientists, to public administration, to NGOs. The Committee is engaged in selection of technologies. The criteria that are used for the selection are scalability, sustainability, affordability, rapid deployability and social acceptability. However the Committee leaves the action to the States, who in turn rely on the local bodies, since that is where the action lies. I can proudly say that our Pune Municipal Corporation (PMC) means action. It has brought out an excellent Pune Public Toilet Policy which is holistic, pragmatic, progressive and fully actionable.

There are many laudable features of the policy. First, the policy has brought out a critically needed standard framework in toilet design as well as toilet maintenance.

Second, PMC has recognized that it is not about building toilets but it is about using toilets – it is not just toilet engineering but it is about social engaging and system engineering. Therefore it has incorporated innovative measures to influence customer behavior.

Third, the management processes have been laid out with clearly defined roles and responsibilities for the PMC as well as private operators. The rules of business are both transparent and balanced. Innovative revenue models have been crafted with clearly laid timelines. I must mention here about the reports of Pune International Centre on ‘Sanitation for All’ and also ‘Making Pune Smarter’! I find that a number of generic ideas proposed in those reports find synergy with this excellent PMC policy document. I have always maintained that Pune has to show leadership to the nation. In India’s Swachh Bharat Andolan, Pune has shown brilliant leadership through this Pune Public Toilet Policy initiative. Now, for the policy to get converted into action, we will need continuous investment in maintenance, monitoring and committed participation by every Puneite.

I am sure Pune will rise to that challenge.

Dr. R. A. Mashelkar, FRS
National Research Professor
FROM THE MAYOR'S DESK

It is my privilege to share my thoughts on the policy document for public toilets in Pune. I am sure it will help in furthering the progress of the Swachh Bharat Abhiyaan and act as a guideline for a Swachh Pune. The outcome of this policy document will highly impact the citizens in their daily life, and tourists during their stay in Pune - The Queen of the Deccan.

One key feature of this policy document is the experimentation with new technologies that will make Pune the most citizen and environment-friendly, water conserving, clean and green city on the map of India. As a city, Pune is well known for its rich culture, traditions whilst being at the forefront in adapting to trends of modernization. There is a palpable vibe of youthfulness in the air in Pune.

Improvement in the functioning and delivery of government services is an important issue for a country like India, as the highest cost of inefficiency is borne by the poorest and the marginal. This policy aims at a skilful change management and systematic approach towards sanitation, especially in the area of open defecation, one of the biggest problems concerning our country today. It also ensures that a high quality of service is provided to citizens thereby addressing the gap in the execution by guiding its practitioners.

I hope this document will not only lead us towards more efficient management of our city but will also inspire citizens to take up the challenge of making Pune the best city and its citizens the best citizens of the country.

I extend my heartfelt thanks to everyone involved in the making of this policy, Pune City Connect for their thought partnership and Samagra Empowerment Foundation for their valuable design inputs.

I invite you to join us for 'Clean Pune, Green Pune'!

Prashant Sudam Jagtap
Honorable Mayor
Pune
THE COMMISSIONER SPEAKS

It is a matter of pride that we have taken yet another step towards a Swachh Pune. The policy document for public toilets in Pune is a significant stepping stone towards Pune’s goal of zero-open defecation by 2nd October, 2017.

Poor sanitation results in a multitude of problems. A dirty toilet not only invites disease, it also impacts the health and dignity of citizens, and depletes the environment. Sanitation is, in fact, one of the most pressing problems facing our city and our country. Availability of clean public toilets will lead to cleaner roads and pedestrian footpaths, fresh air, aesthetically beautiful gardens, healthy and mindful citizens and a significantly cleaner city.

A keystone of this policy is to remove all bottlenecks to innovation in the public toilet space, whilst maintaining high standards of sanitation services. The use of technology for operations and management has been emphasized. This will also contribute towards the SMART city mission. As part of this endeavor, we would like to leverage the experiences of citizens and create a cohesive partnership with the social sector, industry experts and corporates to build an economically viable and sustainable solution. I would like to take this opportunity to urge corporates to come forward and contribute to a cleaner Pune through CSR resources by taking up a few public toilet blocks and demonstrating proof points for application of the Public Toilet Policy in terms of both refurbishment and maintenance of public toilets.

Citizens will be glad to know of a few other significant steps taken towards Swachh Pune like the mobile garbage processing units, plastic waste free Pune City Campaign, creation of the PMC-Swachh Model, zero garbage model etc.

I would like to thank Pune City Connect for the tremendous support in putting this document together, and Samagra Empowerment Foundation for inputs in terms of design features and other relevant benchmarks.

Dr. Raghunath Mashelkar deserves a special mention and I thank him for providing guidance in framing this policy. We hope that successful implementation of this policy becomes a benchmark and a best practice document for other cities as well.

Kunal Kumar
Municipal Commissioner
Pune
A NOTE FROM THE CITY DIRECTOR – SWACHH BHARAT ABHIYAAN

The progress of a country depends in no small measure on the quality of its governance. Development in government processes and reforms in India is happening at a breath taking pace to curb lengthy procedures that lead public delivery systems to chaos.

The policy document for Public Toilets in Pune will leverage technology to re-engineer processes, thus enabling efficient delivery of desired features and functionalities. This is a small yet effective step towards reaching Pune’s goal of “Zero-open defecation by 2nd October, 2017”, as well as achieving the Central government agenda of “Open-Defecation Free India by 2019”.

Guidelines by the Ministry of Drinking Water and Sanitation define the criteria for declaring a village as “Open-Defecation Free”. This term includes not just access to a toilet, but also correct usage of the toilet with the users’ behavioral pattern in mind. Being associated with the Sanitation department for the past 15 years has made me realize that the quality of governance is enhanced when government as a whole and public agencies in particular are open to new ideas and responsive to citizens. Responsiveness in turn is best improved when citizens collectively seek better performance from these agencies through ethical participation and active vigilance.

I would like to thank all concerned agencies who have contributed in conceptualization and design of this policy document.

Suresh Jategaonkar
Joint Municipal Commissioner
HOD – SWM and Sanitation
City Director – Swachh Bharat Abhiyaan
Pune Municipal Corporation
ACKNOWLEDGMENT

This policy document has been possible due to the inspiration and support of

**DR. RAGHUNATH MASHELKAR** - Chairman, National Innovation foundation
**SHRI. PRASHANT JAGTAP** - Hon. Mayor, Pune
**SHRI. DATTATREYA DHANKAWADE** - Hon. Ex-Mayor, Pune
**SHRI. KUNAL KUMAR** - Hon. Municipal Commissioner, Pune

And the cooperation, guidance and support extended by all the leaders mentioned below.

- **SHRI. MUKARI ANNA ALAGUDE** - Deputy Mayor, Pune
- **SHRI. BALASAHEB BODKE** - Chairman, Standing Committee
- **SHRI. SHANKAR KEMSE** - Leader of House
- **SHRI. ARVIND SHINDE** - Leader of Opposition
- **SHRI. RAJENDRA WAGASKAR** - Party Leader, MNS
- **SHRI. GANEESH BIDKAR** - Party Leader, BJP
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  Co-founder and CEO - Samagra Empowerment Foundation

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  CEO - Pune City Connect

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  Pune City Connect

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  Advisory Services, Ernst & Young LLP

- **ZIGISHA MHASKAR**
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  Advisory Services, Ernst & Young LLP

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  Founder - 3S India

- **VARUN RAJASEKHARAN PANICKAR**
  Public Policy Student
  National Law School of India University, Bengaluru

**FOR PUNE MUNICIPAL CORPORATION**

- **SHRI. SURESH JAQTAP** - HOD - SWM and Sanitation Department, PMC

- **DR. KETAKI GHATGE** - Medical Officer - Health Department, PMC
I. INTRODUCTION

Public toilets make an important contribution to Pune's livability - to active living, healthy aging, childhood fitness, safety and hygiene. They can influence the increasing use of public transport, walking and the use of parks. Public toilets built into the urban street scape facilitate increase street life, festivals and events and make the city a destination of choice.

Pune Municipal Corporation has approximately 850 toilets with an average of 5 toilet seats each, across Pune. These toilets face issues like lack of maintenance, lack of appropriateness and lack of user engagement. To address these issues holistic approach is required which will provide better toilets through Pune Municipal Corporation, user engagement through NGOs and sustainable operational model through public participation and corporate social responsibility.

This policy sets out to improve the standard of Public Toilets across the city, which is the only way to deflate negative public perception that public toilets are unclean and unsafe, and encourage citizen participation in the transformational process of this vital part of our city.

II. OBJECTIVE

As a part of Pune Municipal Corporation’s initiative to improve sanitation conditions in the city, this document aims to assist in decision making and coordinated action regarding the set up, maintenance, management and renovation of public toilet facilities. The objective is to provide achievable actions and a clear framework to establish if the current toilet facilities are meeting acceptable service standards around access, asset condition and sustainability initiatives, and establish methods for setting up new facilities and renovating/retrofitting existing ones.
III. VISION

To improve public health, safety (especially for women) and standard of living in Pune by enabling a well planned, cohesive network of accessible and well maintained universal public toilet facilities in an environmentally sustainable manner, which enhances user experience and promotes citizen ownership through individual social responsibility.

IV. APPLICABILITY

This document will be applicable to all public toilets facilities in the Pune Municipal Corporation area:
A. Set-up of new toilets 
B. Refurbishment of existing toilets
C. Maintenance & Management of all toilets

V. STANDARD FRAMEWORK FOR DESIGN

A. GUIDING DESIGN PRINCIPLES:

Universal Design describes a series of principals that are applied to a building during the design process. These principals ensure that consideration is given to enable equitable access to facilities for all people.

1. **Equitable Use:** The design is useful and marketable for people with diverse abilities

2. **Flexibility in Use:** The design accommodates a wide range of individual preferences and abilities

3. **Simple and Intuitive Use:** Use of the design is easy to understand, regardless of the user's knowledge, language skills or current concentration levels

4. **Perceptible Information:** The design communicates necessary information effectively to the user, regardless of ambient conditions or the user's sensory abilities

5. **Tolerance of Error:** The design minimizes hazards and the adverse consequences of accidental or unintended actions

6. **Low Physical Effort:** The design enables efficient and comfortable use with minimum fatigue

7. **Size and Space of the Approach:** Appropriate size and space is provided for approach, reach, manipulation and use regardless of the user's body size, posture or mobility

8. **Social Integration:** Treating all groups with dignity and respect and reinforcing positive cultural values
## B. MANDATORY DESIGN ELEMENTS:

Every toilet shall have following design elements (Please refer to Appendix 1.1 for a few examples):

<table>
<thead>
<tr>
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<th>OPTION 01</th>
<th>OPTION 02</th>
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<tbody>
<tr>
<td>1</td>
<td>Optimal Ventilation</td>
<td></td>
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<tr>
<td></td>
<td>a. Natural and passive ventilation</td>
<td>b. Ventilation via exhaust</td>
</tr>
<tr>
<td>2</td>
<td>Optimal Lighting (Internal and External)</td>
<td></td>
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<tr>
<td></td>
<td>a. Natural light during the day and optimal night lights</td>
<td>b. Optimal lights during the day and night</td>
</tr>
<tr>
<td>3</td>
<td>Differently - Abled and Elderly Friendly Accessories</td>
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<tr>
<td></td>
<td>a. Western style commode with grab bars</td>
<td>b. Indian style WC with grab bars</td>
</tr>
<tr>
<td>4</td>
<td>Waste Management</td>
<td></td>
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<tr>
<td></td>
<td>a. Individual dustbins in female toilets for menstrual waste management</td>
<td>b. Dustbins in male toilets</td>
</tr>
<tr>
<td>5</td>
<td>Plumbing Arrangement for Post-use Cleaning</td>
<td></td>
</tr>
<tr>
<td></td>
<td>a. Health Faucet</td>
<td>b. Tap and Mug System</td>
</tr>
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</table>

Specs of pipes and plumbing will be per IPA (Indian Plumbing Association) guidelines

| 6 | Systems for Fee Collection (For paid toilets)          |                                                         |
|   | a. Operator for a toilet without automatic coin system | b. Automatic coin system for unmanned toilets            |

7. Signage requirements: Directional and Informational signs
   a. Information Board as specified in Section VI, A, 1
   b. Inspection Board as specified in Section VI, B, 4 (b)
   c. Signages for “Wet Floor”, “Closed for Cleaning” as specified in Section VI, B, 6 (b)
   d. Training certificates for cleaning personnel to be clearly displayed
   e. Informational and Directional signages as specified in Section VII
   f. Letters on all boards to be between 5/8 inches and 3 inches high, In upper or lower case lettering simple font (Sans Serif or Simple Serif)
   g. High contrast symbols and a non-glare finish
   h. Braille and/or audio messages must be included for the visually impared. Braille must be Grade 2

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8. User Friendly Accessories

Toilet stall specifications
1. Size: 4ft x 3 ft
2. Height: minimum 8 ft
3. Grab bars in every stall
4. Health faucet in every toilet Stall.

Privacy
1. Buffer walls / privacy walls between male and female toilets
2. Signage [male and female]
3. Platform for keeping bags

Wall hooks and door hooks
Mirrors
Hand washing stations with liquid / hand soaps
System for providing feedback [toilet rating system]

9. Plumbing & Cleaning-Friendly Accessories

Self-flushing system / manual flushing system
Self-cleaning system [floor / walls etc]
Storage space for cleaning equipment

Water storage and Water pumping system to overhead tanks
Water meter [please refer to Appendix 1.2 for examples of make and specifications] to record water usage data
Easier for cleaning and de-sludging or accessing blocked sewers. [Appendix]

10. Complaint Redressal Mechanism

a. Information about contact nos
   [Pune Municipal Corporation officials / Ward Sanitary Inspector & Operator]

b. Monitoring and feedback toll free no.

c. Hotline Number [Operator]

d. CCTV [to ensure prevention of vandalism, crime and misuse]

See Appendix 1.3 for sample of complaint redressal information board.
C. RECOMMENDED DESIGN ELEMENTS

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<tbody>
<tr>
<td></td>
<td>Sanitary waste incinerator</td>
<td>Introducing easy maintenance flora / plants inside the toilets as well as surrounding areas</td>
</tr>
<tr>
<td></td>
<td>Gray water recycling</td>
<td>Solar system for electricity</td>
</tr>
<tr>
<td></td>
<td>Air fresheners</td>
<td>External CCTV (for vandalism reduction)</td>
</tr>
<tr>
<td></td>
<td>Waste treatment and black-water recycling</td>
<td>Vandalism proof fixtures</td>
</tr>
<tr>
<td></td>
<td>Landscaping</td>
<td>Urinals in toilets for men and women</td>
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<tr>
<td></td>
<td>Operator kiosk</td>
<td>Machine cleaning (using jet machines)</td>
</tr>
<tr>
<td></td>
<td>Lounge (newspaper stand etc)</td>
<td>Smoke alarm</td>
</tr>
<tr>
<td></td>
<td>ICT (information and communication technology) based monitoring and reporting system. See Appendix 1.5 for metrics that need to be monitored</td>
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<tr>
<td></td>
<td>Separate entrance for male and female toilet and female entrance should be preferably at a distance from men’s toilets</td>
<td></td>
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<tr>
<td></td>
<td>Operator shall provide signages such as ‘wet floor’ and ‘closed for cleaning’</td>
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<tr>
<td></td>
<td>“Male” and “Female” signage mounting location is on the latch side of the door, with an 18 x 18 inch clear floor space at the sign center (outside of the arc of the door swing). If there is no wall on the latch side, or for double doors, the mounting location is on the right side of the right door</td>
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<tr>
<td></td>
<td>Signage mounting height is 60 inches to the center line of the sign</td>
<td>Tamper-proof designs</td>
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VI. STANDARD FRAMEWORK FOR TOILET MAINTENANCE

A. BUSINESS HOURS, INSPECTIONS, REPAIRS AND WATER

1. Business Hours
   a. Before commissioning a new public sanitation facility the Additional Municipal Commissioner, Pune Municipal Corporation shall determine the business hours of the public sanitation facility.
   
   b. In case the public sanitation facility incorporates a goods / services kiosk (water ATM, Bank ATM etc.), the opening hours of these services and the sanitation block can differ.
   
   c. After a period of approximately 4 months the business hours can be reconsidered, if required, in a meeting attended by the Head of Department (HoD) of Solid Waste Management and Assistant Municipal Commissioner (AMC) of the concerned Ward office of the Pune Municipal Corporation, along with the operator and local stakeholders (bus operators, shop keepers, community representatives etc.).
   
   d. During the discussions, peak demand hours, customer preferences and other ancillary businesses of the operator (the sale of other goods at the public sanitation facility) shall also be taken into consideration.
   
   e. On the basis of the results of the meeting, the Head of Department (HoD) of Solid Waste Management, Pune Municipal Corporation can decide on new business hours of the public sanitation facility if necessary.
   
   f. An information poster should be put up at the entrance of the public sanitation facility, which shows the agreed-upon business hours of the sanitation block, *PMC CARE information, and (if existent) the additional services kiosk. It should also specify the user charges, if any. This poster should have the Head of Department (HoD) of Solid Waste Management, Pune Municipal Corporation approvals on it. (Please refer to APPENDIX 1.3)
   
   g. If the sanitation facility is supposed to be open during night time (no daylight available) the operator has to provide sufficient lighting inside and outside the toilet. Assistant Municipal Commissioner (AMC) of the concerned Ward office is responsible for providing an electricity connection. The payment of the electricity bill is the obligation of the operator.

2. Inspections and Default Notice
   a. The Operator has to provide full access to the premises in case of a visit by a Pune Municipal Corporation official/ Pune Municipal Corporation appointed auditor.
   
   b. In case the Pune Municipal Corporation official/auditor, during its inspections, finds the facility in an unhygienic condition or else finds that the agreed cleaning schedule is not being followed, the operator will receive a default notice.
   
   c. After 3 default notices, the Commissioner of Pune has the right to terminate the contract.

*PMC CARE is a 360-degree framework by PMC to extend various delivery channels to its citizens for effective and responsive governance.
3. Repair Works

a. The operator shall keep the public sanitation facility fully efficient and operational and in a hygienic acceptable condition. This means that he/she is responsible for carrying out minor maintenance works, such as replacing leaking taps, etc so that the toilet facility is fully functional at all times during which it is open to the public.

b. The operator is not allowed to carry out any major repairs [Please refer to Appendix 1.4 for definition of Major Repairs] at the public sanitation facility. In case major repair works are needed, the operator has to inform the Divisional Sanitary Inspector (DSI) of the concerned ward office in writing and request for the repair work to be carried out before the re-start of operations.

c. Assistant Municipal Commissioner of the concerned ward office of the Pune Municipal Corporation is responsible for carrying out major maintenance, and structural repair works as well as repair works caused by accidents, improper use or acts of vandalism within 7 days [Definition of Vandalism is mentioned in the appendix].

d. Pune Municipal Corporation has the obligation to carry out all major maintenance and repair works promptly. If the Assistant Municipal Commissioner of the concerned ward office fails to solve the problems within the stipulated time, the operator can report the issue directly to the concerned Zonal Commissioner, Pune Municipal Corporation.

e. Operators shall report damage, maintenance requirements (low water pressure, poor water quality, blocked toilets or sewer lines, leakages) to the designated Divisional Sanitation Inspector of the concerned ward within 24 hours of the problem having arisen.

f. The operator has to close the public sanitation facility if he/she detects a sewer or drainage blockage. Sewer blockages have to be reported in writing within 12 hours to the Divisional Sanitary Inspector at ward office level and the Divisional Sanitary Inspector has to remedy the same within 24 hours from the receipt of such notice.

g. In case of a few toilets being blocked due to local choke-up, the operator has to remedy the same within 24 hours. If the issue is not resolved within 48 hours, the Operator shall report the issue to the Assistant Municipal Commissioner of the concerned ward office.

h. If damage to the public sanitation facility can be attributed to the negligence of the operator, he/she is charged for all damage repair costs. If a third party causes damage to the public sanitation facility as captured in investigation report conducted by local Sanitary Inspector and validated by the CCTV footage, the operator shall not be charged for the damage repair costs. Concurrently the operator is not eligible for compensation by the Pune Municipal Corporation.

i. Operators have to report all acts of vandalism to the Pune Municipal Corporation in writing, and addressed to the Assistant Municipal Commissioner of the concerned ward office. Very serious acts of vandalism shall be reported directly, i.e. not just in writing, but through dialogue, Assistant Municipal Commissioner of the concerned ward office. In case corrective action is not taken at AMC level, the issue will be escalated to the concerned Zonal Commissioner. The Assistant Municipal Commissioner of the concerned Ward office shall also report serious acts of vandalism to the police authorities.

j. The operator shall keep a record of all reports made to the Pune Municipal Corporation.
4. Water Provisioning and Usage
a. The Assistant Municipal Commissioner of the concerned ward office has to implement all necessary measures to provide sufficient quantity of water to the public sanitation facility.

b. Operators are obliged to report to Assistant Municipal Commissioner of the concerned ward office, any (suspected) irregularities concerning water meters, water theft and misuse within 24 hours of any problem arising.

c. Theft or misuse of water will lead to cancellation of contract

d. Operator should make appropriate arrangements for water storage.

B. CLEANING RESPONSIBILITIES

1. Area of Responsibility: The operator is responsible for cleaning the public sanitation facility and its direct surroundings [an area of approximately 15 x 15 meters]

2. Solid waste disposal: All litter, refuse or debris collected by the Operator from the Public Sanitation Facility shall be removed from the site daily and disposed of at designated sites agreed between the Operator and the Pune Municipal Corporation Sanitation Department. All waste disposal arrangements and charges shall be the responsibility of the Operator and not the Pune Municipal Corporation Sanitation Department.

3. Safety Measures for Women: There should be a lady caretaker/attendant in each of the female toilets. The said lady attendant/caretaker so appointed has to be adequately trained and certified to perform the task [As per Hon. High Court order attached in the Appendix]. The lady caretaker/attendant shall be in clean and proper uniform and shall be given a photo identity card with the name and seal of the local authority, so that she can be identified.

4. Timing and frequency of cleaning
   a. Cleaning Schedule

   1. General cleaning is to be carried out daily and general cleaning shall be divided into spot and thorough cleaning. Spot cleaning refers to the process whereby only specific areas are cleaned [i.e. those that are soiled]. Thorough cleaning refers to the cleaning of the entire toilet and shall be carried out at least once a day.

   2. The Operator has to clean the underground and overhead water storage tanks every 6 months and keep a record of cleaning. [Please refer to Appendix 2.1 suggested cleaning schedule]

   3. The timing and frequency of cleaning shall be determined by the crowd flow. As per the crowd flow, the duration and timing of the peak hours and non-peak hours [Please refer to Appendix 2.2 for definitions] have to be defined and documented in the Inspection Board, after sharing this in writing with the Head of Department Sanitation, Pune Municipal Corporation.

   4. Cleaning shall be done more often during peak hours and less during off-peak hours [Please refer to Appendix 2.2 for definitions]. It is recommended to clean every ½ hour during peak hours and every 1 to 2 hours during non-peak hours.
b. Inspection record

1. Inspection Board to be displayed for supervision & monitoring of daily maintenance of toilet.
   [Please refer to Appendix 2.3 for the format and content of the Inspection Board]
2. The operator shall record his daily inspection and cleaning activities on the inspection board.
   It supports supervising and monitoring of daily maintenance.
3. The board has to be installed in the entrance area of the facility to allow customers to track the
   cleaning activities.

5. Cleaning Sequence: The sequence of cleaning shall follow this checklist

   1. Replace all expendable supplies
   2. Pick up litter and sweep floor
   3. Clean and sanitize commodes and urinals
   4. Clean and sanitize basins
   5. Clean mirrors and polish all bright work
   6. Spot-clean walls, ledges, vents and partitions
   7. Wet-mop floors
   8. Inspect work and correct any errors

6. Cleaning equipment and agents

a. Different equipment for different joints and corners, as well as different disinfectants, shall be used
   in the cleaning of different sanitary wares and fittings.

b. All cleaning equipment, tools and materials are the responsibility of the operator. The operator
   shall decide which equipment is used to ensure proper toilet cleaning.

c. The operator has to ensure that he/she always has sufficient quantities of suitable cleaning agents
   at his/her disposal.

d. Usage of harmful and banned cleaning agents [like bleaching powder] will NOT be tolerated.

e. A recommended list of the appropriate type of cleaning agents for the different types of finish must
   be followed. (Please refer to Appendix 2.4 for details regarding cleaning equipments and agents)

C. CLEANLINESS RELATED TRAINING

Within 15 days of signing the contract, operators shall be trained and certified in the area of cleaning
standards, schedule, sequencing and proper use of specific cleaning agents and equipment for
different types of materials and finishes in the toilets, e.g. tiles, mirrors etc.

The completion of mandatory training will be considered as the pre-qualification of operators.

1. Training will be carried out at three levels:

   a. Pune Municipal Corporation maintenance personnel: Training will be carried out by Pune Municipal
      Corporation.
b. Supervisors (Pune Municipal Corporation staff): Asst. Municipal Commissioner of Solid Waste Management will arrange for training for the same.

c. Pune Municipal Corporation appointed caretakers and wet sweepers: The training will be carried out by Pune Municipal Corporation/ Pune Municipal Corporation-appointed organization.

d. Operator appointed staff: Operator shall provide PMC approved training to its staff.

2. Training Duration

a. Pune Municipal Corporation maintenance personnel and Supervisors: 3 hours of classroom training.

b. Operator appointed staff and wet sweepers of Pune Municipal Corporation: 3 hours of classroom training and 3 hours of field training.

3. Certification and Frequency of Assessment:

a. Certificate will be given after completion of the training and will be valid for a period of six months

b. Training workshops will be offered every six months to assess and upgrade your skills.

c. Monitoring and surprise checks of trainees will be done by divisional sanitary inspector at the ward office level.

d. Certificates have to be clearly displayed in the toilet block, with date validity clearly mentioned.

VII. INFLUENCING CUSTOMER BEHAVIOUR

A. PERSUADING USERS TO DO THEIR PART

1. Signage Design

People readily attend to visuals. This makes the use of visuals an important part of the design of the message. Generally, signages should be:

- Simple and uncluttered
- Attractive
- Eye-catching
- Easily readable from a distance of 10 feet
- In local languages

2. Signage Specification and Content

a. Informational – Inside the toilet block

Directions for proper use of toilets (signage) shall be displayed figuratively and in writing. The visual or figurative display shall guide the users to use the toilets in a proper manner, e.g., flush toilet after use; throw sanitary napkins/tampons in the sanitary hygienic bin; keep the toilet seat clean and dry; wash hands with soap after use; hand dryer or paper towels; throw paper in dustbin, etc. The said visual/figurative display and writing shall be standardized in size, colour, logo, font, font size, printing material, location within toilet block etc. Specific guidelines regarding design, management and operations will be guided and finalized by the Municipal Commissioner Pune Municipal Corporation as and when required.
Following will be the set of instructions being conveyed through signages:

**DO’s**

1. Wash hands with soap after use.
2. Keep the facility clean.
3. Flush after use; throw sanitary napkins / tampons in the bin; keep the toilet seat clean and dry; throw tissues in dustbin; close water taps properly after use.

**DON’Ts**

4. No disposal of litter, cigarette stubs, sanitary pads, food or any other item that causes blockages.
5. No washing clothes, bicycles, cars etc. at or near the public sanitation facility.
6. No eating or cooking inside or near the public sanitation facility. Experience shows that organic waste and food waste in particular are major pollutants that can also cause blockages.
7. Do not use toilet surroundings for open defecation.
8. Do not dump refuse near or within the facility premises.

**b. Identification and Directional – Outside the toilet block**

Clear signages shall be displayed on major arterial roads close to where the toilet facilities are made available. It shall be ensured that the said signages are easily visible and must be standardized in size, color, font, font size, printing material, etc. and shall be fluorescent for it to be identifiable at any time of the night. Specific guidelines regarding design, management and operations will be guided and finalized by the Municipal Commissioner Pune Municipal Corporation as and when required.
1. Indoor Signage - Pictograph used for wall mount directional signage must be on 15mm thick stainless steel plate cut to shape with a non-directional brushed finish. That bracket extends one grid module unit above and 0.5 units below. For visual reference please refer to (Appendix 2.5).

2. Out Door Signage - External directional should preferably be fabricated in ceramic steel. With this method, graphics are applied by silkscreen on a properly primed steel sign face and baked enameled. This solution provides for an impervious signface that can resist rainfall and other temperature shifts. It also requires minimal maintenance as only water is required for cleaning. Consideration could be given to providing the sign with a self contained solar powered unit along with LED light bulbs for its lighting needs. Please refer to Appendix 2.5 for visual reference.

3. Font and Font Size - Use the suggested fonts for texts as given in Appendix 2.8

VIII. MANAGERIAL PROCESS
A. MANAGEMENT STRUCTURE: EXISTING TOILETS

1. Methodology:
Implementation and Supervision directly by Pune Municipal Corporation and where possible, in partnership with PCC (Pune City Connect) or any other agencies like PCC.

Pune Municipal Corporation has approximately 850 toilets with an average of 5 toilet seats each, across Pune. Several of these are not functional due to either design or maintenance issues, or both. For refurbishment and maintenance of existing toilets, recommended methodology is that Pune Municipal Corporation signs an agreement with Pune City Connect (PCC). However, Pune Municipal Corporation can also tie up with other agencies directly, if so required.

PCC’s role is to generate CSR funds which will go towards refurbishment and maintenance of existing public toilets. Each toilet that is taken up through CSR, has to be taken up for both refurbishment AND a 5 year maintenance period. Where such CSR funds are not raised, the responsibility of maintenance and refurbishment lies with the Pune Municipal Corporation.

*PUNE CITY CONNECT is a platform for collaboration between corporates and the Pune Municipal Corporation (PMC). The objective is to institutionalize a forum for industry and government to work collectively along with NGOs and citizens, towards development of the city. Please visit www.punecityconnect.org for more information.
2. Roles and Responsibilities

a. Roles defined for Pune Municipal Corporation

1. Water and electricity connectivity: Toilets being a public utility these are to be provided by the Assistant Municipal Commissioner of the concerned ward office of the Pune Municipal Corporation.

2. Drainage: Major issues regarding drainage will be handled by the Assistant Municipal Commissioner of the concerned ward office of the Pune Municipal Corporation.

3. Permission: Required permissions for the refurbishment to be provided by the Assistant Municipal Commissioner of the concerned ward office of the Pune Municipal Corporation.


5. Monthly monitoring: Whether toilets are as per agreed standards, and report on the same.

6. Technical Inspections: The Assistant Municipal Commissioner of the concerned ward office of the Pune Municipal Corporation has to carry out monthly technical inspections which cover all items in Section V and Section VI in terms of mandatory features and maintenance standards. These inspections shall cover the overall structure, the water supply installations (including the showers), the toilets, the electricity system, other physical accessories and waste treatment system. (if applicable)

7. Wages: The Assistant Municipal Commissioner of the concerned ward office of the Pune Municipal Corporation has to monitor that all operations and cleaning staff at facility are being paid minimum wages as per labour laws.

b. Roles defined for PCC and Pune Municipal Corporation

1. Documentation of the process, standards and SLAs to be followed. A cookbook is to be co-created for the same.

2. Review of all existing public toilets as per the prescribed standards followed by gap analysis – PCC to support with reporting formats and actual inspection to be carried out by the Pune Municipal Corporation.

3. Creation of cost model for (a) refurbishment of toilets and (b) maintenance.

c. Roles - Agencies like Pune City Connect

1. To be a one-stop shop for refurbishment.

2. In turn, PCC to partner with resource NGOs / on-ground implementation NGOs / agencies for refurbishment and maintenance.

3. Marketing and CSR fund mobilization.

4. Only 5+ year proposals for refurbishment and maintenance of toilets will be entertained.

5. Program management and implementation support.

6. Branding to be provided to the corporate sponsor.

d. Roles defined for Operator

Please refer to Page 23 (B) 2(b)
Management structure: new toilets.
B. MANAGEMENT STRUCTURE: NEW TOILETS

1. Methodology

Direct Supervision by Pune Municipal Corporation

a. Pune Municipal Corporation will set-up new toilets in locations where required. For set up and maintenance of new toilets, the recommended process is that Pune Municipal Corporation will partner directly with possible vendors, as per the service levels mentioned in Section VI. Depending on the particular agreement, the management structure could be as specified for the section “refurbishment and maintenance of existing toilets”, or else it could be managed directly by the Pune Municipal Corporation.

b. Specific guidelines regarding design, management and operations will be guided and finalized by the Municipal Commissioner, Pune Municipal Corporation as and when required. These will include but not limited to design, materials (doors, floorings etc.), Technology (sensors etc.), quantity of water to be used for flushing and cleaning, locking mechanism, odour control, IEC, mechanism of cleaning, mechanism of checking by inspectors etc.

2. Roles and Responsibilities

a. Roles and responsibilities defined for Pune Municipal Corporation

1. The Pune Municipal Corporation (Assistant Municipal Commissioner of the concerned ward office of the Pune Municipal Corporation) procures the operator through an application process in line with the Public Procurement Act.

2. Pune Municipal Corporation (Assistant Municipal Commissioner of the concerned ward office of the Pune Municipal Corporation) will provide metered water supply free of cost.

3. Pune Municipal Corporation (Assistant Municipal Commissioner of the concerned ward office of the Pune Municipal Corporation) signs a contract with the selected operator, which stipulates in detail the rights and responsibilities of both parties as well as the rights and responsibilities of the customers and other stakeholders.

4. The tariffs customers have to pay for a visit to the toilet or add-on utilities like the shower, drinking water etc. are proposed by the HoD Sanitation Department Pune Municipal Corporation in consultation with the Water Department and approved by the Water Services Regulatory Board. In other words, operators are not allowed to determine the price of water and sanitation services.

5. Pune Municipal Corporation or PCC will not be involved in the day-to-day management of the public sanitation facility.

6. The operator and the public sanitation facility itself are monitored and inspected by designated staff of the Pune Municipal Corporation (Divisional Sanitary Inspectors) who uses the “Standard Framework for Design and Maintenance”. A quarterly audit report to be developed on toilet condition. If such report exposes misrepresentation by the operator, they would be penalized accordingly.
7. Assistant Municipal Commissioner, Sanitation Department, Pune Municipal Corporation will supervise and monitor training program for the operators, Pune Municipal Corporation Personnel, Supervisors, Operator appointed staff and wet sweepers.

8. Assistant Municipal Commissioner of the concerned ward office of the Pune Municipal Corporation shall provide keys for the entrance door of the public sanitation facility and all its lockable rooms (disabled toilet/baby changing room, store room, operator’s shop) to the operator. One set of all keys is kept by the Assistant Municipal Commissioner of the concerned ward office of the Pune Municipal Corporation. A replacement copy, in case of loss, may be obtained from the Assistant Municipal Commissioner of the concerned ward office of the Pune Municipal Corporation at a fee.

9. A Standard Format for display book, which shall be procured and used by the operator to keep his or her copy of the contract, the tariff sheet, receipts, etc. will be provided by Assistant Municipal Commissioner of the concerned ward office of the Pune Municipal Corporation.

10. A Standard Format for cashbook (or an accounting mechanism) which shall be procured and used by the operator to record daily opening and closing readings in an orderly manner will be provided by Assistant Municipal Commissioner of the concerned ward office of the Pune Municipal Corporation.

11. A Standard Format for record book (or a counting mechanism) which shall be procured and used by the operator to record the number of people using the public sanitation facility and to record financial transactions to be provided by Assistant Municipal Commissioner of the concerned ward office of the Pune Municipal Corporation.

12. Assistant Municipal Commissioner of the concerned ward office of the Pune Municipal Corporation will provide a copy of the signed contract to the operator.

13. Assistant Municipal Commissioner of the concerned ward office of the Pune Municipal Corporation will ensure that a feedback and grievance addressal mechanism is in place for customer inputs.

14. The Assistant Municipal Commissioner of the concerned ward office of the Pune Municipal Corporation will provide a Standardised poster set containing posters used for user education, displaying rules and general information.

15. All the items supplied by the Assistant Municipal Commissioner of the concerned ward office of the Pune Municipal Corporation to the operator shall remain the property of the Pune Municipal Corporation.
b. Roles and Responsibilities defined for Pune Municipal Corporation Appointed Organization

1. The public sanitation facility is operated by an operator.

2. The operator is contracted to provide sanitation services on behalf of the Pune Municipal Corporation. The operator provides the said services at the facility as a business undertaking.

3. The operator can only be a government recognized group. For example, a registered self-help group, NGO or from the private sector.

4. The toilet operator is treated like any other customer of the Pune Municipal Corporation, and is charged on the basis of metered electricity consumption.

5. The operator should make a provision of a separate water tank if water is not available through PMC water supply. In case of water shortages, the Assistant Commissioner of local ward office of the Pune Municipal Corporation will make provisions for supplying treated water, which will get stored in these tanks and will be used for cleaning and flushing the toilets.

6. The operator can keep the facility free, or customers of the facility have to pay for the use of the public toilet. The operator is free to establish the pricing strategy for the toilet usage. However, the pricing strategy has to adhere to limits set by Pune Municipal Corporation.

7. The upper and lower limit for user charges will be decided by the Municipal Commissioner, Pune Municipal Corporation.

8. If additional services are provided e.g. water kiosk, shower or laundry facilities they have to pay the stipulated tariffs accordingly. Informal services like tea shop, parking, laundry cannot be provided.

9. The operator is allowed to sell other goods at the public sanitation facility. The contract specifies the types of goods, which are not allowed to be sold at the public sanitation facility. The operator has to acquire a permission to run the business from the Zonal Commissioner of the Pune Municipal Corporation.

10. The operator or his/her staff has to be present during the business hours he/she has agreed upon with the Pune Municipal Corporation and with his/her customers. The opening hours have to meet the minimum service requirements as approved by the HoD of the PMC Sanitation Department.

11. Before the operator signs the contract with the Pune Municipal Corporation, he/she has to pay a refundable security deposit or arrange for a bank guarantee. The security deposit is paid by the operator before the commencement of the training. The amount of the security deposit needs to be approved by the HoD of the PMC Sanitation Department.

12. Other than what has been provided by Pune Municipal Corporation, the operator has the responsibility of buying any other items and/or goods that may be reasonably required to operate the public sanitation facility (items such as toilet paper towels, broom, cleaning mop, bucket, sanitizer, cleaning detergent, a lockable cash box, hand washing soap, mugs for anal wash water), etc.

13. Within 15 days of signing the contract, operators shall train his/her staff in the proper usage of specific cleaning agents and equipment for different types of materials and finishes in the toilets, e.g. tiles, mirrors. The certificate of completion should be obtained from the Assistant Municipal Commissioner of the concerned ward office of the Pune Municipal Corporation.
c. The Contract: According to the experience gained, the following practicalities based on the general principles are proposed:

1. Before the operator signs the contract with the Pune Municipal Corporation, he/she has to pay the refundable security deposit as decided by HoD Sanitation Department. The security deposit is paid by the operator before the commencement of operations. The security deposit needs to be approved by the HoD Sanitation Department Pune Municipal Corporation.

2. The security deposit is refunded on termination of the contract, when the operator decides to terminate the contract and if the HoD Sanitation Department Pune Municipal Corporation concludes that the operator has performed in accordance with his/her contract.

3. The security deposit can be used by the Pune Municipal Corporation to meet costs that may be incurred to repair damages occasioned to the facility as a result of the operator negligence and any other liabilities at the time of termination.

4. In case the contract with the operator is terminated, Pune Municipal Corporation is entitled to use this deposit to settle outstanding (operator) debts.

5. The 5-year renewable contract has to be signed by both parties (Assistant Municipal Commissioner of the concerned ward of the Pune Municipal Corporation and operator) before the operator can start operating the public sanitation facility. The contract language is in Marathi.

6. The operator is contracted to provide sanitation services on behalf of the Pune Municipal Corporation. The operator provides the said services at the facility as his/her private business undertaking.

7. All operations and cleaning staff at facility to be paid Minimum Wages as per the Indian Labour laws.

8. The contract provides for an appendix which contains a set of rules and guidelines for the operator of the public sanitation facility. It specifies, among other things, which goods and services cannot be sold at the public sanitation facility [products such as insecticides, pesticides, cooking-oil, fish, meat, charcoal, prepared foodstuffs]. Specific guidelines regarding design, management and operations will be guided and finalized by the Municipal Commissioner Pune Municipal Corporation as and when required.

9. If the operator violates the terms of the contract, Municipal Commissioner Pune Municipal Corporation has the right to terminate the contract.
IX. REVENUE MODEL

As for all enterprises, the effort will be to enable as much economic sustainability as possible, for public toilets.

Here is an example of the UNIT economics of the 2-4 seat toilet that is open for 16 hours a day

<table>
<thead>
<tr>
<th>ITEM</th>
<th>MONTHLY OPERATIONAL EXPENSES</th>
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<tbody>
<tr>
<td>OPERATOR 1 SALARY</td>
<td>9,000</td>
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<tr>
<td>OPERATOR 2 SALARY</td>
<td>9,000</td>
</tr>
<tr>
<td>CLEANER SALARY</td>
<td>6,000</td>
</tr>
<tr>
<td>CLEANING SUPPLIES</td>
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<tr>
<td>CHoke UPS</td>
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</tr>
<tr>
<td>MINOR REPAIRS</td>
<td>2,000</td>
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<tr>
<td>MISCELLANEOUS</td>
<td>2,000</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>35,000</strong></td>
</tr>
</tbody>
</table>

Revenue can be generated in the following ways:

- Pay per Use though which user is charged a fee for toilet use.
- Alternative Revenue Models like (but not limited to) Advertisements, Sale of allied services and products, etc.
X. TIMELINE

<table>
<thead>
<tr>
<th>DELIVERABLE FOR PUNE MUNICIPAL CORPORATION</th>
<th>TIMELINE</th>
</tr>
</thead>
<tbody>
<tr>
<td>LAND AVAILABILITY</td>
<td>WITHIN 1 MONTH OF MOU SIGNING</td>
</tr>
<tr>
<td>WATER AVAILABILITY</td>
<td>WITHIN 1 MONTH OF MOU SIGNING</td>
</tr>
<tr>
<td>DRAINAGE AVAILABILITY</td>
<td>WITHIN 1 MONTH OF MOU SIGNING</td>
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<td>ELECTRICITY AVAILABILITY</td>
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<table>
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<tr>
<th>DELIVERABLE FOR OPERATOR</th>
<th>TIMELINE</th>
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<tbody>
<tr>
<td>TRAINED OPERATORS – 2 NOS</td>
<td>7 DAYS BEFORE START OF OPS</td>
</tr>
<tr>
<td>TRAINED CLEANERS</td>
<td>7 DAYS BEFORE START OF OPS</td>
</tr>
<tr>
<td>MONTHLY BALANCE SHEET</td>
<td>BY 5TH OF EVERY MONTH</td>
</tr>
</tbody>
</table>

A. An Accounting and Billing system shall be used by the operator to keep a record of the number of users and payments made.

B. It is proposed that a usage fee can be levied on the customer. This usage fee range will be decided by the Municipal Commissioner Pune Municipal Corporation. Individual operators are free to decide where in this range they would like to be.

C. It is proposed that implementation partners have the flexibility to generate revenue through alternate sources, as long as the same is within the range specified by the Pune Municipal Corporation. The revenue will contribute to a reasonable income for the operator so as to maintain a clean and well-run establishment.

D. In all cases where either of the two Revenue Models is being implemented, the implementing partner will sign an agreement with the Pune Municipal Corporation, committing to levying charges as per the tariff range that is provided by the Pune Municipal Corporation.
XI. SIGNAGE AND ADVERTISING GUIDELINES FOR ADVERTISERS

A. Corporate CSR Partner

1. SIGNAGE SIZE

Please look at Appendix 2.5 and 2.7 for visual reference.

2. SIGNAGE CONTENT

a. Out Door Signage: The content for the out door standee and wall mount signage is standard, with two distinct parts: one half would display the company logo whilst the other half displays the message. The logo can be set against a white background on the signage while the message should be placed on the dark background. The signage will be set near the door for high visibility. Please look at Appendix 2.5 for visual reference.

b. Indoor signage: The indoor wall mount signage content is standard, with two distinct parts: one half would display the company logo whilst the other half displays the message. The logo can be set against a white background on the signage while the message should be placed on the dark background. The signage will be set near the door for high visibility. Please look at Appendix 2.7 for visual reference.

3. SIGNAGE MATERIAL

a. Out Door signage: All outdoor sign faces must be made of 3mm thick aluminum plates mounted on a structural subframe. All fixings should be concealed displaying the identity/message fields in silkscreen on a properly primed steel sign face and baked enameled. This solution provides for an impervious signface that can resist rainfall and other temperature shifts. It also requires minimal maintenance as only water is required for cleaning. The content of the signage will be painted on the board with enamel paint. Please look at Appendix 2.5 for visual reference.

b. In Door Signage: It should be made of stainless steel with an aluminum brush finish.

4. Font and Font Size - Use the suggested fonts for texts as given in Appendix 2.8

The above content is subject to change and will be finalized by the Municipal Commissioner as and when required.
B. Implementation Partner

1. Signage Location, Size and Cost
a. Out Door Signage – Advertisement Space
   The cost and corresponding size of the signage would vary from location to location and will be shared by the respective implementation partner. The specifications of these signages in the form of Billboards and posters will be finalized by the Municipal Commissioner as per the PMC guidelines. The billboards may be a long range billboard positioned at a height above the Toilet Block. Billboards could be of either backlit or frontlit. Please look at Appendix 2.5 for visual reference.

b. Indoor Signage – Advertisement Space.
   These will be on the external walls of the Toilet block. Mounting of these signages is to be undertaken by the advertiser, as per the specifications below:

   Mounting Bracket - 15mm thick stainless steel plate cut to shape with a non-directional brushed finish. That bracket extends one grid module unit above and 0.5 units below. In case of walls with dark colour finish, an internally illuminated solution is to be used. Perforated 3m dual colour film may be used allowing it to be seen when the sign is lit.

2. Signage Content
a. Out Door Signage: to be decided by the advertiser.

b. Indoor Signage: The wall mount signage content is standard, with two distinct parts: one half would display the company logo whilst the other half displays the message. Please look at Appendix 2.7 for visual reference.

3. SIGNAGE MATERIAL
a. Out Door Signage - The material for advertisement signages to be decided by the advertiser as per PMC guidelines.

b. In Door Signage - The indoor signage material are to be built of Stainless Steel with a Brushed Aluminum look. The content of the signage will be painted on the board with enamel paint. Please look at Appendix 2.7 for visual reference.

4. Font and Font Size
   The font size for advertisement signages to be decided by the advertiser. For indoor wall mount signages used by the implementation partner for informational purposes, the suggested fonts for texts as given in Appendix 2.8.
   The above content is subject to change and will be finalized by the Municipal Commissioner as and when required.

XII. REFERENCES


2. Way finding design guidelines – Govt. of Queensland, Australia


4. Happy Toilets Program – Restroom Association Singapore

5. A guide to better public toilet design and maintenance – The National Environment Agency, Singapore
## XIII. DATA: PUBLIC AND COMMUNITY TOILETS

### PUBLIC TOILETS

<table>
<thead>
<tr>
<th>SR. NO.</th>
<th>WARD OFFICE NAME</th>
<th>CLEANED BY PMC STAFF</th>
<th>CLEANED BY CARETAKER</th>
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<td></td>
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<td>TOTAL BLOCKS</td>
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<tr>
<td>2</td>
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## COMMUNITY TOILETS

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</tr>
<tr>
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<td>17</td>
<td>111</td>
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<td>38</td>
</tr>
<tr>
<td>4</td>
<td>WARJE-KARVENAGAR WARD OFFICE</td>
<td>6</td>
<td>19</td>
<td>22</td>
<td>42</td>
</tr>
<tr>
<td>5</td>
<td>DHOLE PATIL ROAD WARD OFFICE</td>
<td>76</td>
<td>467</td>
<td>506</td>
<td>41</td>
</tr>
<tr>
<td>6</td>
<td>YERWADA WARD OFFICE</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>106</td>
</tr>
<tr>
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<td>14</td>
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<td>92</td>
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<td>8</td>
<td>VISHRAMBAGWADA WARD OFFICE</td>
<td>35</td>
<td>134</td>
<td>145</td>
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<tr>
<td>9</td>
<td>BHAVANI PETH WARD OFFICE</td>
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</tr>
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<td>SAHAKARNAGAR WARD OFFICE</td>
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<td>482</td>
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<td>0</td>
<td>0</td>
<td>47</td>
</tr>
<tr>
<td>12</td>
<td>DHANKAVADI WARD OFFICE</td>
<td>9</td>
<td>59</td>
<td>54</td>
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<td>13</td>
<td>BIBVEWADI WARD OFFICE</td>
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<tr>
<td>14</td>
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<tr>
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<td><strong>TOTAL</strong></td>
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<td><strong>2206</strong></td>
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## PUBLIC URINALS

<table>
<thead>
<tr>
<th>SR. NO.</th>
<th>WARD OFFICE NAME</th>
<th>CLEANED BY PMC STAFF</th>
<th>CLEANED BY CARETAKER</th>
</tr>
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<tbody>
<tr>
<td></td>
<td></td>
<td>TOTAL SEATS</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>TOTAL BLOCKS</td>
<td>LADIES</td>
</tr>
<tr>
<td>1</td>
<td>AUNDH WARD OFFICE</td>
<td>24</td>
<td>10</td>
</tr>
<tr>
<td>2</td>
<td>GHOLE ROAD WARD OFFICE</td>
<td>38</td>
<td>20</td>
</tr>
<tr>
<td>3</td>
<td>KOTHRUD WARD OFFICE</td>
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<td>17</td>
</tr>
<tr>
<td>4</td>
<td>WARJE-KARVENAGAR WARD OFFICE</td>
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<td>70</td>
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<td>5</td>
<td>DHOLE PATIL ROAD WARD OFFICE</td>
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<tr>
<td>6</td>
<td>YERWADA WARD OFFICE</td>
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<td>38</td>
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<tr>
<td>7</td>
<td>NAGAR ROAD WARD OFFICE</td>
<td>14</td>
<td>24</td>
</tr>
<tr>
<td>8</td>
<td>VISHRAMBA GWADA WARD OFFICE</td>
<td>64</td>
<td>32</td>
</tr>
<tr>
<td>9</td>
<td>BHAVANI PETH WARD OFFICE</td>
<td>46</td>
<td>14</td>
</tr>
<tr>
<td>10</td>
<td>SAHAKARNAGAR WARD OFFICE</td>
<td>34</td>
<td>50</td>
</tr>
<tr>
<td>11</td>
<td>TILAK ROAD WARD OFFICE</td>
<td>13</td>
<td>29</td>
</tr>
<tr>
<td>12</td>
<td>DHANKAVADI WARD OFFICE</td>
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<td>1</td>
</tr>
<tr>
<td>13</td>
<td>BIBVEWADI WARD OFFICE</td>
<td>7</td>
<td>1</td>
</tr>
<tr>
<td>14</td>
<td>HADPASAR WARD OFFICE</td>
<td>6</td>
<td>5</td>
</tr>
<tr>
<td>15</td>
<td>KONDHWA-WANVADI WARD OFFICE</td>
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<td>25</td>
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<tr>
<td><strong>TOTAL</strong></td>
<td></td>
<td><strong>373</strong></td>
<td><strong>376</strong></td>
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</tbody>
</table>
APPENDIX 1.1

DESIGN EXAMPLES OF VARIOUS TOILETS
REFERENCE – PAGE 4 SECTION V (B)

Examples of design elements in a public toilet

**DESIGN | FEATURES**

1. Operator Kiosk
2. Storage space
3. Janitor’s Closet
4. Counter top wash basins with big mirror
5. Shelves to keep belongings
6. Space to install the sanitary pad incinerator
7. Access Ramp
8. Looscaping (Landscaping)

Designed by Samagra (www.samagra.co)

Counter top wash basins with a mirror
1. Grab bars
2. Wall mounted flush button
3. Shelf to keep belongings
4. Exhaust fan
5. Chute dustbin
DESIGN | CHUTE DUSTBINS

Designed by Samagra (www.samagra.co)

DESIGN | NATURAL LIGHT VIA ROOF CANOPY

Designed by Samagra (www.samagra.co)
DESIGN | CROSS VENTILATION

DESIGN | OPERATOR KIOSK

Designed by Samagra (www.samagra.co)

DESIGN | SELF CLEANING SYSTEM

Designed by Samagra (www.samagra.co)
APPENDIX 1.2
WATER METER - PAGE 8 SECTION VI, B, 4A (3)

Any water meter with Wireless Meter Reading Capabilities. For example, a state-of-the-art product from Kamstrup is shown below

https://www.kamstrup.com

Flow IQ 3100 is a static water meter developed on the basis of Kamstrup’s experience since 1991 with the development and production of static ultrasonic meters. By the ultrasonic measurement technique you are guaranteed pinpoint measuring accuracy and longevity.
APPENDIX 1.3
EXAMPLE: COMPLAINT REDRESSAL AND INFORMATION BOARD
REFERENCE - PAGE 12 SECTION V, B, 10 AND PAGE 14 IV, A, 1(F)

COMPLAINT REDRESSAL AND INFORMATION BOARD

PMC CARE TOLL FREE NO
1800 1030 222

96899 00002
@pmcfmc @pmcpune
/Puneconnect
www.complaint.punecorporation.org
feedback@punecorporation.org

HOTLINE NUMBER (OPERATOR)

BUSINESS HOURS
8AM TO 11PM

USER CHARGES RS 5/-

PMC CARE is a 360 - degree framework by PMC to extend various delivery channels to its citizens for effective and responsive governance.
APPENDIX 1.4
MAJOR REPAIRS - REFERENCE - PAGE 7, SECTION VI, A, 3,( B)

A typical toilet will need following repairs for the Infrastructure:

1. Ventilation System (for ambient light and air circulation)
2. Menstrual Waste Management System (bins and/or incinerator)
3. Hand Washing Stations
4. Floors and Tile Work
5. Installation of racks, hooks etc for personal belongings
6. Installation of at least one Anglo-Indian Seat and/or Grab Bars in every block for elderly and differently-abled users.
7. Installation of internal and external lighting (for safety)
8. (Waterless) Urinals
9. Painting
10. Landscaping
11. Central Plumbing
12. Underground and Overhead Water Tank
13. Janitors Closet
14. Caretaker room + Access (if applicable)

There are repair works needed for water and Sewerage/drainage connections which have to be done the PMC

1. Repair of the underground drains
2. Repairs of the chambers
3. Choke up removal from drains
4. Water connection with proper thickness of the water pipe
5. Any repairs needed for roof/slab
APPENDIX 1.5
MONITORING & EVALUATION - REFERENCE - PAGE 12 SECTION VI, C(15)

Using the ICT Technology, Following Metric of Operations and Usage should be monitored:
1. Number of uses per day – Male, Female, Kids
2. Daily Collection
3. Number of complaints per day

For example, Samagra (www.samagra.co) has developed ICT technology that enables it to get real-time data about its facilities thus making operations efficient and transparent.

![Comparative Performance by Toilet Location](image1)

![Comparative Performance by Toilet Operator](image2)

![Samagra Toilet Monitoring Unit](image3)

![Hot Spot (Number of complaints)](image4)
APPENDIX 2.1
WATER TANK CLEANING - REFERENCE - PAGE 8 SECTION VI, B, 4A (2)

Underground and Overhead tanks must be cleaned every 6 months.

There are companies that provide this services in Pune. A proper cleaning and post cleaning inspection report shall be provided by the operator for every cleaning. A cleaning register that maintains records of all cleanings should also be kept at toilet premises.

CLEANING PARAMETERS:
1. SLUDGE REMOVAL
2. PRESSURE WASH
3. MECHANIZED DEWATERING
APPENDIX 2.2
PEAK AND NON PEAK HOURS
REFERENCE - PAGE 8 SECTION VI, B, 4A (3)

Peak Hours are defined on the basis of incoming traffic or usage of the toilet. On an average the traffic during Peak Hours is 3 to 4 times as compared to Non-Peak hours.

For example: Here is a sample data about female toilet usage

![Graph showing toilet usage pattern]

Collected by Samagra (www.samagra.co)
## APPENDIX 2.3
TOILET INSPECTION BOARD
REFERENCE - PAGE 17 SECTION VI, B, 4(B)

<table>
<thead>
<tr>
<th>AREA</th>
<th>1st SHIFT HK SUPERVISOR</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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</table>

<table>
<thead>
<tr>
<th>LOCATION</th>
<th>2nd SHIFT HK SUPERVISOR</th>
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</thead>
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<tr>
<td></td>
<td></td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>MONTH</th>
<th>CARE TAKER</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>DATE</th>
<th>TIME</th>
<th>SMELL</th>
<th>FLOOR</th>
<th>WALLS</th>
<th>BINS</th>
<th>MIRROR</th>
<th>BASIN</th>
<th>SOAP</th>
<th>BOWL</th>
<th>URINAL</th>
<th>FLUSH</th>
<th>EXHAUST FAN</th>
<th>DEFECTS</th>
<th>CHECKED BY</th>
<th>REMARKS</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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</table>
# APPENDIX 2.4

**EQUIPMENT AND SUPPLIES LIST FOR CLEANERS**

REFERENCE - PAGE 17 SECTION VI, B, 6(E)

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
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<tbody>
<tr>
<td>1.</td>
<td>Service tray or cart (if necessary)</td>
</tr>
<tr>
<td>2.</td>
<td>Premixed glass cleaner (with spray bottle)</td>
</tr>
<tr>
<td>3.</td>
<td>Premixed disinfectant cleaner (with spray bottle)</td>
</tr>
<tr>
<td>4.</td>
<td>Disinfectant cleaner concentrate</td>
</tr>
<tr>
<td>5.</td>
<td>Scouring power</td>
</tr>
<tr>
<td>6.</td>
<td>Stainless steel cleaner (if necessary)</td>
</tr>
<tr>
<td>7.</td>
<td>Toilet bowl swab and container</td>
</tr>
<tr>
<td>8.</td>
<td>Putty knife</td>
</tr>
<tr>
<td>9.</td>
<td>Broom</td>
</tr>
<tr>
<td>10.</td>
<td>Dust-pan corner brush</td>
</tr>
<tr>
<td>11.</td>
<td>Mop/bucket/wringer</td>
</tr>
<tr>
<td>12.</td>
<td>Signages such as 'wet floor' and 'closed for cleaning'</td>
</tr>
<tr>
<td>13.</td>
<td>Clean cloth</td>
</tr>
<tr>
<td>14.</td>
<td>Soap</td>
</tr>
<tr>
<td>15.</td>
<td>Gloves</td>
</tr>
</tbody>
</table>

---

**Cleaning agents for different finishes**

- **Wall / floor**: Use neutral-based cleaners or disinfectants
- **Glass / mirror**: Use neutral-based cleaners
- **Sanitaryware**: Use disinfectant cleaners
- **Stainless steel**: Use stainless steel polish
- **Plastic / PVC**: Use neutral based cleaners
- **Toilet bowls / urinals / basins**: Use disinfectant

**Bleach is a banned agent. DO NOT USE**
APPENDIX 2.5

EXAMPLES – OUT DOOR DIRECTIONAL SIGNAGE - REFERENCE – VII, 2, B
(signage for providing directions to the toilet)

EXAMPLE – OUT DOOR CORPORATE SIGNAGE 0 REFERENCE - XI B
(Out Door Signage)

LOGO

Public Toilets

Pylon
Flag Mounted
Scale 1:50

DIR/T2
Front Elevation. 600 x 600

Exterior Directional - Pedestrians
Overall size: 560 x 2430 • Sign Message Panel Size 450 x 1800
EXAMPLES – IN DOOR DIRECTIONAL SIGNAGES - REFERENCE – VII, 2, B

Interior Directional - wall mounted
Overall size: 360 x 375
Sign Message Panel Size 300 x 300
Decorative panel size 50 x 300

DIRF Detail Scale 1:25

DIR/8 Front Elevation. Scale 1:50
APPENDIX 2.6
EXAMPLE - OUT DOOR SIGNAGE - LONG RANGE, POSTERS
AND BILLBOARDS - REFERENCE XI A
APPENDIX 2.7
EXAMPLES - INDOOR WALL MOUNT SIGNAGES - REFERENCE XI A

A - Horizontal format  
B - Vertical format  
C - Vertical format  
D - Vertical format

Scale 1:20

<table>
<thead>
<tr>
<th>SIGN DIMENSIONS:</th>
<th>A</th>
<th>B</th>
<th>C</th>
<th>D</th>
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</thead>
<tbody>
<tr>
<td>Overall size (width, height)</td>
<td>1220 x 750</td>
<td>720 x 1350</td>
<td>450 x 900</td>
<td>700 x 600</td>
</tr>
<tr>
<td>sign Message Panel</td>
<td>600 x 600</td>
<td>600 x 600</td>
<td>450 x 450</td>
<td>600 x 600</td>
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<tr>
<td>Identity Panel</td>
<td>600 x 600</td>
<td>600 x 600</td>
<td>450 x 450</td>
<td>100 x 600</td>
</tr>
</tbody>
</table>

APPENDIX 2.8
EXAMPLES - SUGGESTED TYPOGRAPHY
REFERENCE XI A AND B, VII, 2, B

The style of typography should be consistent through the usage of a limited set of fonts and typographic styles that allows the users to readily recognize material and information. Below are some examples of typography that are to remain consistent throughout the printed design system.

Standard font like Arial and Sans-Serif with similar size specification.

Frutiger 45 Light
- abcdefghijklmnopqrstuvwxyz
- ABEFGHJKLMNOPQRSTUVWXYZ
- 1234567890 !@#$%^&*

Frutiger 55 Roman
- abcdefghijklmnopqrstuvwxyz
- ABEFGHIJKLMNOPQRSTUVWXYZ
- 1234567890 !@#$%^&*

Frutiger 56 Italic
- abcdefghijklmnopqrstuvwxyz
- ABEFGHCIJKLMNOPQRSTUVWXYZ
- 1234567890 !@#$%^&*

Frutiger 65 Bold
- abcdefghijklmnopqrstuvwxyz
- ABEFGHIJKLMNOPQRSTUVWXYZ
- 1234567890 !@#$%^&*