Government of Odisha

Housing & Urban Development Department

3rd floor, Kharavel Bhavan, Unit-V, Bhubaneswar, PIN:751001

***

File No.: HUD-SANT-MISC-0007-2026 Letter No.: 3063 Date 02.02.2026

From

Shri Panduram Singh

Deputy Secretary to Government

To

The Commissioners of all Municipal Corporations,

The Executive Officers of all Municipalities/NACs

Sub: **Regarding Swachh Survekshan 2025–26 Toolkit and Training**

Madam/Sir,

In inviting to a reference to the subject cited above, I am directed to enclose herewith the DO letter No. 14/10/2022-SBM-III dated 29.01.2025 received from the Joint Secretary & Mission Director, SBM(U), MoHUA, Government of India, regarding the Toolkit of Swachh Survekshan 2025–26 for your information and necessary action.

You are requested to update the city profile and monthly progress data on the Swachhatam Portal by January-2026 . The field assessment will commence from March-2026. Any inconsistency in the uploaded data and field assessment will attract penalty. Hence all care must be taken while uploading the data.

You are also requested to join in the training programme schedule to be held virtually on 3rd February, 2026 as per the link given below for ensuring successful conduct of Swachh Survekshan 2025-26 :

https://swachhbharaturban.webex.com/swachhbharaturban/j.php?MTID=mae18d001765de819ced21681e48f58bd

Yours faithfully,

Deputy Secretary to Government

Memo No. 3064 /HUD Dated 02.02.2026

Copy forwarded to PMU, SBM(U) for information and necessary action. They are requested to provide all handholding support to the ULBs in achieving good score in the surveksha n.

02.02.2026

Deputy Secretary to Government

रूपा मिश्रा
संयुक्त सचिव एवं मिशन निदेशक

ROOPA MISHRA
Joint Secretary & Mission Director
Swachh Bharat Mission - Urban

भारत सरकार
आवासन और शहरी कार्य मंत्रालय
GOVERNMENT OF INDIA
MINISTRY OF HOUSING AND URBAN AFFAIRS

DO. No. 14/10/2022-SBM-III **29th January, 2025**

Subject: Toolkit of Swachh Survekshan 2025-26

Dear madam/Sir,

As you are aware, the 10th edition of Swachh Survekshan has been formally rolled-out by Shri Manohar Lal, Hon'ble Minister of Housing and Urban Affairs on 20 December 2025 (Toolkit enclosed for reference). This milestone edition introduces several significant enhancements aimed at further strengthening the assessment framework and deepening citizen engagement with some of the key highlights being:

i) Year-round citizen engagement and feedback in city cleanliness as active stakeholders,
ii) Expanded focus on major river towns (beyond the earlier 97 Ganga towns) and introduction of a similar assessment matrix for all river and coastal towns,
iii) Introduction of a new award category for Swachh Shehar Jodi (SSJ).

2. The following important points may be noted for Swachh Survekshan 2025–26:

i) All ULBs formed on or before 31 Dec, 2024, will be eligible for assessment.
ii) MIS data for the months of Nov – Dec, 2025 and Jan, 2026 shall be considered for evaluation.
iii) The field assessment by third-party agency is expected to commence from first week of March 2026.

3. All States/UTs & ULBs are requested to ensure that the city profile and monthly progress data is updated on the Swachhatam Portal by end of Jan, 2026. Any mismatch between MIS data and field assessment findings shall attract penalties for the concerned indicators. Further, ULBs are required to update project implementation status on the GMIS module.

4. The States/UTs wise training sessions on the new toolkit are scheduled from 3 – 5 Feb, 2026. The respective State/UT and ULBs are requested to join the training as per the schedule at Annex.

5. Looking forward to your continued cooperation and active participation of all States/UTs and ULBs in ensuring successful conduct of Swachh Survekshan 2025-26.

Warm regards,

Yours Sincerely,

29/01.

(Roopa Mishra)

Encl: Swachh Survekshan Toolkit (2025-2026)

To: ACS/Principal Secretaries/Secretaries, Urban Development Departments – All States/UTs

Copy to: State Mission Directors, SBM-U 2.0 – All States/UTs

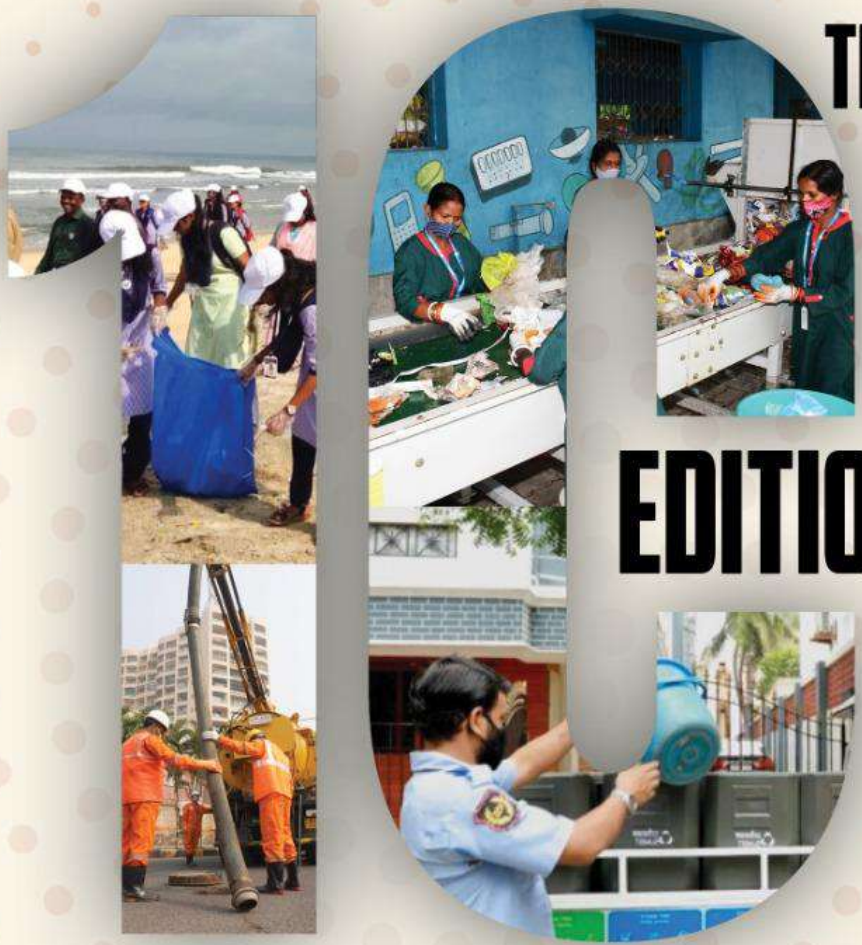
Office Address: Room No. 140, C-Wing, Nirman Bhawan, New Delhi-110011
Tel.: 011-23061558, 23061300 • Email: js.sbm-mohua@gov.in

आवासन और शहरी कार्य मंत्रालय
भारत सरकार
MINISTRY OF HOUSING AND URBAN AFFAIRS
GOVERNMENT OF INDIA

सत्यमेव जयते

SWACHH SURVEKSHAN
2025-26

स्वच्छ भारत
एक कदम स्वच्छता की ओर



10TH EDITION OF

SWACHH SURVEKSHAN 2025-26

SWACCHATA KI NAYI PEHEL- BADHAYEIN HAATH, KAREIN SAFAI SAATH



एक कदम स्वच्छता की ओर

TABLE OF CONTENTS

01	EXECUTIVE SUMMARY	*Page 4*
02	EVOLUTION OF SWACHH SURVEKSHAN	*Page 5*
03	WHAT'S NEW & KEY OBJECTIVES	*Page 6*
04	KEY POINTS	*Page 7*
05	SWACHH SURVEKSHAN 2025-26 – OVERVIEW	*Page 8*
06	SCORING AND VALIDATION MATRIX	*Page 9*
07	SAMPLING FRAMEWORK	*Page 10*
08	SECTION WISE INDICATORS	*Page 12*
09	RIVER TOWN AND COASTAL CITIES ASSESSMENT INDICATORS	*Page 71*
10	SUPER SWACHH LEAGUE	*Page 73*

स्वच्छ भारत

एक कदम स्वच्छता की ओर

Executive Summary

The Ministry of Housing and Urban Affairs (MOHUA) initiated the Swachh Survekshan Survey in 2016 to evaluate and encourage Urban Sanitation improvements. The inaugural survey assessed 73 cities, followed by successive editions: Swachh Survekshan 2017 (ranking 434 cities), Swachh Survekshan 2018 (4,203 cities), Swachh Survekshan 2019 (4,237 cities), Swachh Survekshan 2020 (4,242 cities), Swachh Survekshan 2021 (4,320 cities), Swachh Survekshan 2022 (4,354 cities), Swachh Survekshan 2023 (4,477 cities) and and the recently concluded Swachh Survekshan 2024 which ranked 4,589 cities. Building on this momentum, the tenth edition of the survey, Swachh Survekshan, will evaluate all cities under the Swachh Bharat Mission-Urban (SBM-U).

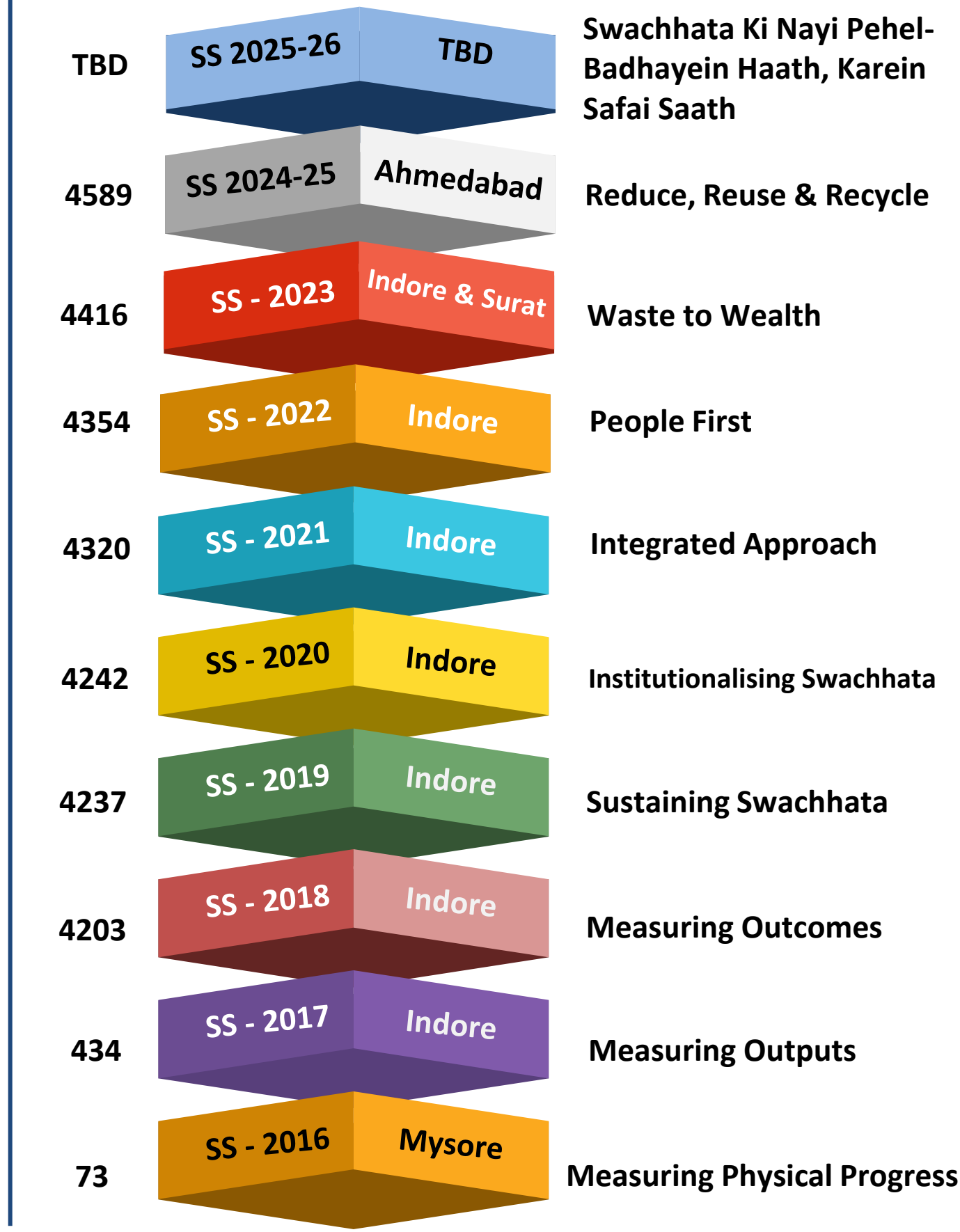
The survey aims to foster Large-scale CItizen participation, ensure the sustainability of garbage-free and open defecation - free initiatives, provide validated outcomes through third-party certification, institutionalize online processes, and promote awareness about creating habitable and sustainable urban spaces. Additionally, it seeks to encourage healthy competition among cities to enhance service delivery and cleanliness standards.

To sustain progress, the performance of Urban Local Bodies (ULBs) will be assessed annually. ULBs must regularly update their monthly Management Information System (MIS), which will be validated through citizen validation/ feedback before final rankings are determined by MoHUA. Systematic documentation of indicator-wise progress will be uploaded and verified during the final survey in February-March 2026.

The New Swachh Survekshan indicators emphasize on parameters such as visible cleanliness, waste segregation, collection and transportation, waste processing, dumpsite remediation, waste water treatment, reuse, and faecal sludge management. To enhance understanding and engagement, MoHUA will conduct virtual interactions with states and ULBs, detailing the survey methodology, process, and expectations.

Citizen participation remains a cornerstone of the initiative. Strategic use of digital, social, and traditional media, along with city-level campaigns, will raise awareness and encourage active involvement. These efforts aim to empower citizens to contribute to their city's performance in this national cleanliness competition, ensuring a cleaner and more sustainable urban future.

EVOLUTION OF SWACHH SURVEKSHAN



10th Edition of World's Largest Urban Cleanliness Survey

WHAT'S NEW?

The 10th edition of world's largest urban cleanliness

1. Round the year citizen feedback through digital platforms
2. Increased weightage of citizen feedback
3. Expansion of Ganga Towns to River Towns
4. Separate matrix for Coastal Areas
5. New Award category for Swachh Shehar Jodis
6. New indicator for prevention of open defecation and open urination added
7. Special focus on tourists/Heritage/Religious and high footfall places
8. New indicator on behaviour change programme in schools

KEY OBJECTIVES OF SWACHH SURVEKSHAN

01 Act as enabler for Mission acceleration in the cities

02 Foster healthy competition among cities to improve their performance on sanitation & waste management.

03 Encourage large scale citizen participation and create awareness about importance of Swachhata

04 Improved sanitation services delivery by cities to its citizens.

SWACHH SURVEKSHAN 2025-26
OVERVIEW

KEY POINTS

01 ULBs formed on or before 31st Dec' 24 will be assessed in SS 2025-26

02 ULBs formed after 31st Dec' 24 may be included on formal request to MoHUA from the respective State/UT.

03 ULBs must maintain complete & accurate data on Swachhatam Portal.

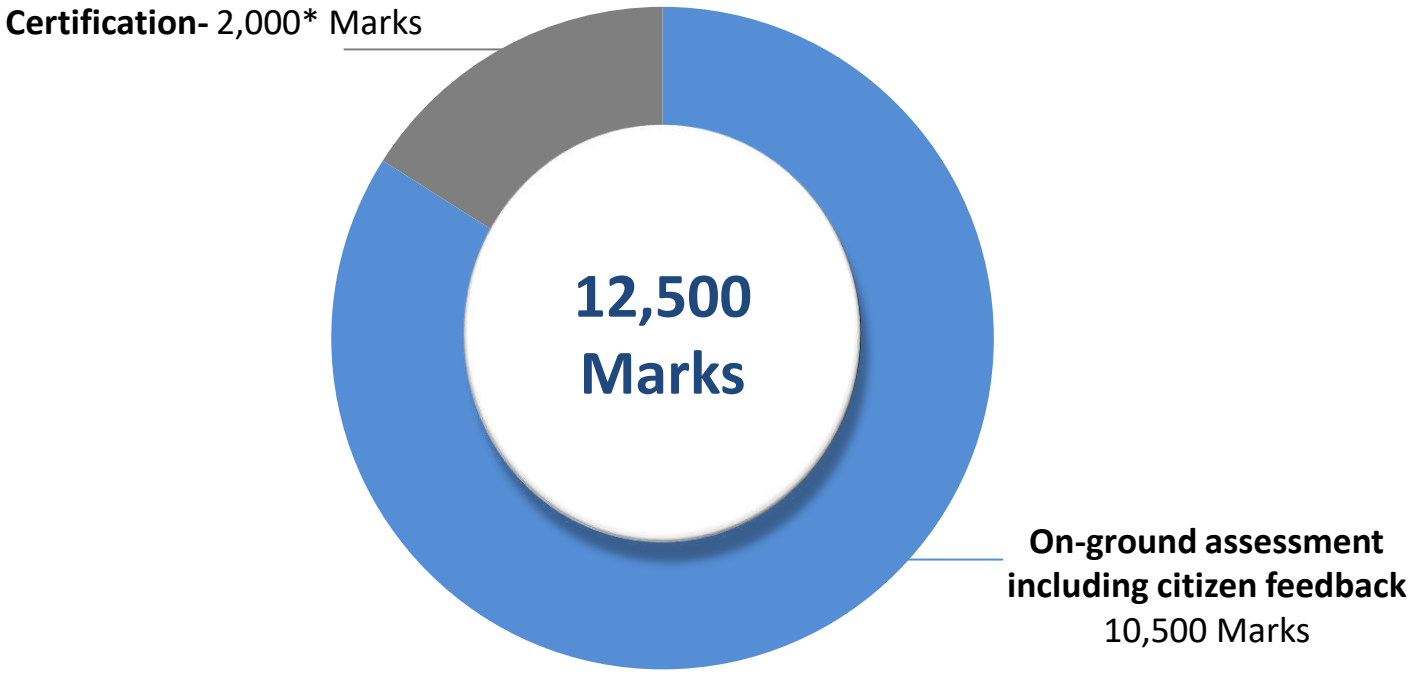
04 ULBs must maintain updated contact details of their representatives, on the Swachhatam Portal.

CATEGORIZATION OF ULBs FOR RANKING

Very Small Cities	Small Cities	Medium Cities	Big Cities	Million Plus Cities
2,162 (44%)	1,686 (34%)	903 (18%)	111 (2%)	47 (1%)
< 20,000 Population	20,000 - 50,000 Population	50,000 – 3 Lakh Population	3 Lakh – 10 Lakh Population	> 10 Lakh Population
7% of Urban Population	15% of Urban Population	27% of Urban Population	16% of Urban Population	35% of Urban Population

SWACHH SURVEKSHAN 2025-26
OVERVIEW

DISTRIBUTION OF MARKS (12,500 MARKS)



** ODF/ODF+/ ODF++/Water+ : 1,000 Marks*
** Garbage Free Cities- 1,000 Marks*

DETAILED BIFURCATION OF 10,500 MARKS

Sections	% Marks	Marks	Indicators	Sub- Indicators
1. Visible Cleanliness	15%	1,500	10	44
2. Segregation, Collection & Transportation of waste	10%	1,000	2	6
3. Solid Waste Processing	15%	1,500	11	32
4. Access to Sanitation	10%	1,000	5	29
5. Used Water Management	10%	1,000	4	6
6. Mechanization of desludging services	5%	500	3	15
7. Advocacy for Swachhata	15%	1,500	2	24
8. Ecosystem Strengthening & Institutional Parameters	8%	1,000	3	6
9. Overall Welfare of Sanitation Workers	5%	500	1	10
10. Citizen Feedback & Grievance Redressal	10%	1,000	2	4
Total		**10,500**	**43**	**176**

** Indicators which are not applicable for particular category of ULBs, the marks will be redistributed proportionally to other relevant indicators.*

SCORING AND VALIDATION MATRIX

STEP 1: ULB should submit monthly MIS on swachhatam portal.

STEP 2: All ULBs who have submitted the monthly MIS on swachhatam portal will become eligible for field assessment.

STEP 3: Field Assessment will be carried out in the ULBs based on the sampling framework.

STEP 4: Based on field work, percentage of samples which pass the assessment will be arrived at.

STEP 5: As per the scheme of marking of the respective indicator, the ULB gets the marks.

STEP 6: Mismatch between ULB claims on the Swachhatam Portal (MIS) and Third-Party Agency's field assessment will attract additional penalties for each indicator.

The additional penalty in Step 6 will be based on the table given below and will be deducted from the Total Marks Scored by the ULB out of 12,500 (On-ground assessment including citizen feedback+ GFC+ ODF).

Deviation Percentage (Claim vs Field Inspection)	- ve marks to be deducted from overall score per Indicator
upto - 20%	0 Marks
Between -21% to -30%	15 Marks
Between -31% & -40%	20 Marks
Between -41% & -50%	25 Marks
-50% & above	30 Marks

Example of the scenarios of additional penalty for providing inaccurate info on MIS (Swachhatam portal):

Indicator No.	MIS Status	Max Marks	Samples Pass %	MIS Claim	Marks Scored	Deviation % Claim vs Field	Additional Penalty
1.1	Submitted	100	55%	95%	55	-40%	20 Marks
1.2	Not Submitted	100	90%	100%	0	-10%	0
1.3	Submitted	100	80%	85%	80%	-5%	0
...	...						
6.1	Submitted	200	45%	90%	180	-45%	25 Marks
Total – ve Marks to be deducted from Overall Marks of ULB							45 Marks

In the above case if the ULB has scored 6875 Marks out of 10,500 Marks. The –ve Marking of additional 45 Marks would be applied on the 6875 marks. **The ULB would score 6830 Marks out of 10,500 Marks and will be ranked accordingly in its respective population category.**

ULBs are advised to check and update all the information as per actual field situations in Swachhatam portal to avoid facing Additional Penalty.

SAMPLING FRAMEWORK FOR ASSESSMENT

Sl. No.	Type of Location	Population Categories and Samples				
		<20K	20K to 50K	50K to 3 Lakh	3 Lakh to 10 Lakh	> 10 Lakh
Total (Except Processing Facilities)*		**463**	**867**	**1,342**	**2,225**	**4,335**
Areas/Locations						
1	Residential Areas	4	6	16	20	30
2	Commercial Areas/ Public Areas	4	6	16	20	30
3	Slums	0	0	6	16	24
4	Schools	4	4	12	16	20
5	Vendor Zones	3	3	6	8	10
6	Waste to Wonder/Sculpture	2	2	4	6	12
7	Parks and Gardens	2	2	4	6	12
8	Transformed/Identified Cleanliness Target Units (CTUs)	2	2	4	6	12
9	Tourist Areas/Religious/Heritage Sites, Beach (wherever applicable) and Monuments	1	1	3	4	6
10	Transport Hubs	1	1	2	2	4
11	Bulk Waste Generators	15	15	20	25	35
12	Water Bodies	6	6	16	16	20
13	Storm Water Drains/Nallahs	6	6	12	16	24
14	RRR Centres	1	1	3	4	6
SWM						
15	Wet Waste Processing Facilities	All Processing Facilities				
16	Dry Waste Processing Facilities	All Processing Facilities				
17	DHW & SW Processing Facilities	All Processing Facilities				
18	C&D Waste Processing Facilities	All Processing Facilities				
19	Remediation Sites	All completed and under progress sites				
20	Scientific Landfill Sites	All Scientific Landfill Sites				
UWM and Sanitation						
21	Sewage Treatment Plants	All Sewage Treatment Plants				
22	Faecal Sludge Treatment Plant	All Faecal Sludge Treatment Plants				
23	Public Toilets	4	4	6	20	30
24	Community Toilets	4	4	6	20	30
25	Urinals	4	4	6	20	30
26	All Sewer and septic tank cleaning vehicle/equipment, Safaimitra safety gear and vehicle sheds	All Sewer and septic tank cleaning vehicle/equipment, Safaimitra safety gear and vehicle sheds				
Citizen's Voice						
27	Citizen Validation (Households/Shops)	200	400	600	1000	2000
28	Citizen Feedback (on-ground)	200	400	600	1,000	2,000

*** Total number of locations mentioned above excludes processing facilities. The agency will cover all solid and liquid waste processing facilities as listed in the ULB.**

ASSESSMENT LOCATIONS



Residential/ Commercial / Public Areas



Back Lanes in Residential/Commercial/ Public Areas



Twin Litter Bins



Garbage Points Transformation/Cleanliness Target Units (CTUs)



Red Spots



Water Bodies



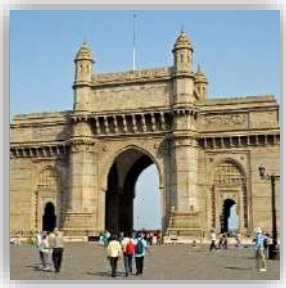
Beautification and Aesthetics



Slums



Schools



Tourist Places, Monuments etc.



Storm Water Drains



Dry waste Processing Facilities



RRR (Reduce, Reuse, Recycle) Centre



Scientific Landfills



Remediation Sites



Public Toilets, Community Toilets and Urinals



STPs & FSTPs



Equipment for Mechanisation of Desludging Services



Greenery on Road Sides and Barren Lands



Wet Waste Processing Facilities

SECTION 1: VISIBLE CLEANLINESS

1,500 MARKS, 15%

No.	Indicator description	Marks
1.1	Sweeping in residential areas, parks, gardens, commercial areas, public spaces, transport hubs, tourist spots, monuments, and street food zones	300
1.2	Clean & well-maintained narrow lanes/ backlanes	200
1.3	Bin management in the city	100
1.4	CTU transformation	100
1.5	All areas are free from red spots and yellow spots	150
1.6	Cleanliness of storm water drains and nallahs	100
1.7	Clean water bodies	100
1.8	Aesthetics and beautification	200
1.9	Cleanliness in slums	150
1.10	Cleanliness within school premises	100
Total		**1,500**

Note: For ULBs where certain indicators don't apply, marks will be proportionately adjusted based on performance in this section

INDICATOR 1.1 - SWEEPING

A. Once a day sweeping in residential areas, parks, gardens- 150 Marks
B. Twice a day sweeping in commercial areas, public spaces, transport hubs, tourist spots, monuments, and street food zones- - 150 Marks

OBJECTIVE

The objective of the indicator is to assess whether the ULB is carrying out "Once a day sweeping" in residential areas including the parks and gardens And "twice a day sweeping" in its commercial areas, public areas, transport hubs, tourist places (include religious place, heritage site, beach etc.) within its jurisdiction to maintain swachhata

VALIDATION METHODOLOGY

The validation for this indicator will be carried out by visiting the Residential Areas, parks, gardens, commercial areas, public areas, transport hubs, tourist places (include religious place, heritage site, beach etc.), monuments and street food/vending zones within the jurisdiction of the ULB and capturing videos and photographs of the area to assess their level of cleanliness. Additionally, Citizen Validation(CV) Interviews will also be conducted in every ward as per the sample size mentioned for the category of the ULB and their valuable opinion will be considered for the indicator as well.

Citizen Validation | Direct Observation | Desktop Assessment

APPLICABILITY

Very Small ULBs (< 20k Population)	Small ULBs (20k - 50k Population)	Medium ULBs (50k - 3 Lakh Population)	Big ULBs (3 Lakh - 10 Lakh population)	Million Plus ULBs (> 10 Lakh population)
✓	✓	✓	✓	✓

SCHEME OF MARKING

MAX MARKS: 300

$$Marks\ Scored = \left[\frac{Total\ Citizen\ Validaition\ samples\ Passed + Total\ Direct\ Observation\ Samples\ Passed}{Total\ Samples\ Assessed}\right] x\ Maximum\ Marks\ for\ the\ indicator$$

IMPORTANT POINTS

1. All Residential Areas, parks, gardens, commercial areas, public areas, transport hubs, tourist places (include religious place, heritage site, beach etc.), monuments and street food/vending zones within the jurisdiction of the ULB must be listed on the swachhatam portal.
2. The ULB will also need to update the total count of Households in the swachhatam portal.
3. During the field assessment, agency to engage residents and collect feedback on whether sweeping is done once a day in residential areas, backlanes, parks and gardens.

INDICATOR 1.2 - CLEAN & WELL MAINTAINED NARROW LANES/ BACKLANES

Whether Narrow lanes and back lanes are clean and well-maintained?

OBJECTIVE

The objective of the indicator is to assess whether the ULB ensures that narrow lanes and back lanes are clean and well-maintained. This includes ensuring clean and well-maintained walls, litter-free areas, no stagnant water or choked/overflowing drains, and the absence of wild bushes or shrubs.

VALIDATION METHODOLOGY

The validation for this indicator will be carried out by visiting the residential area, commercial area and public area within the ULB's jurisdiction. Photographs and videos will be captured at the sampled locations.

Direct Observation | Desktop Assessment

APPLICABILITY

Very Small (< 20k Population)	Small (20k - 50k Population)	Medium (50k - 3 Lakh Population)	Big (3 Lakh - 10 Lakh population)	Million Plus (> 10 Lakh population)
✓	✓	✓	✓	✓

FOR BACKLANES

SCHEME OF MARKING	MAX MARKS: 25+25+25+25+25+25=150
Percentage of the back lanes found clean?	25
Percentage of the back lanes completely free of any garbage dump?	25
Percentage of Backlanes Completely Free of Garbage Burning	25
Percentage of Backlanes Completely Free of encroachment	25
Percentage of Backlanes Completely Free of urination	25
Percentage of the back lanes free from stagnant water and choked or overflowing drains?	25

$$\text{Marks Scored} = \left[\frac{\text{Total Citizen Validaition samples Passed} + \text{Total Direct Observation Samples Passed}}{\text{Total Samples Assessed}}\right] \times \text{Maximum Marks for the indicator}$$

FOR NARROW LANES

SCHEME OF MARKING	MAX MARKS: 25+25=50
Percentage of the narrow lanes found clean?	25
Percentage of the narrow lanes completely free of any garbage dump?	25

$$\text{Marks Scored} = \left[\frac{\text{Total Citizen Validaition samples Passed} + \text{Total Direct Observation Samples Passed}}{\text{Total Samples Assessed}}\right] \times \text{Maximum Marks for the indicator}$$

IMPORTANT POINTS

1. Lanes with 10-12 ft width will be considered as Narrow and back lanes in this indicator
2. Ward-wise proportionate sampling of narrow/backlanes for assessment
3. Backlanes in high footfall areas should be encroachment-free

INDICATOR 1.3 – BIN MANAGEMENT IN THE CITY

A. Whether the ULB is free of secondary storage bins (> 100 litres)

B. Whether twin litter bins installed in high footfall areas?

OBJECTIVE

The objective of the indicator is to assess whether the ULB has been able to make it's areas within it's jurisdiction large storage bin free and has installed(fixed) adequate number of twin bins in high footfall areas such as commercial areas, public areas, transport hubs, tourist places (include religious place, heritage site, beach etc.) , parks and gardens for public convenience as per guidelines.

VALIDATION METHODOLOGY

The validation for this indicator will be carried out by visiting the residential areas, commercial areas, public areas such as transport hubs, tourist places (include religious place, heritage site, beach etc.) , parks and gardens within the ULB's jurisdiction. Photographs and videos will be captured at the sampled locations. Additionally, citizen validation Interviews will also be conducted.

Citizen Validation | Direct Observation | Desktop Assessment

APPLICABILITY

Very Small (< 20k Population)	Small (20k - 50k Population)	Medium (50k - 3 Lakh Population)	Big (3 Lakh - 10 Lakh population)	Million Plus (> 10 Lakh population)
✓	✓	✓	✓	✓

SCHEME OF MARKING — MAX MARKS: 100

Are all the commercial areas, public areas, transport hubs, tourist places (include religious place, heritage site, beach etc.) , parks and gardens have sufficient twin litter bins (fixed installation) in place for citizen convenience with proper signages?	50
Are all the residential areas, commercial areas, public areas, transport hubs, tourist places (include religious place, heritage site, beach etc.), parks and gardens free from any open large bin (>100 litres capacity)?	25
Percentage of eateries/ street food vendors with twin-bin for segregated waste storage	25

$$Marks\ Scored = \left[\frac{Total\ Direct\ Observation\ Samples\ Passed}{Total\ Samples\ Assessed}\right] x\ Maximum\ Marks\ for\ the\ indicator$$

IMPORTANT POINTS

1. Areas should not have any large bins (>100 litres)
2. Frequency of Emptying Litter Bins in ULB Area (For V. Small, Small 2 times a day, rest 3 times a day) in public, commercial area
3. No litter bin should be overflowing at any point of time
4. For street vendors, single bin will also be considered for single type(wet/dry) of waste generator

INDICATOR 1.4 - CTU Transformation

Are the identified cleanliness target units (CTUs) free from garbage hotspots/unattended garbage pile?

OBJECTIVE

The objective of the indicator is to assess whether the ULB ensures that the Cleanliness Target Units (CTUs) identified and improved throughout the year remain free from garbage hotspots and unattended waste, maintaining a clean and hygienic environment. Additionally, it evaluates whether there are any garbage vulnerable points in areas apart from the CTUs within the ULB's jurisdiction.

VALIDATION METHODOLOGY

The validation will involve visiting CTUs within the ULB, capturing photographs/videos. Additionally, all wards will be assessed for Garbage Vulnerable Points (GVPs) beyond the CTUs and conducting citizen interviews to ensure comprehensive cleanliness.

Citizen Validation | Direct Observation | Desktop Assessment

APPLICABILITY

Very Small (< 20k Population)	Small (20k - 50k Population)	Medium (50k - 3 Lakh Population)	Big (3 Lakh - 10 Lakh)	Million Plus (> 10 Lakh population)
✓	✓	✓	✓	✓

SCHEME OF MARKING

MAX MARKS: 40+30+30 = 100

CTUs identified through public participation (App/survey etc.), and Institutionalized process for round-the-year CTU identification	40
Percentage of the cleanliness target units (CTUs) identified and transformed throughout the year free from garbage hotpots/unattended garbage pile?	30 (A+B)
A. Percentage of Low/Medium intensity CTU identified and transformed	15
B. Percentage of High intensity CTU identified and transformed	15
Post transformation maintenance and monitoring by the ULB (Regular cleaning and maintenance, beautification etc.)	30

$$Marks\ Scored = \left[\frac{Total\ Citizen\ Validaition\ samples\ Passed + Total\ Direct\ Observation\ Samples\ Passed}{Total\ Samples\ Assessed}\right] x\ Maximum\ Marks\ for\ the\ indicator$$

IMPORTANT POINTS

1. ULB needs to update list of cleanliness target units (CTU) identified and transformed in Swachhatam Portal.

INDICATOR 1.5 - Red Spots and Yellow Spots

Are the residential areas, commercial areas, public areas, transport hubs, tourist places (include religious place, heritage site, beach etc.), parks and gardens free from Red and Yellow Spots (pan, gutkha, spitting, cigarette/bidi buds, urination etc.)

OBJECTIVE

The objective of the indicator is to ensure all areas are free from red and yellow spots caused by pan, gutkha, spitting, cigarette/bidi buds, urination maintaining clean and stain-free walls and corners in commercial areas, public areas, transport hubs, tourist places (include religious place, heritage site, beach etc.), parks and gardens to maintain swachhata.

VALIDATION METHODOLOGY

The validation for this indicator will be carried out by visiting the residential ares, commercial areas, public areas, transport hubs, tourist places (include religious place, heritage site, beach etc.), parks and gardens within the jurisdiction, capturing videos and photographs as per the sample size mentioned for the category of the ULB.

Direct Observation | Citizen Validation

APPLICABILITY

Very Small (< 20k Population)	Small (20k - 50k Population)	Medium (50k - 3 Lakh Population)	Big (3 Lakh - 10 Lakh population)	Million Plus (> 10 Lakh population)
✓	✓	✓	✓	✓

SCHEME OF MARKING

MAX MARKS: 150

$$Marks\ Scored = \left[\frac{Total\ Direct\ Observation\ \&\ Citizen\ validation\ Samples\ Passed}{Total\ Samples\ Assessed}\right] x\ Maximum\ Marks\ for\ the\ indicator$$

IMPORTANT POINTS

1. **Red Spot**: Areas with visible signs of spitting, gutkha/pan stains, cigarette/bidi buds, pan/gutkha/bidi litter, often with brownish/ reddish stains or litter.
2. **Yellow Spot**: Areas with visible signs of urine stains/splashes, often with yellowish discoloration or wet patches, typically in corners or less visible areas.
3. ULB needs to update list of residential ares, commercial areas, public areas, transport hubs, tourist places (include religious place, heritage site, beach etc.) , parks and gardens in Swachhatam Portal.
4. Focused on areas prone to such behaviour, like near public toilets, urinals, railway lines, and bus stands.
5. **Key areas to be assessed**: Entry/Exist of Transport Hubs, Public Toilets, Parks, Gardens, vending zones.

INDICATOR 1.6 - Storm Water Drains / Nallahs

Are stormwater drains/nallahs well-maintained, free from solid waste and debris, and have an established cleaning schedule?

OBJECTIVE

The objective of the indicator is to ensure that the stormwater drains/nallahs are clean, well-maintained, free from obstructions and solid waste, with intact boundary walls, screens/filters, and a proper cleaning schedule within its jurisdiction

VALIDATION METHODOLOGY

The validation for this indicator will be carried out by visiting the stormwater drains/nallahs within the ULB's jurisdiction. Photographs and videos will be captured at the sampled locations.

Direct Observation | Desktop Assessment

APPLICABILITY

Very Small (< 20k Population)	Small (20k - 50k Population)	Medium (50k - 3 Lakh Population)	Big (3 Lakh - 10 Lakh population)	Million Plus (> 10 Lakh population)
✓	✓	✓	✓	✓

SCHEME OF MARKING	MAX MARKS: 100
Are the stormwater drains/nallahs free from floating waste?	20
Are the drains free from debris, silt, or waste that may obstruct the flow?	20
Do the stormwater drains/nallahs in the area have appropriate screens or filters in place?	20
Pre-monsoon and post-monsoon cleaning mechanism (ULB/Outsourced to other private agency)	20
For drains >3 meter wide, fencing at road crossing	20

$$Marks\ Scored = \left[\frac{Total\ Direct\ Observation\ Samples\ Passed}{Total\ Samples\ Assessed}\right] x\ Maximum\ Marks\ for\ the\ indicator$$

IMPORTANT POINTS

1. ULB needs to update list of Storm Water Drains / Nallahs in Swachhatam Portal.
2. Assessor will check near the last 1 KM from the outlet point for availability of screens/filters in SWD. At least 2 screens should be there)
3. For pre-monsoon and post-monsoon cleaning, if the work is outsourced then the documents such as Word order, Bills of last one year will be verified.
4. Fencing height should be min. 3 meter for the entire length of the crossing

INDICATOR 1.7 – Clean Water Bodies

Are water bodies free from solid waste, C&D waste and sewage inflow and maintained surroundings, anti-littering measures, and beautified for public use?

OBJECTIVE

The objective of the indicator is to ensure that the water bodies are clean, pollutant-free, well-maintained, equipped with litter bins and anti-littering measures, with at least one water body aesthetically enhanced for public use within its jurisdiction

VALIDATION METHODOLOGY

The validation for this indicator will be carried out by visiting the Water Bodies within the ULB's jurisdiction. Photographs and videos will be captured at the sampled locations.

Direct Observation | Desktop Assessment

APPLICABILITY

Very Small (< 20k Population)	Small (20k - 50k Population)	Medium (50k - 3 Lakh Population)	Big (3 Lakh - 10 Lakh population)	Million Plus (> 10 Lakh population)
✓	✓	✓	✓	✓

SCHEME OF MARKING	MAX MARKS: 100
Is the area around all water bodies clean, well-maintained, and free from any open garbage sites or dumps within a 500-meter radius?	20
Are the water bodies free from solid waste, water weeds, or any other pollutants?	20
Do the water bodies have twin litter bins in place to eliminate the accumulation of garbage/waste in or around them, along with anti-littering messages/signage?	20
No direct sewage outlfall/drains into the water body	20
Records of Dredging/desiltation done in last 1 year (ULB owned or contracted)	20

$$Marks\ Scored = \left[\frac{Total\ Direct\ Observation\ Samples\ Passed}{Total\ Samples\ Assessed}\right] x\ Maximum\ Marks\ for\ the\ indicator$$

IMPORTANT POINTS

1. ULB needs to update list of Water Bodies in Swachhatam Portal.
2. For twin litter bins, assessor will check the main area if there is any recreation done

INDICATOR 1.8 - Aesthetics and Beautifications

Are steps being taken by the ULB to improve aesthetics through beautification?

OBJECTIVE

The objective is to assess ULB efforts in creating a clean, beautiful, and sustainable environment by enhancing aesthetics through murals, waste-to-art projects, and removing banners and posters, while also improving urban air quality with pothole-free roads, covered construction sites, and tree planting.

VALIDATION METHODOLOGY

The validation for this indicator will be carried out by visiting the public/commercial areas, roads and footpaths, and high footfall areas, wthin the ULB's jurisdiction. Photographs and videos will be captured at the sampled locations.

Citizen Validation | Direct Observation | Desktop Assessment

APPLICABILITY

Very Small (< 20k Population)	Small (20k - 50k Population)	Medium (50k - 3 Lakh Population)	Big (3 Lakh - 10 Lakh population)	Million Plus (> 10 Lakh population)
✓ Only Point C, D, E, F are applicable	✓ Only Point C, D, E, F are applicable	✓ All points applicable	✓ All points applicable	✓ All points applicable

SCHEME OF MARKING	MAX MARKS: 200
A. Have new paintings (terracotta, graffiti, abstract) or murals been created in major commercial, high footfall areas, or tourist places (include religious place, heritage site, beach etc.) around Swachh Survekshan 2025 since the last Swachh Survekshan?	30
B. Have ULBs developed a 'waste to wonder' park and/or installed 'waste to art' sculptures?	30
C. Are all public/commercial areas free from hanging banners/wires?	20
D. Are all public walls free from posters/bills?	30
E. Common Signages across the city	20
F. Are all roads and footpaths free from potholes and broken paver blocks?	30
G. Neat & Clean Green Zone (Plant trees on all road dividers, and on roadsides where dividers are not present)	20
H. Beautification of flyovers and bridges with vegetation or vertical gardens/flowers (Applicable only for Big and Million Plus Cities)	20

INDICATOR 1.9 - Cleanliness in Slum

Whether the slums in the ULB have covered and clean drains and maintain overall cleanliness?

OBJECTIVE

The objective of the indicator is to ensure slums have covered, clean drains with zero wastewater discharge, are free from open defecation, garbage vulnerable points, and stagnant water within it's jurisdiction

VALIDATION METHODOLOGY

The validation for this indicator will be carried out by visiting the Slums within the ULB's jurisdiction. Photographs and videos will be captured at the sampled locations. Additionally, citizen validation Interviews will also be conducted.

Citizen Validation | Direct Observation | Desktop Assessment

APPLICABILITY

Very Small (< 20k Population)	Small (20k - 50k Population)	Medium (50k - 3 Lakh Population)	Big (3 Lakh - 10 Lakh population)	Million Plus (> 10 Lakh population)
⊗	⊗	✓	✓	✓

SCHEME OF MARKING	MAX MARKS: 150
Are 100% of households and shops covered with door-to-door collection of waste/dedicated point of collection wherever door-to-door collection is not feasible?	30
Once a day sweeping in slum areas and No Garbage Vulnerable Points (heaps/piles of unattended garbage)	30
Availability of community toilet (within 500 m) in the slum area	
Are the drains in slums covered and clean, with zero discharge of wastewater/faecal sludge in drains?	30
Is the slum area completely free from instances of open defecation?	30
Are slums free from areas with stagnant water/ waterlogging?	30

$$Marks\ Scored = \left[\frac{Total\ Citizen\ Validaition\ samples\ Passed + Total\ Direct\ Observation\ Samples\ Passed}{Total\ Samples\ Assessed}\right] x\ Maximum\ Marks\ for\ the\ indicator$$

IMPORTANT POINTS

1. ULB needs to update list of Slums in Swachhatam Portal

INDICATOR 1.10 - Cleanliness in Schools

Are school premises free from litter and visibly clean?

OBJECTIVE

The objective of the indicator is to maintain school premises free from litter and ensure they are visibly clean. The objective is also to inculcate the habit of maintaining Swachhata among the students from their younger days to bring in a generational change in the country.

VALIDATION METHODOLOGY

The validation for this indicator will be carried out by visiting the schools (public/ private/ Government/ Municipal Schools) within the ULB's jurisdiction. Photographs and videos will be captured at the sampled locations.

Direct Observation | Desktop Assessment

APPLICABILITY

Very Small (< 20k Population)	Small (20k - 50k Population)	Medium (50k - 3 Lakh Population)	Big (3 Lakh - 10 Lakh population)	Million Plus (> 10 Lakh population)
✓	✓	✓	✓	✓

SCHEME OF MARKING

MARKS: 100

$$Marks\ Scored = \left[\frac{Total\ Direct\ Observation\ Samples\ Passed}{Total\ Samples\ Assessed}\right] x\ Maximum\ Marks\ for\ the\ indicator$$

IMPORTANT POINTS

1. ULB needs to update list of Schools on Swachhatam Portal.
2. At least 80% Government Schools to be assessed in this indicator

SECTION 2: SEGREGATION, COLLECTION & TRANSPORTATION

1,000 MARKS, 10%

No.	Indicator Description	Marks
2.1	Percentage of wards with 100% Door to Door Collection	500
2.2	Source segregation and Segregated Transportation of Waste	500
	TOTAL	**1,000**

INDICATOR 2.1 – Door to Door Collection

Is the ULB ensuring 100% door-to-door waste collection, adequate vehicles for transfer and processing, and sufficient collection trips to meet requirements?

OBJECTIVE

The objective is to assess the ULB's efficiency in ensuring 100% door-to-door waste collection across all areas, adequacy of collection vehicles, and optimal trips to transfer stations and processing facilities.

VALIDATION METHODOLOGY

The validation for this indicator will be carried out through desktop assessment and by visiting the residential areas, commercial areas, public areas and slums within the ULB's jurisdiction. Photographs and videos will be captured at the sampled locations and during citizen validation.

Citizen Validation | Direct Observation | Desktop Assessment

APPLICABILITY

Very Small (< 20k Population)	Small (20k - 50k Population)	Medium (50k - 3 Lakh Population)	Big (3 Lakh - 10 Lakh population)	Million Plus (> 10 Lakh population)
✓	✓	✓	✓	✓

SCHEME OF MARKING (For Primary Collection)	MAX MARKS: 300
Are 100% of households, shops and other institutional entities covered with door-to-door collection of waste/dedicated point of collection wherever door-to-door collection is not feasible?	200
Whether the collection vehicles have adequate volume to prevent spillage for waste transportation up to the transfer station/sorting centers	100

$$Marks\ Scored = \left[\frac{Total\ Citizen\ Validaition\ samples\ Passed}{Total\ Samples\ Assessed}\right] x\ Maximum\ Marks\ for\ the\ indicator$$

SCHEME OF MARKING (For Secondary Collection)	MAX MARKS: 200
Are the vehicles adequate for transporting waste to the respective processing facilities with respect to waste generation? (vehicle must be covered in the case of secondary vehicles in big and million plus cities)?	200

IMPORTANT POINTS

1. No. of vehicles required as per the Population of the ULB to be checked during DA

INDICATOR 2.2 – Segregation of Waste

Is waste segregation at source, separate collection, and segregated transportation to transfer stations and processing facilities effectively implemented?

OBJECTIVE

The objective is to assess the ULB's effectiveness in ensuring waste segregation at the source, separate collection of segregated waste, and its transportation to transfer stations and processing facilities.

VALIDATION METHODOLOGY

The validation for this indicator will be carried out by visiting the residential areas, transfer stations and processing facilities within the ULB's jurisdiction. Photographs and videos will be captured at the sampled locations. Additionally, citizen validation Interviews will also be conducted.

Citizen Validation | Direct Observation | Desktop Assessment

APPLICABILITY

Very Small (< 20k Population)	Small (20k - 50k Population)	Medium (50k - 3 Lakh Population)	Big (3 Lakh - 10 Lakh population)	Million Plus (> 10 Lakh population)
✓	✓	✓	✓	✓

SCHEME OF MARKING	MAX MARKS: 500
Is segregated waste (dry, wet, and DHW/sanitary waste) collected separately from households, ensuring that each type of waste is handled and transported individually upto the transfer station/processing facility?	200
Whether segregated fractions (dry, wet, and DHW/sanitary waste) are received at designated facilities (MRF/Waste to Energy- Dry fraction, Waste to compost/CBG-Wet fraction)	200
Sanitary and DHW channelized to incinerator/waste to energy/CBMWF (Common bio-medical waste facility)	100

$$Marks\ Scored = \left[\frac{Total\ Citizen\ Validaition\ samples\ Passed + Total\ Direct\ Observation\ Samples\ Passed}{Total\ Samples\ Assessed}\right] x\ Maximum\ Marks\ for\ the\ indicator$$

IMPORTANT POINTS

1. Ward wise timing of waste collection vehicle to be verified on field.
2. Pictures/Video of collection vehicle (from inside), transfer station(entry, tipping point), processing facilities will be checked by the agency to verify whether segregated waste is being collected as claimed by the ULB

SECTION 3: SOLID WASTE PROCESSING

1,500 MARKS, 15%

No.	Indicator Summary	Marks
3.1	Functional Wet waste processing capacity of the ULB	100
3.2	Percentage of Wet waste processed vs generated & sale of finished Products	100
3.3	Functional Dry waste processing capacity of the ULB	100
3.4	Percentage of Dry waste processed vs generated & utilization of forward linkages for recyclables and non-recyclable waste	100
3.5	Percentage of total domestic hazardous waste and sanitary waste processed vs generated	100
3.6	Collection, processing and disposal/reuse of C&D waste	200
3.7	Waste Processing by Bulk Waste Generators	150
3.8	Waste Management in Schools	100
3.9	Functional and Effective operation of RRR Centres	150
3.10	Status and Functionality of Sanitary Landfill	150
3.11	Remediation of Dumpsites	250
	TOTAL	1,500

Note: For ULBs where certain indicators don't apply, marks will be proportionately adjusted based on performance in this section

INDICATOR 3.1 – Functional Wet Waste Processing Capacity

Does the ULB have adequate functional wet waste processing capacity compared to the total wet waste generated?

OBJECTIVE

The objective is to assess whether the ULB has adequate functional processing capacity to manage the wet waste generated.

VALIDATION METHODOLOGY

The validation for this indicator will be carried out by visiting the wet waste processing facilities where city waste is being processed. Photographs and videos will be captured at the sampled locations.

Direct Observation | Desktop Assessment

APPLICABILITY

Very Small (< 20k Population)	Small (20k - 50k Population)	Medium (50k - 3 Lakh Population)	Big (3 Lakh - 10 Lakh population)	Million Plus (> 10 Lakh population)
✓	✓	✓	✓	✓

SCHEME OF MARKING

MAX MARKS: 100

Processing capacity of functional wet waste processing facilities

$$\text{Marks Scored} = \left[\frac{\text{Capacity of all functional wet waste processing facilities assessed during field visit}}{\text{Total wet waste generation in the city}}\right] \times \text{Maximum Marks for the indicator}$$

INDICATOR 3.2 – Wet Waste Processing

What percentage of wet waste is the ULB processing compared to total wet waste generated and how are the finished product utilized?

OBJECTIVE

The objective is to evaluate the percentage of wet waste processed and the sale of finished products derived from it on a monthly basis.

VALIDATION METHODOLOGY

The validation for this indicator will be carried out by visiting the wet waste processing facilities where the segregated waste from different areas of the city is being processed. Photographs and videos will be captured at the sampled locations as per the questionnaire.

Direct Observation | Desktop Assessment

APPLICABILITY

Very Small (< 20k Population)	Small (20k - 50k Population)	Medium (50k - 3 Lakh Population)	Big (3 Lakh - 10 Lakh population)	Million Plus (> 10 Lakh population)
✓	✓	✓	✓	✓

SCHEME OF MARKING	MAX MARKS:100
Processing of wet waste	**75**
$\text{Marks Scored} = [\frac{\text{Wet waste being processed at all functional wet waste processing facilities assessed during field visit}}{\text{Total wet waste generation in the city}}]$ x Maximum Marks for the indicator	
Monthly utilization/Sale of finished products (Whether in house utilization or sale)	**25**
$\text{Marks Scored} = [\frac{\text{Finished product utilized at all functional wet waste processing facilties assessed during field visit}}{\text{Total Finished product generated after processing of wet waste}}]$ x Maximum Marks for the indicator	

IMPORTANT POINTS

1. In the case of any other wet waste disposal method like live-stock feed/cattle feed. The same may be declared by ULB and validated by the assessor with the justification of the quantity.

INDICATOR 3.3 – Functional Dry Waste sorting Capacity

Does the ULB have sufficient dry waste sorting capacity and proper end-of-life disposal systems for the total dry waste generated?

OBJECTIVE

The objective is to assess whether the ULB has adequate functional processing capacity to manage the dry waste generated.

VALIDATION METHODOLOGY

The validation for this indicator will be carried out by visiting the dry waste processing facilities where city waste is being processed. Photographs and videos will be captured at the sampled locations.

Direct Observation | Desktop Assessment

APPLICABILITY

Very Small (< 20k Population)	Small (20k - 50k Population)	Medium (50k - 3 Lakh Population)	Big (3 Lakh - 10 Lakh population)	Million Plus (> 10 Lakh population)
✓	✓	✓	✓	✓

SCHEME OF MARKING — MAX MARKS: 50

Processing capacity of functional dry waste processing facilities

$$\text{Marks Scored} = \left[\frac{\text{Capacity of all functional dry waste processing facilities assessed during field visit}}{\text{Total dry waste generation in the city}}\right] \times \text{Maximum Marks for the indicator}$$

SCHEME OF MARKING (For RDF/SCF) — MAX MARKS: 25

ULB has end-of-life disposal arrangements through:- Own facilities, or MoU with Waste-to-Energy plant / Cement plant / CPCB-registered Plastic waste processor"

SCHEME OF MARKING — MAX MARKS: 25

EPR registration by ULB (Only for Big and Million Plus cities)

IMPORTANT POINTS

1. RDF- Refuse-derived fuel
2. SCF- Segregated combustible fraction

INDICATOR 3.4 – Dry Waste Processing

What percentage of dry waste is the ULB processing compared to total dry waste generated and how are the finished product utilized?

OBJECTIVE

The objective of the indicator is to assess if the ULB effectively processes dry waste through MRF/ RDF, or Waste to Energy plants. Additionally, this indicator evaluates the ULB's role in utilizing processed waste to support a circular economy.

VALIDATION METHODOLOGY

The validation for this indicator will be carried out by visiting the dry waste processing facilities where city waste is being processed. Photographs and videos will be captured at the sampled locations.

Direct Observation | Desktop Assessment

APPLICABILITY

Very Small (< 20k Population)	Small (20k - 50k Population)	Medium (50k - 3 Lakh Population)	Big (3 Lakh - 10 Lakh population)	Million Plus (> 10 Lakh population)
✓	✓	✓	✓	✓

SCHEME OF MARKING — MAX MARKS: 100

Processing of dry waste	**50**
$\text{Marks Scored} = \left[\frac{\text{Dry waste being processed at all functional dry waste processing facilities assessed during field visit}}{\text{Total dry waste generation in the city}}\right]$ x Maximum Marks for the indicator	
Utilization of processed recyclable waste	**25**
$\text{Marks Scored} = \left[\frac{\text{Recyclables utilized at all functional dry waste processing facilties assessed during field visit}}{\text{Total recyclables and non-recyclables generated after processing of dry waste}}\right]$ x Maximum Marks for the indicator	
Utilization of processed non-recyclable waste	**25**
$\text{Marks Scored} = \left[\frac{\text{Non-recyclables utilized at all functional dry waste processing facilties assessed during field visit}}{\text{Total recyclables and non-recyclables generated after processing of dry waste}}\right]$ x Maximum Marks for the indicator	

IMPORTANT POINTS

1. Recyclables sold to be documented in terms of revenue generated and details of buyers for validation. Non-recyclables sent to the cement factory will also be considered under processing

INDICATOR 3.5 – DHW & Sanitary Waste Processing

What percentage of total sanitary and domestic hazardous waste is treated by the ULB or a third party managing biomedical waste?

OBJECTIVE

The objective of the indicator is to assess whether the ULB has effectively treated the total sanitary and domestic hazardous waste (including menstrual waste, baby/adult diapers, and others) generated within its jurisdiction, either through in-house treatment or by partnering with third parties managing biomedical waste, in accordance with sanitation and waste management guidelines.

VALIDATION METHODOLOGY

The validation for this indicator will be carried out by visiting the waste processing facilities where city waste is being processed. Photographs and videos will be captured at the sampled locations.

Direct Observation | Desktop Assessment

APPLICABILITY

Very Small (< 20k Population)	Small (20k - 50k Population)	Medium (50k - 3 Lakh Population)	Big (3 Lakh - 10 Lakh population)	Million Plus (> 10 Lakh population)
✓	✓	✓	✓	✓

SCHEME OF MARKING — MAX MARKS: 100

Processing of DHW/Sanitary waste

$$\text{Marks Scored} = \left[\frac{\text{DHW/Sanitary waste being processed at all functional processing facilities assessed during field visit}}{\text{Total DHW/Sanitary wastegeneration in the city}}\right] \times \text{Maximum Marks for the indicator}$$

IMPORTANT POINTS

1. ULB to have MoU with external CBMWF/Incinerators/WtE for biomedical waste disposal if no in-house facility available

INDICATOR 3.6 – C & D Waste

Does the ULB have systems in place for the collection, processing, and disposal/reuse of Construction & Demolition (C&D) waste?

OBJECTIVE

The objective of the indicator is to assess mobile collection unit availability for on-call C&D waste services, evaluate geo-tagged C&D waste collection points' accessibility, verify notification of charges for C&D waste management services, and ensure cities process or designate areas for C&D waste reuse.

VALIDATION METHODOLOGY

The validation for this indicator will be carried out through desktop assessment and by visiting the processing facilities where city waste is being processed. Photographs and videos will be captured at the sampled locations.

Direct Observation | Desktop Assessment

APPLICABILITY

Very Small (< 20k Population)	Small (20k - 50k Population)	Medium (50k - 3 Lakh Population)	Big (3 Lakh - 10 Lakh population)	Million Plus (> 10 Lakh population)
✓ Only Point A is applicable	✓ Only Point A is applicable	✓	✓	✓

SCHEME OF MARKING	MAX MARKS: 200
[A] Does the ULB provide designated, geo-tagged C&D waste collection for generators? (Points to be geo-tagged on Swachhatam Portal).	80
[B] Has the ULB notified a publicly accessible method of the collection, transportation, processing, and disposal of C&D waste, including any charges incorporated into construction permits? (Complaint no. on MIS/ULB's website)	40
[C] Does the ULB have adequate functional processing facility?	40
[D] Has the ULB incorporated conditions in their tender document/policy for use of the products made from C&D waste	20
[E] Are all construction areas (buildings) covered to avoid the dispersion of construction dust?	20

$$\text{Marks Scored} = \left[\frac{\text{C\&D waste being processed at all functional processing facilities assessed during field visit}}{\text{Total C\&D waste generation in the city}}\right] \times \text{Maximum Marks for the indicator}$$

IMPORTANT POINTS

1. For Cities >5 Lakh population, Processing and utilization/selling of C&D waste collected from non-bulk generators.
2. For Cities <5 Lakh population, Designated place should be available for C&D waste to collect and utilize
3. For point B, Agency to verify method of collection including any complaint number
4. Transporters to be empaneled with ULB

INDICATOR 3.7 – Bulk Waste Generators

Does the ULB ensure that Bulk Waste Generators segregate, process their waste appropriately (including through third-party vendors)

OBJECTIVE

The objective of the indicator is to assess whether the ULB is monitoring effective waste processing practices at Bulk Waste Generators (BWGs) by ensuring proper segregation of waste, empanelment of all third-party vendors involved in waste processing of waste generated by BWGs, adoption of suitable waste processing models, and optimal utilization of processed waste in accordance with waste management guidelines.

VALIDATION METHODOLOGY

The validation for this indicator will be carried out by visiting the bulk waste generators within the ULB's jurisdiction. Photographs and videos will be captured at the sampled locations.

Direct Observation | Desktop Assessment

APPLICABILITY

Very Small (< 20k Population)	Small (20k - 50k Population)	Medium (50k - 3 Lakh Population)	Big (3 Lakh - 10 Lakh population)	Million Plus (> 10 Lakh population)
⊗	⊗	✓	✓	✓

SCHEME OF MARKING	MAX MARKS: 150
Percentage of BWGs having wet waste processing facilities/utilization in the same premise	25
ULB registered/recognized dry waste processors/aggregators (Recyclables/Segregated Combustible Fractions) **For Dry waste:** $Marks\ Scored = [\frac{Total\ available\ registered\ capacity\ of\ all\ the\ third\ party\ vendors}{Total\ dry\ waste\ generated\ by\ BWGs}]$ x Maximum Marks for the sub-indicator	50
ULB registered/recognized wet waste processors **For Wet waste:** $Marks\ Scored = [\frac{Total\ available\ registered\ capacity\ of\ all\ the\ third\ party\ vendors - total\ declared\ in\ house\ capacity\ of\ wet\ waste\ as\ mentioned\ in\ point\ A}{Total\ wet\ waste\ generated\ by\ BWGs}]$ x Maximum Marks for the sub- indicator	50
Empanelment of third-party vendors for collection and transportation of all fraction of waste (dry, wet, domestic hazardous and sanitary) from BWGs	25

IMPORTANT POINTS

1. ULB to Upload third-party vendors list on Swachhatam Portal for collection and transportation of waste.
2. ULB to list all BWGs on Swachhatam portal, categorized by type (residential, commercial, institutional etc.)

INDICATOR 3.8 – Waste management in schools

Does the school separate wet and dry waste, use designated bins for each, have separate menstrual waste bins, and compost wet waste?

OBJECTIVE

The objective of the indicator is to assess whether the school has effectively implemented waste segregation practices by ensuring separate bins for wet and dry waste in all relevant areas, providing appropriate disposal solutions for menstrual waste, and composting biodegradable waste, in accordance with sanitation and waste management guidelines.

VALIDATION METHODOLOGY

The validation for this indicator will be carried out by visiting the schools (public/private/Government/Municipal Schools) within the ULB's jurisdiction. Photographs and videos will be captured at the sampled locations.

Direct Observation | Desktop Assessment

APPLICABILITY

Very Small (< 20k Population)	Small (20k - 50k Population)	Medium (50k - 3 Lakh Population)	Big (3 Lakh - 10 Lakh population)	Million Plus (> 10 Lakh population)
✓	✓	✓	✓	✓

SCHEME OF MARKING	MAX MARKS: 40+15+15+30 = 100
Does the school provide litter bins in each classroom for collection of waste?	15
Does the school provide twin bins with proper signage(wet/dry) in common areas, canteen and at other appropriate locations for collection of waste?	15
Does the school segregate wet waste (bio-degradable waste) and dry waste (non-biodegradable waste) before final collection by municipality?	40
Does the school compost its own biodegradable waste (wet waste)?	30

$$Marks\ Scored = [\frac{Total\ Direct\ Observation\ Samples\ Passed}{Total\ Samples\ Assessed}]\ x\ Maximum\ Marks\ for\ the\ indicator$$

IMPORTANT POINTS

1. ULB needs to update list of all schools (government, private, ULB run) within its jurisdiction on Swachhatam Portal.
2. At least 80% Government Schools to be assessed in this indicator

INDICATOR 3.9 – RRR Centre

Does the RRR centre have a regular system for collecting items, a process for sorting those items, and established methods for disposing, reusing, recycling, or repairing the collected items?

OBJECTIVE

The objective of the indicator is to assess whether the ULB has established an effective RRR centre by ensuring regular collection of items, implementing a segregation mechanism for the collected items, and creating forward linkages for the disposal, reuse, recycling, or repair of those items in accordance with waste management and sustainability guidelines.

VALIDATION METHODOLOGY

The validation for this indicator will be carried out through desktop assessment and by visiting the RRR centre within the ULBs jurisdiction. Photographs and videos will be captured at the sampled locations.

Direct Observation | Desktop Assessment

APPLICABILITY

Very Small (< 20k Population)	Small (20k - 50k Population)	Medium (50k - 3 Lakh Population)	Big (3 Lakh - 10 Lakh population)	Million Plus (> 10 Lakh population)
⊗	⊗	✓	✓	✓

SCHEME OF MARKING	MAX MARKS: 50+50+50 = 150
Is there any RRR facility created by ULB? (Permanent and/or temporary)	25
Has ULB engaged NGO, Civil society, organizations etc. for running/promoting RRR centres	25
Post-Festival Waste Management: Pooja Material Collection by the ULB • Is there a mechanism for collecting pooja materials (old photos, clothes, flowers, coconut, etc.) after large events, festivals, special days, religious places etc.? • Are common collection points designated for such materials?	25
Receipts of collection and disposal of items received at RRR centre	25
If there is a RRR centre, What are the Campaigns organized by ULB for collection of items for RRR centre involving large public participation (Involving NGO, Society, organization etc.)	25
Does the RRR centre have forward linkages established for disposal, reuse, recycling, repair of items collected ?	25

$$Marks\ Scored = \left[\frac{Total\ Direct\ Observation\ Samples\ Passed}{Total\ Samples\ Assessed}\right] x\ Maximum\ Marks\ for\ the\ indicator$$

IMPORTANT POINTS

1. ULBs to submit details on Swachhatam Portal for the campaign related to RRR centre.

INDICATOR 3.10 – Sanitary Landfill

What is the status of Sanitary Landfill and What percentage of total waste is sent to the sanitary landfill, if in use?

OBJECTIVE

The objective of the indicator is to assess whether the ULB has identified land, called tenders, and constructed or is in the process of constructing a scientific sanitary landfill, and whether the percentage of total waste, including process rejects, is being sent to the landfill as per guidelines.

VALIDATION METHODOLOGY

The validation for this indicator will be carried out by visiting the landfill sites within the ULB's jurisdiction. Photographs and videos will be captured at the sampled locations.

Direct Observation | Desktop Assessment

APPLICABILITY

Very Small (< 20k Population)	Small (20k - 50k Population)	Medium (50k - 3 Lakh Population)	Big (3 Lakh - 10 Lakh population)	Million Plus (> 10 Lakh population)
⊗	⊗	✓	✓	✓

SCHEME OF MARKING

MAX MARKS: 70+80 = 150

Status of Scientific Sanitary Landfill:	
Stage 1. Land Identified for Sanitary Landfill	10
Stage 2. Tenders called for construction of sanitary landfill site	20
Stage 3. Work order for construction of Sanitary Landfill is awarded	40
Stage 4. Sanitary landfill under construction	60
Stage 5. Sanitary landfill available and being used	70
Percent (%) of total waste generated (process rejects/inerts) going to the sanitary landfill (Only if Sanitary Landfill is available and in use)	
Not more than 5%	80
Not more than 10%	60
Not more than 15%	40
Not more than 20%	20
>20%	0

IMPORTANT POINTS

1. It is applicable on both conditions either clustered with other ULB or have SLF in the same ULB.
2. For validation, MoU/agreement/any document approved by State govt. is mandatory in case of SLF in cluster.
3. For SLF charges, State govt. approved paper/ULB's bye laws or any other approved document is mandatory

INDICATOR 3.11 – Remediation of Dumpsites

What is the remediation status of all identified legacy dumpsites?

OBJECTIVE

The objective of the indicator is to assess whether the ULB has successfully initiated and completed the remediation of all identified dumpsites.

VALIDATION METHODOLOGY

The validation for this indicator will be carried out by visiting remediation sites within the ULB's jurisdiction. Photographs and videos will be captured at the sampled locations.

Direct Observation | Desktop Assessment

APPLICABILITY

Very Small (< 20k Population)	Small (20k - 50k Population)	Medium (50k - 3 Lakh Population)	Big (3 Lakh - 10 Lakh population)	Million Plus (> 10 Lakh population)
✓	✓	✓	✓	✓

SCHEME OF MARKING — MAX MARKS: 250

Remediation of legacy waste at dumpsites

$$Marks\ Scored = \left[\frac{Total\ legacy\ waste\ remediated\ across\ all\ the\ identified\ dumpsites}{Total\ legacy\ waste\ across\ all\ the\ identified\ dumpsites}\right] x\ Maximum\ Marks\ for\ the\ indicator$$

IMPORTANT POINTS

1. Cities which does not have dumpsites, Marks will be distributed proportionally across the section.
2. If the ULB has remediated the dumpsites already, then the ULB needs to mention the total waste remediated, year of remediation completion and duration of the entire activity.

SECTION 4: ACCESS TO SANITATION

1,000 MARKS, 10%

No.	Indicator Description	Marks
4.1	Measures taken by ULB for prevention of Open Defecation and Open Urination	100
4.2	Functional, well maintained and well equiped Public Toilets	300
4.3	Functional, well maintained and well equiped Community Toilets	300
4.4	Functional, well maintained and well equiped Urinals	150
4.5	Well maintained toilets in educational institutions	150
	TOTAL	**1,000**

INDICATOR 4.1– Prevention of open defecation and open urination

What actions has the ULB taken to prevent open defecation and open urination?

OBJECTIVE
To assess whether the ULB has ensured sustained elimination of open defecation and open defecation, especially in slum areas, identified OD hot spots and commercial/public area through provision of adequate toilet infrastructure, regular functionality and maintenance, targeted IEC/BCC, and enforcement measures.

VALIDATION METHODOLOGY
The validation for this indicator will be carried out through direct observation, desktop assessment and citizen validation by assessing the documents along with photographic evidences provided against this indicator by the ULB with sign and stamp of the Nodal Officer.
Citizen Validation Direct Observation Desktop Assessment

APPLICABILITY				
Very Small (< 20k Population)	**Small (20k - 50k Population)**	**Medium (50k - 3 Lakh Population)**	**Big (3 Lakh - 10 Lakh population)**	**Million Plus (> 10 Lakh population)**
✓	✓	✓	✓	✓

SCHEME OF MARKING	MAX. MARKS : 100
Measures taken by ULBs for prevention of open defecation and open urination:	
Are adequate, accessible toilets/urinal available to all residential area, slums, Public and commercial areas	25
Is there any OD/OU hot spots within the ULB jurisdiction? Records for Previously identified hotspots transformation to be verified	25
Standing orders/byelaws notified for penalties on open defecation and open urination; records of at least some enforcement in past 12 months; warnings and counseling documented as first-line response	25
No OD spot found near OD hotspots such as Railway tracks, Water bodies, Public transport hubs, Tourist/religious sites	25

INDICATOR 4.2– Public Toilets

Are public toilets fully equipped with basic facilities, and are well maintained?

OBJECTIVE

The objective of the indicator is to assess whether the ULB ensures that public toilets are equipped with essential facilities, proper waste management, and maintenance systems, while also providing complaint mechanisms, and ensuring accessibility for all users, in alignment with sanitation and hygiene standards.

VALIDATION METHODOLOGY

The validation for this indicator will be carried out by visiting the public toilets within the ULB's jurisdiction.

Photographs and videos will be captured at the sampled locations.

Direct Observation | Desktop Assessment

APPLICABILITY

Very Small (< 20k Population)	Small (20k - 50k Population)	Medium (50k - 3 Lakh Population)	Big (3 Lakh - 10 Lakh population)	Million Plus (> 10 Lakh population)
✓	✓	✓	✓	✓

SCHEME OF MARKING	MAX MARKS: 300
Premises are visible to passers by, with clear signage and toilets are mapped and visible on google maps	40
Cleanliness & hygiene maintained in internal & external areas around the toilet	40
Facility is fully functional (availability of water, lighting, ventilation, doors with latch, etc.)	40
Dedicated toilet seats for differently abled/trans-gendered/ children (low height toilets)	40
Connected to sewage/collection systems , Faecal sludge & sewage disposed safely	40
Feedback mechanism in place (QR code, register, etc.) and operational Grievance redressal system	40
Water & energy efficient toilet (water reuse for flushing purposes, water efficient fixtures , use of solar panels for electricity.) (Only for Million plus cities)	30
A dedicated agency/mechanism is in place for Operation, maintenance and running of PT	30

$$Marks\ Scored = \left[\frac{Total\ Direct\ Observation\ Samples\ Passed}{Total\ Samples\ Assessed}\right] x\ Maximum\ Marks\ for\ the\ indicator$$

INDICATOR 4.3– Community Toilets

Are community toilets fully equipped with basic facilities, waste management, caretaker, complaint system, sanitary pads, and maintenance?

OBJECTIVE

The objective of the indicator is to assess whether the ULB ensures that community toilets are equipped with essential facilities, proper waste management, and maintenance systems, while also providing complaint mechanisms, and ensuring accessibility for all users, in alignment with sanitation and hygiene standards.

VALIDATION METHODOLOGY

The validation for this indicator will be carried out by visiting the community toilets within the ULB's jurisdiction. Photographs and videos will be captured at the sampled locations.

Direct Observation | Desktop Assessment

APPLICABILITY

Very Small (< 20k Population)	Small (20k - 50k Population)	Medium (50k - 3 Lakh Population)	Big (3 Lakh - 10 Lakh population)	Million Plus (> 10 Lakh population)
✓	✓	✓	✓	✓

SCHEME OF MARKING	MAX MARKS: 300
Premises are visible to passers by, with clear signage and toilets are mapped and visible on google maps	40
Cleanliness & hygiene maintained in internal & external areas around the toilet	40
Facility is fully functional (availability of water, lighting, ventilation, doors with latch, etc.)	40
Dedicated toilet seats for differently abled/trans-gendered/ children (low height toilets)	40
Connected to sewage/collection systems , Faecal sludge & sewage disposed safely	40
Feedback mechanism in place (QR code, register, etc.) and operational Grievance redressal system	40
Water & energy efficient toilet (water reuse for flushing purposes, water efficient fixtures , use of solar panels for electricity.) (Only for Million plus cities)	30
A dedicated agency/mechanism/community is in place for Operation, maintenance and running of CT	30

$$Marks\ Scored = \left[\frac{Total\ Direct\ Observation\ Samples\ Passed}{Total\ Samples\ Assessed}\right] x\ Maximum\ Marks\ for\ the\ indicator$$

INDICATOR 4.4– Urinals

Are urinals clean, functional, free of waste dumping, with clear signage and other required system in place?

OBJECTIVE
The objective of the indicator is to assess whether the ULB ensures that urinals are clean, functional, odour-free, and that untreated waste is not discharged into drains, while also ensuring visibility with signage, proper mapping on Google Maps and other details in alignment with sanitation and cleanliness standards

VALIDATION METHODOLOGY
The validation for this indicator will be carried out by visiting the urinals within the ULB's jurisdiction. Photographs and videos will be captured at the sampled locations.
Direct Observation Desktop Assessment

APPLICABILITY				
Very Small (< 20k Population)	Small (20k - 50k Population)	Medium (50k - 3 Lakh Population)	Big (3 Lakh - 10 Lakh population)	Million Plus (> 10 Lakh population)
✓	✓	✓	✓	✓

SCHEME OF MARKING	MAX. MARKS: 150
All urinals are clean, usable , odour free with functional flushing mechanisms at all times, Availability of continuous supply of running water in the tap	50
Untreated faecal sludge or sewage is not discharged/dumped in drains, open areas, or improperly handled; proper disposal and final connectivity to sewage/collection systems are to be ensured.	30
Premises are visible to passers by, with clear signage for easy identification	20
All SBM urinals should be mapped and visible on google maps	30
Name and contact details of supervisor displayed on urinals	20
$Marks\ Scored = [\frac{Total\ Direct\ Observation\ Samples\ Passed}{Total\ Samples\ Assessed}]\ x\ Maximum\ Marks\ for\ the\ indicator$	

INDICATOR 4.5– Toilet in schools

Are separate toilets for boys and girls in working condition, with roofs, proper ventilation, secure doors, and a safe disposal mechanism for toilet waste/faecal sludge at the school?

OBJECTIVE

The objective of the indicator is to assess whether the ULB has ensured that schools provide separate, functional toilets for boys and girls, equipped with roofs, proper ventilation, and other required facilities promoting hygiene, safety, and public health in alignment with sanitation standards.

VALIDATION METHODOLOGY

The validation for this indicator will be carried out by visiting the schools (public/private/Government/Municipal Schools) within the ULB's jurisdiction. Photographs and videos will be captured at the sampled locations.

Direct Observation | Desktop Assessment

APPLICABILITY

Very Small (< 20k Population)	Small (20k - 50k Population)	Medium (50k - 3 Lakh Population)	Big (3 Lakh - 10 Lakh population)	Million Plus (> 10 Lakh population)
✓	✓	✓	✓	✓

SCHEME OF MARKING	MAX MARKS: 150
Are the school's toilets:- Separate for boys & girls, clean, functional, with flushing mechanisms? Have continuous water supply and hand-washing facility? Well-ventilated with roof, natural light & secure doors with latches?	80
Is there at least 1 especially abled friendly toilet in school?	30
Does the school have separate dustbins with lid and with specific color for disposal of sanitary waste in the toilets?	20
Are all toilets in school connected to a closed system such as sewerage, septic tank + soak pit)	20

$$Marks\ Scored = \left[\frac{Total\ Direct\ Observation\ Samples\ Passed}{Total\ Samples\ Assessed}\right] x\ Maximum\ Marks\ for\ the\ indicator$$

IMPORTANT POINTS

1. ULB needs to update list of Schools on Swachhatam Portal.
2. At least 80% Government Schools to be assessed in this indicator

SECTION 5: USED WATER MANAGEMENT

1,000 MARKS, 10%

No.	Indicator	Marks
5.1	Connectivity to a closed system	250
5.2	Sewage conveyance and Faecal Sludge Transportation	300
5.3	Scientific processing of faecal sludge and sewage (Treatment)	300
5.4	Scientific processing of faecal sludge and sewage (Reuse/Recycle)	150
	TOTAL	**1,000**

INDICATOR 5.1 - Connectivity to a closed system

Is the used water generated within the ULB's jurisdiction connected to a closed system for proper collection and transportation?

OBJECTIVE

The objective of the indicator is to assess whether the ULB ensures that waste generated within its jurisdiction is effectively conveyed through a closed system for collection, transportation, and treatment, thereby preventing open dumping and maintaining hygiene standards.

VALIDATION METHODOLOGY

The validation for this indicator will be carried out by visiting the residential areas, commercial areas, public areas, toilets, urinals within the ULB's jurisdiction. Photographs and videos will be captured at the sampled locations. Additionally, citizen validation Interviews will also be conducted.

Citizen Validation | Desktop Assessment

APPLICABILITY

Very Small (< 20k Population)	Small (20k - 50k Population)	Medium (50k - 3 Lakh Population)	Big (3 Lakh - 10 Lakh population)	Million Plus (> 10 Lakh population)
✓	✓	✓	✓	✓

SCHEME OF MARKING	MAX MARKS: 250
What percentage of Households, Commercial/ Institutional establishments and slum etc., IHHL and CT/PT are connected to a closed system such as: a) Sewer network b) Septic tank with soakpit c) Septic tank without soakpit, connected to an open drain d) Septic tank without soakpit, connected to a closed drain e) Twin pit f) Single pit	250

IMPORTANT POINTS

1. ULB to provide supporting documents for this indicator
2. Household survey will be conducted for verification of this indicator

INDICATOR 5.2 –Sewage conveyance and Faecal Sludge Transportation

Is the sewer system coverage adequate to ensure all areas within the ULB's jurisdiction are connected to the system for proper wastewater management?

OBJECTIVE

The objective of the indicator is to assess whether the ULB is efficiently and regularly transporting sewage and Faecal sludge from collection points to designated treatment plants, ensuring proper sanitation and preventing contamination within its jurisdiction.

VALIDATION METHODOLOGY

The validation for this indicator will be carried out through desktop assessment by assessing the documents along with photographic evidences provided against this indicator by the ULB with sign and stamp of the Nodal Officer.

Direct Observation | Desktop Assessment | Citizen Validation

APPLICABILITY

Very Small (< 20k Population)	Small (20k - 50k Population)	Medium (50k - 3 Lakh Population)	Big (3 Lakh - 10 Lakh population)	Million Plus (> 10 Lakh population)
✓	✓	✓	✓	✓

SCHEME OF MARKING	MAX MARKS: 300
Is agency for routine maintenance and repair of the sewer system is in place and being conducted regularly to ensure its proper functioning and prevent blockages or failures within the ULB's jurisdiction?	100
What percentage of septic tank + soak pit (no open system/connection/flow/discharge) are mapped with desludging vehicle units linked to FSTP or STP to ensure timely and efficient waste removal within the ULB's jurisdiction?	100
Is the interception and diversion (I&D) system adequately covering all areas within the ULB's jurisdiction to prevent untreated wastewater from entering water bodies?	100

INDICATOR 5.3 -Scientific processing of sewage and faecal sludge

What percentage of sewage and faecal sludge generated from households, commercial establishments, and public or community toilets is being scientifically processed at Sewage Treatment Plants (STPs) and Faecal Sludge Treatment Plants (FSTPs)?

OBJECTIVE

The objective of the indicator is to assess whether the ULB is ensuring the scientific processing of Faecal sludge and sewage, following appropriate treatment protocols to protect public health and the environment

VALIDATION METHODOLOGY

The validation for this indicator will be carried out by visiting the FSTP and STP facilities where city waste is being treated. Photographs and videos will be captured at the sampled locations.

Direct Observation | Desktop Assessment

APPLICABILITY

Very Small (< 20k Population)	Small (20k - 50k Population)	Medium (50k - 3 Lakh Population)	Big (3 Lakh - 10 Lakh population)	Million Plus (> 10 Lakh population)
✓	✓	✓	✓	✓

SCHEME OF MARKING — MAX MARKS: 300

Percentage of total sewage and faecal sludge treated out of total Faecal sludge and sewage generated in the city

At least 70% of total sewage and faecal sludge generated is being treated	300
At least 50% of total sewage and faecal sludge generated is being treated	200
At least 25% of total sewage and faecal sludge generated is being treated	100
<25% of total sewage and faecal sludge generated is being treated	0

$$Marks\ Scored = \left[\frac{Faecal\ sludge/sewage\ treated\ by\ all\ functional\ FSTP/STPs\ assessed\ during\ field\ visit}{Total\ faecal\ sludge/sewage\ generation\ in\ the\ city}\right] x\ Maximum\ Marks\ for\ the\ indicator$$

INDICATOR 5.4 - Recycle/reuse of treated used water

What percentage treated used-water is recycle/ reused by the ULB?

OBJECTIVE

The objective of the indicator is to assess whether the ULB is utilizing the treated used-water by recycling or reusing

VALIDATION METHODOLOGY

The validation for this indicator will be carried out by visiting the STP facilities where used water is being treated and recycled/reused for industrial purpose. Photographs and videos will be captured at the sampled locations.

Direct Observation | Desktop Assessment

APPLICABILITY

Very Small (< 20k Population)	Small (20k - 50k Population)	Medium (50k - 3 Lakh Population)	Big (3 Lakh - 10 Lakh population)	Million Plus (> 10 Lakh population)
		✓	✓	✓ Revenue Generation from sale of treated water is mandatory

SCHEME OF MARKING — MAX MARKS: 150

Whether treated wastewater is reused/recycled?	
>20% treated used-water is reused/recycled	150
10% - <20% treated used-water is reused/recycled	100
<10% treated used-water is reused/recycled	50
No treated used-water is reused/recycled	0

$$Marks\ Scored = \left[\frac{Total\ treated\ used\ water\ reused/recycled\ by\ all\ functional\ FSTP/STPs\ assessed\ during\ field\ visit}{Total treated\ used\ water generated\ by\ all\ functional\ FSTP/STPs}\right] x\ Maximum\ Marks\ for\ the\ indicator$$

IMPORTANT POINTS

1. Million plus ULBs to be assessed for this indicator

SECTION 6: MECHANIZATION OF DESLUDGING SERVICES
500 MARKS, 5%

No.	Indicator Description	Marks
6.1	**Adequate Equipment**	260
6.2	**Adequate Workforce**	90
6.3	**Institutional Parameters**	150
	TOTAL	**500**

INDICATOR 6.1 -Adequate Equipment

Does the city have required equipment available for mechanized sewer/ septic tank cleaning work?

OBJECTIVE
The objective is to assess whether the city is equipped to carry out 100% mechanized sewer and septic tank operations and eliminate manual cleaning.

VALIDATION METHODOLOGY
The validation for this indicator will be carried out through desktop assessment by assessing the documents along with photographic evidence and visits to vehicle sheds provided against this indicator by the ULB with sign and stamp of the Nodal Officer.
Direct Observation Desktop Assessment

APPLICABILITY				
Very Small (< 20k Population)	Small (20k - 50k Population)	Medium (50k - 3 Lakh Population)	Big (3 Lakh - 10 Lakh population)	Million Plus (> 10 Lakh population)
✓	✓	✓	✓	✓

Note: Detailed Applicability for each sub-indicator is mentioned in the table in next page.

SCHEME OF MARKING	MAX MARKS: 260
ULB has the required equipment to perform 100% mechanized cleaning of sewer/septic tanks, as per CPHEEO norms (Note: Refer to applicability criteria)	130
ULB has the required sets of safety gear, vis a vis number of designated sewer entry professionals, as per CPHEEO norms? (Note: A set includes all 9 items)	50
ULB has the required sets of PPE, equal to the number of workforce as per CPHEEO norms (Note: A set includes all 6 items)	50
ULB has a monitoring mechanism for ensuring workers wear PPE and safety gear appropriate to the work being done	30

IMPORTANT POINTS
1. All machinery to be verified on ground during the assessment

Applicability Criteria for different population and closed connectivity system in the city

Indicator Description	Very Small Cities (<20K Population)	Small Cities (20K - 50K Population)	Medium Cities (50K - 3 Lakh Population)	Big Cities (3 Lakh - 10 Lakh Population)	Million Plus Cities (>10 Lakh Population)
Core machinery					
Standard Septic Tank Desludging Vehicles (Gully Emptier)	✔ (For 100% on-site sanitation, Combined system (sewer + on-site sanitation)	✔ (For 100% on-site sanitation, Combined system (sewer + on-site sanitation)	✔ (For 100% on-site sanitation, Combined system (sewer + on-site sanitation)	✔ (For Combined system (sewer + on-site sanitation)	✔ (For Combined system (sewer + on-site sanitation)
Machine Hole Dredger/Grabbers/desilting machines	✔ (For 100% Sewered, Combined system (sewer + on-site sanitation)	✔ (For 100% Sewered, Combined system (sewer + on-site sanitation)	✔ (For 100% Sewered, Combined system (sewer + on-site sanitation)	✔ (For 100% Sewered, Combined system (sewer + on-site sanitation)	✔ (For 100% Sewered, Combined system (sewer + on-site sanitation)
HydroVac (Jetting and Suction Vehicle)	*Not Applicable*	*Not Applicable*	✔ (For 100% Sewered, Combined system (sewer + on-site sanitation)	✔ (For 100% Sewered, Combined system (sewer + on-site sanitation)	✔ (For 100% Sewered, Combined system (sewer + on-site sanitation)
Special equipment					
Hydro Jetting Machines *	✔ (For 100% Sewered, Combined system (sewer + on-site sanitation)	✔ (For 100% Sewered, Combined system (sewer + on-site sanitation)	✔ (For 100% Sewered, Combined system (sewer + on-site sanitation)	✔ (For 100% Sewered, Combined system (sewer + on-site sanitation)	✔ (For 100% Sewered, Combined system (sewer + on-site sanitation)
Power Rodding Apparatus	✔ (For 100% Sewered, Combined system (sewer + on-site sanitation)	✔ (For 100% Sewered, Combined system (sewer + on-site sanitation)	✔ (For 100% Sewered, Combined system (sewer + on-site sanitation)	✔ (For 100% Sewered, Combined system (sewer + on-site sanitation)	✔ (For 100% Sewered, Combined system (sewer + on-site sanitation)
Sewer Inspection Camera *	*Not Applicable*	✔ (For Combined system (sewer + on-site sanitation)	✔ (For Combined system (sewer + on-site sanitation)	✔ (For 100% Sewered, Combined system (sewer + on-site sanitation)	✔ (For 100% Sewered, Combined system (sewer + on-site sanitation)
Hydraulic Sewer Root cutters*	*Not Applicable*	*Not Applicable*	✔ (For 100% Sewered, Combined system (sewer + on-site sanitation)	✔ (For 100% Sewered, Combined system (sewer + on-site sanitation)	✔ (For 100% Sewered, Combined system (sewer + on-site sanitation)
Power Bucket machine*	*Not Applicable*	*Not Applicable*	*Not Applicable*	✔ (For 100% Sewered, Combined system (sewer + on-site sanitation)	✔ (For 100% Sewered, Combined system (sewer + on-site sanitation)
Safety gear					
Full set of safety gear (9 items - Safety Tripod Set, Nylon Rope ladder, Blower with Air Compressor, Gas Monitor (4 Gases), Full body Wader Suit, Gas Mask, Breathing Apparatus, Safety body Harness, Air Line Breathing Apparatus)	✔ (For all categories)	✔ (For all categories)	✔ (For all categories)	✔ (For all categories)	✔ (For all categories)
PPE					
Full set of PPE (6 items - Reflecting Jackets, Safety helmets, Normal face masks, Hand gloves (pair), Safety Gumboots (pair), Safety body clothing) (1 set per worker)	✔ (For all categories)	✔ (For all categories)	✔ (For all categories)	✔ (For all categories)	✔ (For all categories)

NOTE:

1) If certain indicators do not apply to a specific category of cities, their marks will be redistributed proportionally among the applicable indicators.

2) Cities having 100% required equipment, PPE and Safety Gear sets as per CPHEEO norms will be awarded complete marks; Cities with adequate equipment (50% core equipment, 1 set special equipment, 100% PPE, and 1 set Safety Gear) will be awarded 50% of marks and so on.

INDICATOR 6.2 -Adequate Workforce

Does the city have required workforce available for sewer/septic tank cleaning work?

OBJECTIVE

The objective is to assess whether the city has required workforce trained to carry out 100% mechanized sewer and septic tank operations effectively and to ensure manual cleaning by workers is not carried out.

VALIDATION METHODOLOGY

The validation for this indicator will be carried out through desktop assessment by assessing the documents along with photographic evidences provided against this indicator by the ULB with sign and stamp of the Nodal Officer. In addition, interaction with a sample workforce maybe conducted.

Direct Observation | Desktop Assessment

APPLICABILITY

Very Small (< 20k Population)	Small (20k - 50k Population)	Medium (50k - 3 Lakh Population)	Big (3 Lakh - 10 Lakh population)	Million Plus (> 10 Lakh population)
✓	✓	✓	✓	✓

SCHEME OF MARKING	MAX MARKS: 90
Does the city have required workforce (sewermen and/or sanitary beldars) available as per CPHEEO norms?	30
What is the percentage of workforce (sewermen and/or sanitary beldars) trained by ULB/State in 2025?	30
Has the city identified required number of SSWs (sewer and septic tank workers) as per CPHEEO norms, for training as Sewer Entry Professionals (SEPs) - (SEPs are considered as those employed by ULB and not private)	30

IMPORTANT POINTS

1. ULB needs to update the details of each parameter on Swachhatam Portal.
2. CPHEEO calculator to be used by the ULBs for estimating requirement
3. Cities will be awarded full marks for training 100% of workforce; 15 marks for training 80% – 99% of workforce; 5 marks for training < 80% of workforce
4. Training of sewermen and sanitary beldars includes occupational safety, use of equipment for mechanized cleaning of sewer/septic tank, etc.

INDICATOR 6.3 -Institutional Parameters

Is the ULB ensuring 100% mechanized sewer and septic tank cleaning operations, compliance, sanitation workers' safety, and zero fatalities?

OBJECTIVE

The objective is to assess whether the ULB has implemented measures for oversight and compliance of 100% mechanized sewer and septic tank cleaning operations such as notifying Responsible Sanitation Authority (RSA) and Emergency Response Sanitation Unit (ERSU), banning manual cleaning, registering private sanitation service organizations, ensuring septic tanks comply with IS 2470 standards, maintaining zero hazardous cleaning-related fatalities, and providing helplines for desludging services.

VALIDATION METHODOLOGY

The validation for this indicator will be carried out through desktop assessment by assessing the documents along with direct observation capturing photographic evidences.

Citizen Validation | Direct Observation | Desktop Assessment

APPLICABILITY

Very Small (< 20k Population)	Small (20k - 50k Population)	Medium (50k - 3 Lakh Population)	Big (3 Lakh - 10 Lakh population)	Million Plus (> 10 Lakh population)
✓	✓	✓	✓	✓

SCHEME OF MARKING	MAX MARKS: 150
Have the RSA and ERSU been notified for the ULB?	20
Has the ULB enforced a ban on manual cleaning of sewer/septic tank?	10
Has the ULB ensured compulsory registration of all private sanitation service organizations/operators?	30
Has the ULB adopted a contract with private sanitation service organizations/operators based on MoHUA's model contract documents?	10
Is the sewer/desludging work being done safely?	20
Are all septic tanks constructed after January 1, 2021, compliant with IS 2470 (Parts 1 & 2)?	10
Has the ULB reported zero hazardous cleaning-related fatalities in the past 36 calendar months?	20
Is the helpline (14420 or other) to request sewer and septic tank cleaning service operational?	30

IMPORTANT POINTS

1. If the city is part of an ERSU cluster, evidence for the same to be documented.
2. Manual cleaning of sewer/septic tank is done without the use of required mechanical equipment and safety gear.
3. Cities with no private sanitation service organizations/operators will not be evaluated for the indicators on registration and contracting. The marks will be redistributed proportionally among the applicable indicators.
4. Safe sewer/desludging work includes work done by registered workforce, wearing safety gear and performing the work through mechanized means and dumping at designated location only

SECTION 7: ADVOCACY FOR SWACHHATA

1,500 MARKS, 15%

No.	Indicator Description	Marks
7.1	Behaviour Change for Swachhata	1000
7.2	Capacity building for Swachhata	500
	TOTAL	1500

INDICATOR 7.1
Behaviour Change for Swachhata

Is the ULB effectively implementing the IEC Action Plans and conducting , reporting and documenting the advocacy campaigns for Swachh Bharat ?

OBJECTIVE

The objective of the indicator is to assess whether the ULB is effectively implementing Information, Education and Communication (IEC) Action Plans to bring about the appropriate behaviour change in the citizens and conducting , reporting, documenting the public outreach campaigns for Swachh Bharat .

VALIDATION METHODOLOGY

The validation for this indicator will be carried out through desktop assessment by assessing the information provided submitted by the States/ UTs on the Swachhatam Portal along with photographic evidences provided against this indicator by the ULB with sign and stamp of the Nodal Officer.

Desktop Assessment

APPLICABILITY

Very Small (< 20k Population)	Small (20k - 50k Population)	Medium (50k - 3 Lakh Population)	Big (3 Lakh - 10 Lakh population)	Million Plus (> 10 Lakh population)
✓	✓	✓	✓	✓

SCHEME OF MARKING	MAX MARKS: 1,000
Information, Education, Communication (IEC) Plan	**100**
ULB has prepared an IEC/advocacy plan for FY 2025-26 along with an IEC calendar	50
ULB has prepared an IEC/advocacy plan for FY 2026-27, to complete the overall targets under IEC action plan	50
Strategic communication	**500**
Engagement of influential stakeholders: • Local champions • Brand ambassadors • high-level political and administrative leadership	50
Integration of IEC with local festivals/events	50

Contd.

INDICATOR 7.1
Behaviour Change for Swachhata

Is the ULB effectively implementing the IEC Action Plans and conducting , reporting and documenting the advocacy campaigns for Swachh Bharat ?

SCHEME OF MARKING	MAX MARKS: 1,000
Promotion of citizen engagement for: A. Source segregation: Targeted campaign/s with target stakeholders B. Anti-littering: % of market areas/commercial areas reached C. Use of Swachhata App: Increase in users over previous year D. Use of RRR centers E. Use of SUP alternatives: No. of shops/markets adopting alternatives F. Anti-spitting and open urination: Targeted campaign/s at hotspots G. Anti-open defecation: Targeted campaign/s at hotspots H. Use of public toilets: Targeted campaign/s with target stakeholders	300
Inter-personal communication with households and commercial establishments: % of households reached	100
Engagement in national campaigns	**300**
Har Ghar Tiranga – Har Ghar Swachhata: • SUP flag ban communicated while making SUP-free alternative available at scale • % of shops in major markets/SHGs making SUP-free alternative available	50
Ending Plastic Pollution Globally- World Environment Day 2025: SUP-free market/institution/RWA declared	50
Safai Apnao Bimari Bhagao: % of schools participated in handwashing campaign	50
Swachhata Hi Seva -2025: A. Retention of transformed CTUs reported and undertaking it as an ongoing activity B. ULB has reported **Safaimitra Suraksha Shivir** on Swachhatam portal	100
Ek Ghanta, Ek Tareek, Ek Saath: % of ULB population's participation	50
ULB has implemented its own city-level IEC/advocacy campaigns, or actively participated in State-led campaigns in addition to national campaigns	**100**

IMPORTANT POINTS

1. Annual plan for FY 2025-26 and IEC calendar for FY 2026-27 to be uploaded (covering segregation, anti-littering, red and yellow spot elimination, use of Swachhata App, SUP elimination, safe desludging, etc), integrating with local festivals
2. ULB integrates IEC during at least three major festivals (e.g., Diwali, Dussehra, other) focusing on SUP-free events, zero-waste events, Swachh food street, RRR centres, etc)

INDICATOR 7.2 - Capacity Building for Swachhata

Has the ULB conducted training, workshops, seminars, or field visits for staff for building capacity on Mission implementation?

OBJECTIVE
The objective of the indicator is to evaluate the ULB's efforts in building and strengthening capacity of its municipal cadre in implementing sanitation, waste management, and related aspects.

VALIDATION METHODOLOGY
The validation for this indicator will be carried out through desktop assessment by assessing the documents along with photographic evidences provided against this indicator by the ULB with sign and stamp of the Nodal Officer. Desktop Assessment

APPLICABILITY				
Very Small (< 20k Population)	Small (20k - 50k Population)	Medium (50k - 3 Lakh Population)	Big (3 Lakh - 10 Lakh population)	Million Plus (> 10 Lakh population)
✓	✓	✓	✓	✓

SCHEME OF MARKING	MAX MARKS: 500
Capacity Building Plan	**100**
ULB has an annual capacity building plan for FY 2025-26 along with a training calendar	50
ULB has prepared a capacity building plan for FY 2026-27, to complete the overall targets under CB action plan under the Mission period	50
Human resource availability and steps for gap filling/augmentation	**150**
% of posts filled against sanctioned posts for the Mission (engineers, sanitary inspectors, sanitation workers)	50
ULB maintains complete and updated records of all sanitation workers (own + outsourced) on the Swachhatam Portal	50
ULB has augmented its human resource capacity through internships, CSO/NGO partnerships, pvt. sector, etc.	50

Contd.

INDICATOR 7.2 - Capacity Building for Swachhata

Has the ULB conducted training, workshops, seminars, or field visits for staff for building capacity on Mission implementation?

OBJECTIVE

SCHEME OF MARKING	MAX MARKS: 500
Training delivery	**250**
Training of ground staff: % of sanitation workers trained in FY 2025-26 as per CB action plan (own + outsourced workers in SWM, CT/PT)	40
Training of executive staff: % of municipal officials trained in FY 2025-26, as per CB Action Plan	40
Training of technical staff: % of technical/PHE officials trained in FY 2025-26, as per CB Action Plan	40
Training of supervisory staff: % of health officers/sanitary inspectors trained in FY 2025-26, as per CB Action Plan	40
Community training: Workshop/s organised for NGOs/ CSOs/SHGs engaged by ULBs in FY 2025-26	30
Orientation for service providers: Orientation/training conducted for private service providers, concessionaires, facility operators, contractors involved in SWM/UWM work	30
Peer learning: ULB conducted at least one inter-city exposure visit and/or participated in a peer-learning workshop	30

IMPORTANT POINTS
1. Annual plan for FY 2025-26 and training calendar for FY 2026-27 to be uploaded

SECTION 8: ECOSYSTEM STRENGTHENING & INSTITUTIONAL PARAMETERS

1,000 MARKS, 10%

No.	Indicator Description	Marks
8.1	Swachh Ward Ranking	100
8.2	Project Management	800
8.3	Percentage of Operations and Maintenance Cost covered by User Charges	100
	TOTAL	**1,000**

INDICATOR 8.1 - Swachh Ward Ranking

Has the ULB conducted an internal assessment of wards based on swachhata parameters to identify gaps and improve sanitation practices?

OBJECTIVE

The objective of the indicator is to evaluate the ULB's internal assessment of wards based on cleanliness parameters, aiming to identify gaps and improve sanitation practices..

VALIDATION METHODOLOGY

The validation for this indicator will be carried out through desktop assessment by assessing the documents along with photographic evidences provided against this indicator by the ULB with sign and stamp of the Nodal Officer.

Desktop Assessment

APPLICABILITY

Very Small (< 20k Population)	Small (20k - 50k Population)	Medium (50k - 3 Lakh Population)	Big (3 Lakh - 10 Lakh population)	Million Plus (> 10 Lakh population)
✓	✓	✓	✓	✓

SCHEME OF MARKING	MAX MARKS: 100
Has the ULB conducted an internal assessment of wards based on swachhta parameters to identify gaps and improve the Swachh Ward ranking?	100

IMPORTANT POINTS

1. ULB needs to update the details of Swachh Ward Rankings on Swachhatam Portal.

INDICATOR 8.2 - Project Management - Sanctioning and Approval

Are all sanctioned projects mapped with land on GMIS, and are all fields for each project filled and updated?

OBJECTIVE

The objective of the indicator is to evaluate the ULB's adherence to mapping all sanctioned projects under SBM and ensuring that all project fields are filled and status updated for comprehensive tracking.

VALIDATION METHODOLOGY

The validation for this indicator will be carried out through desktop assessment by assessing the GMIS portal and documents along with photographic evidences provided against this indicator by the ULB with sign and stamp of the Nodal Officer.

Desktop Assessment

APPLICABILITY

Very Small (< 20k Population)	Small (20k - 50k Population)	Medium (50k - 3 Lakh Population)	Big (3 Lakh - 10 Lakh population)	Million Plus (> 10 Lakh population)
✓	✓	✓	✓	✓

SCHEME OF MARKING

	MAX MARKS: 800
Sanctioning and Approval	
Are all (100%) sanctioned projects mapped on GMIS along with the corresponding land information?	150
Are all(100%) the required fields for each project on GMIS filled and regularly updated to ensure accurate data tracking?	150
Tendering and commissioning	
Percentage of the sanctioned projects that are tendered (All projects should be mapped on GMIS to qualify for this indicator)	300
$Marks\ Scored = [\frac{Number\ of\ sanctioned\ projects\ tendered}{Total\ sanctioned\ projects\ of\ the\ ULB}]$ x Maximum Marks for the indicator	
On-ground Implementation	
Percentage of projects being implemented on ground and progress updated on GMIS regularly (All projects should be mapped on GMIS to qualify for this indicator)	200
$Marks\ Scored = [\frac{Number\ of\ sanctioned\ projects\ implemented\ on\ ground\ with\ progress\ updated\ on\ GMIS}{Total\ sanctioned\ projects\ of\ the\ ULB}]$ x Maximum Marks for the indicator	

IMPORTANT POINTS

1. ULB needs to update the status of all sanctioned projects on GMIS portal.

INDICATOR 8.3 – Cost Recovery

Is the percentage of O&M costs for collection and transportation adequately covered by user charges?

OBJECTIVE

The objective of the indicator is to assess whether the ULB has effectively implemented a system where a significant percentage of the operation and maintenance (O&M) costs for waste collection and transportation are covered through user charges, ensuring financial sustainability and cost recovery in alignment with waste management guidelines.

VALIDATION METHODOLOGY

The validation for this indicator will be carried out through desktop assessment by assessing the documents provided against this indicator by the ULB with sign and stamp of the Nodal Officer.

Desktop Assessment

APPLICABILITY

Very Small (< 20k Population)	Small (20k - 50k Population)	Medium (50k - 3 Lakh Population)	Big (3 Lakh - 10 Lakh population)	Million Plus (> 10 Lakh population)
✓	✓	✓	✓	✓

SCHEME OF MARKING	MAX MARKS: 80+20=100
At least 60% of operational cost (collection and transportation)	**80**
At least 50% of operational cost (collection and transportation)	60
At least 40% of operational cost (collection and transportation)	40
At least 30% of operational cost (collection and transportation)	20
Whether the user charges to recover operational charges against solid waste collection and processing been notified by the ULB in the bye laws	**20**

IMPORTANT POINTS

1. Whether user charges have been notified in the bye laws

SECTION 9: OVERALL WELFARE OF SANITATION WORKERS

500 MARKS, 5%

No.	Indicator Description	Marks
9.1	Welfare of Sanitation Workers (permanent/outsourced/contractual)	500
	TOTAL	**500**

INDICATOR 9.1 – Welfare of Sanitation Workers

Are all sanitation workers linked to at least three government schemes, provided PPE kits, and are there special welfare initiatives?

OBJECTIVE

The objective of the indicator is to assess whether the ULB has ensured that all sanitation workers are linked to eligible government schemes, provided with PPE kits, and benefited from any special initiatives taken for their overall welfare.

VALIDATION METHODOLOGY

The validation for this indicator will be carried out desktop assessment and engagement with sample workforce.

Photographic evidences will be required for verification during desktop assessment.

Desktop Assessment | Direct observation

APPLICABILITY

Very Small (< 20k Population)	Small (20k - 50k Population)	Medium (50k - 3 Lakh Population)	Big (3 Lakh - 10 Lakh population)	Million Plus (> 10 Lakh population)
✓	✓	✓	✓	✓

SCHEME OF MARKING	MAX MARKS: 500
Is the ULB maintaining an updated record of all sanitation workers (own and private), with name, address, contact information, gender on Swachhatam portal?	50
Is the ULB maintaining a record of all trainings imparted to sanitation workers (own and private)?	25
Are all sanitation workers linked with at least three eligible Central/State government schemes (NAMASTE, PMAY, SBM, JJM, PM-JAY, SUY, PMSBY, PMJJBY, etc)?	75
Is there a mandatory annual health check-up for sanitation workers?	50
Is there a special provision to address sanitation workers' grievances such as helpline/ helpdesk, etc?	50
Are all workers given PPE kits?	50
Are all SSWs provided safety gear by ULB at the time of cleaning/operations of sewer/septic tanks?	75
Are all SSWs, including outsourced personnel and workers with registered PSSOs, profiled on the NAMASTE app?	50
Has the ULB organised loan melas for supporting entrepreneurship of sanitation workers, during 2022-25?	25
Any other special initiative taken by the ULB for the welfare of sanitation workers	50

IMPORTANT POINTS

1. Assessors will conduct and record video interviews with sanitation workers (without presence of any ULB official) to assess their awareness and understanding of:
    - Linkage with at least three eligible government schemes
    - Mandatory annual health check-up for sanitation workers
    - Provision of Personal Protective Equipment (PPE) kits
    - Enumeration of SSWs under NAMASTE scheme
    - Special welfare initiatives implemented by the Urban Local Body (ULB) for sanitation workers (e.g. resting rooms, help desks, washing facilities, cancer screenings for sanitation workers, accident insurance, entrepreneurial opportunities, SHG engagement, etc)
2. Sanitation workers sample to include workers in solid waste management, cleaning of drains, sewer, septic tanks and sewer entry professionals

SECTION 10: CITIZEN FEEDBACK & GRIEVANCE REDRESSAL

1,000 MARKS, 10%

No.	Indicator Description	Marks
10.1	Citizen Feedback	500
10.2	Grievance Redressal	500
TOTAL		**1,000**

INDICATOR 10.1 - Citizen Feedback

Is citizen feedback collected on waste collection, segregation, cleanliness, RRR centres, grievance redressal, and sewer/septic tank maintenance?

OBJECTIVE
The objective of the indicator is to gather citizen feedback on waste management, cleanliness, grievance redressal, and the maintenance of drains, toilets, RRR centres, and sewer/septic systems within it's jurisdiction

APPLICABILITY				
Very Small (< 20k Population)	**Small (20k - 50k Population)**	**Medium (50k - 3 Lakh Population)**	**Big (3 Lakh - 10 Lakh population)**	**Million Plus (> 10 Lakh population)**
✓	✓	✓	✓	✓

SCHEME OF MARKING	MAX MARKS: 500
Citizen Feedback [Questions will be around D2D collection of waste, segregation, cleanliness around drains/ toilets/ nearby areas, RRR centre, enforcement of fines related to spitting, littering, open urination, waste burning, and illegal dumping, grievance redressal, sewer and septic tank cleaning, compliance etc.]	500

$$Marks\ Scored = \left[\frac{Total\ positive\ responses}{Total\ responses}\right] x\ Maximum\ Marks\ for\ the\ indicator$$

IMPORTANT POINTS
1. 80% weightage will be given to feedbacks collected by Third Party Assessment body on ground. 2. 20% weightage will be distributed equally among all the other sources through which citizen feedbacks will be collected.

INDICATOR 10.2 - Grievance Redressal

Is grievance redressal effectively managed through the Swachhata App/ local app/ SBM-U WhatsApp Channel)?

OBJECTIVE
The objective of the indicator is to ensure effective and efficient grievance redressal through the Swachhata App/ local application/ SBM-U WhatsApp Channel) within the ULB's jurisdiction

VALIDATION METHODOLOGY
The validation for this indicator will be carried out through desktop assessment by analyzing the Swachhata app/Local App/SBM-U WhatsApp Channel data.

APPLICABILITY				
Very Small (< 20k Population)	Small (20k - 50k Population)	Medium (50k - 3 Lakh Population)	Big (3 Lakh - 10 Lakh population)	Million Plus (> 10 Lakh population)
✓	✓	✓	✓	✓

SCHEME OF MARKING	MAX MARKS: 400
Grievance Redressal through Swachhata App/Local App/SBM-U WhatsApp Channel	400

$$\textit{Marks Scored} = \left[\frac{\textit{Number of complaints resolved} - \textit{Reopened complaints} - 2\ X\ \textit{Fake resolution}}{\textit{Total Complaint in the city}}\right] x\ \textit{Maximum Marks for the indicator}$$

SCHEME OF MARKING	MAX MARKS:100
Dissemination of the Swachhata App/Local App/SBM-U WhatsApp Channel by the ULB (Awareness campaigns conducted/Promotion through social media/local media etc.) to increase app downloads	40
Percentage of complaints resolved within SLA (Service Level Agreement) time frame	40
Number of Active Users on Swachhata App/Local App (integrated with Swachhata App. Active users could be anyone who has done any of the following activities during that month: 1. Posted a Complaint 2. Voted up on a Complaint 3. Commented on a Complaint 4. Given Feedback on a resolved Complaint.	20

IMPORTANT POINTS
1. The Swachh Bharat Mission-Urban WhatsApp channel for citizen complaints and feedback is currently under testing and has not been officially released yet. This initiative aims to provide citizens with a direct, convenient way to share feedback and register complaints, improving communication and responsiveness in urban sanitation and waste management

RIVER TOWN ASSESSMENT

Are the Ghats in the rivertown being regularly maintained for cleanliness and sanitation, ensuring waste management, litter-free surroundings, and proper facilities for visitors?

OBJECTIVE

The objective is to assess whether the Ghats in the town are regularly maintained for cleanliness and sanitation, with effective waste management, litter-free surroundings, and adequate facilities for visitors.

VALIDATION METHODOLOGY

The validation for all indicators will be carried out by visiting all the ghats in the ULB. Photographs and videos will be captured at the sampled locations as per the indicator.

LINKED INDICATOR	SCHEME OF MARKING	MAX MARKS 200
1.1	Once a day sweeping in and around the ghat area	20
1.3	Twin litter bins installed at ghat areas for waste segregation	20
1.4	Identified Cleanliness target units transformed for improved cleanliness (near ghat area, if any)	20
1.5	Ghats free from red spots & yellow spots	20
1.6	Clean storm water drains and Nallahs	20
1.7	Designated area for offerings with proper waste collection mechanism at ghat	20
1.8	Aesthetics and beautification: Paintings (terracotta, graffiti, abstract) or murals created at ghat area around Swachh Survekshan 2025-26 and anti-littering messages/signage? Tourist-friendly signages (Do's and Don'ts), QR code for feedback on cleanliness and other services in the area (Clean Signages)	20
4.1	No open defecation/urination instance/spot found near the ghat area	20
4.2	Availability and functionality of public toilet near ghat area	20
-	Is the area around ghat clean, well-maintained, and free from any open garbage sites or dumps within a 500-meter radius?	20

$$Marks\ Scored = \left[\frac{Total\ Direct\ Observation\ Samples\ Passed}{Total\ Samples\ Assessed}\right] x\ Maximum\ Marks\ for\ the\ indicator$$

IMPORTANT POINTS:

1. Assessors will verify the above indicators in river towns' ghat areas, alongside regular Swachh Survekshan indicators.
2. These indicators will be used for the evaluation of river towns performance in SS 2025-26

COASTAL CITIES ASSESSMENT

OBJECTIVE

The objective is to assess whether the beach and nearby area in the town are regularly maintained for cleanliness and sanitation, with effective waste management, litter-free surroundings, and adequate sanitation facilities for tourists.

VALIDATION METHODOLOGY

The validation for all indicators will be carried out by visiting all the beach and nearby areas in the ULB. Photographs and videos will be captured at the sampled locations as per the indicator.

LINKED INDICATOR	SCHEME OF MARKING	MAX MARKS: 200
1.1	Once a day sweeping in and around the coastal/beach area	20
1.3	Twin litter bins installed at coastal/beach areas for waste segregation, All shops to have litter bins (Not overflowing), messaging on no littering & SUP ban adherence	40
1.4	Identified Cleanliness target units transformed for improved cleanliness (near coastal/beach area, if any)	20
1.5	Coastal/beach area free from red spots & yellow spots	20
1.7	Designated offering zone with waste collection at coastal/beach area (if applicable)	20
1.8	Aesthetics and beautification: Paintings (terracotta, graffiti, abstract) or murals created at coastal/beach area around Swachh Survekshan 2025-26 and anti-littering messages/signage? Tourist-friendly signages (Do's and Don'ts), QR code for feedback on cleanliness and other services in the area (Clean Signages)	20
4.1	Coastal/beach area free from open defecation/urination	20
4.2	Availability and functionality of public toilet near coastal/beach area	20
-	Is the coastal/beach area clean, well-maintained, and free from open garbage or dumps within 500 meters	20

$$Marks\ Scored = \left[\frac{Total\ Direct\ Observation\ Samples\ Passed}{Total\ Samples\ Assessed}\right] x\ Maximum\ Marks\ for\ the\ indicator$$

IMPORTANT POINTS:

1. Assessors will verify the above indicators in coastal/beach areas, alongside regular Swachh Survekshan indicators.
2. These indicators will be used for the evaluation of coastal cities performance in SS 2025-26
3. Assessment will be carried out during the peak time such as evening in Summers and Day time in winters

SUPER SWACHH LEAGUE

"SUPER SWACHH LEAGUE" is an exclusive league introduced to recognize cities that excel in cleanliness and sanitation standards under Swachh Survekshan. Cities that demonstrate extraordinary performance, based on their previous Swachh Survekshan Ranking (SS21, SS22, SS23 & SS24) have become a part of this league for the current year. They will be assessed on parameters additional to those in the Swachh Survekshan. This initiative celebrates and motivates consistent excellence in urban sanitation practices. There will be no ranking among the cities in the Super Swachh League, as the initiative aims to motivate consistent excellence in urban sanitation practices among these top-performing cities.

How "Super Swachh League" were selected and how to stay on?

"SUPER SWACHH LEAGUE" currently includes the top ranked cities of their respective population categories. These cities have been ranked as Top 3 in at least 3 of the Swachh Survekshan editions conducted in the year 2021, 2022, 2023 and 2024. These ULBs, in their respective population categories, now form the "Super Swachh League". These cities will now be assessed on an additional set of aspirational indicators to remain in this special category of high-performing cities.

Inclusion Criteria: Moving ahead, top 3 ranked cities in each population category will move into the "Super Swachh League" for the subsequent year.

Exclusion Criteria: ULB should score at least 85% in Swachh Survekshan to retain their position in the league for subsequent years.



एक कदम स्वच्छता की ओर


स्वच्छ
भारत
एक कदम स्वच्छता की ओर



आवासन और शहरी कार्य मंत्रालय
भारत सरकार

MINISTRY OF HOUSING AND URBAN AFFAIRS
GOVERNMENT OF INDIA

Training Sessions on Swachh Survekshan Toolkit 2025-26

Day 1 - 3rd Feb, 2026

Meeting Link:
https://swachhbharaturban.webex.com/swachhbharaturban/j.php?MTID=mae18d001765de819ced21681e48f58bd

Meeting number: 2511 196 4739

Password: 1234

States to be covered
1) Andhra Pradesh, 2) Bihar, 3) Chhattisgarh, 4) Jharkhand, 5) Karnataka, 6) Kerala, 7) Odisha, 8) Tamil Nadu, 9) Telangana, 10) West Bengal

Session 1: 11:00 AM to 1:00 PM

Section	Master trainers
Visible Cleanliness	1. Shri VK Chaurasia, Joint Adviser, CPHEEO 2. Shri JB Ravinder, SWM Expert 3. Shri Ankit Jain, Asst. Adviser, CPHEEO 4. Shri Sathish Kumar S, Asst. Adviser, CPHEEO 5. Shri Sudheesh Chinnaraj, Technical officer, CPHEEO 6. Ms. Pooja Ravi, NPMU 7. Shri Vishal Verma, NPMU
Segregation, Collection & Transportation of waste	
Solid Waste Processing	
Access to Sanitation	
Used Water Management	

Session 2: 3:00 PM to 5:00 PM

Section	Master trainers
Mechanization of desludging services	1. Shri VK Chaurasia, Joint Adviser, CPHEEO 2. Shri Rohit Kakkar, Dy. Adviser, CPHEEO 3. Ms, Sirisha Darbha, NPMU 4. Ms. Kritika Kaushik, NPMU 5. Ms. Sehrish Hazarika, NPMU 6. Shri Manish Kandpal, NPMU 7. Shri Abhiraj Rana, NPMU
Advocacy for Swachhata	
Ecosystem strengthening & Institutional parameters	
Overall welfare of Sanitation workers	
Citizen Feedback & Grievance Redressal	

Day 2 - 4th Feb, 2026

Meeting Link:
https://swachhbharaturban.webex.com/swachhbharaturban/j.php?MTID=mae18d001765de819ced21681e48f58bd

Meeting number: 2511 196 4739

Password: 1234

States to be covered
1) Goa, 2) Gujarat, 3) Haryana, 4) Himachal Pradesh, 5) Madhya Pradesh, 6) Maharashtra, 7) Punjab, 8) Rajasthan, 9) Uttar Pradesh, 10) Uttarakhand

Session 1: 11:00 AM to 1:00 PM

Section	Master Trainers
Visible Cleanliness	1. Shri VK Chaurasia, Joint Adviser, CPHEEO 2. Shri JB Ravinder, SWM Expert 3. Shri Ankit Jain, Asst. Adviser, CPHEEO 4. Shri Sathish Kumar S, Asst. Adviser, CPHEEO 5. Shri Sudheesh Chinnaraj, Technical officer, CPHEEO 6. Ms. Pooja Ravi, NPMU 7. Shri Vishal Verma, NPMU
Segregation, Collection & Transportation of waste	
Solid Waste Processing	
Access to Sanitation	
Used Water Management	

Session 2: 3:00 PM to 5:00 PM

Section	Master trainers
Mechanization of desludging services	1. Shri VK Chaurasia, Joint Adviser, CPHEEO 2. Shri Rohit Kakkar, Dy. Adviser, CPHEEO 3. Ms, Sirisha Darbha, NPMU 4. Ms. Kritika Kaushik, NPMU 5. Ms. Sehrish Hazarika, NPMU 6. Shri Manish Kandpal, NPMU 7. Shri Abhiraj Rana, NPMU
Advocacy for Swachhata	
Ecosystem strengthening & Institutional parameters	
Overall welfare of Sanitation workers	
Citizen Feedback & Grievance Redressal	

Day 3 - 5th Feb, 2026

Meeting Link:
https://swachhbharaturban.webex.com/swachhbharaturban/j.php?MTID=mae18d001765de819ced21681e48f58bd

Meeting number: 2511 196 4739

Password: 1234

States to be covered
1) A & N Islands, 2) Arunachal Pradesh, 3) Assam, 4) Chandigarh, 5) DNH & DD, 6) Delhi, 7) Jammu & Kashmir, 8) Ladakh, 9) Manipur, 10) Meghalaya, 11) Mizoram, 12) Nagaland, 13) Puducherry, 14) Sikkim, 15) Tripura

Session 1: 11:00 am to 1:00 PM

Section	Master trainers
Visible Cleanliness	1. Shri VK Chaurasia, Joint Adviser, CPHEEO 2. Shri JB Ravinder, SWM Expert 3. Shri Ankit Jain, Asst. Adviser, CPHEEO 4. Shri Sathish Kumar S, Asst. Adviser, CPHEEO 5. Shri Sudheesh Chinnaraj, Technical officer, CPHEEO 6. Ms. Pooja Ravi, NPMU 7. Shri Vishal Verma, NPMU
Segregation, Collection & Transportation of waste	
Solid Waste Processing	
Access to Sanitation	
Used Water Management	

Session 2: 3:00 PM to 5:00 PM

Section	Master trainers
Mechanization of desludging services	1. Shri VK Chaurasia, Joint Adviser, CPHEEO 2. Shri Rohit Kakkar, Dy. Adviser, CPHEEO 3. Ms, Sirisha Darbha, NPMU 4. Ms. Kritika Kaushik, NPMU 5. Ms. Sehrish Hazarika, NPMU 6. Shri Manish Kandpal, NPMU 7. Shri Abhiraj Rana, NPMU
Advocacy for Swachhata	
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Overall welfare of Sanitation workers	
Citizen Feedback & Grievance Redressal	