Policy / Norms for setting up and up keeping of Community & Public toilets in Faridabad

Introduction

Faridabad is the most populous city in the Indian state of Haryana and a part of Delhi NCR region. It is one of the major satellite cities around Delhi and spread across 285 square kilometres. Faridabad has a population of more than 26 lakhs.

Under SBM (Urban), a sufficient number of community toilets, public toilets and Urinals are to be constructed in each city. By Public Toilets, it is implied that these are to be provided for the floating population / general public in places such as markets, train stations, tourist places, near office complexes, or other public areas where there are considerable number of people passing by. By Community toilets, it is implied that a shared facility provided by and for a group of residents or an entire settlement. Community toilet blocks are used primarily in low-income and/or informal settlements / slums, where space and/or land are constraints in providing a household toilet. These are for a more or less fixed user group.

All prominent places within the city attracting floating population should be covered. Care should be taken to ensure that public toilets have adequate provision for men, women and facilities for the disabled (e.g. ramp provision, braille signage, etc.) wherever necessary. Suggested technical specifications, technologies and tentative cost of public toilets should be in accordance with SMB (U) guidelines. It should be ensured that all Public Toilets and Urinals being constructed under SBM (Urban) are built in tandem with water supply arrangements.

It should also be ensured that for the convenience of the public, at every public place (banks, post offices, bus stops, petrol pumps, metro stations, hospitals, restaurants, schools, health centres, anganwadis, citizen centres) there should be at least one public toilet available, and that the facility should be kept functional and open for public use. Following are the detailed norms for setting up and maintenance of toilets across the city.

Norms for provision of toilets

a. NORMS FOR SANITARY FACILITIES IN PUBLIC TOILETS

(Source: CPHEEO Manual on Sewerage and Sewage Treatment, MoUD, 2013)

| # | Sanitary Unit | Men | Women |
|---|---------------|---|------------------------------|
| 1 | Water Closet | One per 100 persons up to 400 persons; for over 400 add at the rate of one per 250 persons or part thereof. | persons; over 200 add at the |
| 2 | Ablution Taps | One in each W.C. | One in each W.C. |
| 3 | Urinals | One for 50 persons or part thereof. | NIL |
| 4 | Wash Basins | One per W.C. and urinal provided | One per W.C. provided |

Note

- i) It may be assumed that two-thirds of the number are males and one-third females
- ii) One water tap with drainage arrangements shall be provided for every 50 persons or part thereof in the vicinity of water closet and urinals.
- iii) *At least 50% of female WCs may be Indian pan and 50% European WC

b. NORMS FOR COMMUNITY TOILET

(Source: Guidelines on Swachh Bharat Mission-Urban, Gol, 2014)

| Toilet Seats | Bath units | Urinal units | Clothes washing |
|---------------------|--------------|------------------------|-----------------------|
| | | | Area |
| One seat for 35 men | One unit per | One unit per 200 – 300 | 4 to 5 sq. meters per |
| One seat for 25 | 50 users | users | 10 toilet seats; Min. |
| women | | | 1.5 m x 1.2 m |

c. SIZE OF TOILET CUBICLE, BATHROOM, URINAL & WASHING AREA

(Source: Guidelines on Community Toilets, Gol, 1995)

| Description | Optimum (mm) | Minimum* (mm) |
|---|--------------|---------------|
| Toilet cubicles | 900 x 1200 | 750 x 900 |
| Bath rooms | 1050 x 1200 | 900 x 1050 |
| Urinals (divided into units by partition walls) | 575 x 675 | 500 x 600 |
| Washing area | 1750 x 1500 | 1200 x 1500 |

Note: *In case of space constraint the minimum sizes may be adopted. However, it has been observed that the minimum dimensions, which are found acceptable for individual household toilet units, are sometimes not being accepted for community toilet cubicles, because while a user is willing to bear the discomfort in his own premises in exchange of other conveniences, he or she is not willing to use a confined space in a community toilet due to odour and hygiene issues and thus is susceptible to reverting to defecating in the open.

d. RECOMMENDED SIZES OF SEPTIC TANKS

(Source: CPHEEO Manual on Sewerage & Sewage Treatment Systems, MoUD, 2013)

CPHEEO Manual, 2013 provides details of how to integrate the onsite treatment systems with the toilet facility. Conventional septic tank is one of the most common modes of on-site treatment followed in cities when sewer networks are absent. CPHEEO Manual provides the dimensions of septic tanks based on the number of users (Table below) Since septic tanks need frequent cleaning (1 to 2 years depending on its size and the number of people using toilet), safe disposal of septage needs to be organized in tandem with city-wide infrastructure. For cleaning, equipment's like jetting machines, septage cleaning machines can be hired from ULB / septage cleaners.

| No. of user | Length (m) | Breath (m) | Liquid depth in m (Cleaning interval of septic tanks) | | |
|-------------|---------------|---------------|---|--------|--|
| | | | 2 year | 3 year | |
| 50 | 5 | 2 | 1 | 1.24 | |
| 100 | 7.5 | 2.6 | 1 | 1.24 | |
| 150 | 10 | 3.0 | 1 | 1.24 | |
| 200 | 12 | 3.30 | 1 | 1.24 | |
| 300 | 15 | 4 | 1 | 1.24 | |

The effluent from the septic tanks should be connected to a soak pit or dispersion trench. It is important that only the toilet and urinal waste is connected to the septic tank. Wastewater from washing and bathing should be connected directly to soak pit.

2. Type of Toilets

| Type of toilet | Typical Location | Typical users | Typical hours of operation | Typical User charges | Revenue potential |
|---|--|--|--|----------------------|----------------------|
| Type 1 Transit Area toilets | Bus stands Railway stations Metro stations Bus stops Fuel stations Taxi / auto stands Roads / walkways / intersections | Tourists, Locals, Travelers | 24 Hr | Rs. 5 | High revenue |
| Type 2 Institutional Area toilets | Commercial areas Markets*, Shopping malls Education institutions Hospitals / Healthcare centers Choultries / Dharamshalas | Office goers, Shoppers, Tourists, Travelers, Locals, Business | Minimum 12 hours (toilets at offices may be open 24 hours depending on the operational hours of the institution) | Rs. 5 | High revenue |
| Type 3 Public Space toilets | Parks Playgrounds Recreational areas Parking areas Religious places Historical places | Children, Adults, Locals, Pilgrims, Tourists | 8 to 12 hours (mostly during the day) | Rs. 5 | Low revenue |
| Type 4 Community toilets | Slums Low income areas | Families with children | 24 hours | - | Low revenue |

3. Facility requirements in toilets

| Type of | Men | | | | Women | | | | other facilities | | | | |
|---|---------------------|---------------|---------------|---------------------------|---------------------|---------------|---------------|---------------------------|---|---------------------|-------------------------------|-------------------------|-------------------------------|
| toilet | India n WC | Western WC | Urinal | Hand- wash + Mirror | Bath | India n WC | Western WC | Hand- wash + Mirror | Child care wash + changi ng | Bath | Different ly abled unit | Transge nder unit | Caretaker /storage room |
| Type 1 Transit Area toilets | Mand itory | Mandit ory | Mandit ory | Manditor y | Recom mende d | Mand itory | Mandito ry | Manditor y | Recom mende d | Reco mme nded | Manditor y | Recom mended | Manditor y |
| Type 2 Institutional Area toilets | Mand itory | Mandit ory | Mandit ory | Manditor y | Option al | Mand itory | Mandito ry | Manditor y | Option al | Optio nal | Manditor y | Optional | Manditor y |
| Type 3 Public Space toilets | Reco mme nded | Mandit ory | Mandit ory | Manditor y | - | Mand itory | Mandito ry | Manditor y | - | - | Manditor y | Optional | Manditor y |
| Type 4 Community toilets | Mand itory | Mandit ory | Option al | Manditor y | | Mand itory | Mandito ry | Manditor y | Option al | Mand itory | Recomm ended | Recom mended | Recomm ended |

- 1. Mandatory- Defined as per norms and guidelines already available in CPHEEO Manual / URDPFI Guidelines / IS Codes.
- 2. Recommended- To be provided based on demand and space availability, but guidelines are not available.
- 3. Optional- To be provided based on local conditions / demand for such facilities/infrastructure.
- 4. Blank cells- Facility or service not required.
- 5. Differently abled unit- Unisex / separate for men or women as per local conditions. Whether to be integrated into the main toilet unit design or separately provided to be decided based on local conditions and space availability.
- 6. Transgender unit- Subject to local conditions and demand

| Sr. No. | Mandatory (M) | Essential (E) | Desirable (D) | Aspirational (A) |
|------------|--|--|--------------------------------|---------------------------------|
| | Existing Indicators under Cleanliness Protocol | | | |
| | | used under Swachh Bharat Abhiyan for Public and moved higher up in the priority. | Community Toilets. Under t | this section, we have proposed |
| | All toilet seats and urinals | | Ladies' toilets have vending | |
| | clean and usable at all times | | machine for sanitary | Walls and floors are stain |
| 1 | (M1) | Toilet floor is dry and clean at all times (E1) | napkins (A6) | /graffiti free (A1) |
| | | | Incinerator facility available | |
| | | | for disposal of used | |
| | | | sanitary napkins for toilet | |
| | | | having > 10 seats and also | |
| | | | to the toilets adjacent to | |
| | Wash basin(s) clean and | | women college and hostels | _ |
| 2 | usable at all times (M2) | Mirrors, if available, are clean and polished (E2) | | toilets for children (A2) |
| | | | All complaints, | |
| | | | maintenance issues or | |
| | | | | Plants / shrubs in the vicinity |
| | | Usable taps and fittings, with no leakage OR | _ | <u>-</u> |
| 3 | Availability of water (M3) | water tank in or outside the structure with (E5) | (D4) | maintained (A3) |
| | | | | Space earmarked for |
| | 1 | Staff is provided with necessary supplies of | | advertisement for revenue |
| | , , , | consumables, cleaning equipment, protective | | generation(Even if |
| | · · · · · · · · · · · · · · · · · · · | gear and inventory, and there is no stock out for | | advertisement is not available |
| 4 | (M4) | longer than 24 hours (E9) | applied (D5) | marks will be awarded) (A4) |
| | | Entrance/ accessibility (like ramp, stairs) to toilet | | |
| | | block is barrier free, including those for specially | | 1 |
| 5 | outside, with each seat | abled persons (E7) | available (A5) | available (A5) |

| | having its own light point, | | | |
|----|--------------------------------|--|---------------------------------|----------------------------------|
| | and all light points | | | |
| | functional (M5) | | | |
| | | | Functional floodlights | Functional floodlights |
| | Functional bolting | | /halogen vapour lamps | /halogen vapour lamps |
| | arrangements from inside | | outside the toilet premises | outside the toilet premises |
| | on all doors of all toilet | Roster being maintained for regular cleaning and | during the night, without | during the night, without any |
| | stalls (ladies toilets will be | maintenance and a caretaker is on duty at all | any dark, shadowy areas in | dark, shadowy areas in the |
| 6 | assessed separately) (M6) | times during open hours (D1) | the vicinity of the toilet (A8) | vicinity of the toilet (A8) |
| | Untreated faecal | | | |
| | sludge/septage and sewage | | | |
| | from the toilet is not | | SMS /any other ICT based | SMS /any other ICT based |
| | discharged and/or dumped | | feedback system (with | feedback system (with |
| | in drains, open areas or | Public/Community Toilet is visible on Google | number displayed on which | number displayed on which |
| 7 | water bodies (M7) | Maps toilet locator as 'SBM Toilet' (D2) | SMS has to be sent) (A9) | SMS has to be sent) (A9) |
| | | Name and contact details of the following are | | |
| | | displayed prominently – Toilet identification | | |
| | Available and regularly | number, name of ULB under whose jurisdiction | | |
| | cleaned (covered) litter | toilet is covered, ward number and maintenance | | |
| | bins, with bins available | authority prominently displayed for each toilet | | |
| | with each toilet seat (to be | block Supervisor, Supervisor's agency and area | | |
| | checked only in female | Sanitary Inspector(Contact number will be | Structural audit of toilet | Structural audit of toilet block |
| 8 | seats) cleaned (E3) | checked whether it is working or not) (D3) | block done (A10) | done (A10) |
| | | Complaint registration and redressal mechanism | | |
| | | (Swachhata App/local app/ other ICT-based | | |
| | Available soap / operational | media such as whatsapp, Swachhata helpline | | |
| 9 | soap dispenser (E4) | 1969) is in place and is functional (D4) | | |
| | Gender-segregated, | | | |
| | separate entrances for | | | |
| 10 | males and females, if both | | | |

| | facilizias accellable in cincle | | | |
|----|---------------------------------|---|----------------------------|--------------------------------|
| | facilities available in single | | | |
| | block (E6) | | | |
| | Premises are visible to | | | |
| | passersby, with clear | | | |
| | signage, and the area within | | | |
| | 3 m from each direction of | | | |
| 11 | the toilet (E8) | | | |
| | Additions | | | |
| | These are the points taken | from guidelines in the same advisory documen | t under a section on Gende | r Sensitive policies which are |
| | suggestive | | | |
| | Toilet windows, ventilators | | | |
| | and roofs not to | | | |
| | compromise on women's | Entrance- good condition, highly visible. Steps | | |
| 1 | safety | not broken or damaged | Women caretakers | |
| | User charges to be | | | |
| | displayed at entrance all the | Adequate space in waiting area for women to | | |
| 2 | time | stand in queue | | |
| 3 | | 24-hours/ day supply of electricity | | |
| 4 | | Operational 24 hours | | |
| | Well maintained taps and | A hook for hygienically storing belongings during | Power backup with | |
| 5 | working flush | usage | generator | |
| | | Clear instructions to flush, dispose off the | | |
| | Drains at the floor of each | menstrual waste in trash bin, and leave toilet | | |
| 6 | stall | clean behing each stall door | | |
| | Mug or jet available in each | Caretaker or maintenance service man to be | | |
| 7 | stall | available outside toilets | | |
| | | Red Colour dustbin for disposal of Menstrual | | |
| 8 | | waste | | |

Service contracts (SC) Terms

Type 1: Operate, Maintain & Transfer (OMT) contracts

This contract type is applicable when toilet structure is already constructed and requires only O&M services.

- The contracts are usually shorter in term and related to the life of the asset.
- The ownership remains with ULB, however the revenue risks and rewards are borne by the contractor.
- The ability to charge for services or revenue augmentation possibilities is available with operators.
- Generally, repairs and maintenance works are borne by the operator irrespective of quality of construction, as agreed in the contract.
- The period of contract can be a single time step (3 to 5 years) or can be innovated to extension based on performance (3 years plus extendable annually based on performance).
- Since revenue generation option is available with operator as a support, normal procurement evaluation will be based on the highest premium paid to ULB OR the least subsidy sought from the ULB.
- In cases where projects are packaged as a group, high footfall toilets could be evaluated on highest premium and low footfall toilets on the least subsidy. Under such differentiated procurement, the ULB can cross-subsidize earnings from one package to the expenditure to be incurred in other packages.

Type 2: Rehabilitate, Operate, Maintain & Transfer (ROMT) contracts

This contract type is applicable when toilet structure is available and is in need for rehabilitation / retrofitting prior to O&M services. Rehabilitation can be defined as making improvements to the toilet without dismantling the structural frame while reorganising internal spaces. This is applicable mainly for precast toilets.

- Investments on the asset rehabilitation / retrofitting are borne by the private operator.
- With a proper rehabilitation plan, rehabilitation process can be carried out parallel to toilet operations without completely shutting down the toilet.
- The selection of contractor for rehabilitation can be done by operator or ULB and is mutually agreed upon. The idea is to make operator responsible for quality of work and consequently the repairs and maintenance.
- Operator is also responsible for repairs, maintenance works, re-investments and daily operations.
- Contracts are generally medium term allowing operator to recover the investment (rehabilitation cost and O&M cost). The period of contract can be a single time frame of min. 5 to 10 years or based on performance (3 or 5 years, extendable annually based on performance). The contract period should be worked out for each project site. In case toilets are clustered/grouped, a combined financial viability needs to be organized and a common contract period should be arrived at.
- At the end of the term, the contract is reviewed and extended or the facilities are handed over to the owner/government.

- Since revenue generation option is available with operator, normal procurement evaluation will be based on the highest premium paid to ULB OR the least subsidy sought from the ULB OR overall contract period.
- In cases where projects are packaged as a group, toilets having similar rehabilitation costs can be grouped along with high footfall toilets and could be evaluated on highest premium and vice versa. Under such differentiated procurement, the ULB has to be clear on the quantity of rehabilitation upfront prior to selection of operator.
- In some cases, the ULB undertakes rehabilitation on its own and hands the asset / group of assets and follows an O&M contract process. This could be time consuming and depending on the number of assets, could also lead to closure of toilets during rehabilitation.

Type3: Build, Operate & Transfer (BOT) contracts

This contract type is applicable when a new toilet structure is to be constructed and ULB hands over the land to the operator prior to construction and O&M services.

- Investments on the asset construction is completely borne by the private operator.
- The model is based on the designs provided by ULB and operator finances, constructs and operates accordingly, in which case it is called a BOT. Sometimes instead of construction, installation of a pre-fabricated toilet could be an option.
- Alternately, the operator could be asked to design the toilet within a standard framework, monitored and technically advised by ULB, in which case it is called DBFOT contract.
- Operator is also responsible for repairs, maintenance works, re-investments and daily operations.
- These are generally long term contracts to allow the operator to recover the
 investment for both Construction cost and O&M cost. The period of contract can be a
 single time step (>10 years) followed by performance based extensions. The contract
 period has to be individually worked out for each project site (before aggregation, if
 required) and heavily dependent on the cost of construction and footfall.
- At the end of their term, the contract is reviewed and extended or the facilities are handed over to the government.
- Other aspects are similar to a ROMT contract

Type 4: Contracts for installation of pre-fabricated toilets (MC-Maintenance contracts)

This contract type is applicable when a new toilet structure is to be installed (coin operated or normal toilets or mobile toilets) prior to operations and maintenance services.

- Given that construction is a time consuming process, ULBs sometimes procure prefabricated systems and install them with minimal construction (normally for leveling, connections, etc.).
- When specifications are clearly defined, the engagement is a goods procurement contract / goods plus services contract.
- Depending on the pre-fabricated type (material / technology / style), a maintenance contract is separately entered with product vendor independently by ULB or operator

depending on who procures products on pre-defined specifications. Maintenance can be for civil, mechanical, electrical parts of the toilet. In case of mobile toilets, maintenance of the complete structure is outsourced.

- The ULB will enter into a separate operations contract (SC / OMT) with a separate operator.
- This type of arrangement is slightly risky if ULB does not have a dedicated management team, since liability of poor service is dependent on 2 different contracted entities and coordination is a difficult process.

Additional Rights that may be provided on examination of particular cases:

1. Advertisement rights may be provided for installation of Hoardings on the walls of the toilet. In this regard, prior permission must be taken for finalizing the designated portions of the wall where hoardings can be installed from the advertisement wing of MCF (as per the advertisement policy of Municipal Corporation Faridabad).

The revenue collected from advertisement can only be used for operation and maintenance purposes of the CT/PT. A log book of all the revenue generated and expenditure made must be maintained and submitted to office of AE, SBM on monthly basis. If excess revenue [total advt. revenue – (total O&M expenditure – user charges collected)] is generated in any particular month the same must be reported in the logbook and shall be utilized in the coming months only for the purpose of O&M of the CT/PT. If the maintenance of CT/PT is found to be under-satisfactory, the work order/MOU may be revoked on immediate basis. A penalty may also be imposed as per the penalty provisions provided in this policy.

- 2. Permission to set up a vending stall near CT/PT for sale of goods (as permitted under street vending policy). A minimal rent shall be taken from the vendor and it would also be the responsibility of the vendor to operate and maintain CT/PT. If the maintenance of CT/PT is found to be under-satisfactory, the work order may be revoked on immediate basis.
- 3. Self-help groups may be engaged for operating and maintaining the already constructed CT/PTs. The list of already existing CT/PTs have been attached along with this policy.

Blueprint/Map of CT/PT

It shall be the responsibility of the vendor/implementing agency to prepare map of the CT/PT to be built (as per the norms provided in this policy) and get the prior approval from MCF before starting the construction of the assigned toilet.

Plan of Security Provisions

In order to ensure that no vendor either directly engaged by the Municipal Corporation or via the implementing agency on-boarded to build / operate / maintain CTPT does not default a security of Rs.50,000/- shall be submitted to this Corporation at the commencement of the agreement/work order. This amount shall be refundable on the completion of the engagement, subject to penalties/fine imposed.

Monitoring

In outsourced arrangements, the ULB is free from managing day to day operations, but the role shifts to being supervisory in nature. In the absence of strict supervision and monitoring by ULB, the operator is normally under no to pressure as per pre-agreed performance parameters outlined in the contract. Simple and effective complaints reporting mechanism can provide good feedback to ULB and cause it act against the contractor to remedy the situation. The monitoring mechanism could be devised both from self-reporting and inspection perspectives.

Typical penalties for lapses / shortfalls in service

The operator would be required to pay penalties to the ULB for any indicative lapses / shortfall listed below or mutually agreed upon in the contract O&M schedule. For the purpose of calculating penalties hereunder, an event of lapse / shortfall in any of the category in any toilet forming part of the Project Asset shall be considered as the first occurrence of default. Where the lapse / shortfall occurs again in the same category either in the same toilet or any other toilet forming part of the Project Asset shall be considered as the second occurrence of default and so on.

| Time | Description of typical lapses / shortfalls | Indicate penalty per lapse / shortfall for 1st & 2nd occurrence of default |
|--------------------------------|--|--|
| At interval of every two hours | Failure to clean toilets seats, urinals and wash basins | Rs. 100 |
| | Failure to replenish toilet paper, soaps, paper towels and other consumables as necessary. Refill soap dispensers where required and wipe clean. Empty and clean all disposal bins | Rs. 100 |
| | Failure to spray air freshener throughout interior of the building sufficient to mask unpleasant odour | Rs. 100 |
| On daily basis | Continual activities (like collecting litter, refuse, leaves, other debris) not carried out | Rs. 100 |
| | Failure to check operation of taps and pipework for leaks and repair leaks immediately | Rs. 100 |
| | Failure to clean off all fittings, surfaces of sanitary ware using sanitary cleaner / descaler with particular attention to reduction of any encrustations found. 'Standing areas' of urinals shall be treated | Rs. 100 |
| | with sanitary cleaner / descaler and washed down | |

| | Failure to wash down all walls and partitions using hard surface cleaner. Damp wipe doors using a diluted disinfectant solution | Rs. 100 |
|------------------------------|---|------------------|
| | Failure to sweep any entrance ways, subways and / or steps / ramps | Rs. 100 |
| | Failure to wipe clean any ledges, fittings, pipework and any other surfaces where dust / dirt may accumulate | Rs. 100 |
| On weekly basis | Failure to clean graffiti, painting over where necessary from all surfaces both inside and outside of the toilet taking care to avoid damage to the surface beneath | Rs. 200 |
| | Failure to remove cobwebs and obvious dust collections from ceilings | Rs. 200 |
| On monthly basis | Failure to wash windows and frames both inside and outside | Rs. 200 |
| On 6 monthly basis | Failure to apply approved polish to hardwood doors and fittings and polish | Rs. 500 per door |
| | Failure to undertake white washing and painting of the toilets | Rs. 500 |
| More than 3 consecutive days | Closure of the any toilet or toilet cubicle in the Project Asset, unless it's a force majeure event or with the prior approval of city | Rs. 500 |
| | Non availability of consumables in any toilet / Project Asset | Rs. 500 |
| Mandatory | Caretaker/cleaner absent (per day at each toilet) | Rs. 500 |
| | On receipt of any genuine complaint from the user(s) | As per greivance |
| | Non availability of water during operational hours | Rs. 500 |
| | Non-compliance to any performance standard for more than twice the permissible time limit specified for repairs / rectification | Rs. 1000 |
| | Non-compliance to advertisement norms at any time | Rs. 1000 |

Note:

For any lapses/shortfall committed by the Operator after the second occurrence of default in any category listed above, the Operator shall be liable to pay 150% of the penalty amount most recently served for the same de-fault. **For example**, where the operator fails to comply with the advertisement norms, it shall be liable to pay Rs. 500 for the first and second

occurrences of default. On the Operator committing the same default for the third time, it shall be liable to pay Rs.750 and on fourth occurrence of the same default Rs. 1125 and so on.

Norms / Design Specifications / References

- 1. Harmonised Guidelines on Norms and Standards for Barrier Free Environment for Persons with Disability and Elderly Persons, MoUD, 2016
- Chapter 8 Sections 8.1 to 8.11 outlines detailing norms, design specifications for different elements of a toilet construction for persons with disability. Subjects covered include norms for provision of facilities, manoeuvring space, ramps, internal dimensions, stationery fittings and fixtures, requirements for doors, water closet, grab bars, washroom accessories, use of colours, urinals, showers, signage.
- Section 8.12 indicates items pertaining to PTs whose norms and specifications are similar to general toilets described above.
- Chapter 13 Section 10 provides an "Access Audit Checklist" which is used to check compliance to toilet facilities.
- Appendix A comparison of international best practices in barrier free standards (European Union, Canada, USA).

2. Model Building Bye-laws, MoUD, 2016

- Chapter 4 outlines the general building requirements and services under different context.
 - Section 4.32 provides the codes for construction / installation of plumbing and sanitary services.
 - o Table 4.6 provides per capita requirements for various occupancies / uses.
 - Table 4.7 provides flushing storage capacities.
 - Table 4.15 provides inputs on segregated sanitation for visitors in public buildings.
 - o Table 4.23 provides general standards / guidelines for PTs in public area.
 - Sections 4.35 and 4.36 provides inputs on toilets at construction sites, special / contingency toilets
- Chapter 8 indicates provisions for differently abled, elderly and children under different context.

3. CPHEEO Manual on Sewerage & Sewage Treatment Systems, MoUD, 2013

- Part A Section 8.6 outlines the norms for PTs as decentralized sewerage
 - Section 8.6.1 provides for norms for PTs with focus on attention to gender issues.

- Table 8.2 highlights norms for provision of toilet facilities, signage's, maintenance and cleaning in public places
- Table 8.3 provides norms for sanitary facilities in each unit as proportion of number of users.
- Sections 8.6.2 and 8.6.3 provides inputs on off- site treatment and special PTs.
- Part A Section 8.7 deals with CTs as decentralized sewerage
 - Section 8.7.1 provides norms to be followed for CTs
 - Table 8.4 provides sanitation provision for special event as a proportion of persons visiting
- Part A Chapter 3, shall be followed for assessments on volume of sewage.

<u>List of existing CT/PTs in Faridabad</u>

| Sr N o | Toilet ID | Type of Toilet (CT/P | Address of Toilet | | | Feedback Mechanis m Applied | | | |
|--------------|--------------------|-------------------------------|-------------------|-------------------------------|----------|--------------------------------------|----------------------|-----------|----------|
| | | T) | War d No | Locality of toilet | Mal e | Femal e | Diffrent ly abled | Tot al | (Yes/No) |
| 1 | MCF/002/CT/ 001 | СТ | 2 | Mujesar old | 10 | 10 | 1 | 21 | Yes |
| 2 | MCF/002/CT/ 002 | СТ | 2 | Mujesar 1 | 10 | 10 | 1 | 21 | Yes |
| 3 | MCF/019/CT/ 003 | СТ | 19 | Dayal nagar | 10 | 10 | 1 | 21 | Yes |
| 4 | MCF/020/CT/ 004 | СТ | 20 | Santosh Nagar | 10 | 10 | 1 | 21 | Yes |
| 5 | MCF/026/CT/ 005 | СТ | 26 | Rajeev Nagar | 10 | 10 | 1 | 21 | Yes |
| 6 | MCF/033/CT/ 006 | СТ | 33 | Sector- 4 | 10 | 10 | 1 | 21 | Yes |
| 7 | MCF/024/CT/ 007 | СТ | 24 | Sector – 17, Prem nagar | 6 | 2 | 1 | 9 | Yes |
| 8 | MCF/019/CT/ 008 | СТ | 19 | Gandhi Colony | 10 | 10 | 1 | 21 | Yes |
| 9 | MCF/008/PT/ 001 | PT | 8 | Dabua Fruit Mandi | 6 | 4 | 1 | 11 | Yes |
| 1 0 | MCF/012/PT/ 002 | PT | 12 | Nehru Ground | 6 | 5 | 1 | 12 | Yes |

| 1 | MCF/015/PT/ 003 | PT | 15 | BK Chowk | 6 | 5 | 1 | 12 | Yes |
|--------|--------------------|----|----|---------------------------------|----|----|---|----|-----|
| 1 2 | MCF/020/PT/ 004 | PT | 20 | Subhash Nagar | 10 | 8 | 1 | 19 | Yes |
| 1 3 | MCF/031/PT/ 005 | PT | 31 | Sector -16 | 10 | 10 | 1 | 21 | Yes |
| 1 4 | MCF/031/PT/ 006 | PT | 31 | Sant Nagar | 10 | 10 | 1 | 21 | Yes |
| 1 5 | MCF/032/PT/ 007 | PT | 32 | Sector- 15 | 6 | 4 | 1 | 11 | Yes |
| 1 6 | MCF/032/PT/ 008 | PT | 32 | Ajronda | 6 | 4 | 1 | 11 | Yes |
| 1 7 | MCF/034/PT/ 009 | PT | 34 | Sector- 8 | 10 | 10 | 1 | 21 | Yes |
| 1 8 | MCF/035/PT/ 010 | PT | 35 | Bus Stand, BLB | 5 | 3 | 2 | 10 | Yes |
| 9 | MCF/035/PT/ 011 | PT | 35 | Ambedkar Chowk, BLB | 6 | 4 | 2 | 12 | Yes |
| 0 | MCF/038/PT/ 012 | PT | 38 | Anaj Mandi, BLB | 6 | 4 | 1 | 11 | Yes |
| 2 | MCF/038/PT/ 013 | PT | 38 | Sabji Mandi, BLB | 10 | 1 | 1 | 12 | Yes |
| 2 | MCF/006/PT/ 014 | PT | 6 | Panchayat Bhavan, BLB | 5 | 3 | 1 | 9 | Yes |
| 2 | MCF/035/PT/ 015 | PT | 35 | Dabua Paliroad | 5 | 4 | 1 | 10 | Yes |
| 2 4 | MCF/012/PT/ 016 | PT | 12 | 1K- Market/p ark | 4 | 4 | 1 | 9 | Yes |
| 2 5 | MCF/012/PT/ 017 | PT | 12 | 1K- Market Sabjimand i | 3 | 2 | 1 | 6 | Yes |
| 2 6 | MCF/012/PT/ 018 | PT | 12 | Bata flyover end point | 3 | 2 | 1 | 6 | Yes |
| 2 7 | MCF/011/PT/ 019 | PT | 11 | Hardware chowk, near | 2 | 3 | 1 | 6 | Yes |

| | | | | police post | | | | | |
|--------|--------------------|-----|-----|----------------------------------|-----|----|---|----|-----|
| 2 | MCF/039/PT/ 021 | PT | 39 | City Park | 3 | 2 | 2 | 7 | Yes |
| 2 9 | MCF/036/PT/ 022 | PT | 36 | Sinhi Gate, Shiv colony | 10 | 10 | 1 | 21 | Yes |
| 3 | MCF/018/PT/ 023 | PT | 18 | Leprasy Colony | 3 | 2 | 1 | 6 | Yes |
| 3 1 | MCF/022/PT/ 024 | PT | 22 | Subhash Nagar II | 10 | 10 | 1 | 21 | Yes |
| 3 2 | MCF/034/PT/ 025 | PT | 34 | Sector- 11 | 5 | 4 | 1 | 10 | Yes |
| 3 | MCF/011/PT/ 029 | PT | 11 | Rose Garden | 3 | 3 | 1 | 7 | Yes |
| 3 4 | MCF/008/PT/ 030 | PT | 8 | Leisure valley park | 2 | 2 | 1 | 5 | Yes |
| 3 5 | MCF/008/PT/ 033 | PT | 8 | Dabua sabzi mandi | 5 | 4 | 2 | 11 | Yes |
| 3 6 | MCF/011/PT/ 034 | PT | 11 | Tikona park | 4 | 2 | 2 | 8 | Yes |
| 3 7 | MCF/012/PT/ 035 | PT | 12 | Lions Club | 3 | 2 | 2 | 7 | Yes |
| 3 8 | MCF/012/PT/ 036 | PT | 12 | Neelam Chowk | 4 | 4 | 2 | 10 | Yes |
| 3 9 | MCF/014/PT/ 037 | PT | 14 | Shivaji park | 2 | 2 | 2 | 6 | Yes |
| 4 0 | MCF/038/PT/ 038 | PT | 38 | MCF office, BLB | 3 | 2 | 1 | 6 | Yes |
| 4 1 | MCF/038/PT/ 039 | PT | 38 | Ambedkar Chowk, ballabgarh | 4 | 2 | 1 | 7 | Yes |
| | TOTAL NO. OF | 256 | 213 | 49 | 518 | | | | |