



Towards ODF ++ Telangana

Setting Benchmarks in Faecal Sludge & Septage Management

Aspirational and inclusive public toilets with ICT based monitoring in Urban Telangana

The Municipal Administration and Urban Development (MA&UD) Department, Government of Telangana (GoT) is committed to providing access to safe and inclusive sanitation to all. It has taken several citizen-centric sanitation improvement initiatives for enhancing the quality of life and public health in urban local bodies (ULBs). Under the flagship program of "Pattana Pragathi" aimed improving urban infrastructure and services in ULBs, the MA&UD has envisioned providing high-quality gender-friendly public conveniences/toilets in all ULBs at the scale of **1 toilet seat per 1000 population** for the benefit of migrants, floating population, poor women and men. This first-of-its-kind initiative has become a national benchmark and a new norm under Swachh Bharat Mission.

In response to this policy direction, the Commissioner & Directorate of Municipal Administration (CDMA) has issued state directives and detailed guidelines on design standards and innovative public toilet models. The ULBs have constructed public toilets, community toilets, exclusive toilets for women (SHE toilets) and mobile toilets in adequate numbers to meet service level standards. Innovative Public Private Partnership (PPP) models with robust Service Level Agreements have been operationalized on a pay and use model. **Over 15,275 toilets were constructed in 142 ULBs**

To support towns in ensuring timely completion of public conveniences with quality standards and to ensure good operation and maintenance of these facilities, the CDMA in partnership with the Administrative Staff College of India(ASCI) has developed a real-time ICT based monitoring system called **Pattana Pragathi - Toilet Monitoring System (PP-TMS)**.



The Pattana Pragathi - Toilet Monitoring System (PP-TMS) was launched on 2nd October 2020 by Honorable Minister of Municipal Administration and Urban Development, Shri K.T. Rama Rao Garu.

The PP-TMS aims to help the State Administrators, Additional Collectors and Municipal Commissioners to track the progress and to ensure the quality and sustainability of public sanitation facilities.

The PP-TMS is developed as a three-part system to ensure all the public sanitation facilities in the state are well-designed and well-maintained. The system includes:

- web portal for uploading data on infrastructure, design features, operations and maintenance (O&M) plan of the facilities.
- A mobile app for weekly monitoring of the operations and maintenance (O&M) of the facilities
- A dashboard for viewing real-time analysis and reports.

Part 1: Data Input field for detailed information on the infrastructure



Part 2: Mobile app for weekly monitoring of the facilities

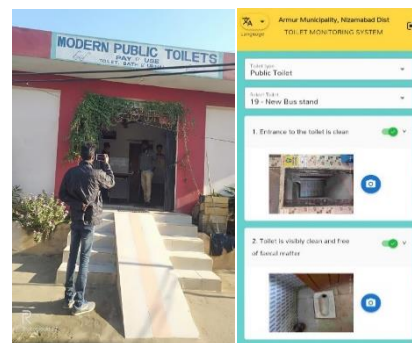


Part 3: Real Time Data Analytics Dashboard on status of infrastructure, maintenance and usage to support decision making.



The dashboard provides a “**cleanliness index**” for a quick understanding of the quality of O&M and the performance of toilets. The cleanliness index is calculated to rate the toilet based on the level of cleanliness and availability of essential facilities. The data input fields are based on a set of well-defined indicators in line with the national government ranking programs. **In response to COVID, safety indicators such as availability of zero-touch hand sanitizing stations and availability of personal protective equipment (PPE) for caretakers and cleaning staffs are also monitored regularly.**

Environmental engineer or equivalent of ULBs will periodically upload information on the web portal, whereas the mobile app is used by the sanitary inspectors for assessing the maintenance of the toilet, twice a week (Tuesday and Friday). Photo evidence is needed for well-defined questions. Training programs are conducted for all the sanitary inspectors and environmental engineers on the usage and functionality of the web portal and the mobile app. **More than 250 environmental engineers and sanitary inspectors have been trained on this application. Further, a helpline was made operational to support ULBs in using the application.**



Municipalities across the state have enthusiastically responded and uploaded the toilet infrastructure details on the web portal. The application is being actively used by sanitary inspectors for monitoring the toilets. The status update reports are submitted to the city commissioner every week for performance review. WhatsApp groups are being used extensively to post bi-weekly status. Periodic review meetings are being held under the chairpersonship of CDMA with all the ULB officials to evaluate the developments. This unique public convenience monitoring initiative at scale has been applauded by several state governments, national and international agencies and have expressed interest for replication.