

*To be printed and signed on Non-judicial stamp paper of INR 100 and notarized)*

### **Memorandum of understanding**

This Memorandum of Understanding (hereinafter referred to as MOU) made and entered at Berhampur, Odisha, on this \_\_\_\_ day of \_\_\_\_(month)\_\_, 201\_\_ by and between:

Berhampur Municipal Corporation (BeMC), under the Government of Odisha, having its office at Berhampur, herein after referred to as BeMC, which term includes its successors, administrators and assigns

**AND**

\_\_\_\_\_ Self Help Group hereinafter referred to as SHG, which term includes its successors, administrators and assigns.

BeMC and SHG shall be hereinafter collectively referred to as “the Parties”.

**WHEREAS**

Berhampur Municipal Corporation (BeMC) is the nodal agency to address the challenge of open defecation (OD) in Berhampur. It is dedicated to improve sanitation in the city by focusing on creation of community and public sanitation facilities and progress towards the state of 'Open Defecation Free (ODF)' on a mission mode.

BeMC has envisioned to partner with these SHGs to address the sanitation challenges of the city. In this regard, a social SHG incubation program is initiated to train SHGs to operate the toilet facilities and use different revenue sources for toilet management.

Whereas in line with BEMC's efforts to provide smart and sustainable sanitation solutions, it is now keen to explore innovative social SHG model to run the community toilet. Hence it is willing to provide an opportunity to the local SHGs of the city to take up sanitation as a livelihood opportunity to develop their capabilities.

And whereas BeMC and the SHG desire to explore possibilities and opportunities to work together and define areas for co-operation for managing toilet complexes in Berhampur city.

**NOW THEREFORE BeMC AND SHG IN PRINCIPLE RECORD THEIR UNDERSTANDING AS FOLLOWS:**

#### **1 General terms of MOU**

- 1.1 All the costs and expenses incurred by the parties in relation to the MOU shall be borne by the parties incurring the same without charge to or reimbursement from the other party to this

MOU.

- 1.2 Communications between parties shall be done in writing and to be delivered or sent by registered post at its address set forth herein below.

**Contact information:** BeMC  
Office of Municipal Commissioner,  
Berhampur Municipal Corporation (BeMC),  
Berhampur,  
Odisha

**Contact information:** SHG  
Name of SHG:  
Address and contact no.:

- 1.3 Amendments, additions or variances to this MOU shall be made only in writing and with the consent of both the Parties.
- 1.4 The ownership of the assets shall remain with BEMC. However, the operations and maintenance of the facilities shall remain with the SHGs during the Project Period, subject to the satisfactory performance and as per the terms and conditions of this MOU.

## **2 Duration of MOU**

- 2.1 The MOU shall remain in effect for a period of **36** months from the date of signing of this MOU (hereinafter referred to as the "Project Period") or till the date of termination by BeMC.
- 2.2 The SHG shall depute its team on the date of signing of this MOU.

## **3 Responsibilities of BEMC**

- 3.1 At the time of handover, BeMC shall provide the facility in good and maintained condition with overall standard amenities, safety measures, and access to electricity and water connection at allocated sites.
- 3.2 BeMC shall address the queries and issues of the SHG if they face challenges in the operation & maintenance through setting up a regular meetings as may be required and communicated by the ULB.
- 3.3 SHGs will be given Rs.9000 per month for operation and maintenance of community toilets by BeMC
- 3.4 BeMC shall coordinate and supervise the works of the SHG on regular basis. BeMC will be responsible for the scrutiny and maintenance of records of the Self-Assessment documents submitted by the SHG in the frequency mentioned in the **Annexure 3: Self-assessment by SHGs of toilet sites**.
- 3.5 BeMC shall also conduct surprise assessment of toilet complex once in a year, in a pre-defined format. A copy of format is provided in **Annexure 4: Assessment by BeMC of toilet sites**
- 3.6 BeMC shall allow SHGs to advertise on toilet facilities in line with prevailing advertising policy. BeMC may provide exemption in advertising taxes for project period of three years.

## **4 Responsibilities of the SHG**

- 4.1 SHG shall be responsible for operations and maintenance of the toilet sites mentioned in Annexure 1 as per processes described in Annexure – 2.
- 4.2 SHG shall bear the charges for all the utilities consumed on site(s) during the regular course of

operations and toilet maintenance such as water, electricity, cleaning agents, soap etc. and also cost of personnel, as per the actuals.

- 4.3 The SHG shall prepare and submit on monthly basis a self-assessment of allocated toilet sites, as per the pre-defined format and frequency as agreed in the **Annexure 3 – Self assessment of toilet sites by SHG**.
- 4.4 SHG shall operate the facilities through revenue sources such as user fee. They can explore additional sources of revenue through advertising, donations, sponsorships, Corporate Social Responsibility (CSR) contribution, provision of value added products and services as per activities permissible within the guidelines of BeMC or any other regulation. For any other additional revenue sources, SHG has to take written approval from BeMC before deployment and also specify the products and services, if any, that it intends to provide from toilet sites. In addition to this ULB will provide financial support to SHG as per the approved concept note which is attached as annexure to MoU.
- 4.5 SHG shall fix a monthly user fee plan and popularise it in the residents and shopkeepers in and around the toilet site area.
- 4.6 SHG shall be allowed advertising on the inner and outer walls of toilet. Outdoor advertising hoarding to be built in and around the toilet site area only.
- 4.7 BeMC could also provide a list of permissible activities and/or negative activities (activities not permissible) to SHGs. This shall be updated from time to time and notified to SHG. The activities directly or indirectly related to negative list should not be undertaken/allowed by SHG at the toilet site or this may result in attempt of violation of the MOU and hence cancellation of the contract. For user fee, SHG shall take written approval from BeMC before commencing user charges and also before making any upward revisions in fare. SHG cannot advertise for products like alcohol, tobacco etc. The content of advertisement should not be obscene or non-permanent in nature or offensive to public especially women.
- 4.8 SHG shall utilize the revenues collected to meet expenses of operation and maintenance related activities, conducting any awareness or cleanliness campaigns around toilet sites and meeting other expenses related operation and maintenance. The SHG shall strive to reduce the dependence on the financial support by BeMC and increase usage of user fee and other revenue generating sources.
- 4.9 SHG shall at all times ensure that necessary know-how, expertise and personnel are identified and utilized by it in the process of operation & management of the toilet facilities to meet the SOP described in **Annexure 2**.

## **5 Force majeure**

- 5.1 This means earthquakes, floods, fires, explosions, acts of God, acts of State, war, terrorism, action of any government including change in governmental policy, or any other situation, which is beyond the reasonable control of a Party claiming occurrence of the Force Majeure event. For the avoidance of doubt, it is being clarified that wilful and intentional acts and omissions or acts or omissions of affiliates in relation to any Party shall not be considered as a Force Majeure event.
- 5.2 Neither of the Parties shall be entitled to claim benefit of a Force Majeure event unless it has intimated the other Party of occurrence of such event within 48 hours from the occurrence thereof, indicating therein the steps it is taking or intending to take to mitigate the effect of such Force Majeure event on performance of its obligations under this MoU.
- 5.3 In the event of force majeure, the respective obligations and responsibilities shall remain

suspended. If the Force Majeure continues for a period of more than 15 days, the Parties can re-negotiate this MoU in good faith and if the Parties do not reach any consensus within the 30 days from the end of such 15 days period referred to above, this Agreement shall automatically stand terminated on such 30th day.

## **6 Termination of contract**

- 6.1 The termination of the contract can be undertaken by any of the party in following situations and manner:
- 6.2 **By BeMC:** Based on assessment if SHG is found to be violating the MoU, during inspection by BeMC, BeMC shall have the right to terminate the MoU at any time by giving a written notice of not less than 30 days. During this period, the SHG shall be provided due opportunity to take corrective actions.
- 6.3 **By SHGs:** In case SHG is unwilling/unable to continue with the contract due to below reasons:
  - 6.3.1 Dissolution of the SHG: In case of dissolution of SHG, SHG shall have right to terminate the MoU.
  - 6.3.2 In the event of accrued losses from the toilet operations for continuous period of 3 months, occurring due to shortage of staff, low footfall, no investments from other sources e.g. CSR, the SHG can inform and seek for guidance from BeMC and if even that does not benefit the SHG, they can give a notice to BeMC about ending the contract. The SHG shall give at least 60 days' notice to BeMC and also comply with clause 8.4.

## **7 Indemnity**

- 7.1 To the fullest extent permitted by applicable law and professional regulations, the SHG shall indemnify BeMC against all claims by third parties and resulting liabilities, losses, damages, costs and expenses arising out of third party's use of the facilities.

## **8 Defects liability period**

- 8.1 SHGs shall be handed a functional toilet complex. At the time of signing of this MoU, SHG and BeMC shall do a joint inspection of site and prepare and sign a list of all furnishings and identify any defects found in toilet sites to establish the condition of toilet sites at the handover of toilet.
- 8.2 During the project period, SHGs shall have the obligation to repair or rectify, at their own cost, defects and deficiencies observed by BeMC in the toilet facilities, except for those already identified by SHGs as described in clause 8.1, during the aforesaid period. SHGs shall be responsible for rectifying defects and deficiencies in the Toilet complex arriving due to usage of toilets by the users for the project duration. However, capital repair and maintenance involving major repair and/or replacement expenses more than INR 3,000 as a one-time activity shall be undertaken by BeMC at its own cost.
- 8.3 In the event of termination of MoU before 36 months after signing by any of the parties, the SHG shall be responsible for handing over fully functional toilet site to BeMC (not in new state but fully functional).

## **9 Arbitration clause**

- 9.1 Any dispute arising out of or with respect to this MoU will be referred to arbitration in accordance with the Arbitration and Conciliation Act, 1996 ('the Act'), which rules are deemed to be incorporated by reference into this section. Arbitration shall be conducted by a mutually agreed

sole arbitrator. The arbitration proceedings shall be conducted in English language. The venue of arbitration shall be Berhampur. The award of arbitrator shall be binding on the Parties. Any dispute arising out of the arbitral proceedings and award as mentioned herein above shall be subject to the jurisdiction of Courts at Berhampur or high court at Odisha.

This MoU is executed in duplicate with one original to be retained one each by the parties.

In WITNESS WHEREOF, the parties have executed this MoU on the date place set forth above.

For and on behalf of  
Berhampur Municipal Corporation

For and on behalf of  
SHG

**Shri.** \_\_\_\_\_  
BeMC \_\_\_\_\_

**Shri.** \_\_\_\_\_  
(SHG)

Witness

Witness

## Annexure 2: Standard Operating Procedure (SOP) for O&M of toilet sites

### Background

The Standard Operating Procedure provides the basic minimum standards to be adhered by SHG while operating and maintaining the community and public toilet complex. A deviation from these practices could lead to action from BeMC as indicated in Memorandum of Understanding with the SHG.

### Structure of the manual

The document is divided into three sections.

- a) First section covers process to be followed by toilet operator including the listing of activities to be conducted.
- b) Second section details out the measures for maintenance of onsite sanitation technology
- c) The third section details out the practices for educating the routine users of the toilet.

For ease of understanding:

- ▶ **A toilet operator** is defined as entity or individual who is responsible for overall operations and upkeep of the toilet facility. In this case it shall be the SHG.
- ▶ **A care-taker** is defined as the person appointed by toilet operator to be stationed at toilet facility. Care-taker is responsible for safety, security, and collecting user fee (if applicable), gets the facility cleaned, and keeps record of usage and repair and maintenance work.
- ▶ **Toilet cleaner** is responsible for cleaning and upkeep of the toilet facility. In certain cases care-taker can also play role of cleaner.

## 1 Toilet cleaning and maintenance

For effective operation and maintenance of the Community and public toilet complexes, the SHG has to follow certain standard guidelines and steps as described below:

### 1.1 Regular Toilet cleaning Supplies

It is mandatory for the SHG to maintain a regular supply of toilet cleaning utilities. Below is the list of supplies to be maintained at the toilet unit.

List of supplies (Also refer Annexure-1)

Equipment	Chemical/solutions	Other supplies(optional)
-Broom/Dust Pan -Mops -Dust bins -Dusting cloth -Toilet cleaning brush -Wiper	-Toilet Cleaning liquid -Floor disinfectant -Hand wash soap and/or liquid Soap	-Paper Towels & Bathroom Tissue -Sanitary Napkins/Tampons -Hand dryer

### 1.2 Toilet cleaning

Cleaning of the toilets is to be done in 3 ways:

1. Regular Cleaning: To be done during non-peak hours, once/twice depending on the rush
2. Spot Cleaning: Whenever there is spots/stain/soiled latrines during the operational hours
3. Scheduled Cleaning: Removal of stains, webs etc. weekly, fortnightly or monthly.

### 1.3 Toilet cleaning steps for Regular Cleaning:

The cleaner must follow the following steps for cleaning and must maintain following levels of cleanliness inside the toilet complex. The steps are further divided into before cleaning, during cleaning and after cleaning steps. The cleaner staff must be appropriately trained to follow these steps.

#### 1.3.1 Before cleaning

Activity	Duties
Personal Hygiene of Cleaner	-Wear the necessary hand gloves, boots and a face-mask before starting work
Prepare the cleaning equipment & cleaning solutions mixed	<ul style="list-style-type: none"> <li>- Always keep the cleaning equipment, mixtures in a safe &amp; locked storage area away from visitors</li> <li>-Prepare the necessary quantity of cleaning mixture</li> <li>-Check if all the toilets are unoccupied before the cleaning</li> <li>-Lay down the signage at the entrance (Cleaning in progress, wet floor)</li> </ul>

#### 1.3.2 During Cleaning

Activity	Duties	Check
While cleaning is in progress	- Place the caution sign at the entrance. (Cleaning in Progress, Wet Floor etc.)	Check the flow of water in the storage, if face regular water supply issue, store enough water, before starting to clean
<b>Steps To Clean Every day at 8 am</b>	<b>1-Dusting/Sweeping:</b> Clean the dust from all vents, partitions and lights, sweep the floor with a broom. Throw the garbage in a bin only.	All dust/waste should go into main dustbin. Switch on the exhaust fan
	<b>2-Refill &amp; Clear:</b> refill all soap dispensers, Clear all dustbins	Check the supply, inform the caretaker, if supply is low.
	<b>3- Clean toilets and urinals:</b> Clean the toilet pan and urinal block by uniformly pouring toilet cleaner and brush with a cleaning brush. Leave the product for 5 mins -Flush to rinse.	Keep separate the brushes used for toilet & floor No stains on the toilet, No bad odors should remain Dry the Toilet seat
	<b>4-Clean sinks, mirrors:</b> Clean the Mirrors, window panes, sinks	No stain marks on the mirror, sink
	<b>5-Clean walls and fixtures:</b> Wipe the walls and partitions and outside of the toilets. Change the cloth and wipe the outside of the urinals. Wipe dry the toilet seat	Clean walls for any fungal growth, webs, spit marks
	<b>6-Prepare cleaning solution:</b> Mix the floor disinfectant at 100ml against four liters of water in clean bucket and use a clean mop. <b>-Mop floor:</b> Mop from, be certain to clean corners and edges.	Place "Wet Floor" caution sign Clean the water spilled, dirt marks, foot prints etc. from all the corners
<b>Once in 2-3 days</b>	<b>1-Disinfecting floor:</b> Wear the necessary protectants- gloves, mask, and boots. Make solution of disinfectant in a bucket. Place "Wet Floor" sign. Spread the disinfectant on floor uniformly for 10-15 mins. Wash away the floor using wiper or mop with extra water. Let the floor dry. Put back the equipment after washing to the storage area.	Repeat the disinfection process once in atleast 2-3 days, if there is high rush of users, conduct it daily.

#### 1.3.3 After Cleaning

Activity	Duties
Inspect your work	- Make sure you have covered all the points above. Turn off the light and move to the next area to be cleaned
Storing	<ul style="list-style-type: none"> <li>- After cleaning is finish, wash your gloves and remove them, put it to drying, remove your mask &amp; boots.</li> <li>-Clean all equipment by rinsing out buckets, wringers, mops and other items used. Replenish your cleaning cart with items needed for the next shift.</li> <li>-Hang mops up to dry and send cleaning clothes to laundry. Report any broken or damaged equipment to your supervisor.</li> <li>-Take inventory of chemicals and other supplies and reorder as needed.</li> </ul>

Get the checklist cleared by caretaker & mark attendance	-After completing all the work, get it inspected by caretaker, and fill the daily checklist with his signature
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### Scheduled cleaning

Scheduled cleaning should be carried out daily, periodically on a weekly, fortnightly or monthly basis (different surfaces, wares and fittings require different cleaning periods to maintain their cleanliness). Scheduled thorough cleaning should be carried out during off-peak hours as practical as possible to avoid inconvenience to the user.

**Table i: Periodic Cleaning Schedule**

#	Item	Activity & Frequency
1.	Floor	Mopping every day, Minimum every third day
2.	Walls	Hand Scrub to ensure removal of soil, fungal growth etc. Minimum every fortnight.
3.	Bins	Wash the bins once in 2-3 days, to prevent stink
4.	Basins	Scrub to remove stubborn stains twice in a week
5.	Urinals	Scrub to remove stubborn stains and stink weekly
6.		Scrub beneath rim to ensure removal of yellow stains weekly
7.	Soap Dispensers	Check/ clear chokes every day and re-fill
8.	Exhaust Fans	Wipe, clean to remove dust, monthly

### Timing and frequency of cleaning

**Number of Visitors:** On the basis of number of visitors timing and frequency of cleaning should be determined. Thorough cleaning of toilets should be carried out during off-peak hours when toilet usage is low. Touch up cleaning should be done more often during peak hours.

**Record document:** It is the responsibility of the operator to maintain a report card on frequency of cleaning. The frequency of cleaning as agreed in between the operator and the donor/implementing agency should be documented and a report card for checking the frequency of cleaning should be agreed mutually. This card should be placed at the back of the main entrance door/ at visible location of the toilet block.

Care-taker of the toilet facility shall be made responsible for updating the report card on cleaning on daily basis. Sample format for these activities are placed in **Annexure-2** for reference. The caretaker also needs to maintain few records for the toilets like number of users as mentioned in the **annexure 3**.

A sample report card and its placement is presented below figure:

Figure: Sample of report card






 <p>ଭିକ୍ଷୁକମାନଙ୍କ ବ୍ୟବହାର ନିମନ୍ତେ</p>		 <p>ମହିଳା</p>	
 <p>ପୁରୁଷ</p>		 <p>ଶିଶୁଙ୍କ ବ୍ୟବହାର ନିମନ୍ତେ</p>	
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<p>ବ୍ୟବହୃତ ବା ଅବିବର୍ଜିତ ଦ୍ରବ୍ୟକୁ ଏଣେତେଣେ କିମ୍ବା ପ୍ୟାନ ଭିତରେ ନ ପକାଇ ଆବର୍ଜନା ପାତ୍ରରେ ପକାନ୍ତୁ ।</p> 			04















**Annexure-A:** Illustrative representation of equipment's for toilet cleaning


For ease of understanding, all the required equipment's as listed in section 2, are represented in the below table:

**Table ii** Sample list of toilet supplies and their pictures

#	Equipment	Picture/ illustration
1.	Broom and dust pan	

#	Equipment	Picture/ illustration
2.	Caution sign for wet floor	
3.	Gloves and safety glasses	
4.	Hand scrubber	
5.	Hand soap dispenser	
6.	Mop bucket with wringer	
7.	Pre-treat process	

#	Equipment	Picture/ illustration
8.	Tissue towels	
9.	Trigger sprayer	
10.	Toilet cleaning brush	
11.	Wet mop with handle	
12.	Bucket	
13.	Gloves	








#	Equipment	Picture/ illustration
14.	Toilet paper	




**Annexure-B:** Model activity checklists to be maintained by operator

Below are the model checklists/report cards developed for reporting the cleaning frequency and tracking of material usage

Table iii : Report card on cleaning of toilet facilities

<The operator has to put tick mark against each facility upon cleaning. The list provided is indicative and can be modified based on the facilities planned and available>

Time	5:00 AM	8:00 AM	11:00 AM	2:00 PM	5:00PM	8:00 PM	11:00 PM	Signature
 Latrine cleaned								
 Mirror+ wash basin cleaned								
 Urinal cleaned								
 DOORS can be shut								
 Soap/tissue available								
 Flush working								
 Tap working								

Time	5:00 AM	8:00 AM	11:00 AM	2:00 PM	5:00PM	8:00 PM	11:00 PM	Signature
 Lights working								
 Exhaust fan working								
 Dustbin emptied								
Surrounding area cleaned								
Leakages checked								
Water availability checked								



### Annexure 3: Self-assessment of toilet sites by SHG

(SHG is required to submit this self-assessment on monthly basis to BeMC)

Name of Toilet complex \_\_\_\_\_

Address \_\_\_\_\_

Date & Time of inspection \_\_\_\_\_ SHG's name \_\_\_\_\_

#### Assessing the cleanliness of Latrines/Sink

Particulars	Latrine		Sink	
	Status (Yes/No)	Remark	Status (Yes/No)	Remark
Stains				
Stink				
Broken				
Water in tap				
Clogging				
Working Condition				

Rate overall Cleanliness of Latrines (please tick):

1. Very Clean
2. Clean
3. Manageable
4. Untidy
5. Unbearable

Rate Overall cleanliness of Sink (please tick):

1. Very Clean
2. Clean
3. Manageable
4. Untidy
5. Unbearable

#### Cleanliness of Floor

Particulars	Status (Yes/No)	Remarks(Yes/No)
Dusted/Mopped		
Garbage Clear		
Dustbin placed		
Water spill/slippy		
Equipment placed in store		
Stains		

Rate Overall cleanliness of Floor (please tick):

1. Very Clean
2. Clean
3. Manageable
4. Untidy
5. Unbearable

#### Walls& Mirrors:

Particulars	Walls		Mirror	
	Status	Remark	Status	Remark

	(Yes/No)		(Yes/No)	
<b>Stains</b>				
<b>Broken</b>				
<b>Fungal growth/damp</b>				

Rate Overall cleanliness of Walls & mirrors (please tick):

1. *Very Clean*
2. *Clean*
3. *Manageable*
4. *Untidy*
5. *Unbearable*

#### Supplies & Refill:

Particulars	Status (Yes/No)	Remarks
<b>Soap/Liquid soap</b>		
<b>Toilet Cleaning Liquid</b>		
<b>Floor disinfectant</b>		
<b>Water in storage tanks</b>		
<b>Dustbin</b>		
<b>Toilet cleaning brush</b>		
<b>Floor sweeping Broom</b>		
<b>Mop</b>		
<b>Hand dryer (if any)</b>		

#### Miscellaneous

Particulars	Status(Yes/No)	Remarks
<b>Regular Staff attendance</b>		
<b>Checklist filled for the day</b>		
<b>Doors closing</b>		
<b>Any spillage around unit</b>		
<b>Proper garbage disposal</b>		
<b>Onsite sanitation system<sup>1</sup> maintained as per guidelines in SoP</b>		
<b>Exhaust Fan</b>		
<b>Any other issue</b>		

Rate Overall Behaviour of staff (please tick):

1. *Very Nice*
2. *Good*
3. *Just okay*
4. *Needs improvement*
5. *Unbearable*

Rate overall maintenance of the Toilet (please tick):

1. *Very well maintained*
2. *Good*
3. *Just okay*
4. *Needs improvement*
5. *Needs immediate attention*

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<sup>1</sup> Onsite sanitation system refers to provisions for preliminary treatment of faecal waste and urine at site

**Suggestion**

Suggestions and requests for any support from BEMC	Signature

**(Compulsory Fill below details)**

\_\_\_\_\_  
(Name & Signature of SHG)

(Date)

#### Annexure 4: Assessment of toilet sites by BeMC

(SHG is required to submit this self-assessment on monthly basis to BeMC)

Name of Toilet complex \_\_\_\_\_

Address \_\_\_\_\_

Date & Time of inspection \_\_\_\_\_ SHG's name \_\_\_\_\_

The performance of SHG shall be assessed on

1. Routine interval basis (Once in every 6 month)
2. Surprise visits (once in every quarter)
3. Submission of self-assessment documents by the SHG to BeMC

SHG is required to maintain toilet units in clean and hygienic condition. Following particulars must be checked by assessing authority for proper maintenance of the toilet units. A copy of this assessment to be shared with SHG responsible for operating the toilet complex. Appropriate action to be initiated as defined in MoU in case it is found that SoP is not complied with.

#### Assessing the cleanliness of Latrines/Sink

Particulars	Latrine		Sink	
	Status (Yes/No)	Remark	Status (Yes/No)	Remark
Stains				
Stink				
Broken				
Water in tap				
Clogging				
Working Condition				

Rate overall Cleanliness of Latrines (please tick):

6. Very Clean
7. Clean
8. Manageable
9. Untidy
10. Unbearable

Rate Overall cleanliness of Sink (please tick):

6. Very Clean
7. Clean
8. Manageable
9. Untidy
10. Unbearable

#### Cleanliness of Floor

Particulars	Status (Yes/No)	Remarks(Yes/No)
Dusted/Mopped		
Garbage Clear		
Dustbin placed		
Water spill/slippery		
Equipment placed in store		
Stains		

Rate Overall cleanliness of Floor (please tick):

- 6. Very Clean
- 7. Clean
- 8. Manageable
- 9. Untidy
- 10. Unbearable

**Walls& Mirrors:**

Particulars	Walls		Mirror	
	Status (Yes/No)	Remark	Status (Yes/No)	Remark
Stains				
Broken				
Fungal growth/damp				

Rate Overall cleanliness of Walls & mirrors (please tick):

- 6. Very Clean
- 7. Clean
- 8. Manageable
- 9. Untidy
- 10. Unbearable

**Supplies & Refill:**

Particulars	Status (Yes/No)	Remarks
Soap/Liquid soap		
Toilet Cleaning Liquid		
Floor disinfectant		
Water in storage tanks		
Dustbin		
Toilet cleaning brush		
Floor sweeping Broom		
Mop		
Hand dryer (if any)		

**Miscellaneous**

Particulars	Status(Yes/No)	Remarks
Regular Staff attendance		
Checklist filled for the day		
Doors closing		
Any spillage around unit		
Proper garbage disposal		
Onsite sanitation system <sup>2</sup> maintained as per guidelines in SoP		
Exhaust Fan		
Any other issue		

Rate Overall Behaviour of staff (please tick):

- 6. Very Nice
- 7. Good

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<sup>2</sup> Onsite sanitation system refers to provisions for preliminary treatment of faecal waste and urine at site

- 8. *Just okay*
- 9. *Needs improvement*
- 10. *Unbearable*

*Rate overall maintenance of the Toilet (please tick):*

- 6. *Very well maintained*
- 7. *Good*
- 8. *Just okay*
- 9. *Needs improvement*
- 10. *Needs immediate attention*

### **Suggestion**

<b>Suggestions and feedback</b>	<b>Signature</b>

### **(Compulsory Fill below details)**

\_\_\_\_\_  
(Name & Signature of Assessment Authority)

(Date)

\_\_\_\_\_  
(BEMC seal)

*Note: Copy of this assessment to be shared with respective SHG operating the toilet complex*