



सत्यमेव जयते

Ministry of Housing and Urban Affairs  
Government of India



# SWACHH SURVEKSHAN 2019

4237 Cities

6.53 Lakh Survey Locations

Impacting 43 Crore Lives

## WORLD'S LARGEST CLEANLINESS SURVEY





**Ministry of Housing and Urban Affairs  
Government of India**

हरदीप एस पुरी  
HARDEEP S PURI



Message

आवासन और शहरी कार्य  
राज्य मंत्री (स्वतंत्र प्रभार)  
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GOVERNMENT OF INDIA

As early as 1916, Mahatma Gandhi had declared 'swacchata' to be even more important than political freedom. This spirit was reinforced when the Hon'ble Prime Minister launched the Swachh Bharat Mission on 2 October 2014 to make India a clean and Open Defecation Free nation by 2 October 2019, the 150<sup>th</sup> birth anniversary of Bapuji.

The Hon'ble Prime Minister also gave a clarion call - *".....agar ek hazaar Mahatma Gandhi aa jaayen, ek lakh Narendra Modi aa jaayen...Toh bhi Swachhata ka sapna kabhi poora nahi ho sakta. Lekin agar sava sau crore deshvasi aa jaayen toh, dekhte hi dekhte sapna poora ho jayega"*.

I am delighted to see how, over the last four and a half years, the Mission has evolved into a *jan andolan*, with crores of citizens becoming partners with the Government in our collective journey towards Swachh Bharat.

The Swachh Survekshan exercise was started in 2016 with the objective of engendering a spirit of healthy competition among municipal corporations and urban local bodies around the issue of sanitation and cleanliness. It is indeed heartening to see that this process of annual *survekshans* has managed to galvanize and inspire cities to keep on improving and aspire to higher standards of cleanliness. It gives me great pleasure to see the intensity of participation of ULBs in this round of Swachh Survekshan. The spirit of cooperation witnessed across all 4,237 ULBs is convincing proof of their positive intent to provide their citizens the best of service delivery. This augurs well for the future. I would also like to congratulate the Swachh Bharat Mission (Urban) team at MoHUA and the KARVY team for taking up this challenge and successfully concluding the largest urban services survey in record time, with due diligence. This report is testimony to the months of hard work that have gone into this endeavour.

(Hardeep S Puri)

New Delhi  
1 March, 2019

दुर्गा शंकर मिश्र  
सचिव  
Durga Shanker Mishra  
Secretary



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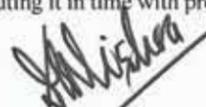
### Foreword

The objectives of Swachh Survekshan are to encourage citizen participation, increase city capacities for sustainable ODF and sanitation measures and to create awareness amongst all sections of society about the importance of collective action to contribute in India's journey towards a 'Swachh Bharat'. When the *survekshans* started in 2016, we had covered only 73 cities which had a population of over 1 million; in 2017 this was expanded to cover 434 cities. In Swachh Survekshan 2018, we had decided to take a quantum leap and cover 4,203 ULBs in the country, from municipal corporations all the way down to *nagar panchayats* and cantonment boards. This year, in a record time of 28 days, the survey was conducted across 4,237 cities.

This Survekshan of 2019 has been unique on many fronts. In the true spirit of Digital India, this was our first paperless survey, with the entire data collection from ULBs done online. In the previous year, the indicators were geared towards outcomes. This year, the focus shifted to sustainability; the indicators were designed keeping in mind sustainability of the achieved outcomes. Hence, instead of three sources of data as was the practice in the first three years, this year, 'Certifications' – both ODF/ODF+/ODF++ and Garbage Free Star Rating status were introduced as the fourth data / scoring source. Most importantly, this year, we had included many more indicators which required direct involvement of citizens, providing further fillip to citizen participation and taking forward the mandate of the 'jan andolan'.

We continued with two levels of ranking. One is the national ranking, where all ULBs above a lakh population are competing for the honours. For the smaller ULBs, we have the zonal rankings. I would like to congratulate all the winners under the various categories but would also like to extend my gratitude and appreciation to all the participating ULBs for the time and effort they have invested in making this survey a success.

I would also like to take this opportunity to commend the hard work put in by my team at the Swachh Bharat Mission (Urban) in designing and overseeing such an intricate assessment exercise, and those at KARVY for taking up the challenge and executing it in time with precision and clarity.

  
(Durga Shanker Mishra)

New Delhi  
01 March, 2019

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### MESSAGE

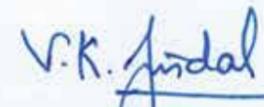
The objective of the Swachh Survekshan was that we should involve large participation of the public from all walks of life towards the cleanliness of our cities and towns, for swachhata cannot be the sole responsibility of the government nor can it be achieved by a few. The dream of a *Swachh Bharat* can only be realised if it becomes a *jan andolan*.

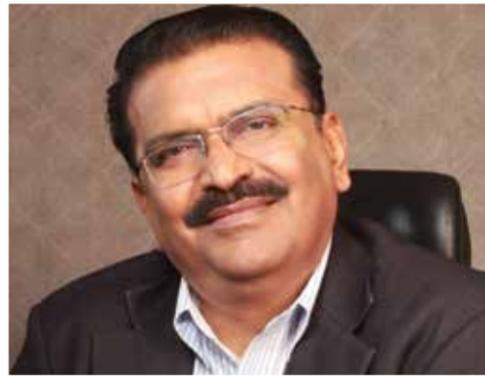
The journey of Swachh Survekshan from 2016 to 2019 has been spectacular not only in number of cities covered but also focus on Survekshan methodology and coverage areas. The more strict standards were set in Survekshan, larger enthusiasm was shown by cities.

The fact that this mission mode towards cleaning up our country is working is evident not only from the fact that **64 lakh citizens** provided their feedback during the survey, but also from the stories of innovation we see on the ground, be it conducting zero-waste public events, converting floral waste to value-added products, cultivating of Oyster Mushrooms from agricultural and kitchen waste in used plastic bottles, etc. The fact that **1.58 cr. complaints were registered** and **1.57 complaints resolved** on swachhata app, **18,329 Garbage Vulnerable Points** transformed, **345 landfill sites** have been remediated, and more than **370 cities** are practicing **segregation at source** in more than 80% of their wards is testimony to how the Survekshan has evolved over the years to be a tool for effective implementation for SBM, rather than just a monitoring tool.

I want to thank all the stakeholders in this process, including the state machinery and the municipal commissioners/executive officers who went out of their way to ensure that Swachh Survekshan 2019 was conducted successfully. I must also thank the Karvy team for completing this seemingly daunting task within a time frame of just over 28 days.

New Delhi  
02<sup>nd</sup> March, 2019

  
(V.K. JINDAL)



## C. Parthasarathy

Chairman,  
Karvy Data Management  
Services Limited

*Swachh Survekshan 2019 posed a unique challenge in the history of survey research in India, requiring us to complete on-ground assessment across 4237 Urban Local Bodies and Cantonment Boards in a mere 28 days*

## Message from the Chairman, Karvy

First of all, I would like to express my deep gratitude to the Swachh Bharat Mission (Urban), Ministry of Housing and Urban Affairs for entrusting Karvy Data Management Services Limited with conducting the Swachh Survekshan two years in a row. I sincerely hope we have been able to live up to expectations.

Swachh Survekshan 2019 posed a unique challenge in the history of survey research in India, requiring us to complete on-ground assessment across 4237 Urban Local Bodies and Cantonment Boards in a mere 28 days. The final scoring and ranking was to be completed in a further 15 days. I am extremely proud of the fact that a team of over 4500 assessors on the ground and nearly 500 people at the back end worked tirelessly to deliver the project without any time overrun or compromise on quality. However, such an effort would not have been possible without the constant guidance and support we received from the Ministry of Housing and Urban Affairs and the spirit of cooperation and support that we received from State Mission Directors and ULB nodal officers. We are truly grateful for the time and interest invested by them in helping us achieve such an ambitious target.

Finally, my sincere thanks goes out to the Mission Director, Deputy Mission Director, and the PMU of SBM (Urban), whose continuous engagement with the Karvy team always made us feel as part of a larger partnership. I can proudly say that every one of us have been enriched by this experience. I can see that Swachh Survekshan has become a significant catalyst towards galvanising a spirit of mass participation in 'cleaning' India and we at Karvy feel privileged to have been a part of it.

C. Parthasarathy

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## Executive Summary



The primary goal of all Swachh Survekshans is to encourage large scale citizen participation and create awareness amongst all sections of society about the importance of working together towards making towns and cities a better place to live in. Additionally, these surveys also intend to foster a spirit of healthy competition among towns and cities to improve their service delivery to citizens, and thus steadily moving towards creating cleaner cities. As a prelude to encouraging cities to improve urban sanitation, Swachh Bharat Mission (Urban) of the Ministry of Housing and Urban Affairs had conducted 'Swachh Survekshan-2016' for the rating of 73 Urban Local Bodies (ULBs) in January 2016. This was scaled up to cover and rank 434 ULBs in the following year. In 2018, in a bid to scale up the coverage of the ranking exercise and encourage towns and cities to actively implement mission initiatives in a timely and innovative manner, SBM - U had mandated that Swachh Survekshan 2018 covers all ULBs and cantonment boards in the country. This had elicited participation from 4203 ULBs and CBs, covering all states and UTs in the country (barring Lakshadweep). The current Swachh Survekshan, which spanned from 4th of January to 31st of January 2019, has covered a total of 4237 ULBs and Cantonment Boards from all states and UTs, barring the state of West Bengal who had opted not to participate. While in 2018 the ranking of the ULBs was separately done for those with a population of one lakh or more (national ranking) and those below one lakh (state and zonal rankings) with a total of 55 award categories, in 2019, with a view to recognizing good work done by the smaller ULBs towards realizing the dream of a Swachh India, the population categories have been increased to six, viz. greater than 10 lakhs, 3 - 10 lakhs, 1 - 3 lakhs (where a total of 425 ULBs competed for 23 award categories), and 50,000 - 1 lakh, 25,000 - 50,000 and less than 25,000 (where 3750 ULBs competed for 95 zonal awards). In addition, there are seven awards exclusively meant for the 62 Cantonment Boards, six awards meant to recognize outstanding performances by states as a whole, three special category awards for recognizing outstanding citizen-led initiatives towards Swachh Bharat, and three more for the top three Ganga towns.



Karvy Data Management Services Limited, who had successfully executed Swachh Survekshan 2018, was once again selected by the Ministry through a competitive QCBS linked bidding and evaluation process for undertaking the 2019 version as well.

Prior to the actual commencement of the survey, concerted efforts were made by the SBM - U to strengthen the capacities of the cities to understand the modalities and spirit of the survey. This was first done through a series of workshops organised by the PMU prior to the survey, to familiarize them with the survey methodology, survey process and output indicators. Thereafter, prior to and during the process of the survey, the central helpdesk set up by Karvy also engaged in intensive interaction with individual ULBs, through video conferencing with states, through handholding and follow-up interaction via telephone, emails and chat bots available in the designated web portal [www.swachhsurvekshan2019.org](http://www.swachhsurvekshan2019.org).

Since citizen participation was a very crucial component of this survey, social media and other traditional media channels were strategically used at both national, state and city levels in order to educate citizens about the objectives of the survey, as well as to reinforce the importance of their participation in Swachh Survekshan 2019. This effort was further reinforced by the extensive use of Twitter, Facebook and Instagram by KARVY to launch and sustain three online campaigns (GarvHai, MyGreenHabit, JholaChallenge) which together have garnered close to 65 lakh social media reach.

When the first Swachh Survekshan was started in 2016, it was designed to be a monitoring tool. Subsequent Survekshans have focused on output and then then outcome level indicators. Having achieved most of the outcome targets the focus of the current Survekshan has been on sustainability. Towards this end, the SBM - U had introduced two new certification initiatives, viz. ODF+/ODF++, and Star Rating of Garbage Free Cities. While ODF guidelines focus on construction of toilets, ODF+ guideline was developed to assess sustainable Community/Public Toilet usage so that cities are motivated to improve the standard on O & M. The focus of the ODF++ protocol is on achieving sanitation sustainability by addressing the complete sanitation value chain, ending with safe faecal sludge management. The concept of Star Rating of cities was to introduce a certification process which involves assessment of various locations in each and every ward within a city, checking for cleanliness of drains and water bodies, plastic waste management, managing of construction and demolition waste, etc. through a process of direct observation and citizen feedback. The process of certification, as was the case with Swachh Survekshan, was done through Third Parties. Quality Council of India, who were already assessing the ODF status of cities, was further mandated to assess the ODF+/ODF++ declarations. As on January 31st, 2019, 373 ULBs had achieved ODF+ certification while 165 had were ODF++. Another third party agency, Kantar Public, were entrusted to assess the 3 star and 5 star eligibility of applicants. At the closure of the assessment timeline, 53 ULBs were certified to be 3 star while 3 were eligible for 5 star certification. 1239 ULBs were self -declared as 1 or 2 star.

Apart from the newly introduced Certification processes (together worth 1250 marks), the scoring for each ULB under Swachh Survekshan 2019 included components that were carried forward

## SWACHH SURVEKSHAN 2019

from all previous Survekshans. These included Service Level Progress (1250 marks), which involved review of documentary evidence provided by ULBs against activities they claim to be undertaking; Independent Validation, where part-marks were deducted from SLP if on-ground verification differed from documented claim; Direct Observation (1250 marks) where status of cleanliness was verified through on-ground observation at sampled locations; and Citizen's Feedback (1250 marks), which included collecting direct feedback from the citizens through online and offline means, and number of Swachhta App downloads and complaint redressal. Thus, the overall marks in Swachh Survekshan 2019 was 5000, an increase of 1000 marks from the previous year.

Between the period of 4th January and 31st January 2019, a total of 2228 assessors from Karvy went on ground to visit 6,53,833 locations across nearly 73,000 wards, gathering photographic evidence under the

Swachh Survekshan. In addition, a team of 2549 feet on street were deployed to conduct over 11 lakh face-to-face interviews for citizen feedback, to supplement the feedbacks gathered through other platforms, including outbound calling. The activities of these assessors and survey enumerators were monitored real time by 210 monitors and a project management team with presence in every state capital as well as at a central node at NOIDA. The synced photographs from ground locations came in real-time through customised apps used by the assessors. At the same time, documentary evidence were submitted online directly by ULBs (for the first time the entire SLP documentation process was taken online as a major stride towards digitisation), as well as from SBM-U MIS portal. A team of 90 scorers, with oversight from 12 research managers and the core project management team were responsible for scoring all ULBs after aggregating scores from SLP, IV, DO and CFB with those received from the Ministry as well as from third party assessment agencies.

### Summary of coverage under Swachh Survekshan 2019



# FACT SHEET

## SURVEY FACTSHEET

ULBs practice door to door garbage collection in more than 40% of wards

**1863**

**436**

ULBs have already initiated source segregation of waste in at least 40% of the wards

ULBs have identified & integrated 1.2 Lakh Informal Waste Pickers within their cities into sustainable livelihoods

**537**

**168**

ULBs of India have already become bin free

ULBs are processing 80% or more of their collected wet waste within the city

**168**

**100**

ULBs are processing at least 80% of their collected dry waste

ULBs have initiated home composting for kitchen waste in more than 1% of the Households

**232**

**1305**

ULBs have ensured practicing on-site processing of wet waste by their existing BGGs

ULBs have made provision for toilets at more than 80% of the construction sites

**262**

**81**

Cities have at least 80% of all constructed toilets (IHHL, CT and PT) attached to a sewerage system or have septic tanks

Out of 4237 ULBs are ODF Certified.

**2900**

**23**

States are now ODF declared

Percent of urbanites find the community and public toilets provided by their ULBs to be accessible and clean

**94**

**88**

Percent of urban residents can now easily spot litter bins in commercial and public areas within their city

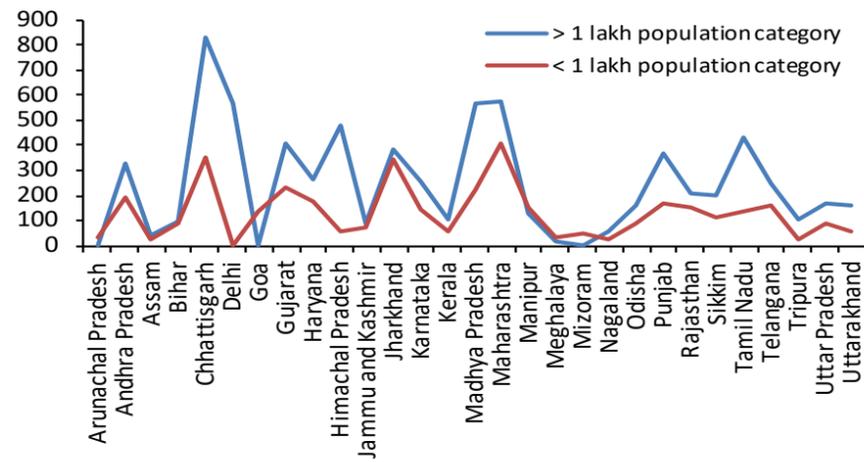
Out of 2900 ODF Certified ULBs have achieved ODF+ or ODF++ certification

**544**

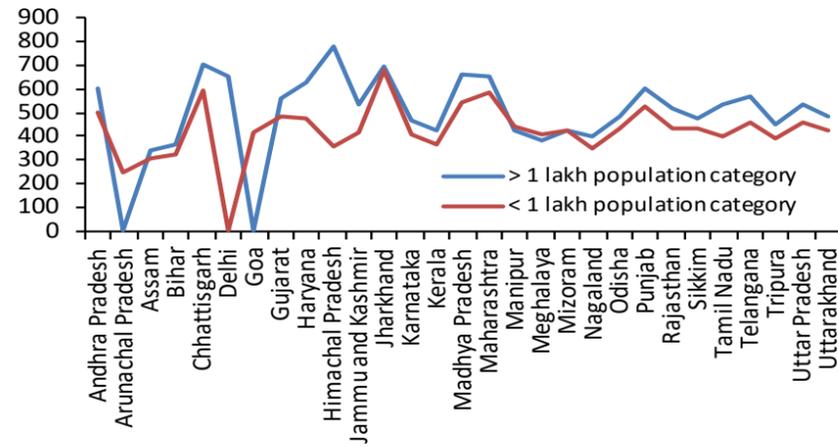
**56**

ULBs have already achieved 3 star certification; 3 have achieved 5 star certification

### AVERAGE SLP SCORES

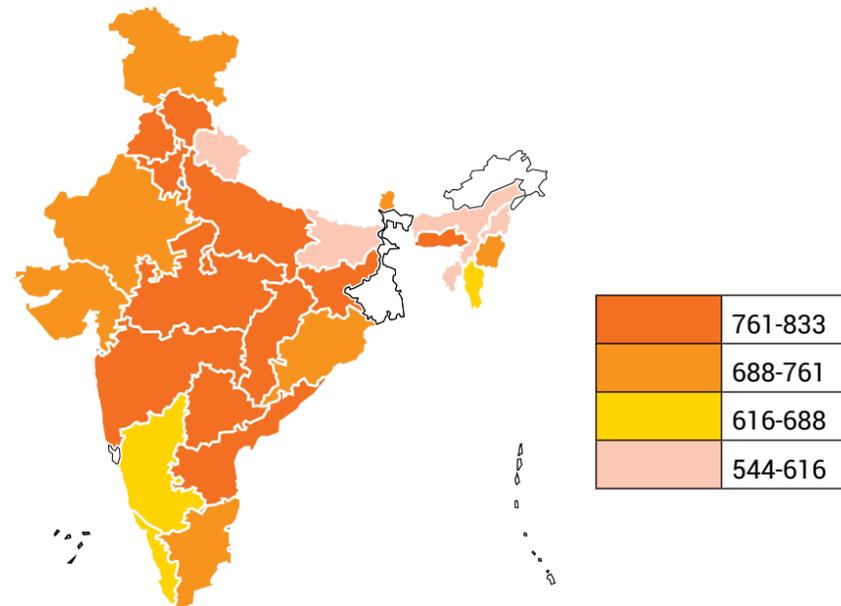


### AVERAGE DO SCORES



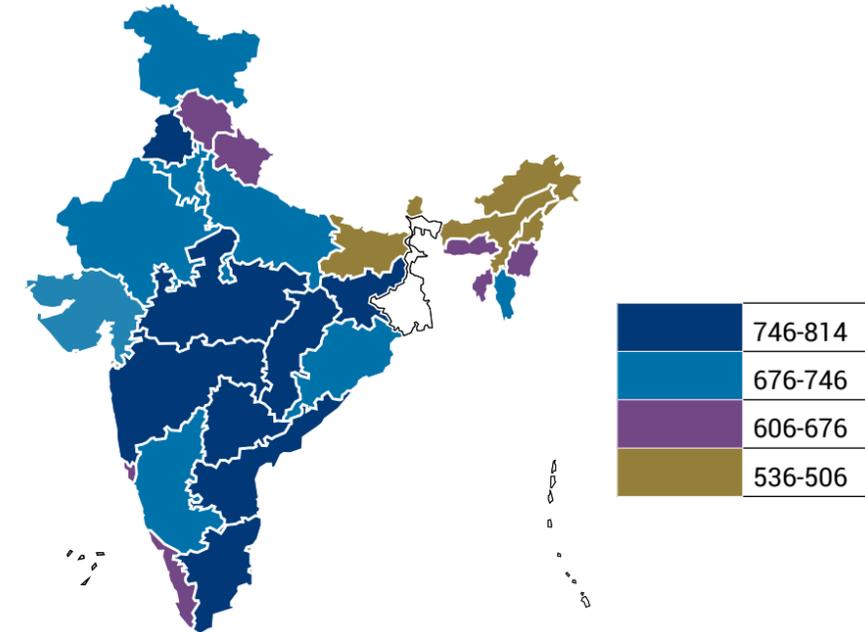
### DISTRIBUTION OF STATES BY CFB SCORE

(Greater than 1 lakh population category)

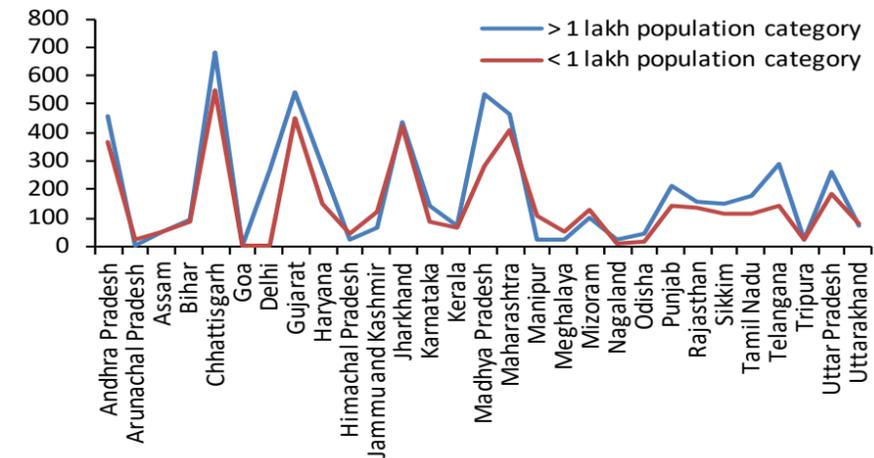


### DISTRIBUTION OF STATES BY CFB SCORE

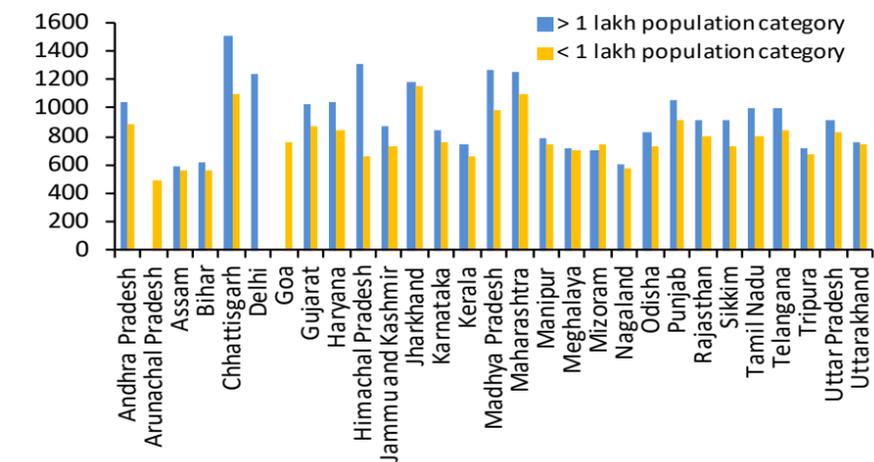
(Less than 1 lakh population category)



### AVERAGE CERTIFICATION SCORES



### AVERAGE SCORE UNDER SWM



# ASSESSMENT AND SCORING METHODOLOGY

Swachh Survekshan 2019, like its three predecessors, was conducted to study the progress of Swachh Bharat Mission (Urban) and rank Urban Local Bodies in India on the basis of cleanliness and sanitation. The number of ULBs assessed has progressively increased over the years, from a modest 73 metropolitan cities and state capitals in 2016, to 434 in 2017, to a pan India coverage of 4203 ULBs in 2018, including 61 Cantonment Boards, and finally, a coverage of 4237 ULBs including 62 Cantonment Boards in the current round. Apart from Lakshadweep, which has always remained outside of the ambit of Swachh Survekshans, the state of West Bengal (barring the three CBs within it) had also opted not to participate.

### Evolving focus of successive Survekshans

In 2016 and 2017, the Swachh Survekshan indicators were constructed with the purpose of monitoring progress of ULBs towards Swachh Bharat targets. In 2018, the focus (and the indicator constructs) shifted from process and outputs to outcomes. In the current round, having already reached an advanced stage of achieving most of its targets, the Swachh Bharat Mission – Urban had mandated that Swachh Survekshan 2019 focus on sustainability. The measurement indicators within the Survekshan were redesigned to capture whether initiatives taken by cities are sustainable in the long run, thus going beyond ODF status and looking into usability of toilets and unit level faecal sludge management, levels of cleanliness and waste management protocols in place in every ward of a ULB, and bylaws and regulatory compliance. Towards this end, over and above the three pillars of the earlier Survekshans, viz. Service Level Progress and Independent Validation, Direct Observation, and Citizen feed-back, this year a fourth assessment protocol was introduced by SBM – U, viz. certification of cities on ODF+/ODF++ and Star Rating of Garbage Free Cities by independent third parties.

### Going digital

Given the target of transforming the country into a knowledge economy and information society, the initiative needs some preparatory measures. Creation

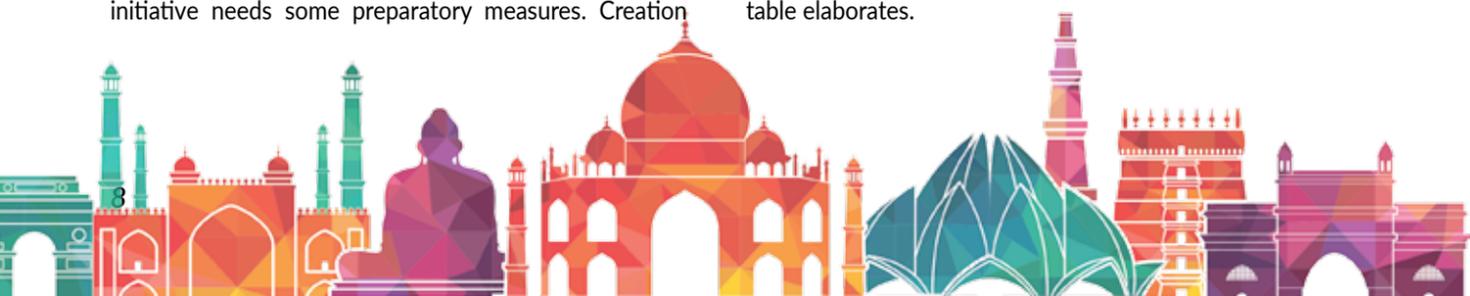


of sufficient physical infrastructure, providing the vital governance services to the people on e-mode and empowering people to handle digital technologies are the three key areas to prepare for the knowledge economy under Digital India. In synchronisation with this, Swachh Survekshan 2019 went 100% digital this year; with complete online submission of all documentation by ULBs through the dedicated Swachh Survekshan portal and updated progress reporting on MIS data points through the Ministry's own NIC portal. In essence, 283 GB of data (or 4.5 lakh online PDF documents) completely replaced an estimated 20 metric tonnes of paper reports that were transported from all over the country to the central hub in 2018, thus improving efficiency, freeing up space, time and expense, but more importantly, being environmentally friendly.

### Other new initiatives

Based on learnings from executing Swachh Survekshan 2018, and allowing for the new protocols introduced in the current round, Karvy introduced some new features in the execution process to ensure better quality outputs, both from ULBs in their documentation as well as capturing primary data on the ground. The following table elaborates.

Metric	Learnings from last round	Description
Citizen Feedback OTP	Every time a citizen feedback was taken by an assessor on the ground using a mobile-based app designed for the purpose, the interview was time stamped and geo tagged which allowed monitors to ensure geographical representativeness of the sample. However, the genuineness of the interview could still be under question.	<ul style="list-style-type: none"> <li>This shortcoming was overcome by introducing the concept of OTP confirmation by the citizen giving feedback</li> <li>Wherever consent was provided, the citizen feedback assessors were required to feed the phone numbers of citizens in the app</li> <li>An OTP was generated and sent to citizen's phone</li> <li>The assessor could only proceed with conducting the interview after feeding in OTP received by the respondent</li> </ul>
Sampling cut-offs	If left completely to the enumerator on the field, he or she would always have the tendency to adopt convenience sampling, i.e. clustering of the interviews on as few locations as possible, perhaps one cluster per zone. Especially so in the smaller cities.	<ul style="list-style-type: none"> <li>In order to ensure a wider coverage of opinions from all zones within a ULB, the app had an auto cut-off after 30 interviews from a single location</li> <li>Interview locations were mapped against residential and commercial area samples to ensure geographic representation</li> <li>All interviews of less than 4 minutes were rejected</li> </ul>
ULB Guidance	Many of the smaller ULBs were participating in Swachh Survekshan for the first time. On top of that, many new indicators were introduced in this round which required a fresh documentation effort.  Finally, going 100% digital meant adhering to prescribed formats for data submission.	<ul style="list-style-type: none"> <li>A three-pronged approach was taken to provide assistance to ULBs</li> <li>First of all, a detailed ready reckoner (with screen shots as illustrations) was developed on how to filling out the city profile and the type of documentation required for scoring marks against each indicator. This was made available to all through the Swachh Survekshan2019.org portal.</li> <li>Secondly, for those cities who had participated in Swachh Survekshan 2018, a detailed written feedback was provided in advance on the shortcomings/data gaps in their last year's city profiles.</li> <li>A manned help desk with multiple numbers was made available at our central node at NOIDA who attended to all technical as well as procedural queries related to uploading documents</li> <li>Live chat facility was activated in the portal which allowed ULBs to have real time feedback to their queries</li> <li>One scanning centre for every 30 ULBs (total of 140) was made available for any ULB having difficulty in scanning and uploading documents from their office premises.</li> <li>Through Zoon video conferencing facility, live video chats were held with several states with participation from over two thousand ULBs.</li> </ul>
2-step OTP authentication for uploading data through in portal	During the 2018 round of the Survekshan, there was a system in place for the nodal officer of every ULB signing off on a checklist indicating the titles of every document that were being couriered to the central hub for assessment. In the current round, since submission was all digital, a system of certification of authentication had to be devised to protect both parties against fraudulent submission.	<ul style="list-style-type: none"> <li>Once again, a process was put in place wherein only the nominated ULB Official (designated nodal officer) whose telephone number was registered gotan OTP before uploading starts.</li> <li>Post authentication of OTP only could the ULB concerned begin the process of uploading documents.</li> </ul>
Book marking with page reference and indicator code	Large volume of physical documents without proper ordering (against each indicator code) or pagination created a logistical nightmare at the back end where inordinate amount of time and effort went in sorting indexing 20 quintals of documents from over 4200 ULBs	<ul style="list-style-type: none"> <li>In 2019, bookmarking of documents by the ULB against specific indicators and highlighting relevant sections pertinent for scoring was made compulsory</li> <li>Each document had to have the relevant bookmarks before ULBs could submit the same</li> <li>Every submission had to have an accompanied summary sheet with details of the document being submitted against each indicator.</li> </ul>

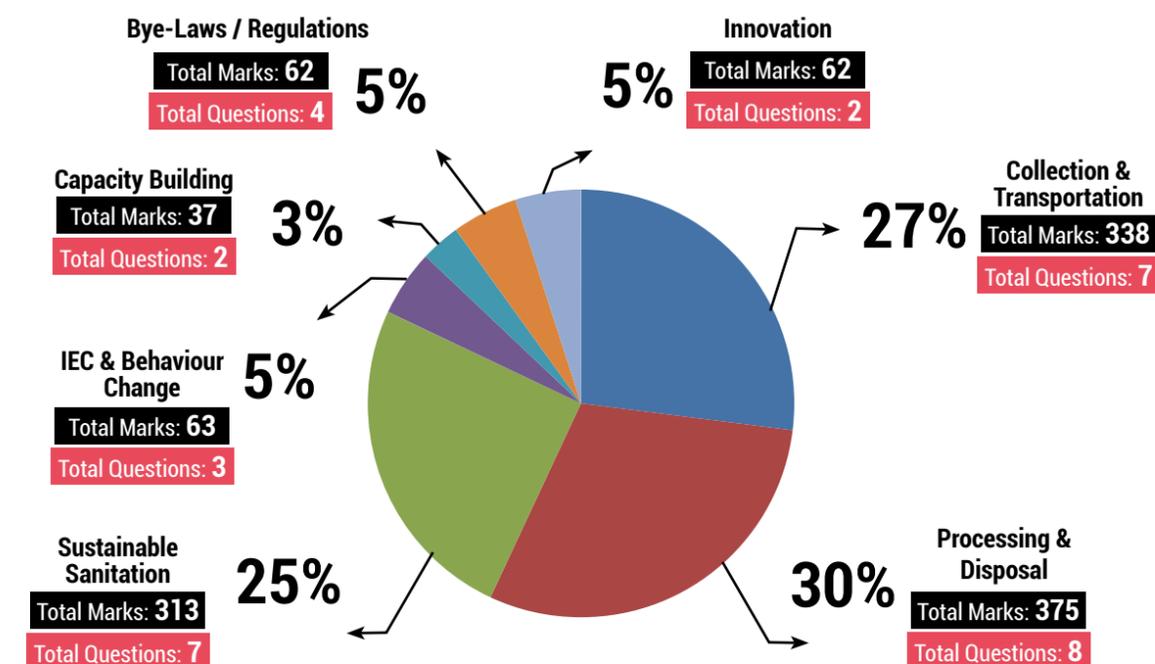


## Assessment and Scoring Protocols

For 'Swachh Survekshan-2019' assessments, MoHUA has revised the weightage for the overall assessment and components of Swachh Bharat Mission. As compared to last year, the total marks were increased from 4,000 to 5,000. The scoring for each ULB for ranking was segregated into 4 main components, as follows:

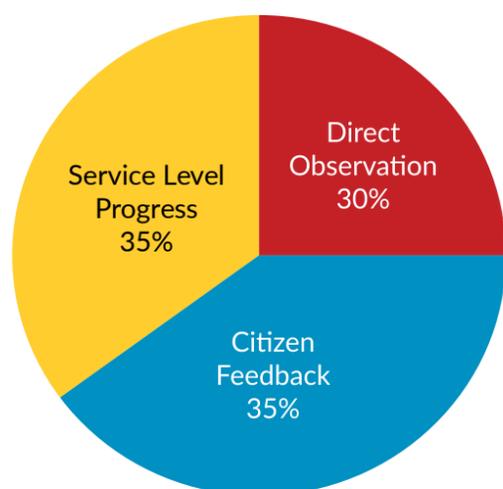
1. Collection of data from online MIS portal of MoHUA as well as online submission of documents to the dedicated Swachh Survekshan 2019 portal assessment of **Service Level Progress** (1,250 Marks / 25%)
2. Collection of data from **Direct Observation** (1,250 Marks / 25%)
3. Collection of data from **Citizen Feedback** (1,250 Marks / 25%)
4. **Certifications** for Garbage Free Cities and Open Defecation Free Cities (1,250 Marks / 25%)

The 33 indicators covering 7 thematic areas under SLP together constituted 1250 marks, as follows.



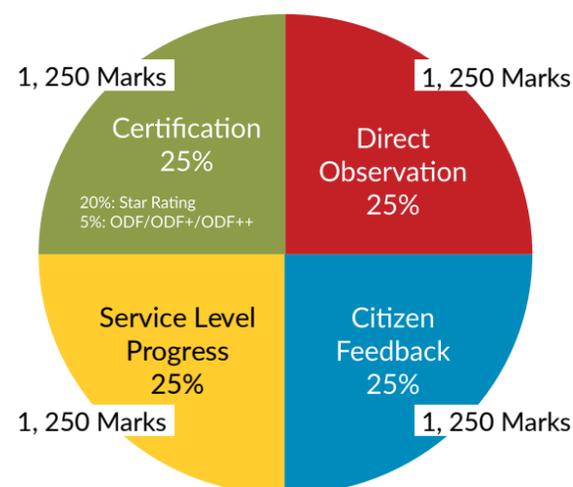
### Swachh Survekshan 2018

Total Marks: 4,000



### Swachh Survekshan 2019

Total Marks: 5,000



#### Part 1: Service Level Progress ((Verification of data submitted by the Urban Local Bodies on the online MIS portal of MoHUA))

There are a total of 33 indicators associated with Service Level Progress, broken up into seven thematic areas. The ULBs, unlike last year, were required to upload documents pertaining to their claims of work progress against each of the thematic areas and the agency was required to review these online submissions. As per operational design of Swachh Survekshan-2019, the assessors didn't interact in person with ULB officials for data verification. The ULBs had to fill the online MIS portal which holistically captured 16 of the 33 indicators of Swachh Survekshan 2019. Further, the Nodal Officers of each ULB had to upload relevant documents for

substantiating claims of service level progress verification to a dedicated portal designed for the purpose, viz. [www.Swachh Survekshan2019.org](http://www.SwachhSurvekshan2019.org). Karvy's team of 90 scorers and 16 research managers then verified each and every document and MIS data files received from the Ministry for initial scoring under SLP.

As per Survekshan protocol, Karvy's assessors were required to conduct independent verification of the claims of physical progress made by ULB through on-ground verification on a sample basis, and part-marks were deducted from SLP scores obtained on the basis of documentation review if on-ground verification revealed deviation from the claim. The extent of negative marking was simply a function of the degree of deviation.

#### Part 2: Certification (Star Rating of Garbage Free Cities and Open Defecation Free Protocols):

MoHUA has introduced an important component of 'Certification' as a thematic area covering two different aspects. MoHUA will certify ULBs in the following areas:

##### Star Rating of Garbage Free Cities

This is a time bound certification process (validity of one year) which involves assessment of various types of locations and facilities across every ward of the city. It is based on a SMART Framework - Single metric, Measurable, Achievable, Rigorous verification mechanism and Targeted towards outcomes. It has been devised in a holistic manner including components at the ward level as well as at the city level. The ward level locations include residential areas, commercial and institutional areas, parks and gardens and BGGs, while city level infrastructure covered railway stations, bus stations, airports, transport hubs, industrial areas, water bodies and storm drains, all dumpsites, processing plants and scientific landfills, and tourist areas including places of religious worship. Citizen validation is also an integral part of this protocol and at every site/facility visited for assessment, a minimum number of citizens (and RWA members for residential areas) needed to be contacted and interviewed to seek their feedback on the level of cleanliness in that locality. Based on current progress on key indicators such as cleanliness of drains & water bodies, plastic waste management, managing

construction & demolition waste, etc. which are critical drivers for cities achieving garbage free status, the ULBs registering themselves for certification were assessed on the basis of third party certification for achieving 1, 2, 3, 4, 5 or 7 Star rating. While 1, 2 and 4 star rating were to be in the hands of respective states, 3, 5 and 7 star rating was to be given by the Ministry post third party assessment. A maximum of 1000 marks or 20% of the total of 5000 marks was allocated to this certification.

The third party assessment was done by Kantar Public, between the period of mid - December 2018 and end January 2019. The total number of cities that had applied for start rating certification (from state and Ministry) were 2045. The following table provides a snapshot of the Star Rating outcomes for Garbage Free Cities in till January 31<sup>st</sup> 2019.

Star Rating	Marks for integration onto SS2019	Number of applicants	Number of ULBs certified
1 star	200	992	331
2 star	350	624	908 (incl. 284 who failed to clear 3 star)
3 star	500	337	53
5 star	800	3	3
7 star	1000	0	0

### Open Defecation Free Protocols

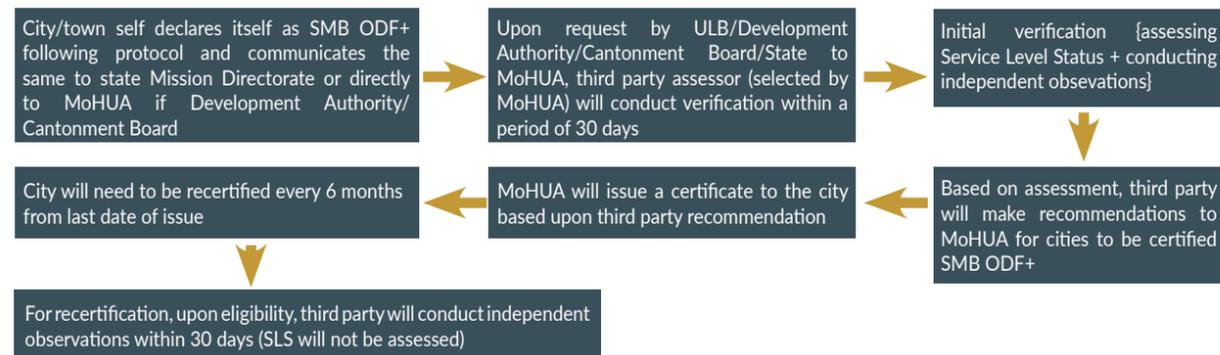
Cities and towns that have already achieved Open Defecation Free (ODF) status as per the ODF protocol prescribed by the Ministry of Housing and Urban Affairs (MoHUA) can work towards ensuring sustainability of the ODF status to ensure proper maintenance of toilet facilities, hereby referred to as SBM ODF+, and safe collection, conveyance, treatment and disposal of all faecal sludge and sewage, hereby referred to as SBM ODF++, in order to achieve safe sustainable sanitation for all.

An ODF city/ward/work circle can be notified/declared as SBM ODF+ if, at any point of the day, not a single person is found defecating and/or urinating in the open, AND all community and public toilets are functional and well maintained. Once a city has collected all declarations from every wards (including from schools) as per protocol, it communicates to the respective state government the final resolution declaring the city to be SBM ODF+, and the state government has communicated the same to MoHUA (or in case of development authority or cantonment board, city has directly communicated to MoHUA), a third party verification process ("Swachh Certification for SBM ODF+") is to be adopted, for the final SBM ODF+ certification.

A city/ward/work circle which is already ODF+ can be notified/declared as SBM ODF+ if, at any point of the day, not a single person is found defecating and/or urinating in the open, all community and public toilets are functional and well maintained, AND faecal sludge/septage and sewage is safely managed and treated, with no discharging and/or dumping of untreated faecal sludge/septage and sewage in drains, water bodies or open areas. In the same procedure as above, a third party verification process ("Swachh Certification for SBM ODF++") is to be adopted, for the final SBM ODF++ certification.

Quality Council of India, who had already been commissioned by the Ministry to undertake ODF assessments, have been further mandated to undertake the third party assessment of SBM ODF+ and ODF ++ requests on behalf of the Ministry.

A maximum of 250 marks have been allotted for this



indicator, with a breakup of 25 marks for Self-Declaration; 100 marks for ODF with failure; 150 marks for ODF without failure; 200 marks for ODF+ and 250 marks for ODF++ certification.

The current ODF status as on 31<sup>st</sup> January 2019 is as follows:

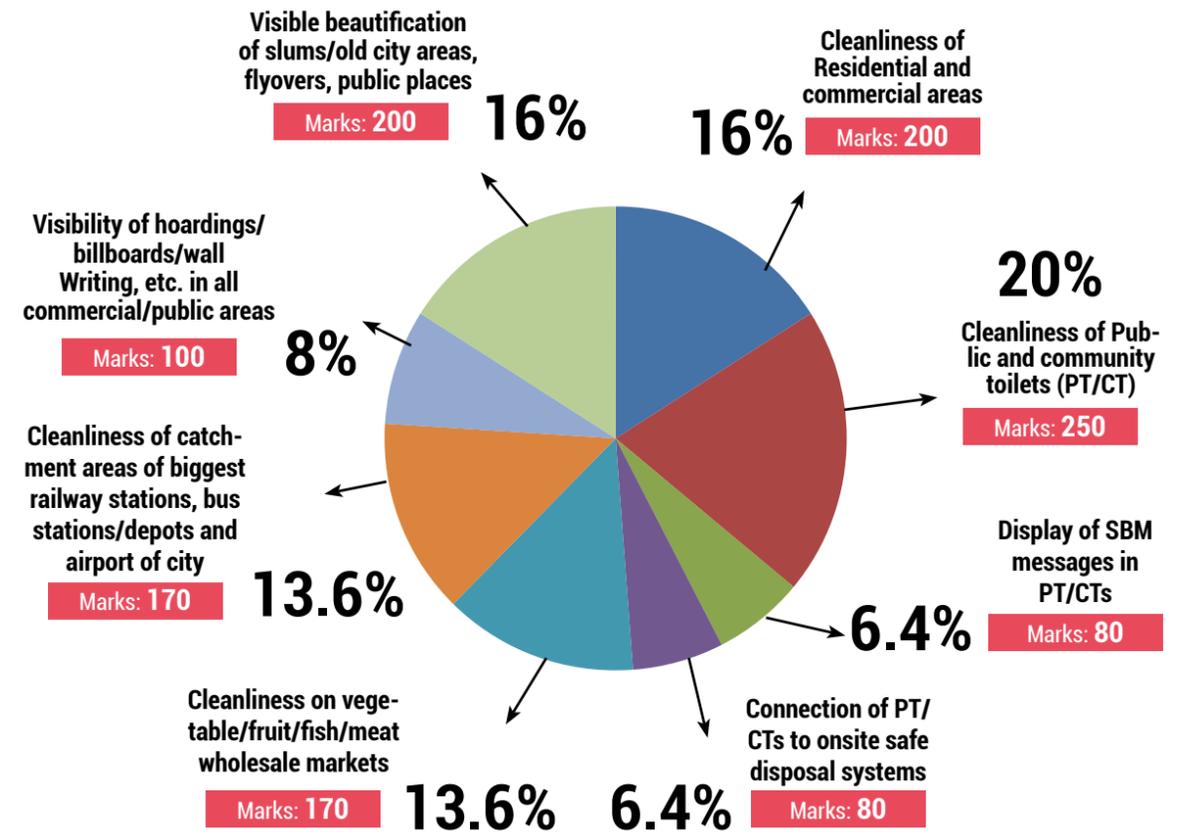
Sl. No.	Final Status SS2019 (QCI Sheet)	Marks to be allotted	Number of ULBs
1.	ODF++	250	165
2.	ODF+	200	373
3.	ODF without Failure	150	1661
4.	ODF with Failure	100	712
5.	Self-declared	25	1229

### Part 3: Direct Observation (On-field Independent Observation and Collection of data)

The collection of data from Direct Observation was based on physical observation of the survey agency. This segment comprised of 8 indicators with a total of 1250 marks. The questions themselves were used as the tool for observation and data collection. The on-ground assessors used GPS coordinates and landmarks provided by the Assessor Monitoring Cell to reach the randomised sampled locations and through the Assessor App downloaded in their mobiles, recorded photographic evidence and their observations (textual) at each site. The central scoring team then did their scoring on the basis of these photos as evidence for field observations, which were all geo tagged and time stamped.

As a part of direct observation, the assessors needed to visit the following places within an ULB (provided there was a claim for points made by the ULB on the basis of documentation and in the Citizen Profile) and thus needed on-ground verification:

- Residential and Commercial areas
- Public and Community toilets
- Vegetable/Fruit and Meat/Fish markets
- Catchment areas of biggest Railway Stations, Bus Stations/Depots and Airport of city
- Bulk waste generators



The ULBs had to notionally divide their city into North, East, West and South Zones and indicate the zone against each ward. This information was supplied in the city profile which they submitted prior to the survey. This information was used by the sampling team to ensure that all samples drawn had a geographical representation.

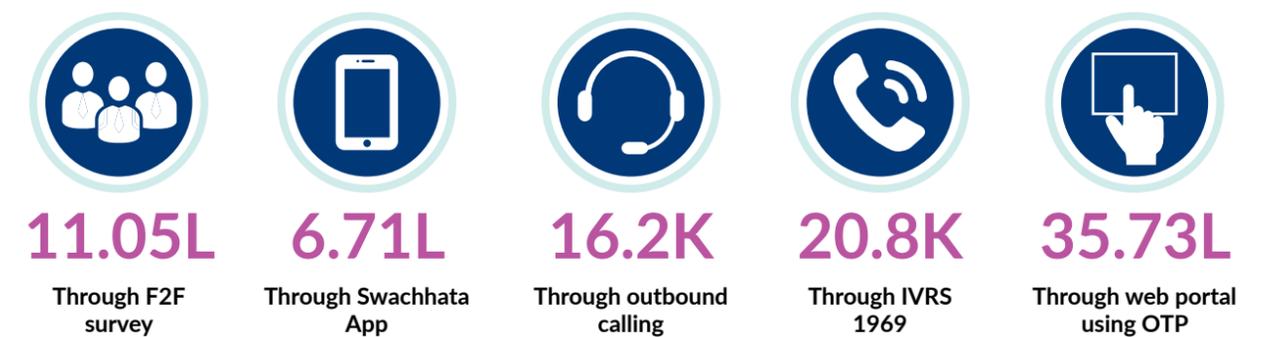
### Part 4: Citizen Feedback (Data collected directly from citizens and through Swachhta App)

This component has been allocated 1250 marks which was divided into two major segments - Direct Citizen's Feedback and Swachhta App based indicators. Direct Citizen Feedback, which comprised of 850 marks, was collected from the citizens of each ULB through four avenues:

- **Face-to-face survey:** The sample of citizens was drawn in such a manner so that it covers all the zones within a ULB, and specifically the marginalized colonies as well.

The sample determination was 0.1% of the population of a ULB or 250, whichever was greater.

- **Outbound calling** (through Karvy's own call centre situated at Noida), where callers with different language capabilities were making round the clock outbound calls using city-specific phone numbers procured commercially. OB calling was employed only for ULBs greater than 4 lakhs in population.
- Through the designated **web portal** using OTP enabled access, where citizens downloaded the survey on any internet enabled connected electronic device and undertook the survey. The OTP is meant to help control multiple inputs from a single user.
- Through **IVRS**, where we linked an automated recorded version of the survey with the 1969 complaint number. Recording was in different regional languages.
- Citizens taking the survey through **Swachhta App**



In addition, a maximum of 400 marks were reserved for Swacchta App based on 4 indicators:

- Number of active users
- Complaints resolved within SLA timeframe
- Total registration on the app and *Swachh Manch*
- User feedback on resolved complaints

#### Award Categories

There are a total of 137 award categories under Swachh Survekshan 2019, which are given at the national level, state level, zonal level and cantonment level. The cities/ town that have a population of more than 1 lakh, or are smaller state capitals and UTs, are eligible for the national level awards. Cities that are smaller (population of less than 1 lakh) are being considered for zonal awards. The section below highlights the rationale used for each award typology.

#### Award for Innovation and Best Practices

The definition of innovation is broad ranging: an innovation is the realisation of some new idea in actual concrete practice, whether commercially or in the public and voluntary sphere. Significantly what is innovative for one city may be common knowledge to another, and to some extent innovation is in the eye of the beholder. But it is possible to judge innovativeness from a perspective which can eventually lead to a particular ranking. This award is intended to serve as an overall evaluation as part of two separate thematic, viz. ULB led innovation projects and citizen led innovation projects.

ULBs were evaluated on the quality of project submitted under Waste Management, Behavioural Change, ODF Sustainability, etc.

The following table gives an overview of the criteria on the basis of which each ULB was evaluated:

Metric	Evaluation criteria
Implementation	<ul style="list-style-type: none"> <li>□ The innovation should have been implemented at least 3 months before Swachh Survekshan-2019 start date</li> <li>□ The innovation should be easily implementable (i.e. should be economical – limited capital and OPEX/ manpower required should be feasible / any pre-conditions should be existing and practical)</li> </ul>
Novelty	<ul style="list-style-type: none"> <li>□ The innovation should be a one-of-its-kind solution</li> <li>□ The exact same innovation/ best practice should not have been implemented elsewhere in India</li> <li>□ A part of the innovation could have been implemented elsewhere and then contextualised to the city's requirement</li> </ul>
Scalability	<ul style="list-style-type: none"> <li>□ There should be evidence showcasing scalability of the innovation to other parts of the city (i.e. there should be existing demand for such a solution/ requisite manpower/ sufficient capex and OPEX/ partner ecosystem/ etc. depending on the innovation)</li> </ul>
Financial Sustainability	<ul style="list-style-type: none"> <li>□ Project's OPEX should be covered by existing available finances/revenue stream</li> </ul>
Impact	<ul style="list-style-type: none"> <li>□ Project should have achieved the envisaged impact as per initial project plan (city should showcase evidence of this impact through quantitative data/ newspaper coverage/ citizen feedback, etc.)</li> <li>□ Evidence showcasing sustainable impact (i.e. innovation should have a long-term positive outcome on the city)</li> </ul>

#### Award for Citizen Feedback

This award is based on a compilation of feedback received from feet on street i.e. face to face interviews, outbound calling, Interactive Voice Recording System (IVRS), web based OTP and Swachhta App citizen feedback. The combined average score from each of the 5 sources for every ULB was weighted on a pro rata basis depending on the share of feedback from each source in the ULB.

#### Award for Solid Waste Management

This award category is introduced to encourage cities to deal with their waste in a sustainable manner. To evaluate and thereby decide on award winners, 20 indicators from SLP, DO and Citizen Feedback sections were taken into consideration. Total sum of individual marks achieved against each of the mentioned indicators was considered for ranking.

Service Level Progress	Direct Observation	Citizen Feedback
<ul style="list-style-type: none"> <li>• Door to Door Garbage collection</li> <li>• Source Segregation</li> <li>• ICT based Monitoring Mechanism</li> <li>• Cleanliness of Areas – Sweeping, GVP Transformation, Cleaning of storm water drain, Beautification of Slums/Old City etc.</li> <li>• Bin Free- Removal of secondary garbage storage points</li> <li>• Processing of Wet Waste &amp; Dry Waste</li> <li>• Management of 'Construction &amp; Demolition' Waste</li> <li>• Remediation of existing dumpsites</li> <li>• Sanitary Landfill/ Zero Landfill</li> <li>• Operational cost of sanitation &amp; SWM covered through Property Tax</li> <li>• Bulk Waste Generator practicing Onsite processing of organic waste</li> <li>• Home Composting</li> </ul>	<ul style="list-style-type: none"> <li>• Cleanliness of Residential and Commercial area</li> <li>• Cleanliness and functionality of Community &amp; Public toilets</li> <li>• Cleanliness of Vegetable/ fruit/meat markets</li> <li>• Cleanliness of catchments of Railway/Bus/Airport</li> </ul>	<ul style="list-style-type: none"> <li>• Cleanliness in City</li> <li>• Appropriate litter bins in commercial and public areas</li> <li>• Segregated collection of waste</li> </ul>

#### Award for Ganga Town

The evaluation for the award took into consideration marks received under Direct Observation only, i.e. indicators like catchment area of railway stations/ bus terminals/airports were clean, community and public toilet clean and user friendly, vegetable/fruit/ meat market clean, etc., as Ganga towns attract lots of tourists. No weightage was given to scores received under Service Level Progress (documentation) under this award category.

It is to be noted that the assessment was done to check the magnitude of cleanliness at city level and not of the River Ganges, consequently parameters such as towns with dumpsites along *ghats*, towns with solid waste floating on surface and towns with at least one *nullah* (drain) discharging into river were given zero weightage and were not part of the survey.

#### Award for Fastest Mover

Unlike previous year, this year, only those cities who secured rank in top 200 cities of >1 lakh population category and top 50% cities of <1 lakh population categories were considered for Fastest Movers awards.

#### Award for Cleanest City

Being the primary objective of the Swachh Survekshan, awarding the cleanest city becomes crucial. The evaluation for this award comprised of scores from all the four areas of SS2019, i.e. service level progress, direct

observation, citizen feedback and certifications, summing up to a maximum score of 5,000. The cities achieving the highest overall marks under each population category were nominated for the award.

#### Award for Sanitation

This award category has been freshly introduced this year to motivate cities to manage sustainable sanitation services. The evaluation of the award was done by taking into consideration ODF certification status, citizen feedback on whether citizens are accessible to clean urinals/toilets in public places, and several relevant indicators under Service Level Progress, as follows:

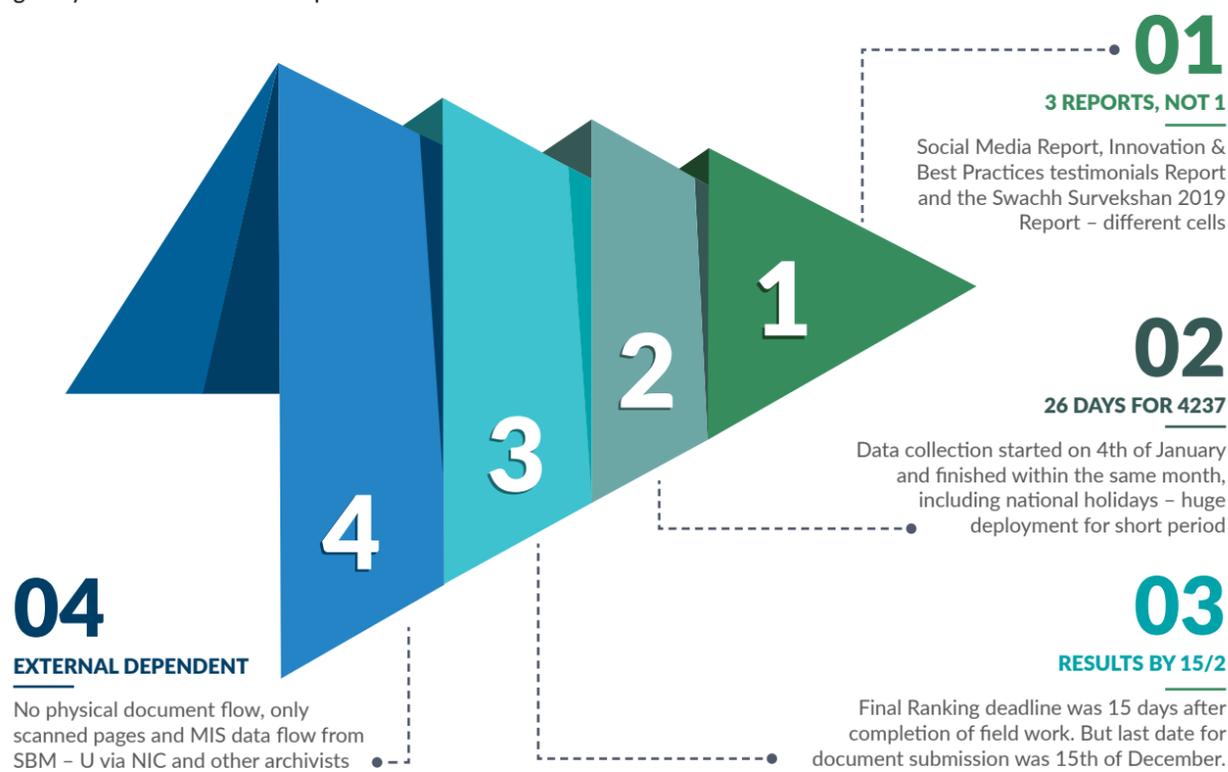
- Households/Commercial Establishments/ CTs/PTs connected to a closed system
- Scientific processing of faecal sludge
- IHHL with water availability
- Public Toilet uploaded as 'SBM toilet' on Google maps
- Timings of CT/PTs
- Construction sires with toilets facilities (> 25 workers)
- Operations and Maintenance costs of Community/ Public Toilet and FSTP are being recovered through revenue streams viz. Property tax (sanitation specific), User charges, etc.

The total sum of the scores from all the above sources was considered for ranking of ULBs for the award.



# THE SURVEY DELIVERY PROCESS

At the onset, it must be highlighted that Swachh Survekshan 2019 protocol involved four (4) critical changes that had greatly influenced our rollout plan. These were as follows:



The execution of Swachh Survekshan 2019 essentially comprised of 8 independent modules which were inter-connected through dependencies. These were as follows:

The entire process of the survey and the assessment and ranking at the back end that was adopted by Karvy may be depicted as follows:

Operations cell	Assessor Monitoring Cell	Scoring cell
<ul style="list-style-type: none"> <li>Regional and State level controllers facilitating, monitoring and of assessors on the ground (221 people)</li> <li>Close to 2300 junior assessors covering 4237 ULBs in 28 days and spending around 3 to 10 days in each ULB in each ULB to capture photographic evidences for DO &amp; IV.</li> <li>Another 2549 feet on street undertaking 11.05 lakhs F2F citizen feedback survey.</li> </ul>	<ul style="list-style-type: none"> <li>139 Assessor monitors housed at NOIDA central node and 62 assessor monitors housed at Bangalore hub with different language capability.</li> <li>100% real-time monitoring of movement of assessors and photographic evidence synced from site</li> <li>Checking validity of IV and DO evidence as per sample quota before closing of ULB assessment</li> <li>IV negative marking on the basis of IV photographic evidence</li> </ul>	<ul style="list-style-type: none"> <li>90 scorers housed at NOIDA central node reporting into research and project management team</li> <li>Language capability (reading and writing) ensuring state specific reorganisation of responsibilities</li> <li>Responsible for guiding ULBs to correctly fill city profile, and upload SLP documents</li> <li>First level of scrutiny of documents and sending documents 48 hours window to ULBs to resubmit correct / additional documents</li> <li>Scoring based on uploaded documents by ULBs</li> </ul>

IT & Social Media cell	Call Centre	Core research and management team
<ul style="list-style-type: none"> <li>6 software engineers manning the IT helpdesk where ULBs called in for assistance in for registering and uploading/ updating city profile</li> <li>Senior team developing and maintaining www. Swachh Survekshan2019.org dynamic web portal</li> <li>Development of, JA, DO, CFB, etc. applications on Android Platform</li> <li>Automated sampling for DO/IV</li> <li>Server maintenance and real time syncing of evidences from the ground for monitoring</li> <li>Media cell running campaigns like GarvHai, Jhola Challenge, MyGreen habit and managing facebook, tweeter and instagram accounts related to Swachh Survekshan 2019</li> </ul>	<ul style="list-style-type: none"> <li>50 outbound callers trained and lodged in NOIDA call centre</li> <li>Language capabilities to cover all states and UTs</li> <li>Conducting ~18K outbound calls for administering the citizen feedback survey</li> <li>Also conducting outbound calling based verification of key indicators for IV</li> <li>Managing IVRS to get response under 1969</li> </ul>	<ul style="list-style-type: none"> <li>221 magement staff posted in states and at Central office</li> <li>5 core research team and 12 research partners forming the core management team</li> <li>Responsible for QC on City Profile submission, sampling, scoring</li> <li>Integrated scoring post 3 stages of QC done only by 5 core research team members</li> <li>Guiding social media presence</li> <li>Final say on all deliverables, including final swachhta ranking and client liaison</li> </ul>

## Detailed Work Plan for Swachh Survekshan 2019

### Preparatory Activities

This award category has been freshly introduced this year to motivate cities to manage sustainable sanitation services. The evaluation of the award was done by taking into consideration ODF certification status, citizen feedback on whether citizens are accessible to clean urinals/toilets in public places, and several relevant indicators under Service Level Progress, as follows:

Preparatory activities to be completed	Dates for Completion of Tasks
Inputs for Self-Assessment Tool and for the provision to upload SLP documents	19 <sup>th</sup> October
City Profile Manual for Web Portal	19 <sup>th</sup> October
SLP Manual for Web Portal	19 <sup>th</sup> October
SS2019 Content for Website	19 <sup>th</sup> October
Input for the City Profile Web Portal Formats	20 <sup>th</sup> October
CFB Questionnaire for CFB App	21 <sup>st</sup> October
Dry Run of Self-Assessment Tool, City Profile & SLP Documents on web portal	21 <sup>st</sup> & 22 <sup>nd</sup> October
JA Questionnaire for JA App	26 <sup>th</sup> October
PPT for Scorers Training	30 <sup>th</sup> October
PPT for AMCs Training	30 <sup>th</sup> October
JA and CFB App ready for dry run	6 <sup>th</sup> November
PPT for TOT & JAs and CFB Investigators	10 <sup>th</sup> November
Scorers App ready for dry run	12 <sup>th</sup> November
AMC App ready for dry run	30 <sup>th</sup> November

### Training

The project started with extensive training sessions, which were carried out at multiple levels. Each of these levels is mentioned below:

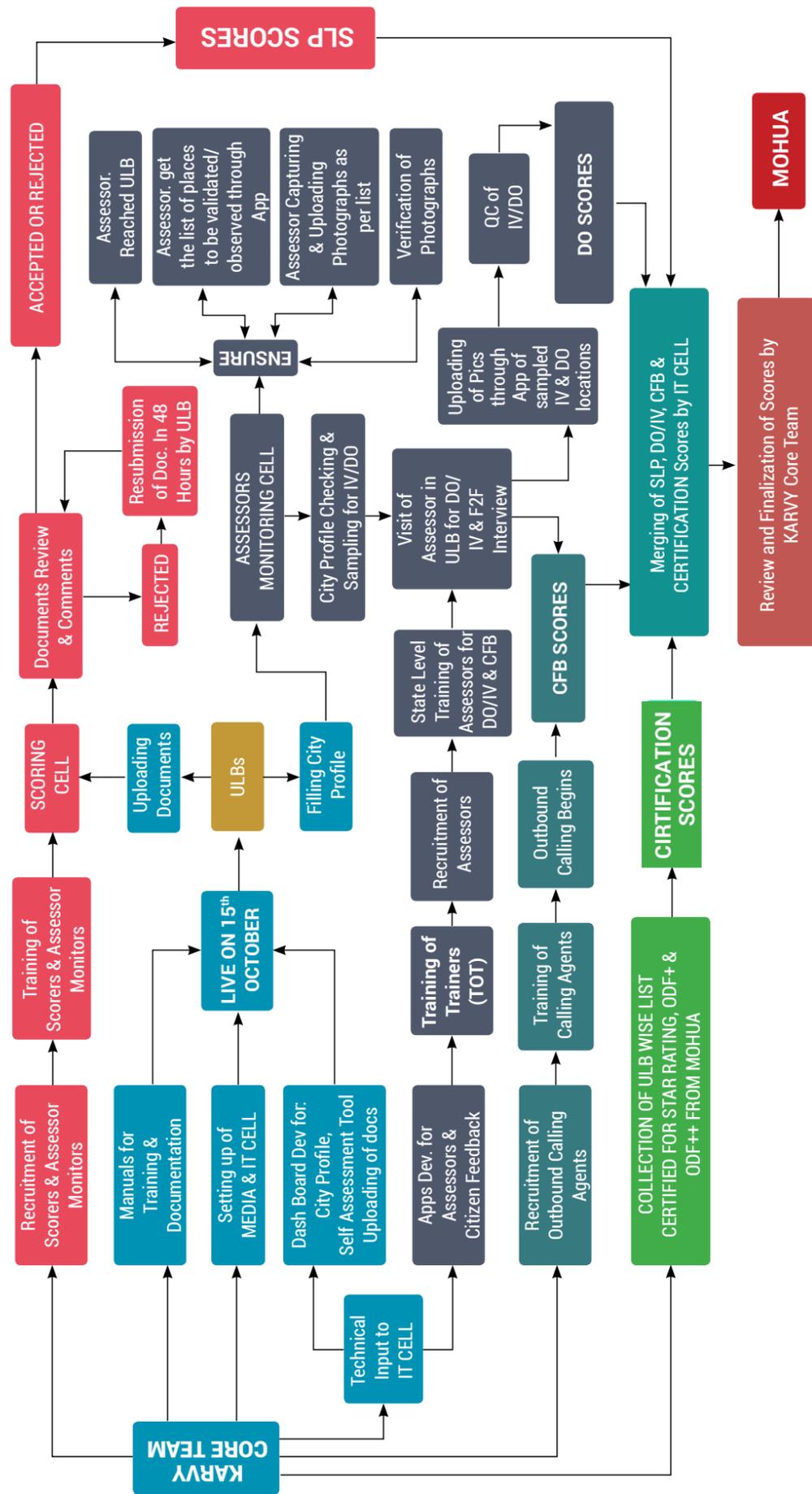
#### Training of Trainers (ToT)

Training of Trainers was held at an off-site residential facility in the National Capital Region Delhi for 3 days. This involved the core research team, the zonal research and operations team leads from every zone and every state. The intention of the ToT was to familiarise all potential trainers on all the formats and data collection protocols so that a uniform training can be imparted at the state level to field teams. Training was carried out by Core research team and representatives from PMU.

#### Other training events

In addition to above preparatory activities, a number of training programmes were organised to train human resources. Table below shows the dates of various training programmes.





Training Programmes	Dates for Trainings	Description
Training of Help Desk Agents	19 <sup>th</sup> to 20 <sup>th</sup> October'18	Training provided for City Profile and Uploading of SLP documents and general complaint mitigation w.r.t. uploading and registration
Training of IT Agents for State Coordination Units	20 <sup>th</sup> to 25 <sup>th</sup> October'18	Training given for Scanning and Uploading of documents on SS2019 web portal
Training of Scorers ( in batches starting from given date)	20 <sup>th</sup> to 30 <sup>th</sup> October'18	Training provided for city profile checking and scoring of SLP documents on SS2019 web portal
Training of Assessor Monitors	10 <sup>th</sup> to 15 <sup>th</sup> December'18	Training provided to capture DO & IV photographs using App on the ground
Training of Junior Assessors (State Level Trainings)	15 <sup>th</sup> to 31 <sup>st</sup> December'18	Training given for sampling of respondents and filling of Citizen Feedback Questionnaire using mobile based app and OTP confirmation
Training of CFB interviewers (State Level Trainings)	15 <sup>th</sup> to 31 <sup>st</sup> December'18	Training given to Assessor Monitors for DO and IV Scoring, movement monitoring of assessors through geo-tagging, and QC of the photographic evidence
Training of Outbound Calling Agents	25 <sup>th</sup> to 28 <sup>th</sup> December'18	Training given on Citizen Feedback Questionnaire and OBD protocol, including introduction of SS2019 to each call recipient

**Training of Scorers and Assessor Monitors**

Separate three day training was organised for the 90 scorers in two separate batches in our central facility at NOIDA. The training was provided by the core project management team and included extensive sessions on purpose of Swachh Survekshan 2019, indicator wise list of documents to be uploaded, review and identifying mistakes in documentation, intersectional logics and also to identify the scrutiny points to enable scorers to evaluate correctly.

Similarly two day training was undertaken for the 200 members' strong assessor monitor team in 4-5 batches at NOIDA. The training was imparted by field operations executives along with core project management team. They were trained to guide field assessors from distance and were made to understand processes involving independent validation and direct observations. Moreover, on last day a mock session of the AMC was carried out where Assessors captured photographs on the ground across country and AMCs monitored their work and provided

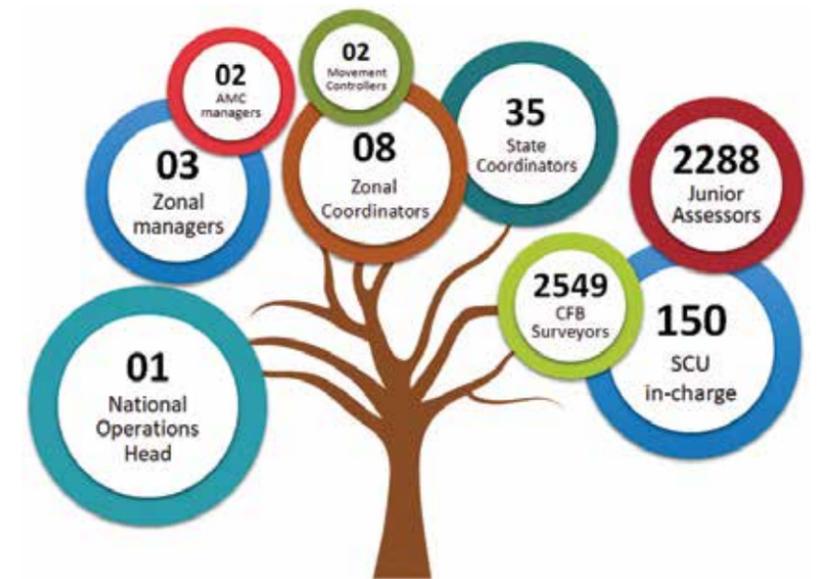
feedback to assessors. By doing this, Assessors as well as their monitors had hands-on experience of the actual exercise.

**State level trainings**

The State Level training was held from 4<sup>th</sup> January to 31<sup>st</sup> January 2019 to carry out DO & IV assessment of 4237 ULBs. A total of 40 separate training sessions were held across 23 cities, together training over 3000 assessors.

**Operations Management Cell (OMC)**

This cell had a crucial role to play in the entire SS2019 exercise. The cell comprised of people who actually managed the entire operations, be it related to recruitment of assessors, imparting training to them, DO/IV data capturing on ground and setting of State Coordination units. Following are the key highlights:



- ✦ Regional and State level controllers facilitating and monitoring movement of assessors on the ground (55 people)
- ✦ Over 2288 junior assessors covering 4237 ULBs in 28 days
- ✦ 2549 feet on street undertaking 11.05 lakhs F2F citizen feedback survey. Separate teams were deployed to collect feedback from citizens about status of cleanliness of their cities. These teams were independent to the DO/IV teams
- ✦ Independent TPA conducting back-checks

At a more micro level, the field operations followed a similar kind of pattern as done during SS2018, i.e. in every state, the recruitment and control was carried out through identified base locations and movement of assessor happened with each base location as the node. The overall control was with the State Operations Manager located at the State HQ (mostly at the state capital).

#### State Coordination Units

Based on SS2018 experience, SBM-U had visualised the challenge of uploading of documents due to incapacity, poor network or non-availability of requisite infrastructure, especially for smaller ULBs. Therefore, a new system was put in place this time wherein for every 30 ULB's a State Coordination Unit was established which were equipped with scanning and uploading facilities and an IT support, to help the ULBs to upload documents. To cover 4237 ULBs, nearly 140 such units were established.

#### Assessors Monitoring Cell (AMC)

Assessors Monitoring Cell was constituted at our centralized project node at NOIDA to monitor the quality of images/photographs captured on ground by assessors while doing verification of the claims made by ULB and observing status of cleanliness at various locations through direct observation.

- ✦ 139 assessor monitors, 9 supervisors, and 12 member QC team housed at NOIDA central node with different language capability and 62 assessor monitors housed at Bangalore hub
- ✦ 100% real-time monitoring of movement of assessors and photographic evidence synced from site
- ✦ Checking validity of IV and DO evidence as per sample quota before closing of ULB assessment
- ✦ IV negative marking on the basis of IV photographic evidence done by the 12 member QC team

#### Scoring Cell

The Scoring Cell was responsible for reviewing all the uploaded documents (soft copy) submitted by ULBs under the SLP component as well as MIS data received from the Ministry. Based on protocols given under SS2019 toolkit,

this cell either accepted or rejected documents and gave marks accordingly. The cells also integrated the outcome of IV and DO assessments received from the Assessor Monitoring cell after converting the same into negative marks (for IV) and marks (for DO). In order to ensure completion of city profiles and review of documents of 4237 ULBs and Cantonment Boards by 15<sup>th</sup> of January 2019, a total of 90 scorers were trained and deployed. Few highlights of the cell are mentioned below:

- ✦ Language capability (reading and writing) was a critical recruitment criteria for ensuring state specific reorganisation of responsibilities;
- ✦ Scorers were also responsible for guiding ULBs to correctly fill out city profiles, and then do randomised sampling for IV and DO based on city profile declarations;
- ✦ Also responsible for carrying out a pre-check of uploaded documents before the actual scoring could begin, flagging the concerned indicator in case any discrepancy was found and giving 48 hrs. windows to the ULB where they can upload flagged documents afresh;
- ✦ First level of scoring was based on documents uploaded after 48 hrs. window timeframe;
- ✦ Second level of quality check performed by an independent QC team consisting of senior-most scorers and research managers

#### IT Cell cum Helpdesk

The success of SS2018 was largely due to customized Apps developed by Karvy's IT Cell for different components. The IT cell was also responsible for maintaining an active helpdesk to handle queries from ULBs till the survey began on 4<sup>th</sup> of January 2019. Following are few highlights of the cell:

- ✦ 6 software engineers trained in Swachh Survekshan 2019 city profile and SLP documentation protocol manning the IT helpdesk where ULBs called in for assistance for registering and uploading/updating city profile;
- ✦ Senior team developing and maintaining www.Swachh Survekshan2019.org dynamic web portal;
- ✦ Development of Apps for Direct Observation, Independent Verification, Citizen Feedback, SLP evaluation, etc. on Android Platform;
- ✦ Server maintenance and real time syncing of evidences direct from the ground for monitoring

#### Call Centre

One of Karvy's own call centre facility at NOIDA was made available to this project to collect citizen's feedback through outbound calling:

- ✦ 39 outbound callers trained and lodged in NOIDA call centre

- ✦ Language capabilities to cover all states and UTs
- ✦ Conducting ~18K outbound calls for administering the citizen feedback survey
- ✦ Also conducting outbound calling based verification of key indicators for IV municipal sweepers, office staff who undertook mandated online courses, and informal rag pickers integrated into the system
- ✦ Managing IVRS to get response under 1969

#### Core Research & Management Cell

This cell was located at NOIDA and housed in the central node. The 5 member senior research team and project managers were responsible for end to end management of Swachh Survekshan 2019. The job responsibilities of this cell were as follows:

- ✦ Coordination with over 300 management staff posted in states
- ✦ Responsible for QC on City Profile submission, sampling, scoring and ranking finalisation
- ✦ Integrated scoring post 3 stages of QC
- ✦ Guiding social media presence
- ✦ Writing the 3 survey reports (Swachh Survekshan 2019 Report, Social Media Initiatives Report, and Innovations and Best Practices Report)
- ✦ Delivery of one 10 minute film in the Survekshan process and a 3 minute film of how India's cities have progressed and the role of Swachh Survekshans.
- ✦ Client liaison

#### Effort Estimation and Movement Plan

While the 2018 edition of Swachh Survekshan had covered 4203 ULBs and CBs in 66 days, the biggest challenge of this Survekshan was covering 4237 ULBs and CBs within a period of 28 days (4<sup>th</sup> January to 31<sup>st</sup> January 2019). The manpower deployment plan had to take into consideration several variables, viz.

The progressive completion of fieldwork across ULBs was as follows:

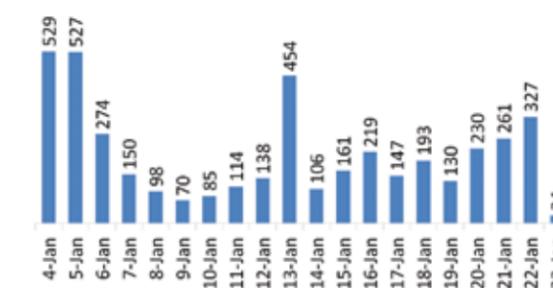
Total Population of ULB	Average Number of Locations to be visited for DO/IV	# of Assessors to be deployed per ULB to complete fieldwork in 2 days
< 50 K	60 – 70	3
50 K to 1 Lakh	70 – 90	4
1 Lakh to 3 Lakh	100 – 130	5 – 6
3 Lakh to 5 Lakh	200 – 220	16 – 18
5 Lakh to 10 Lakh	270 – 300	22 – 25
>10 Lakh	360 - 380	30 – 32

- ✦ Number of ULBs in a state;
- ✦ Number of ULBs that should be allocated up front when the entire system of collection and reporting are still being tested;
- ✦ Local level elections/political and civil disturbances;
- ✦ Weather, especially for border states in the north-east, Uttarakhand, Himachal Pradesh and Jammu and Kashmir;
- ✦ Workload with each city typology

The operations workload that was estimated for this project was as follows:

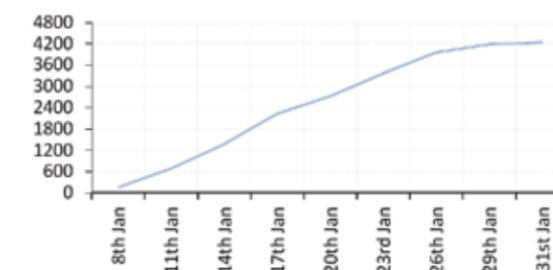
Based on these assumption, the actual allocation of work on the ground had proceeded in the following manner:

#### Number of ULBs/CBs launched



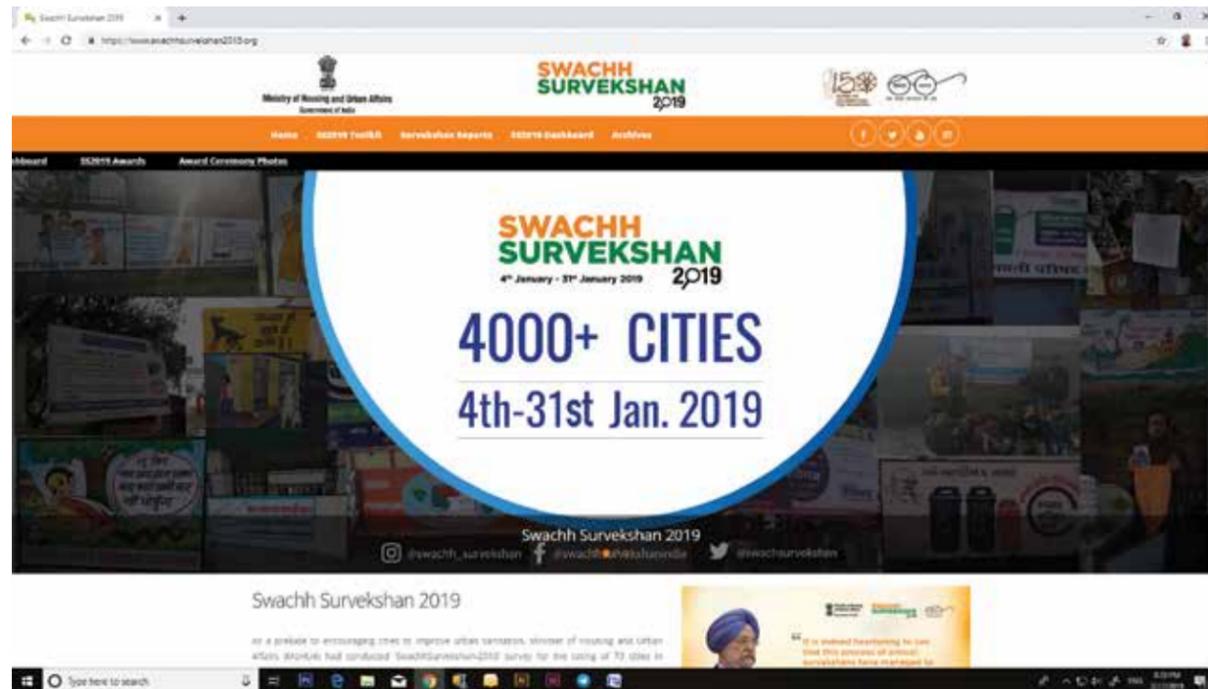
The progressive completion of fieldwork across ULBs was as follows:

#### ULB coverage progression



## SS2019 Product and Services

### Web Portal and Dashboard



### Login screens of SS 2019

#### ULB Login

A login is provided to ULB where the ULB could fill in required details for SS 2019. Once logged in, the dashboard was displayed which consisted of a Self-Assessment tool, City Profile, Documents Uploading portal, Social Media and other events, Important Reference Documents, and Contact us.

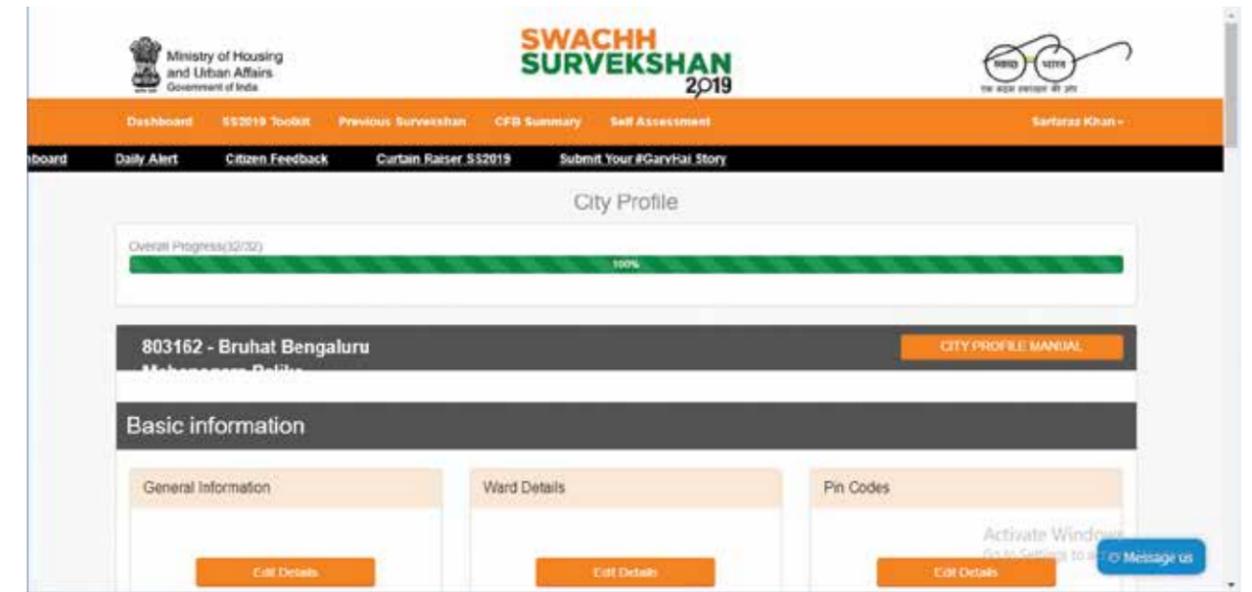


#### Self-assessment tool

In this screen the ULB could select the list of documents they can provide for various indicators and they could get to know how many marks they can achieve for each indicator and also in total for service level progress.

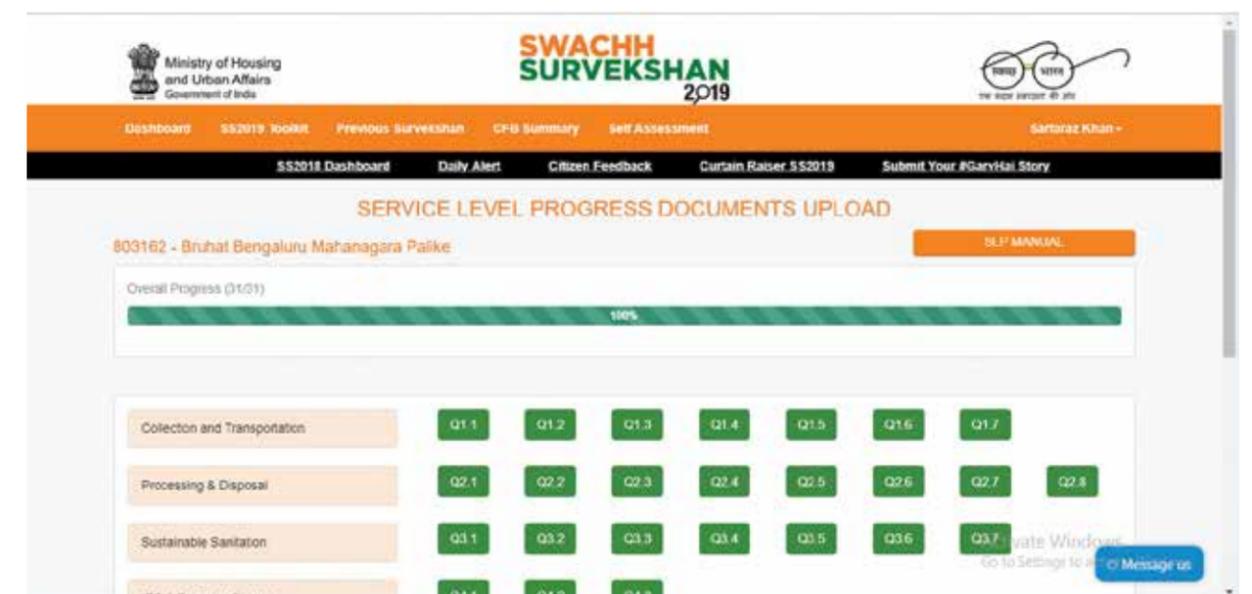
#### City profile

In this screen the ULB was required to fill all the information regarding their city and also they could continuously monitor their progress through overall progress displayed.



#### Documents uploading portal

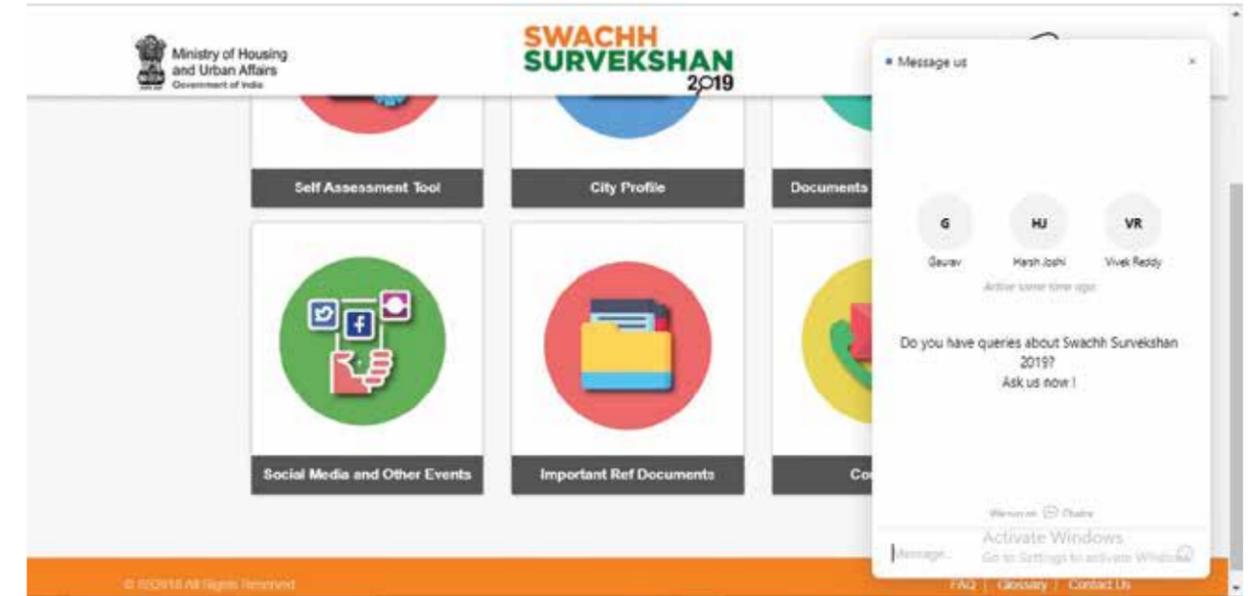
In this screen the ULB was required to upload all the necessary documents as a proof of all the details they have claimed in the City profile; they could also continuously monitor their progress through overall progress displayed.



### Social Media and Other Events

If the ULB had participated in any kind of events pertaining to Swachta, whether on ground or in Social media, they provide their links in this provided screen.

For quick support ULB is provided with a chat window at the bottom of the page as "Message us" where a quick response is provided to the queries by the help desk team. A total of 2,616 queries have been answered through chat by the help desk team.

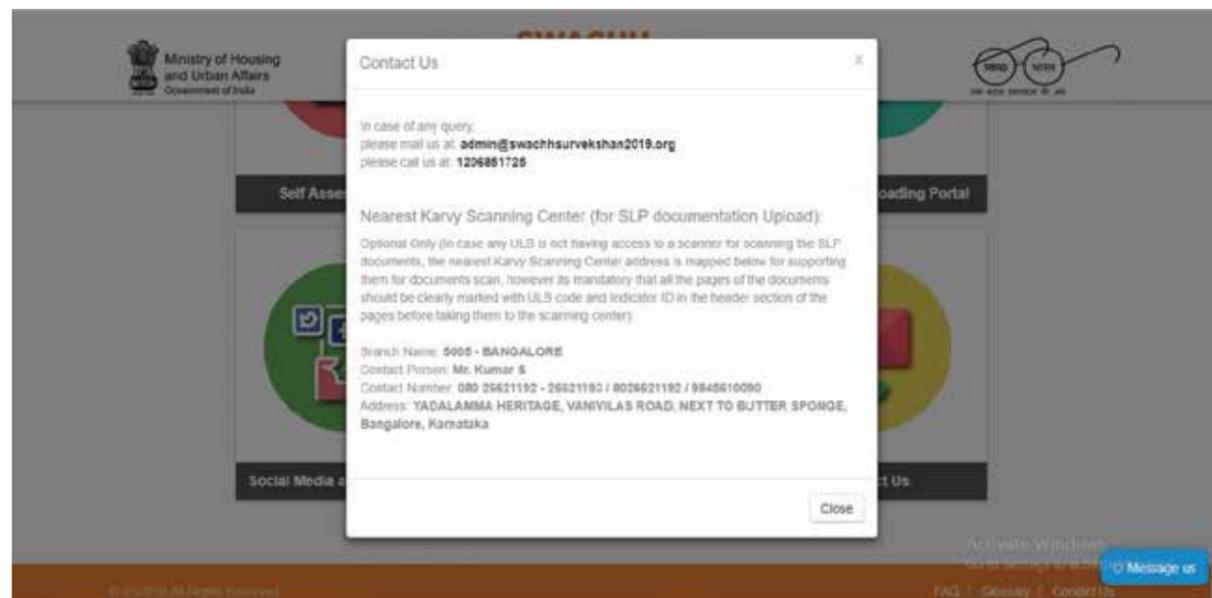


### Contact us

If the ULBs had any difficulties in filling /uploading any data in SS2019 portal, they were provided with a help desk through which they could expect to get their queries solved.

If they had any kind of queries they can just send an email to [admin@Swachh Survekshan2019.org](mailto:admin@Swachh Survekshan2019.org) or call on the provided number in the contact us screen.

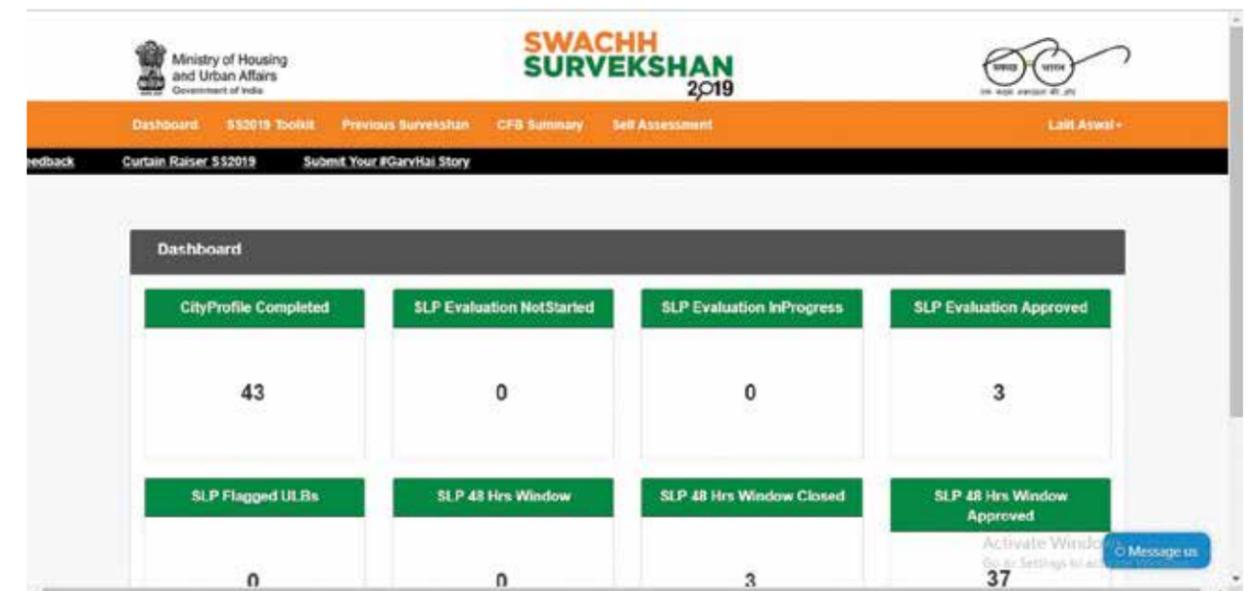
Till now 2,443 queries have been answered through mails by the help desk team.

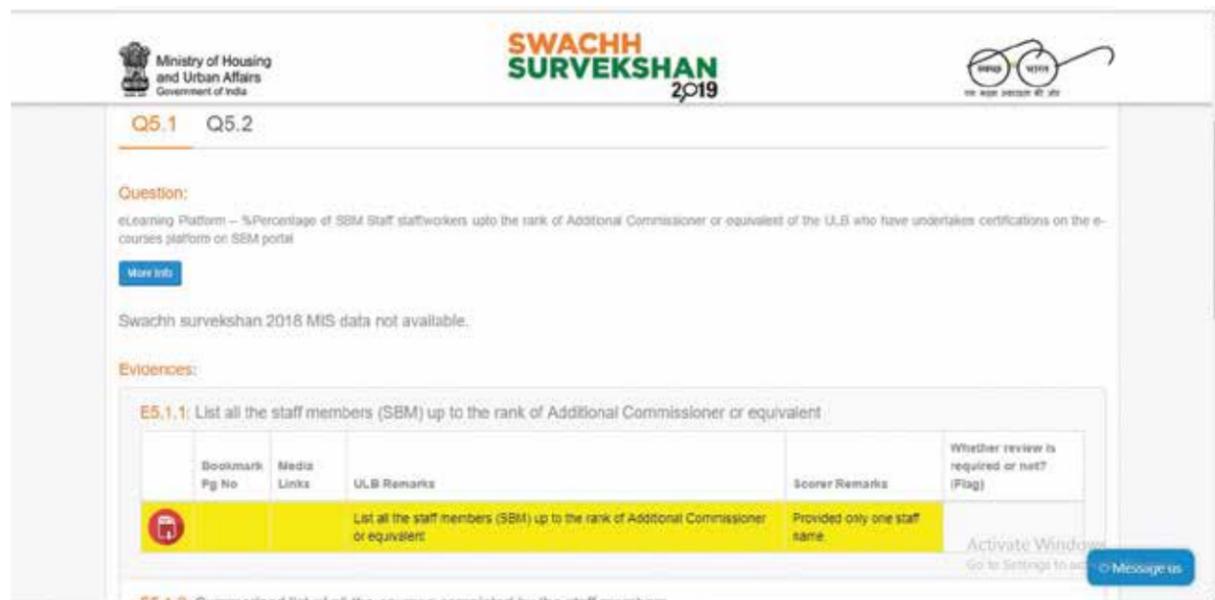


### Scorer Login

Scorers were provided with a dashboard where they could perform a first level quality check of the information provided by the ULB which were allocated to them by a senior research manager/research manager. They could view the information of city profile provided by the ULB. A flag option was provided to the scorer by which they could flag any information which they thought was not correct and the same flags were made visible to the ULB and the ULB could make necessary changes in city profile during the period of November – December, 2018.

Once the ULB completed filling the SLP documents, the scorers performed the first quality check and evaluation of the documents. Here also they were provided with a flag option and remarks section.

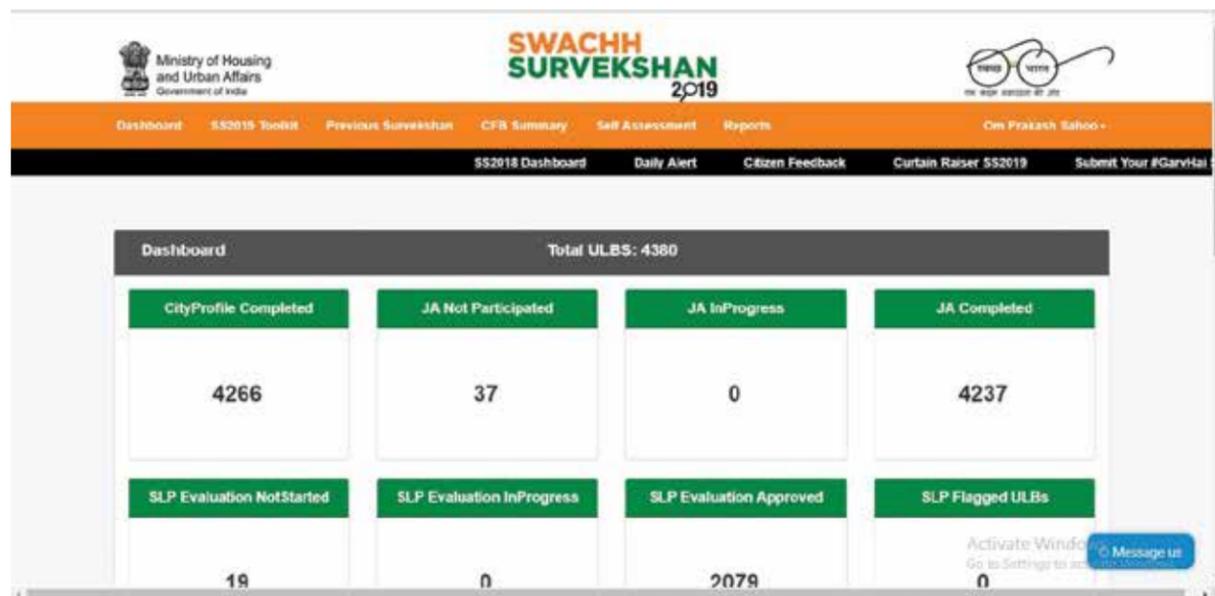




### Research Manager (RM) Login

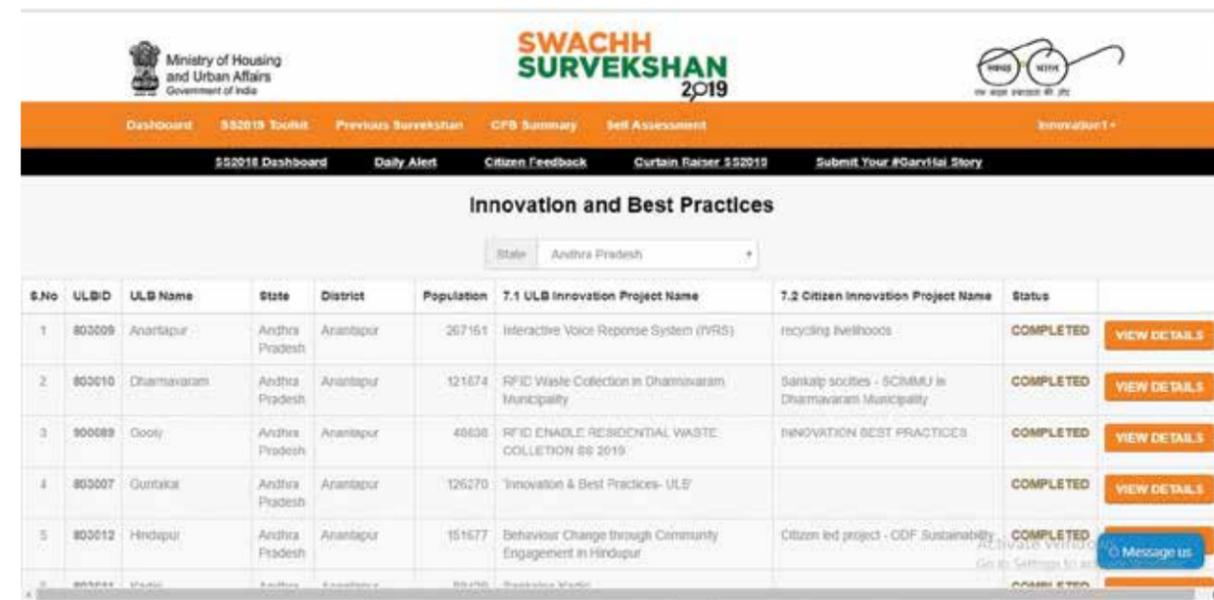
Research/project managers could view all the information of ULBs along with the progress of scorers as they performed a second level quality check, made any changes if required, and approved the evaluation done by the scorer.

In case a scorer had flagged any documents and was subsequently approved by the research manager, the ULBs were provided with a 48hr window where they could make necessary changes in the documents.



### Innovations and best practices Login

A separate team headed by Dr. Arun Kansal was given a separate login wherein they could download all documents submitted under indicators 7.1 (ULB Initiatives) and 7.2 (Citizen Initiatives) and could record their comments on the same.



### On-ground Apps for data collection

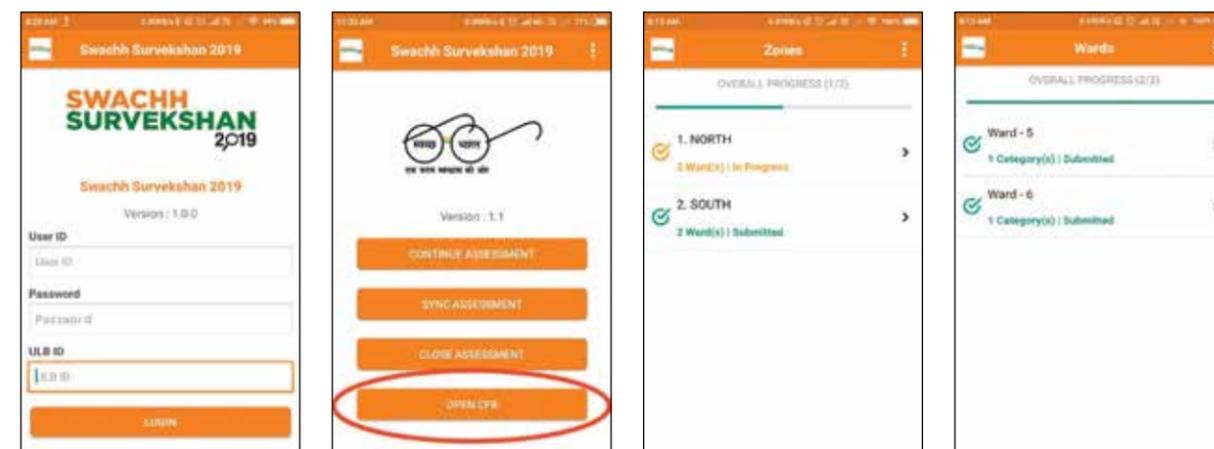
During the period of January 4<sup>th</sup> to 31<sup>st</sup> 2019, extensive field verification was carried out in all the cities based on the information provided by the ULB in Swachh Survekshan2019.org portal. In order to carry out the field verification junior assessors, on-ground assessors and their monitors at the central node were using Android based Apps.

### Assessor login

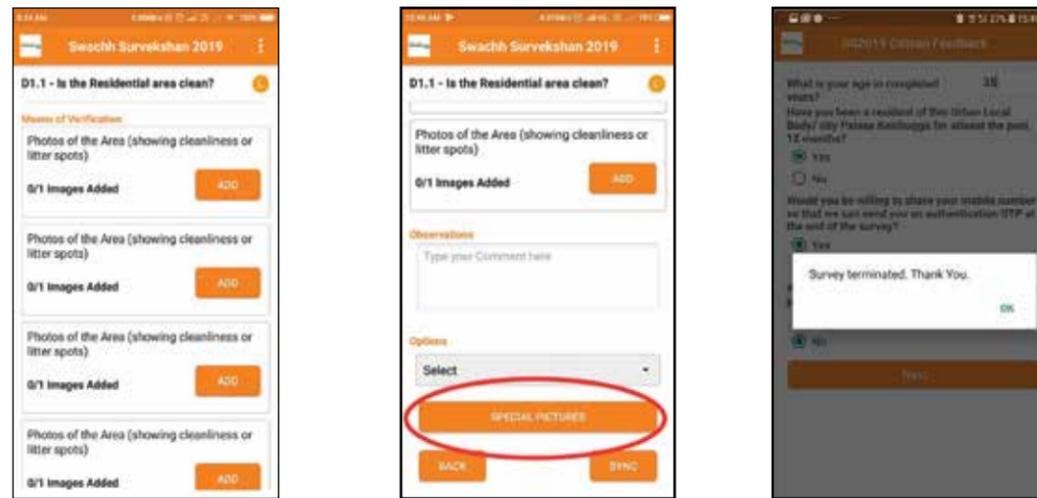
Assessors were provided with 2 mobile applications -

#### 1. SS2019 Assessor application:

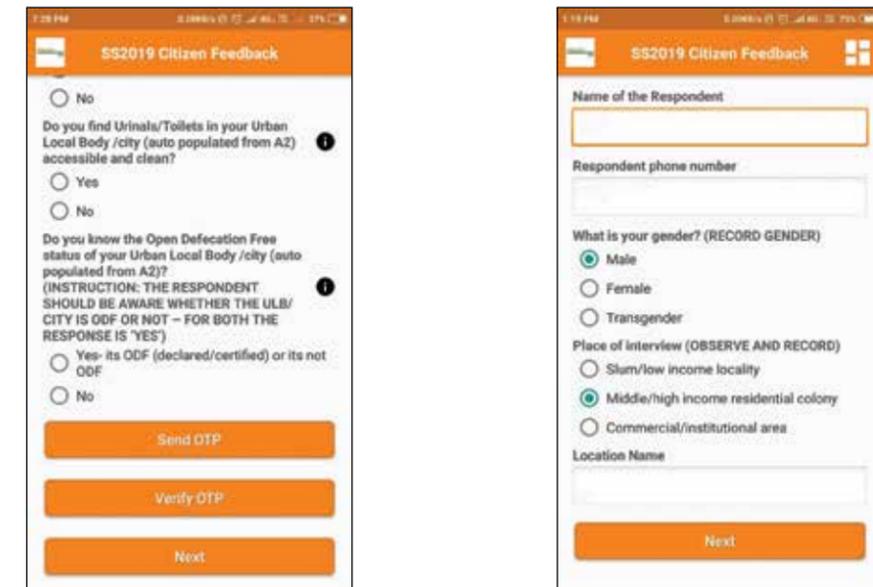
- All the information provided by the ULB was auto sampled according to the population of the ULB and displayed in the JA application.
- The JA for the allocated zones of allocated ULBs visited the locations provided in the JA application and did the verification.
- Option to directly open Citizen Feedback (CFB) application was also provided in the JA application for convenience.



If the on-ground assessor wanted to include any unique pictures associated with the ULB's effort w.r.t. swachta, however, that picture was not linked to any specific indicator, he could also submit such pictures as special pictures. These pictures were extensively used in the web portal during the course of the survey. The Assessors were also provided with their mapped AMC's phone number for any kind of assistance.

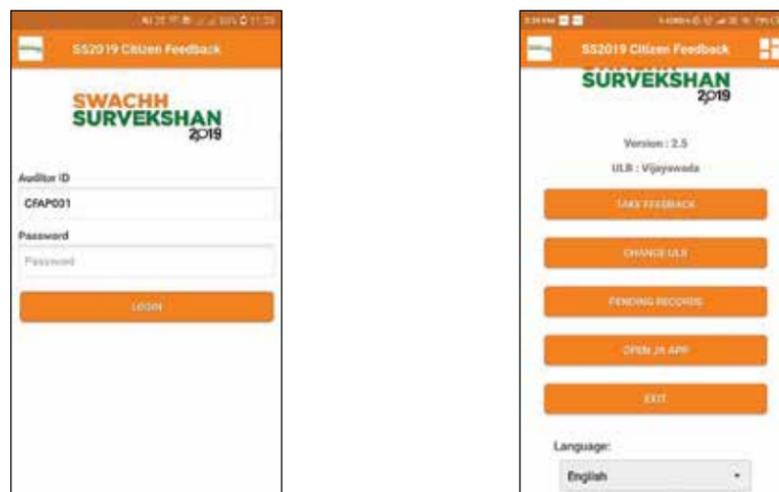


Few questions regarding the ULBs cleanliness and maintenance were asked in the citizen feedback survey. To complete the survey the citizen had to share the OTP received to the mobile number which they have shared for the survey. We had incorporated an OTP system so that we capture only genuine feedbacks without any duplicity. Once the OTP was submitted the survey was successfully submitted.



### SS2019 CFB application

CFB Application Login is provided to another set of assessors to take the citizen feedback for the allocated ULB.



### AMC Login

Assessment monitoring cell (AMC) performs the first level quality check of the data sent by the junior assessors from the field. They were provided with accept, reject and change options to perform the quality check. If a sample was rejected by the AMC a flag was sent to the Assessor application and the assessor needed to redo the work in that particular location and send the accurate data once again.

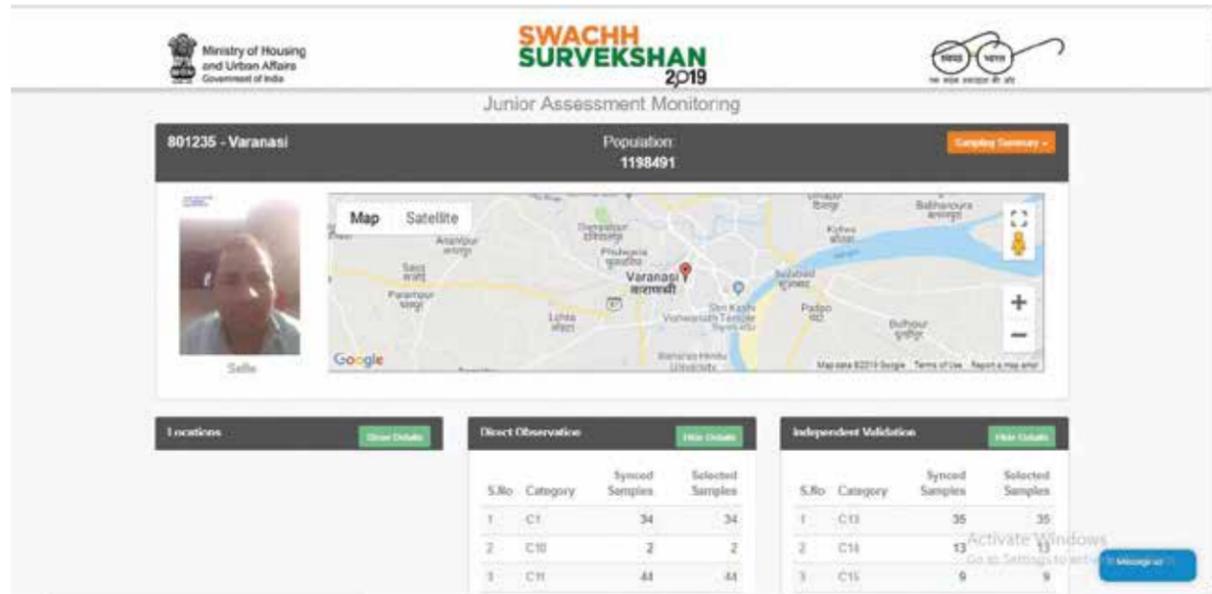


The CFB application was provided in 12 Indian languages:

- English
- Hindi
- Marathi
- Gujarati
- Bengali
- Oriya
- Assamese
- Kannada
- Malayalam
- Telugu
- Punjabi
- Tamil

For the citizen to give the feedback, the citizen must have age greater than or equal to 18, must be willing to share their mobile number and OTP, and should be a resident of the ULB for at least one year, only then the survey takes place otherwise survey is terminated with a thank you note.

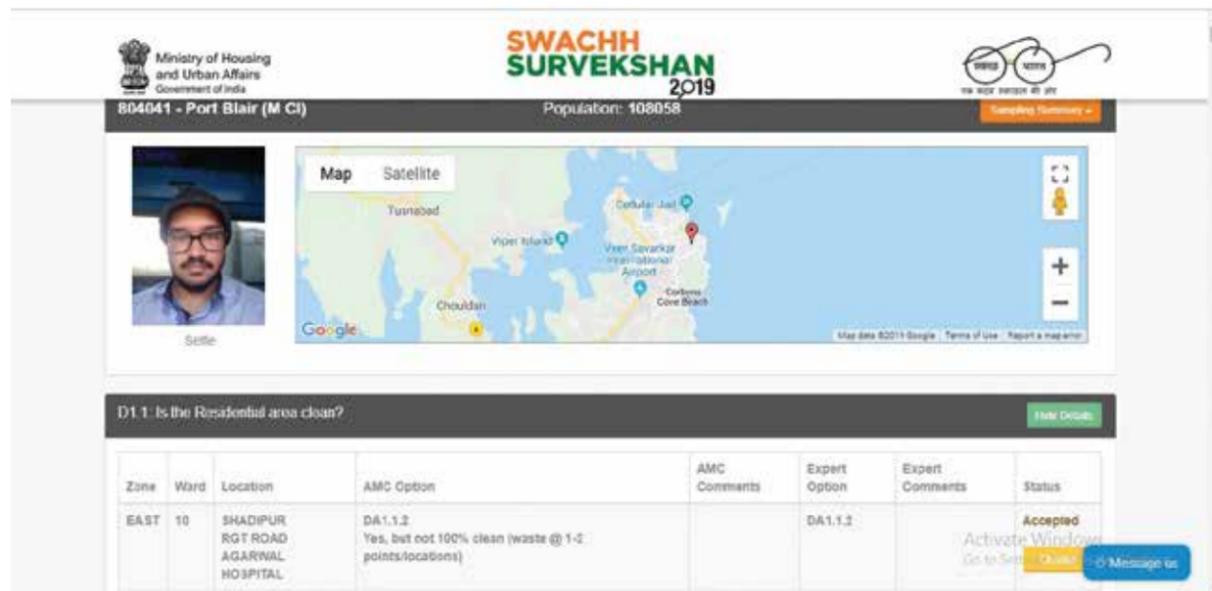
AMCs were also provided with the data of how many samples the assessor was required to complete and how many samples were synced by the assessor in the field to closely monitor the assessors work from the field.



They were also provided with a route map to continuously monitor the junior assessor which displayed the date and time of the synced samples from Assessor Application.

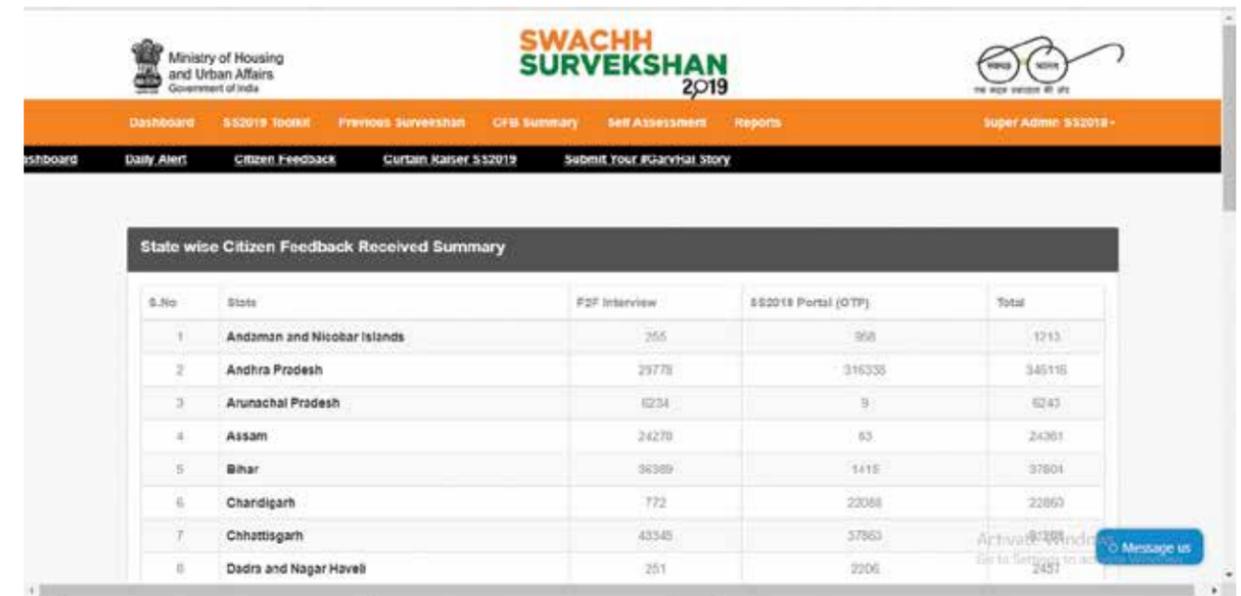
### AMC QC Login:

The AMC Quality Check team performed a second level check of the work done by the AMC and did the final scoring from IV and DO. Provisions were made so that they could accept or make the necessary changes to the work done by the AMC.



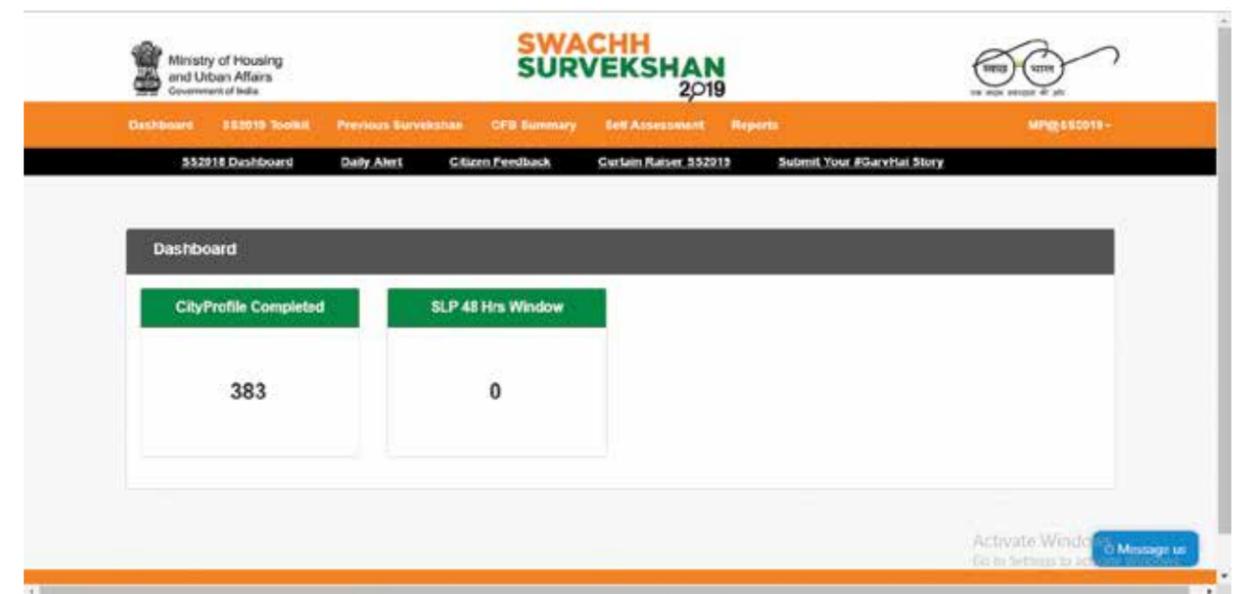
### CFB Summary Screen

A CFB summary screen was provided where state wise citizen feedback counts were displayed. This was a dynamic display which was updated on a minute to minute basis in line with completion of each interview.



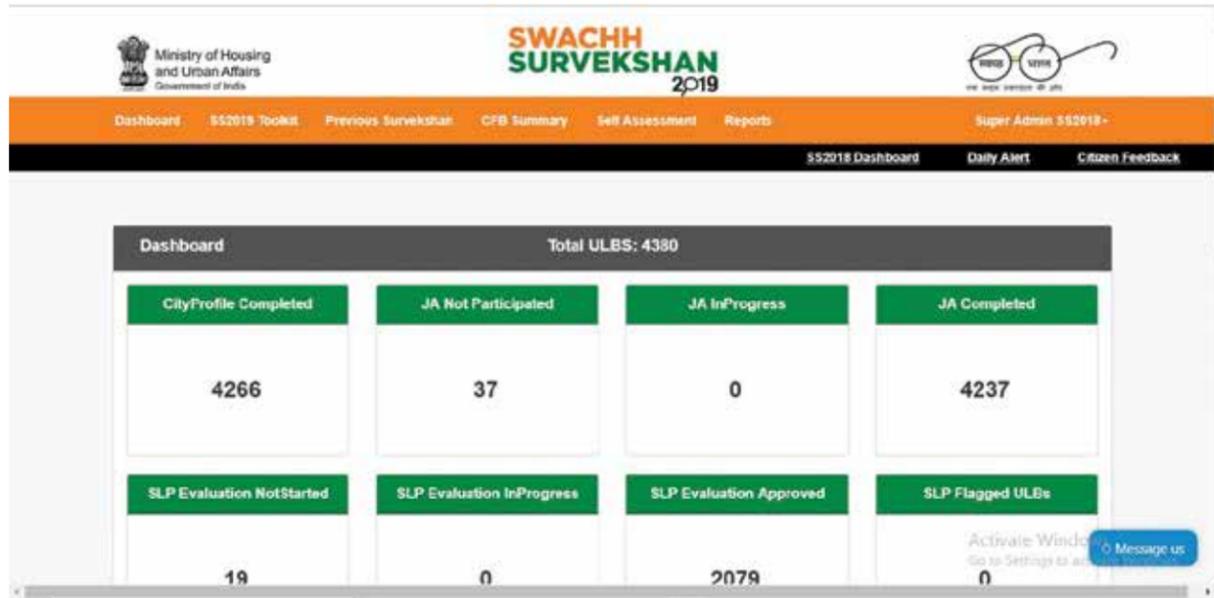
### State mission directors Login

A unique login Id and password was provided to each Mission Director to access the Mission Director dashboard so that they could monitor the progress of all the ULBs in their state in terms of status of submission of different documents

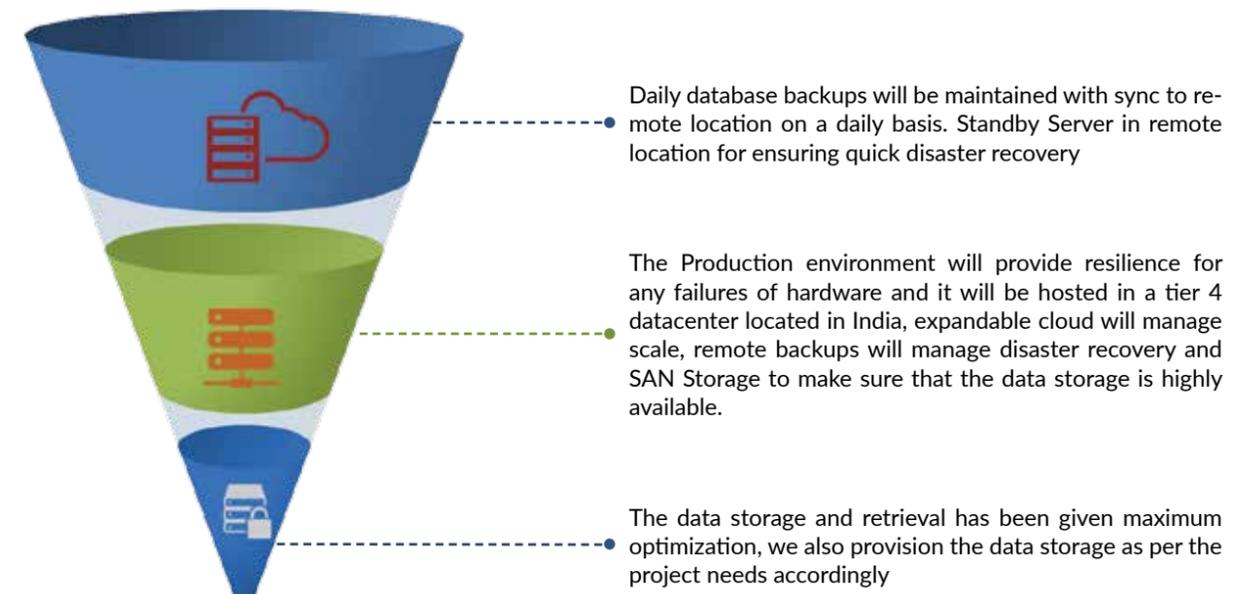


### Super admin Login

Nominated officials at SBM – U as well as the core Project Management team were given access to super admin login so that they could do real time monitoring of the complete process of city profile, service level progress, JA progress, and SLP evaluation, SLP Re QC, Innovations and CFB.



### Data backup and disaster recovery



### SS2018 in the Social Media

SS 2018 had a huge presence in the social media and the survey had gone viral across [Twitter](#) (outreach of 29,17,314), [Facebook](#) (outreach of 6,04,763) and [Instagram](#) (outreach of 2,56,648+).

To popularise the survey in social media, Karvy took three campaign initiatives with a great degree of success:

**#GARVHAI**  
An Initiative to Salute The **CHANGE MAKERS** of Young India, Pursuing The Dream of **#MyCleanIndia**

**2.8 million**  
Social media reach

**150 Stories of Change**

**IN 2018 WE PROCESSED 10,927.2 TONNES OF DRY WASTE. IN 2019, WE AIM HIGHER.**



#JholaChallenge was launched to beat the plastic pollution by adopting the Jhola (Cloth Bag) and refuse single use plastic bags. Citizens responded actively across the country with a social media reach of 2.5 million.



#MyGreenHabit  
A 3 Day Tweetathon, where India shared the green habits to set inspire the world. Social media research of over 2.8 million



### Note on innovation and best practices

As the cities and metro areas grow so does the need for sustainable urban environments, which require new and scalable innovations— new approaches to solid waste treatment, infrastructure for public & community toilets amongst others. The management and disposal of this waste is a major challenge for our cities and towns. The waste hierarchy sets an order of priorities for waste management with the preferred option of waste prevention, followed by re-use, recycling, other forms of recovery such as energy from waste, and improved final disposal followed by monitoring.

Similar to last year, Ministry of Housing and Urban affairs decided to award cities with outstanding performance and practices under Innovation and Best Practices in the following sub-categories:

1. Sustainable Solutions
2. Public Private Partnership
3. Convergence across other flagship missions of the Government of India
4. IEC & Behaviour Change
5. Sale of by-products of processing
6. Community Engagement
7. Robust faecal sludge management system
8. User friendly Community and Public Toilets

This component comprised of two major aspects on which cities were judged and scored vis-a-vis, quality of project submitted by the ULB (40 Marks); and a newly introduced indicator of this year i.e. quality of citizen led

project submitted by the ULB (22 Marks). This indicator carried a total of 62 marks. This year much emphasis was given on activities initiated by citizens.

Accordingly, all cities were requested to upload relevant files (write-up, pictures, and videos) explaining details of the project in the aforementioned categories on the Swachh Survekshan 2019 portal at the time of documentation upload. All these submissions were scrutinized and scored by a research team under the chairmanship of Dr. Arun Kansal, (professor and Dean, Research and Relationship, TERI School of Advanced Studies). The evaluation of the cities for ULB led projects was based on five critical parameters (implementation, novelty, scalability, financial sustainability and impact) each having maximum of 8 marks. For citizens led initiatives, evaluation was based on four significant parameters (implementation, novelty, scalability, impact) each having a maximum of 6 marks.

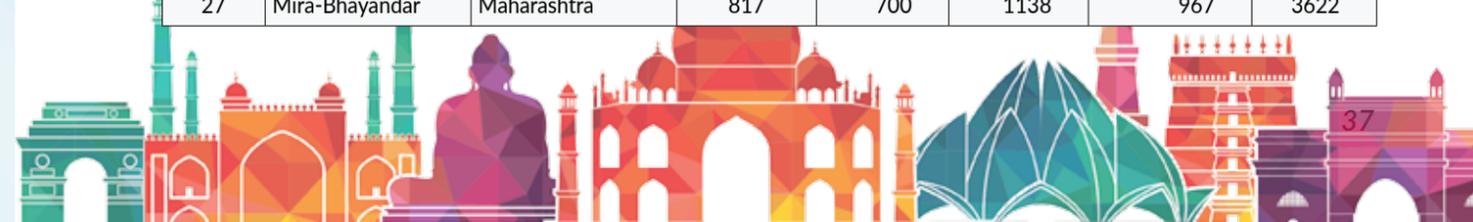
A total of 2824 number of ULB-led innovations and 2773 Citizens-led innovations were submitted for scoring by ULBs. About 70% ULB led innovations and 32% citizen led initiatives were found valid for assessment. Although more documents were uploaded for the citizen-led initiatives, but these were identical as ULB-led initiatives, and hence, not considered as participation at citizen level. It was observed that majority of the cities submitted their projects under Solid Waste Management/Sustainable Solutions category, with few of the cities practicing extravaganza activities. It was likewise discovered that no city was doing any practice related to convergence across other flagship missions of the Government of India, where cities were expected to perform.

# SURVEY RESULTS



**TABLE 1**  
**RANKING OF 100 ULBS ON BASIS OF TOTAL SCORE**  
**(More than 1 Lakh Population)**

SS2019 Ranking	Name of the ULB	Name of the State/ UT	PART-1: Service Level Progress (1250 M)	PART-2: Certification (1250 M)	PART-3: Direct Observation (1250M)	PART-4: Citizen Feedback & Swachhta App (1250 M)	Overall Marks (5000 M)
1	Indore	Madhya Pradesh	1239	1050	1241	1129	4659
2	Ambikapur	Chhattisgarh	1194	1050	1133	1017	4394
3	Mysuru	Karnataka	1195	1000	1211	972	4379
4	Ujjain	Madhya Pradesh	1223	750	1222	1050	4244
5	New Delhi (NDMC)	Delhi	1194	750	1198	1049	4191
6	Amdavad	Gujarat	1167	750	1248	972	4137
7	Navi Mumbai	Maharashtra	1064	750	1236	1079	4129
8	Tirupati	Andhra Pradesh	1028	750	1141	1106	4025
9	Rajkot	Gujarat	989	750	1200	1061	4000
10	Dewas	Madhya Pradesh	1105	750	1151	962	3968
11	Bhilai Nagar	Chhattisgarh	1035	750	1093	1052	3929
12	Vijayawada	Andhra Pradesh	968	750	1097	1067	3882
13	Ghaziabad	Uttar Pradesh	983	700	1201	993	3877
14	Surat	Gujarat	914	750	1223	974	3861
15	Jamshedpur	Jharkhand	894	600	1249	1062	3806
16	Kolhapur	Maharashtra	1005	650	1090	1058	3803
17	Khargone	Madhya Pradesh	808	750	1172	1069	3798
18	Nagda	Madhya Pradesh	979	600	1167	1048	3794
19	Bhopal	Madhya Pradesh	986	600	1145	1062	3794
20	Chandigarh	Chandigarh	1129	500	1120	1038	3787
21	Singrauli	Madhya Pradesh	980	750	1058	975	3763
22	Gandhinagar	Gujarat	862	750	1229	916	3757
23	Visakhapatnam (GVMC)	Andhra Pradesh	914	600	1193	1037	3744
24	Karnal	Haryana	781	750	1204	1001	3736
25	Jabalpur	Madhya Pradesh	973	600	1080	1014	3667
26	Chhindwara	Madhya Pradesh	754	600	1184	1098	3636
27	Mira-Bhayandar	Maharashtra	817	700	1138	967	3622



SS2019 Ranking	Name of the ULB	Name of the State/ UT	PART-1: Service Level Progress (1250 M)	PART-2: Certification (1250 M)	PART-3: Direct Observation (1250M)	PART-4: Citizen Feedback & Swachhta App (1250 M)	Overall Marks (5000 M)
28	Bilaspur	Chhattisgarh	895	600	1192	930	3617
29	Chandrapur	Maharashtra	795	600	1116	1093	3604
30	Ambarnath	Maharashtra	781	550	1202	1043	3575
31	Bathinda	Punjab	935	500	1060	1025	3520
32	Jagdapur	Chhattisgarh	720	750	1074	966	3510
33	Durg	Chhattisgarh	788	600	1103	1009	3500
34	Wardha	Maharashtra	922	550	1055	949	3475
35	Greater Hyderabad (GHMC)	Telangana	802	600	1117	936	3455
36	Vasai Virar	Maharashtra	746	650	1019	1033	3448
37	Pune	Maharashtra	844	550	1137	915	3446
38	Latur	Maharashtra	873	400	1209	945	3427
39	Tiruchirappalli	Tamil Nadu	849	500	1028	1037	3414
40	Coimbatore	Tamil Nadu	916	500	1169	827	3412
41	Raipur	Chhattisgarh	1007	600	1073	713	3393
42	Rajnandgaon	Chhattisgarh	680	600	1139	972	3391
43	Raigarh	Chhattisgarh	744	600	1087	943	3374
44	Jaipur	Rajasthan	681	600	1111	974	3366
45	Satara	Maharashtra	919	550	924	968	3361
46	Ranchi	Jharkhand	504	550	1226	1040	3319
47	Neemuch	Madhya Pradesh	652	600	1116	947	3314
48	Sagar	Madhya Pradesh	724	500	1010	1050	3284
49	Greater Mumbai	Maharashtra	862	450	1116	849	3277
50	Pithampur	Madhya Pradesh	529	600	1144	1001	3273
51	Kulgaon-Badlapur	Maharashtra	723	550	997	974	3244
52	Pimpri Chinchwad	Maharashtra	727	600	1016	885	3228
53	Udgir	Maharashtra	768	500	988	969	3225
54	Solapur	Maharashtra	748	500	1067	891	3206
55	Barshi	Maharashtra	676	500	1034	988	3198
56	Dhanbad	Jharkhand	406	550	1190	1044	3190
57	Thane	Maharashtra	541	550	1142	948	3181
58	Nagpur	Maharashtra	538	550	1138	935	3160
59	Gwalior	Madhya Pradesh	660	400	1093	994	3148
60	Nanded Waghala	Maharashtra	531	550	1167	893	3141
61	Chennai	Tamil Nadu	787	500	980	851	3118
62	Ratlam	Madhya Pradesh	553	550	1033	981	3116
63	Kanpur	Uttar Pradesh	427	600	1050	1036	3113

SS2019 Ranking	Name of the ULB	Name of the State/ UT	PART-1: Service Level Progress (1250 M)	PART-2: Certification (1250 M)	PART-3: Direct Observation (1250M)	PART-4: Citizen Feedback & Swachhta App (1250 M)	Overall Marks (5000 M)
64	Hazaribag	Jharkhand	425	550	1158	980	3113
65	Korba	Chhattisgarh	403	600	1148	961	3111
66	Chas	Jharkhand	419	550	1132	995	3096
67	Nashik	Maharashtra	492	550	1101	950	3093
68	Jhansi	Uttar Pradesh	651	500	977	959	3086
69	Rohtak	Haryana	472	600	1070	941	3083
70	Varanasi	Uttar Pradesh	694	450	982	937	3063
71	Panchkula	Haryana	439	600	1049	968	3056
72	Patiala	Punjab	685	500	1042	827	3054
73	Deesa	Gujarat	392	550	1106	1004	3052
74	Amravati	Maharashtra	537	550	927	1028	3042
75	Rewa	Madhya Pradesh	578	450	1007	1004	3039
76	Jalgaon	Maharashtra	420	500	1171	943	3034
77	Kalyan Dombivali	Maharashtra	509	500	1119	885	3013
78	Damoh	Madhya Pradesh	528	400	1169	914	3012
79	Vadodara	Gujarat	406	600	975	1019	3000
80	Jamnagar	Gujarat	516	550	1034	896	2996
81	Warangal	Telangana	310	600	1096	989	2995
82	Shivpuri	Madhya Pradesh	476	450	1119	942	2987
83	Gurgaon	Haryana	309	600	1107	960	2975
84	Bhiwandi Nizampur	Maharashtra	440	550	1032	949	2972
85	Agra	Uttar Pradesh	510	600	847	1014	2970
86	Panvel	Maharashtra	557	400	1039	973	2969
87	Hoshangabad	Madhya Pradesh	309	500	1166	981	2956
88	Vapi	Gujarat	581	450	968	954	2953
89	Achalpur	Maharashtra	417	400	1161	959	2936
90	Tenali	Andhra Pradesh	406	500	1083	947	2936
91	Bhavnagar	Gujarat	599	550	880	892	2921
92	Saharanpur	Uttar Pradesh	517	400	1022	970	2908
93	Khandwa	Madhya Pradesh	523	450	1027	907	2908
94	Beed	Maharashtra	346	500	1019	1040	2905
95	Mango	Jharkhand	316	550	1017	1014	2898
96	Yavatmal	Maharashtra	414	500	997	976	2887
97	Katni	Madhya Pradesh	612	450	843	967	2872
98	Rajahmundry	Andhra Pradesh	327	500	1114	926	2867
99	Karimnagar	Telangana	309	550	1070	933	2861
100	Dhule	Maharashtra	559	350	1022	927	2858

**TABLE 2**

**RANKING OF 100 ULBS ON BASIS OF TOTAL SCORE  
(Less than 1 Lakh Population)**

SS2019 Ranking	Name of the ULB	Name of the State/UT	PART-1: Service Level Progress (1250 M)	PART-2: Certification (1250 M)	PART-3: Direct Observation (1250M)	PART-4: Citizen Feedback & Swachhata App (1250 M)	Overall Marks (5000 M)
1	Karhad	Maharashtra	1090	750	1120	1103	4063
2	Lonavala	Maharashtra	1143	700	1162	1036	4041
3	Mul	Maharashtra	970	750	1159	1149	4028
4	Vita	Maharashtra	1009	700	1180	1081	3970
5	Shahganj	Madhya Pradesh	930	750	1174	1069	3923
6	Panhala	Maharashtra	940	750	1203	993	3886
7	Dungarpur	Rajasthan	856	550	1226	1155	3787
8	Mahabaleshwar	Maharashtra	734	750	1233	1066	3783
9	Malkapur	Maharashtra	808	700	1173	1090	3771
10	Indapur	Maharashtra	969	700	1063	1019	3752
11	Vadgaon	Maharashtra	802	700	1218	1024	3744
12	Sasvad	Maharashtra	737	700	1191	1100	3728
13	Panchgani	Maharashtra	678	750	1158	1091	3678
14	Uran Islampur	Maharashtra	925	550	1146	1010	3631
15	Junnar	Maharashtra	802	700	1160	947	3609
16	Murgud	Maharashtra	873	550	1154	1022	3599
17	Pandharpur	Maharashtra	897	700	1123	842	3562
18	Nawanshahr	Punjab	880	750	924	1002	3556
19	Mauda	Maharashtra	764	550	1206	1029	3548
20	Narharpur	Chhattisgarh	833	600	1183	925	3540
21	Bishrampur	Chhattisgarh	819	550	1143	1012	3524
22	Tasgaon	Maharashtra	734	650	1086	1047	3517
23	Ratnagiri	Maharashtra	863	700	986	967	3516
24	Khanapur	Maharashtra	901	550	1100	960	3511
25	Katol	Maharashtra	765	500	1235	1004	3504
26	Badravati	Maharashtra	745	550	1143	1048	3486
27	Gadhinglaj	Maharashtra	777	650	1118	936	3481
28	Khopoli	Maharashtra	736	700	1063	973	3471
29	Kagal	Maharashtra	827	550	1018	1071	3466
30	Priyapatna	Karnataka	860	350	1183	1070	3463

SS2019 Ranking	Name of the ULB	Name of the State/UT	PART-1: Service Level Progress (1250 M)	PART-2: Certification (1250 M)	PART-3: Direct Observation (1250M)	PART-4: Citizen Feedback & Swachhata App (1250 M)	Overall Marks (5000 M)
31	Mahad	Maharashtra	727	550	1174	1011	3462
32	Rajgarh	Madhya Pradesh	733	550	1246	930	3460
33	Hingoli	Maharashtra	695	550	1217	994	3457
34	Bhor	Maharashtra	728	700	1039	987	3454
35	Betma	Madhya Pradesh	787	550	1067	1047	3451
36	Koregaon	Maharashtra	753	700	1073	919	3445
37	Palus	Maharashtra	775	550	1076	1041	3442
38	Rahimatpur	Maharashtra	798	550	1111	981	3440
39	Jashpur Nagar	Chhattisgarh	622	750	1082	981	3435
40	Bhilai Charoda	Chhattisgarh	649	750	1034	991	3424
41	Mangalvedhe	Maharashtra	790	700	999	914	3403
42	Vaijapur	Maharashtra	640	700	1082	979	3400
43	Sahaspur-Lohara	Chhattisgarh	605	600	1212	981	3398
44	Bundu	Jharkhand	706	550	1110	1012	3378
45	Pakur	Jharkhand	562	550	1227	1033	3373
46	Kuhi	Maharashtra	671	550	1063	1089	3373
47	Vengurla	Maharashtra	579	550	1169	1049	3347
48	Bijapur	Chhattisgarh	575	600	1178	975	3327
49	Shirpur- Warwade	Maharashtra	599	550	1164	1003	3316
50	Rau	Madhya Pradesh	742	550	1087	936	3315
51	Malwan	Maharashtra	666	550	1138	961	3314
52	Balrampur	Chhattisgarh	545	750	1094	925	3313
53	Chikhalakasa	Chhattisgarh	504	750	1025	1017	3296
54	Narkhed	Maharashtra	629	550	1135	981	3296
55	Kurundvad	Maharashtra	756	550	972	1017	3295
56	Dhar	Madhya Pradesh	690	700	897	1007	3294
57	Pali	Chhattisgarh	546	750	1064	927	3288
58	Chhura	Chhattisgarh	533	600	1127	1024	3284
59	Sangamner	Maharashtra	532	700	1123	926	3282
60	Saraipali	Chhattisgarh	503	600	1112	1062	3276
61	Umred	Maharashtra	580	550	1056	1086	3272
62	Sawantwadi	Maharashtra	654	550	1056	1008	3267
63	Uran	Maharashtra	667	500	1154	944	3266
64	Pen	Maharashtra	452	550	1197	1064	3263
65	Jejuri	Maharashtra	522	550	1112	1065	3249

SS2019 Ranking	Name of the ULB	Name of the State/UT	PART-1: Service Level Progress (1250 M)	PART-2: Certification (1250 M)	PART-3: Direct Observation (1250M)	PART-4: Citizen Feedback & Swachhata App (1250 M)	Overall Marks (5000 M)
66	Malkapur_S	Maharashtra	704	500	990	1037	3231
67	Gangakhed	Maharashtra	738	500	1065	926	3229
68	Kunkuri	Chhattisgarh	560	600	1121	947	3228
69	Karjat_R	Maharashtra	529	550	1156	993	3228
70	Ausa	Maharashtra	608	500	1158	958	3224
71	Kawardha	Chhattisgarh	439	600	1179	1005	3223
72	Hingana	Maharashtra	548	550	1050	1074	3222
73	Talegaon Dabhade	Maharashtra	608	550	1070	993	3220
74	Trimbak	Maharashtra	711	500	1031	969	3211
75	Daund	Maharashtra	827	550	908	922	3208
76	Chhurikala	Chhattisgarh	711	550	1024	918	3203
77	Petlad	Gujarat	448	600	1164	986	3198
78	Parli	Maharashtra	547	650	1040	961	3198
79	Kanker	Chhattisgarh	438	600	1190	969	3197
80	Shirala	Maharashtra	677	550	1116	848	3192
81	Sitapur	Chhattisgarh	539	600	1067	984	3191
82	Sailu	Maharashtra	590	550	1060	987	3187
83	Jamjodhpur	Gujarat	554	550	1126	941	3171
84	Siddipet	Telangana	664	550	939	1017	3170
85	Sardarpur	Madhya Pradesh	622	450	1167	928	3167
86	Shendurjanaghat	Maharashtra	654	350	1085	1076	3166
87	Khandala	Maharashtra	716	550	980	916	3163
88	Badwani	Madhya Pradesh	597	550	1074	942	3162
89	Magarlod	Chhattisgarh	628	600	1038	895	3161
90	Phusro	Jharkhand	527	550	1140	943	3160
91	Chatra	Jharkhand	350	550	1162	1094	3157
92	Dhanpuri	Madhya Pradesh	443	550	1218	937	3148
93	Jhagrakhand	Chhattisgarh	566	600	1035	945	3146
94	Akole	Maharashtra	537	550	1183	874	3144
95	Shirur	Maharashtra	545	550	1098	947	3140
96	Tifra	Chhattisgarh	523	600	1073	937	3133
97	Rajmahal	Jharkhand	488	500	1172	973	3132
98	Mhaswad	Maharashtra	564	500	1156	908	3128
99	Kymore	Madhya Pradesh	527	650	974	971	3122
100	Dapoli Camp	Maharashtra	630	550	1001	941	3122



**BEST PERFORMERS OF NATION**



## NATIONAL LEVEL AWARDS

TABLE 3: Awarded ULBs - Overall National Level Ranking

Sl. No.	Award Category	Name Of The ULB
1	India's Cleanest City - No. 1	Indore Municipal Corporation
2	India's Cleanest City - No. 2	Ambikapur Municipal Corporation
3	India's Cleanest City - No. 3	Mysuru Municipal Corporation

TABLE 4: Awarded ULBs - National Level (Above 10 Lakh Population)

Sl. No.	Award Category	Name Of The ULB
1	India's 'Cleanest Big City'	Amdavad Municipal Corporation
2	Fastest Mover' Big City	Raipur Municipal Corporation
3	Best Big City in 'Citizens Feedback'	Navi Mumbai Municipal Corporation
4	Best Big City in 'Innovation & Best Practices'	Jabalpur Municipal Corporation
5	Best Big City in 'Solid Waste Management'	Surat Municipal Corporation

TABLE 5: Awarded ULBs - ULBs - National Level (3- 10 Lakh Population)

Sl. No.	Award Category	Name Of The ULB
1	India's 'Cleanest Medium City'	Ujjain Municipal Corporation
2	Fastest Mover' Medium City	Mathura-Vrindavan Nagar Nigam
3	Best Medium City in 'Citizens Feedback'	Chandrapur Municipal Corporation
4	Best Medium City in 'Innovation & Best Practices'	Jhansi Nagar Nigam
5	Best Medium City in 'Solid Waste Management'	Latur Municipal Corporation

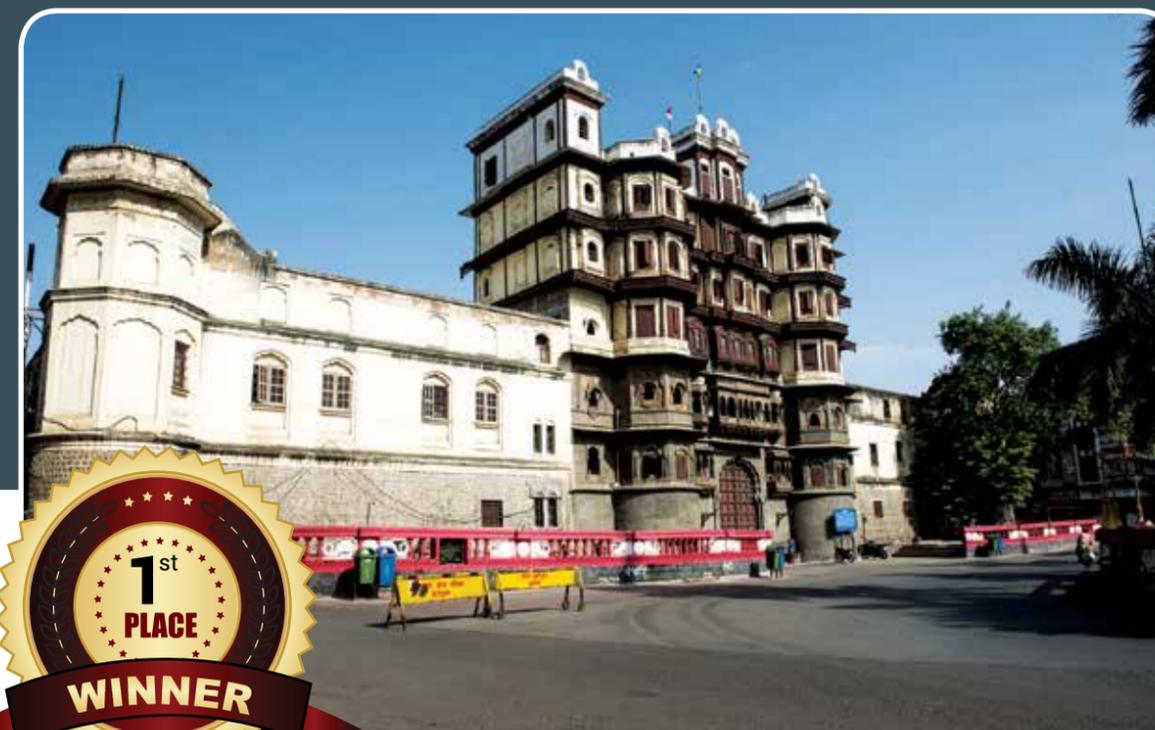
TABLE 6: Awarded ULBs - National Level (1-3 Lakh Population)

Sl. No.	Award Category	Name Of The ULB
1	India's 'Cleanest Small City'	New Delhi Municipal Council
2	Fastest Mover' Small City	Orai Nagar PalikaParishad
3	Best Small City in 'Citizens Feedback'	Tirupati Municipal Corporation
4	Best Small City in 'Innovation & Best Practices'	Dewas Municipal Corporation
5	Best Small City in 'Solid Waste Management'	Nagda Municipal Corporation

TABLE 7: Awarded ULBs - National Level (State Capital/Union Territory)

Sl. No.	Award Category	Name Of The ULB
1	India's 'Cleanest State Capital/UT'	Bhopal Municipal Corporation
2	Fastest Mover' State Capital/UT	Chennai Municipal Corporation
3	Best State Capital/UT in 'Citizens Feedback'	Ranchi Municipal Corporation
4	Best State capital/UT in 'Innovation & Best Practices'	Greater Mumbai Municipal Corporation
5	Best State Capital/UT in 'Solid Waste Management'	Chandigarh Municipal Corporation

# INDORE MUNICIPAL CORPORATION MADHYA PRADESH Winner: India's Cleanest City No. 1



Star Rating: ★★★★★

ODF Status: ODF++

ALL INDIA RANK

SS2019	SS2018	SS2017
#1	#1	#1

Overall Score (5000 Marks)	4659
PART-1: Service Level Progress Score (1250 M)	1239
PART-2: Certification Score (1250 M)	1050
PART-3: Direct Observation Score (1250 M)	1241
PART-4: Citizen Feedback Score (1250 M)	1129
SWM Indicators Score (1783 M)	1773
Innovation and Best Practices Score (62 M)	56

The award of 'India's Cleanest City' in the Swachh Survekshan 2019 has been given to Indore (Madhya Pradesh) for the third year in a row. The state's largest city offers a spectacle of majestic palaces co-existing with commercial centres. Indore is situated on the southern edge of Malwa Plateau. It is the commercial capital of Madhya Pradesh and one of the fastest growing cities of India. It is also considered as an important educational hub, as it has two of the most renowned institutes of India IIM Indore and IIT Indore. Indore is also surrounded by many famous cities; one can use this as a base city to reach other popular destinations.

Indore Municipal Corporation presents a platform for its citizens to actively participate in making Indore a clean City. They seek citizens' engagement with a focus on highlighting the responses on innovative solutions for improved livability and governance. Along with the heritage of Indore, the city is committed to the cohesive development as well.

Indore has been part of Swachh Survekshan since its inception in 2016. Indore Municipal Corporation (IMC) secured rank #25 in Swachh Survekshan 2016 wherein 73 cities with million+ population had participated. In Swachh Survekshan 2017, Indore was adjudged as the 'Cleanest City in India' among the 434 cities that



participated, from Class 1 cities with more than 1 Lakh population.

IMC has secured 1239/1250 marks in Part - I (Service Level Progress) of SS2019. With the dedication of the corporation staff and enthusiastic citizens, IMC has been able to achieve door to door collection in 100% of its wards and 100% segregation of waste at source. All the Bulk Garbage Generators, parks & gardens within the city are practising on-site processing of organic waste.

IMC staff carry out twice a day sweeping in 100% commercial areas of the city and activity log for sweeping is being tracked by the Sanitary Inspectors. All the commercial areas have an appropriate numbers of twin-bins installed, which are emptied daily. Every garbage collection vehicle within the city is being tracked by GPS/RFID, which helps in locating the movement of the garbage collector.

Indore has three (3) Sewage Treatment Plants (STPs) within the city and proper log books are maintained. Spot fine is collected by inspectors from the offenders for littering in open areas, open urination and also penalty clauses exist for open defecation. Indore Municipal Corporation has 100% financially sustainable model to recover the Operation & Maintenance cost of 'Solid Waste Management' through property tax cum user charges. 100% of the constructed Individual Household Latrines (IHHLs) have water available in them.



In the Direct Observation component of the Swachh Survekshan 2019, the city scored 1241 marks out of 1250, making it an excellent performer in terms of maintenance of public facilities and general cleanliness of the city's commercial and residential areas. The city's residential and commercial areas were found to be 100% clean. 100% of the community and public toilets surveyed were found to be clean, well lit, well ventilated, had electricity connection and had water supply/ flush. Indore is one of the cities where will all CTs/PTs have onsite safe disposal system i.e. either having a septic tank with no overflow or sewer network with no open drainage. The catchment area of the city's airport/railway station/bus terminals were found to be 100% clean.

Moreover, the city received ODF++ certification under Open Defecation Free protocol, which means IMC, has succeeded in achieving sanitation sustainability by addressing complete sanitation value chain, including safe and complete faecal sludge management.

Furthermore, Indore is also one of the three '5 Star' rated cities under Star Rating of Garbage Free City certification program of the MoHUA, in the country.

In the case of Indore, findings of the DO, SLP and Citizen Feedback were found to be in sync. Over 99% of citizens say that they were aware that their city is participating in Swachh Survekshan 2019 and were satisfied with the cleanliness levels of the city. Around 99% of citizens said that toilets/urinals are accessible and clean now.

To retain its India's Cleanest City tag for the third time in a row, Indore had come out with a new jingle 'HatrackLagayenge' in the month of October. This song was played by every door to door collection vehicle of the corporation at the time of garbage collection every day to raise awareness and engagement of citizens in Swachh Survekshan 2019.



# AMBIKAPUR MUNICIPAL CORPORATION CHHATTISGARH

## Winner: India's Cleanest City No. 2



Star Rating: ★★★★★		
ODF Status: ODF++		
ALL INDIA RANK		
SS2019 #2	SS2018 #11	SS2017 #15

Overall Score (5000 Marks)	4394
PART-1: Service Level Progress Score (1250 M)	1194
PART-2: Certification Score (1250 M)	1050
PART-3: Direct Observation Score (1250 M)	1133
PART-4: Citizen Feedback Score (1250 M)	1017
SWM Indicators Score (1783 M)	1657

Ambikapur city is situated in Surguja district of Chhattisgarh. Considered as a bustling town of the state, the city of Ambikapur also houses headquarters of the district within its premises. Ambikapur city is resplendent with natural aesthetics, hence, the tourism prospects of the place are bright enough to earn a handsome amount of revenue around the year. Rich with many surrounding natural treasures and with a culture of its own, Ambikapur city of Chhattisgarh symbolizes a prosperous platform of the state that exudes positive possibilities. Ambikapur generates income for the local people through animal husbandry too.

In Swachh Survekshan 2019, Ambikapur Municipal Corporation has been adjudged 'India's Cleanest City No. 2' at the National level.

The city has scored well overall, comprising 4 components, i.e., Service Level Progress (SLP), Certification, Direct Observation (DO) and Citizen Feedback (CFB).

In the Service Level Progress component, the city has received 1194 marks out of 1250, meaning that the city was found to have taken action within the standards and requirements of the Swachh Bharat Mission, and was found to be excellent in most respects. It was observed that door to door collection is happening in 100% of



wards with source segregation taking place in all of them. ICT based Monitoring Mechanism was found to be in place for ward wise Collection and Transportation (C&T) including emptying litter bins from commercial areas and also for monitoring of GarbageVulnerable Points (GVPs) and corporation's sanitation staff.

Moreover, Ambikapur's claim of a bin free city, was validated on-ground and the city was able to achieve 100% marks under this indicator. 100% of the city's wet waste is getting treated at the wet waste treatment plant and 100% of the dry waste is recycled. Ambikapur



has also succeeded in achieving 100% marks under remediation of existing dump sites indicator as the existing dumpsite is now fully remediated and converted into a sanitary park. 100% of the city's faecal sludge is treated in a scientific manner.

In the Direct Observation component, the city has secured a score of 1133 out of 1250 marks, signifying that residential areas, commercial areas, vegetable and fruit markets, railways station, bus station and public and community toilets in the city were very clean and complete with the required facilities. The catchment area of railway stations/bus terminals and airport were found to be clean. The city scores 100% marks when it comes to displaying of IEC messages in the form of hoarding/paintings/banners/writings in all commercial/public areas.



Citizen feedback from the residents of Ambikapur also yielded good results for the local administration, as 100% of the citizens were aware that their city is participating in Swachh Survekshan 2019. Also, over 98% of the citizens were satisfied with the cleanliness level of the city and that they are able to spot litter bins easily in commercial areas. During the feedback, around 99% of the citizens said that they were asked to give segregated dry and wet waste to their waste collector. Also, over 98% of citizens were satisfied with respect to accessibility and cleanliness level of toilets/urinals.

Additionally, Ambikapur Municipal Corporation has been certified as '5 Star' and also an ODF++ certified city.

# MYSURU MUNICIPAL CORPORATION KARNATAKA

## Winner: India's Cleanest City No. 3



Star Rating: ★★★★★		
ODF Status: ODF+		
ALL INDIA RANK		
SS2019 <b>#3</b>	SS2018 <b>#8</b>	SS2017 <b>#5</b>

Overall Score (5000 Marks)	4379
PART-1: Service Level Progress Score (1250 M)	1195
PART-2: Certification Score (1250 M)	1000
PART-3: Direct Observation Score (1250 M)	1211
PART-4: Citizen Feedback Score (1250 M)	972
SWM Indicators Score (1783 M)	1716

The historic city of Mysuru is one of South India's most enchanting cities, situated at the foot of Chamundi Hills, famed for its glittering royal heritage and magnificent monuments and buildings. The location of the city on the undulating table of the Deccan Plateau at 770 m above sea level means that the city moderate climate throughout the year. The city of Mysore mainly attracts people during the festive season of Dussehra (Vijaya Dasami). It is also famous for its craftwork of sandalwood as well as silk products.

Mysuru City Corporation has played a significant role in ensuring proper cleanliness across the city. What has made the task easier is the awareness level among

people to ensure that the city is clean. The Mysuru Municipal Corporation was adjudged as the Cleanest City in the country in the first ever Swachh Survekshan in 2016. Subsequently, the city was ranked #5 in Swachh Survekshan 2017. Last year in Swachh Survekshan 2018, Mysuru Municipal Corporation was awarded the title of India's Cleanest Medium City (3-10 Lakh population).

This year the city has shown significant improvement from All India rank #8 in Swachh Survekshan 2018 to All India rank #3 in Swachh Survekshan 2019.

Mysuru has put in place an infrastructure to attain 100% door-to-door garbage collection in all its wards. 100%



of the Bulk Garbage Generators (BGG's) have initiated onsite processing of organic waste. Moreover, the daily movement of all the garbage collection vehicles is tracked by GPS/RFID. All of the commercial areas have twice a day sweeping and were found to be clean. Staffs involved in direct handling of solid waste have been provided with all essential Personal Protective Equipment (PPEs) like mask, gloves, uniform, shoes etc. The City has installed twin bins in commercial areas and also succeeded in removing roadside large bins and dhalaos (secondary storage) and finally winning a tag of 'bin free city'.

100% of the identified Informal Waste Pickers (IWP) are integrated by the ULB and are deployed in all the wards. 100% of the constructed IHHL have tap water connection. The city was already declared as 'Open Defecation Free' and now the city has been certified as ODF+. The city also succeeded in receiving 5 star rating under Garbage Free City Protocol. The city has a financially sustainable model to recover operation and



maintenance cost of 'Solid Waste Management'. 100% of the CTs/ PTs are visible on Google maps. Moreover, the city has well maintained community and public toilets all across the city.

In Direct Observation, Mysuru did well and was able to achieve a score of 1211 out of 1250. Around 99% of residential and commercial areas were found clean. Around 96% of CTs/PTs were found clean and with required facilities/standard. 100% of Mysuru's CTs/PTs are connected with onsite safe disposal system. Vegetable/fruit and meat/fish markets were found to be 100% clean and with required standards. The city scores 100% marks when it comes to displaying IEC messages in the form of hoarding/paintings/ banners/writings in all commercial/public areas.

As a part of the Citizens Feedback component, a good number of citizens provided their valuable feedbacks



for MMC in Swachh Survekshan 2019 through various sources like Face to Face survey, OTP based survey on Swachh Survekshan 2019 website, toll free 1969 number of MoHUA, outbound calls and also through Swachhata App of MoHUA. Approximately 99% of the citizens said that they were aware of Mysuru participating in Swachh Survekshan 2019. Around 97% of citizens were of the opinion that the cleanliness of their areas has improved compared to the previous year. Almost 87.4% said that they have started utilizing litter bins placed in the public areas. When it comes to the opinion of the people regarding whether the number of urinals/ toilets have gone up in the city compared to the previous year, 95.2% of the citizens had a positive response.

# AMDAVAD MUNICIPAL CORPORATION GUJARAT

India's Cleanest Big City in above 10,00,000 population category



Star Rating: ★★ ★

ODF Status: ODF++

ALL INDIA RANK

SS2019	SS2018
#6	#12

Overall Score (5000 Marks)	4137
PART-1: Service Level Progress Score (1250 M)	1167
PART-2: Certification Score (1250 M)	750
PART-3: Direct Observation Score (1250 M)	1248
PART-4: Citizen Feedback Score (1250 M)	972
SWM Indicators Score (1783 M)	1718

"Boasting of a rich history with a blend of modern charm, the land of Gandhi" - Amdavad

Amdavad is the largest city in the state of Gujarat. It is also known as the commercial capital of Gujarat. It touches Sabarmati River in the northern side. The city covers a sandy and dry area of 205km. River Sabarmati divides the city into two parts - eastern and western Amdavad. The city quickly wins visitors over with its incredible architecture, ranging from centuries-old mosques and mausoleums to cutting-edge contemporary design.

Over the years, Municipal Solid Waste (MSW) has

increased exponentially. The city has done good work on waste management by collecting thousands of tons of municipal solid waste daily from different parts of the city and sending it to the disposal sites. Waste is not left lying anywhere in the city, thus making it look cleaner compared to other places. Amdavad has been awarded the Cleanest City under the population category of above 10 lakh with a rank of 6th at the national level in Swachh Survekshan 2019. In Swachh Survekshan 2018, AMC was ranked 12th out of 4203 cities.

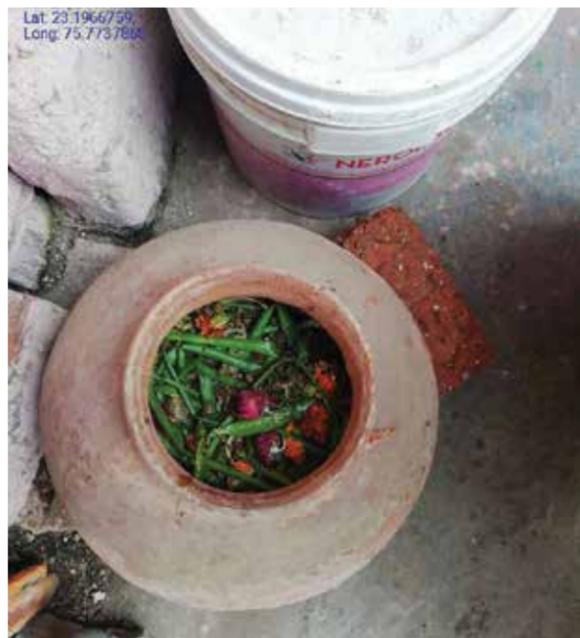
The city has achieved appreciable growth under Service Level Progress; the city has 100% coverage of door-to-door garbage collection in all of its wards. All the notified



commercial areas under its jurisdiction are swept and cleaned twice a day as well as on all Sundays and festive holidays with mandatory night sweeping. 100% of the waste generated in the ULB is segregated into wet and dry categories at the source and 100% of the Bulk Garbage Generators (BGGs) have the facility for on-site composting of the waste generated by them. Alongside, 100% of the city's wet and dry waste is being processed in a scientific manner.

It was observed that 100% of households/commercial establishments/CTs/PTs either had sewerage connection or had a system of twin pit/soak pit. 100% of faecal sludge generated from these areas is treated in a scientific manner. 100% of completed IHHL were found to have water available at the source. The city made access to Public toilets easy for the floating population by uploading PTs as 'SBM Toilet' on Google Maps. Amdavad took measures for user fee and penal action to curb Open Defecation/Urination and Littering by notifying and enforcing rules.

The level of cleanliness cannot be finally judged until and unless the situation is assessed on-ground. Amdavad, in



this case was found to be one of the best as it scored 1248 out of 1250, becoming one of the highest scoring cities in Direct Observation. All the residential areas and commercial areas surveyed during SS2018 were found to be clean. More than 99% of the CTs/ PTs were found to be friendly for men, women, children and disabled people apart from being well lit, well ventilated, with water supply/ availability and electricity connection. All the CTs/PTs also had IEC messaging in place. The catchment areas of the Railway Station and Bus stations were also found to be 100% clean.

A great number of citizens of AMC have provided their valuable feedback in SS2019. More than 99% were aware



that TMC was participating in Swachh Survekshan 2019. And approximately the same percentage of the citizens were also of the opinion that cleanliness standards have increased in the area. Around 90% of the citizens said that now litter bins are easily visible in commercial and public areas. 97% of citizens said they are asked to give segregated dry and wet waste to the waste collector.

Apart from all the above achievements, the city also succeeded in getting ODF++ certification under Open Defecation Free Protocol. Alongside, the city also received 3 star rating under Garbage Free City protocol.



# RAIPUR MUNICIPAL CORPORATION CHHATTISGARH

India's 'Fastest Moving' Big City in above 10,00,000 population category



Star Rating: ★★		
ODF Status: ODF++		
ALL INDIA RANK		
SS2019	SS2018	Jump in Positions
#41	#139	98 ↑

Overall Score (5000 Marks)	3393
PART-1: Service Level Progress Score (1250 M)	1007
PART-2: Certification Score (1250 M)	600
PART-3: Direct Observation Score (1250 M)	1073
PART-4: Citizen Feedback Score (1250 M)	713
SWM Indicators Score (1783 M)	1507

Raipur is the capital of Chhattisgarh and also well known as an educational hub. Home to IIM, IIT, AIIMS, Hidayatullah National Law University, it is also well known for its mining industries. Raipur has a tropical wet and dry climate. Chhattisgarhi is the local language that most of the people speak. People of this area are fond of variety in dressing, entertainment and way of living.

Regarding involvement of citizens, 'Bunch of Swachh Fools' - an initiative by a group of 7 people started in the year 2014 is on a mission to make Raipur 100% clean by fixing each and every garbage spot of the city. The group has grown from 7 to 100+ volunteers in a matter of a

couple of years and are on a mission to transform Raipur.

Raipur has been applauded for the efforts that it has taken in the last one year to make the city one of the cleanest in the country and has been awarded as the 'Fastest Mover' under the greater than 10 lakh population category. RMC has been able to take a jump of 98 positions from #139 in Swachh Survekshan 2018 to #41 in Swachh Survekshan 2019.

The city has scored a total of 3393 marks out of a maximum of 5000 marks. Under the Service Level Progress component, Raipur has scored 1007 marks out of 1250, while under the Direct Observation component,



it has scored 1073 marks out of 1250. When it comes to Citizens' Feedback, wherein the feedback of citizens' and Swachhta App scores are aggregated, it has scored 713 on 1250.

Around 90% of the wards in ULB are covered by the door to door collection of waste and are also practicing source segregation of waste till the processing/ disposal site. This has been possible because almost 90% of garbage collection vehicles are monitored through ICT based mechanism in the city. In addition, Garbage Vulnerable points and also attendance of sanitation staff are monitored through ICT mechanisms.

The ULB has been able to achieve 100% processing of waste through their wet and dry waste processing and disposal facilities. Raipur being one of the fastest growing cities in the country has put in place a robust mechanism for management of Construction and Demolition waste.

All the public toilets are uploaded as SBM toilets on Google maps and continuous monitoring of feedbacks is carried out by the corporation. To be where it is Swachh Survekshan 2019, citizen engagement is the most important part and to achieve this at least two citizen led events/campaigns were conducted by RMC from October 2018 onwards. Also, in Swachh Survekshan

2019 a total of 1332 citizens of Raipur provided their feedback and almost 1,07,207 citizens have downloaded and use the Swachhta App in the city.

Under the Direct Observation component, more than 90% of residential and commercial areas were found to be clean and a similar percentage of CT/PTs were found to be clean and user friendly. Community and public toilets have prominently displayed SBM messages and have onsite safe and closed sanitation system.

The catchment areas of the Airport, railway station and bus stations were found to be clean. Behaviour change remains an integral part of the Swachh Bharat Mission and Raipur Municipal Corporation has put up hoardings/ billboards/wall writings in more than 85% of the public places.

All the above efforts of the Raipur Municipal Corporation has led to the improvement in its rank in Swachh Survekshan 2019 compared to Swachh Survekshan 2018 eventually making it the winner of the Fastest Moving Big City under the greater than 10 lakh population category.



# NAVI MUMBAI MUNICIPAL CORPORATION MAHARASHTRA

Best City in 'Citizens' Feedback' in above 10,00,000 population category



Star Rating: ★★ ★

ODF Status: ODF++

ALL INDIA RANK

SS2019	SS2018	Count of Citizen
#7	#9	Feedbacks 12,788

Overall Score (5000 Marks)	4129
PART-1: Service Level Progress Score (1250 M)	1064
PART-2: Certification Score (1250 M)	750
PART-3: Direct Observation Score (1250 M)	1236
PART-4: Citizen Feedback Score (1250 M)	1079
SWM Indicators Score (1783 M)	1672

Navi Mumbai is a planned city off the coast of Maharashtra in the Konkan Division which is divided into two parts, North Navi Mumbai and South Navi Mumbai. The population of the city is 11, 20,547 as per the 2011 Census.

On 17 December 1991, Navi Mumbai Municipal Corporation (NMMC) was constituted by the state government for maintaining some of the developed nodes of Navi Mumbai. This place is home to various educational institutions offering courses in several streams including Engineering, Medical Sciences, Interior Design and Hotel Management.

The NMMC looks after 111 wards of the ULB. Across all the wards, the city is also ODF (Open Defecation Free).

During Swachh Survekshan 2018, Navi Mumbai scored 1187/1400 under citizen feedback. In 2019, the ULB scored 1079/1250, i.e. and improvement of nearly 1.56 percentage points.

As compared to other cities, the feedback received from Navi Mumbai citizens was quite encouraging. Citizens actively participated through face to face, Web based OTP, Outbound calls and Swachhta app with responses accounting for with weightage of 6.28%, 80.08%, 1.56%, and 12.08%, respectively.



The ULB has received great support from its citizens on various aspects of cleanliness. Not only were 98.96% of NaviMumbaikars aware that their city was participating in this year's Swachh Survekshan, but 98.57% had reported that they were satisfied with the cleanliness of their city and definitely noticed an improvement from the previous year. While 93.16% of citizens reported increased visibility and ease of access to litter bins, 96.37% of the citizens claimed they were able to locate and access clean urinals in commercial and public spaces, demonstrating the visible impact of the Municipal Corporation's efforts.

The Municipal Corporation's efforts to involve the ordinary citizen in the "Swachhta" movement is reinforced by the fact that more than 1911 number of complaints on various municipal services have been lodged throughout the year with a 96% resolution rate.

The Direct Observation assessment scores further reinforce the confidence of the citizens in the city's ability to sustain this level of cleanliness. In the on-field assessment of residential and commercial/public areas of the city, Navi Mumbai scored 99.5% in cleanliness and over 95.6% for availability and cleanliness of CT/PTs.

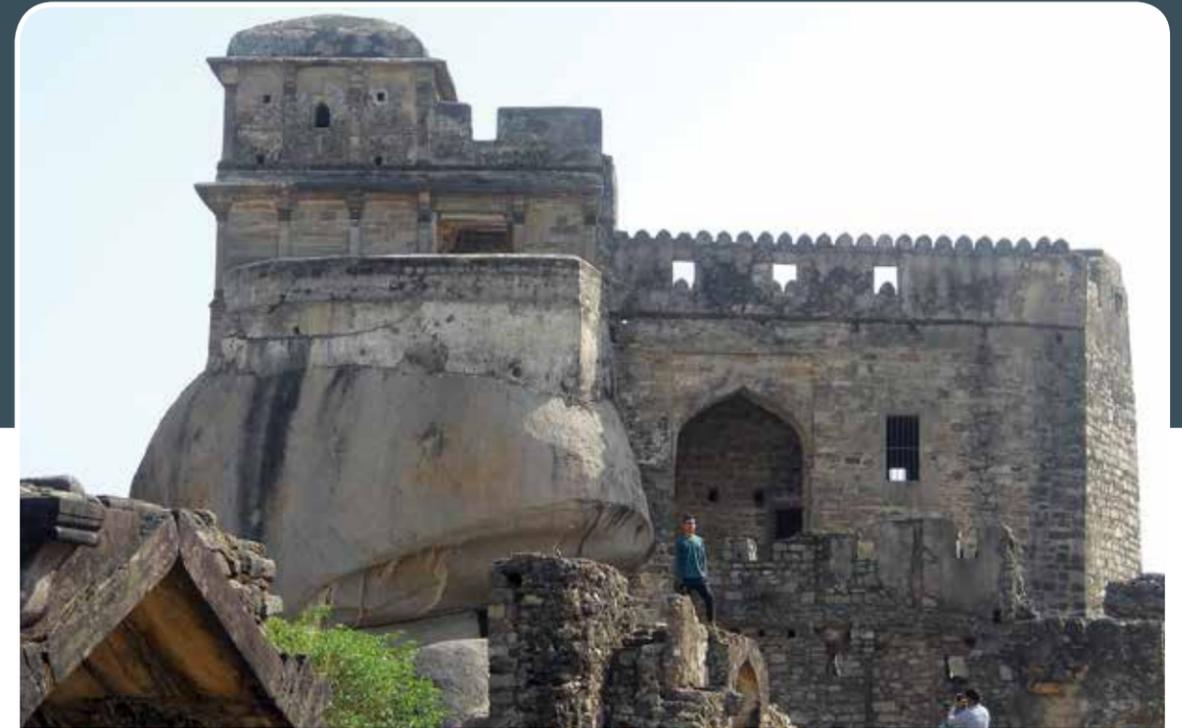
For cleanliness and availability of litter bins in wholesale markets for perishable goods; and clean airports/auto stands, bus and railway stations, the city scored full marks.

Last but not the least, the ULB achieved 99% on visible beautification of the city, especially in garbage vulnerable areas.



# JABALPUR MUNICIPAL CORPORATION MADHYA PRADESH

Best City in 'Innovation and Best Practices' in above  
10,00,000 population category



Star Rating: ★★

ODF Status: ODF++

ALL INDIA RANK

SS2019 | SS2018  
#25 | #25

Overall Score (5000 Marks)	3667
PART-1: Service Level Progress Score (1250 M)	973
PART-2: Certification Score (1250 M)	600
PART-3: Direct Observation Score (1250 M)	1080
PART-4: Citizen Feedback Score (1250 M)	1014
Innovation and Best Practices Score (62 M)	49

Municipal Corporation of Jabalpur is the third largest urban center of Madhya Pradesh. Jabalpur has served to be an important administrative, industrial and business center.

### ULB led innovation and best practices

There is a challenge of disposal and processing of sanitary waste which at times also creates a health hazard for the waste pickers. Jabalpur city administration in its 'Yellow Drive' campaign launched a mobile application by the same name which enables residents to identify the nearest yellow color bin dedicated for the collection of sanitary

waste. Female staff handle and transport the waste to the medical incinerator for further treatment. The campaign has also targeted towards raising awareness through posters, stickers, T-shirts, radio ads etc.

The administration through advertisement on its garbage collection vehicles has managed to generate revenue to cover the expenses incurred for this campaign. The significant impacts of this campaign have been the reduction of open dumping of sanitary waste and also prevent the waste pickers from various health issues related to dealing with sanitary waste. For women, in many regions, disposing off the sanitary napkins/pads in



a proper manner is still a taboo or an act of hesitation. Such an initiative has attempted to break that deadlock and efficiently process the waste in a scientific manner.

#### Citizen led innovation and best practices

Products derived from usage of garbage has proven to be quite valuable and one such product is from one of the residents of Jabalpur city, named Mohammad Sarik Ansari, who managed to power his house through garbage waste. Sarik developed a bacterial battery from domestic organic waste which can both store and produce power. Looking at its success, this has inspired



many individuals and institutions to adopt the same.

Every day tons of food and agricultural products are wasted. Sarik developed a fuel cell that can convert organic material into electricity. At the present stage, the fuel cell produces only enough energy to operate a calculator, but it has enormous potential because bacteria are everywhere and we can use this material that would otherwise be wasted. The Rhodospirillum rubrum bacteria used in this, lives on starch and can easily light a 5 W bulb for 17 hours with one cup of starch. The bacterial battery has gained global attention due to its numerous applications.

Jabalpur Municipal Corporation has been awarded the 'Best City in Innovation and Best Practices' in the population category of greater than 10, 00,000 for the above projects.

# SURAT MUNICIPAL CORPORATION GUJARAT

Best City in 'Solid Waste Management' in above  
10,00,000 population category



Star Rating: ★★	
ODF Status: ODF++	
ALL INDIA RANK	
SS2019	SS2018
#14	#14

Overall Score (5000 Marks)	3861
PART-1: Service Level Progress Score (1250 M)	914
PART-2: Certification Score (1250 M)	750
PART-3: Direct Observation Score (1250 M)	1223
PART-4: Citizen Feedback Score (1250 M)	974
SWM indicators Score (1783 M)	1613

Surat, popularly known as the 'Diamond City of India', is one of the largest urban agglomerations in India. It is also known as the textile hub of the nation or the Silk City of India. The Solid Waste Management (SWM) activity of Surat Municipal Corporation is directly linked with generation, storage, collection, transfer and transport, processing and disposal of solid wastes generated in the city. The city has been awarded the 'Best City in Solid Waste Management' in the more than 10 lakh population category. It scored 1613 out of a maximum of 1783 marks in the Swachh Survekshan 2019.

All residential, as well as commercial areas of the ULB are covered under 100% door-to-door garbage collection as well as source segregation. In fact, the city also has a mechanism in place for segregating domestic hazardous and plastic waste. 100% of the city's waste is treated efficiently in decentralized or centralized waste processing plants and proper logbooks are being maintained.

In Direct Observation component of Solid Waste Management under the Swachh Survekshan 2019, the city has scored 773 marks out of 790, making it a high performer in terms of maintenance of public facilities



and general cleanliness of the city's commercial and residential areas. During on ground assessment, more than 95% of the Residential Areas and Commercial Areas were found to be substantially clean, undoubtedly a result of all commercial areas being appropriately covered by twin bins and twice a day sweeping. Furthermore, more than 90 % of the CTs/PTs surveyed were also found to be well lit well ventilated, had electricity connection, water supply/flush, onsite safe disposal system, and IEC messages in the form of hoarding/paintings/banners/writings. 100% of the catchment areas of railway station and bus station that were sampled were found to be clean. Most citizens were also found to have an impressive outlook on the city administration's initiatives on cleanliness, awareness programs and other Swachh Bharat Mission activities.

Under the Citizen Feedback component, 99.2% of the Surat residents who had participated in the survey had expressed satisfaction with the cleanliness level in the city and were of the opinion that their areas were visibly cleaner compared to last year. Approximately 95% of the citizens had reported that ULB has placed litter bins in strategic locations and they have started utilizing the litter bins placed in commercial and public areas.

Based on the project submitted under Innovations and best practices, it is found that Surat Municipality



invested their resources to promote water conservation activities by the execution of de-centralized TSTP (Tertiary Sewage Treatment Plant) at Kavi Kalapi Lake for treatment of sewage. They also have successfully identified the role of Resident Welfare Associations in maintaining the cleanliness of the city, Surat Municipal Corporation launched the Anudan Scheme which works as a catalyst between the Residential/Industrial bodies and the civic body to maintain the internal cleanliness of the premises. These initiatives as a whole have catapulted the cleanliness level in the city and have been a major contributor to this Best Solid Waste Management award under the > 10 Lakh population category.



# UJJAIN MUNICIPAL CORPORATION MADHYA PRADESH

Cleanest City in 3 – 10 lakh population category



Star Rating: ★★ ★

ODF Status: ODF++

ALL INDIA RANK

SS2019	SS2018
#4	#17

Overall Score (5000 Marks)	4244
PART-1: Service Level Progress Score (1250 M)	1223
PART-2: Certification Score (1250 M)	750
PART-3: Direct Observation Score (1250 M)	1222
PART-4: Citizen Feedback Score (1250 M)	1050
SWM indicators Score (1783 M)	1758

Ujjain regarded as one of the seven sacred cities for Hindus, is an ancient city located on the banks of Shipra River in the Malwa region of Madhya Pradesh in central India. The old city is towards the North West part near the river and the south east part of the city is newer, with industries, and shopping complexes. The city is famous for the temple of Mahakaleshwar, one of the 12 Jyotirlinga in India. According to the religious scripts, two parts of the Skanda Purana, a holy text, were composed in Ujjain. This city was projected as the center of the earth and the fittest meridian for astronomical measurements.

To effectively manage the huge quantity of waste generated, waste minimization or reduction at source

is the most desirable activity, because the community does not incur expenditure for waste handling, recycling, and disposal of waste that is never created and delivered to the waste management system. The Goals for Ujjain has evolved from citizens aspirations identified in the citizen's engagement programme and have been clubbed together based on the Strategy of making citizens aware of segregation at source.

In SwachhSurvekshan 2017, Ujjain secured rank #12 among 435 cities that participated, followed by Swachh Survekshan 2018 where it was ranked on #17th position among 4203 cities. This year Ujjain has secured rank #4 and is awarded as one of the cleanest cities of India in 3 - 10 lakh population category and has drastically improved



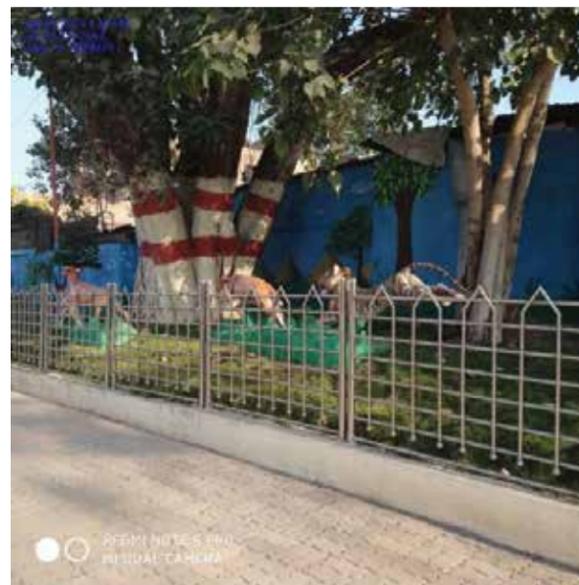
from last year's performance.

Under Service Level Progress, the city has performed exceptionally well, by achieving 97.8% score. Door to door collection is happening in 100% of the wards and also 100% of the garbage is collected in a segregated manner. All the bulk garbage generators are adopting onsite processing of organic waste. Through self-help groups/NGOs, 100% of Informal Waste Pickers are formally integrated into sustainable livelihoods. 100% Wards were found clean with twice a day sweeping (including night sweeping) in all commercial areas and once a day sweeping in all residential areas along with other required standards. 100% of the total wet waste collected is being treated in a scientific manner by Ujjain Municipal Corporation. Same is the case with the processing of dry waste collected. Alongside, 100% of the operational cost of sanitation and SWM is being covered with property tax/user charges. It was witnessed that 100% of households/commercial establishments/CTs/PTs either had sewerage connection or had a system of twin pit/soak pit.

In the Direct Observation component of the Swachh Survekshan 2019, the city scored 1222 marks out of 1250, making it a very good performer in terms of maintenance of public facilities and general cleanliness of the city's commercial and residential areas. 100% of the Residential Areas and Commercial Areas were found to be clean. More than 98% of the CTs/PTs surveyed during SS2018 were found to be well lit, well ventilated, had electricity connection, had water supply/ flush, had onsite safe disposal system and IEC messages in the form of hoarding/paintings/ banners/writings. The catchment areas of the railway station and bus station were found to be substantially clean with achieving more than 90% of marks in this indicator.

Most citizens were also found to have a positive outlook on the city administration's initiatives on cleanliness, awareness programs and other Swachh Bharat Mission activities. Citizens were asked to provide their feedback through various sources, where around 99% of the citizens were satisfied with the city's level of cleanliness. About 99% of citizens were aware that the city was participating in Survekshan 2019. Around 98.5% of the citizens said that they were asked to give segregated dry and wet waste to waste collector and also about 98% of the citizens were satisfied with accessibility and cleanliness of toilets/urinals.

Just not ending up here, Ujjain Municipal Corporation succeeded in achieving ODF++ certification under Open Defecation Free protocol. Furthermore, the city also received 3 star rating under the Star Rating of Garbage Free City protocol of MoHUA



# MATHURA-VRINDAVAN NAGAR NIGAM UTTAR PRADESH

'Fastest Moving' City in 3 – 10 lakh population category



Star Rating: ★★

ODF Status: ODF++

ALL INDIA RANK

SS2019	SS2018	Jump in Positions
#133	#422	289 ↑

Overall Score (5000 Marks)	2650
PART-1: Service Level Progress Score (1250 M)	120
PART-2: Certification Score (1250 M)	600
PART-3: Direct Observation Score (1250 M)	1042
PART-4: Citizen Feedback Score (1250 M)	889
SWM indicators Score (1783 M)	1092

**M**athura-Vrindavan is a city in the North Indian State of Uttar Pradesh. It is believed to be the birthplace of Lord Krishna and is known as a Holy city for Hindus.

Mathura has been applauded for the efforts that it has taken in the last one year and has been awarded as the Fastest Moving city in the Medium City category of 3-10 lakhs. Mathura Vrindavan Nagar Nigam took a jump of 289 positions from #422 in Swachh Survekshan 2018 to #133 in Swachh Survekshan 2019.

The city has scored a total of 2650 marks out of a maximum of 5000 marks. In Direct Observation, it has scored 1042 marks out of 1250, and in Citizens'

Feedback, it has scored 889 on 1250. The city has been able to achieve 100 % door to door garbage collection in all its wards. A major contributor to this has been the capacity building of the staff and all the staff below Additional Commissioner level have undertaken the at least 20 certification courses on the e-courses platform of the MoHUA.

The city has also received positive feedback from its citizens in Swachh Survekshan 2019 and has scored 889 out of 1250 in this component. During Swachh Survekshan 2019, a total of 753 citizens of Mathura provided their valuable feedback. During on ground assessment, city scored 85% marks under level of cleanliness in residential and commercial. While the city



received around 84% marks with respect to cleanliness and other required standards of CT's/PT's. The Nagar Nigam authorities have taken focused on spreading awareness among the citizens about the benefits of 'Swachhta' and have SBM messages displayed in majority of community and public toilets, where the city scored around 92% marks.

Catchment areas of the railway station, bus stations and taxi/auto stands were found to be 100% clean and litter bins at every shop in the vicinity. All the surveyed vegetable/fruit and Meat/fish market were found to be clean and with no litter.

Special beautification drives have been conducted in the city and majority of the public areas surveyed during the on-ground assessment of Swachh Survekshan 2019 were found to have some kind of visible beautification.



# CHANDRAPUR MUNICIPAL COUNCIL MAHARASHTRA

Best City in 'Citizens' Feedback' in 3 – 10 lakh population category



Star Rating: ★★

ODF Status: ODF++

ALL INDIA RANK

SS2019	SS2018	Count of Citizen
#29	#91	Feedbacks 2229

Overall Score (5000 Marks)	3604
PART-1: Service Level Progress Score (1250 M)	795
PART-2: Certification Score (1250 M)	600
PART-3: Direct Observation Score (1250 M)	1116
PART-4: Citizen Feedback Score (1250 M)	1093
SWM indicators Score (1783 M)	1423

Chandrapur is a municipal council in Chandrapur district, Maharashtra, India. The city is situated at the confluence of the river Irai and Zarpal. The river sand is rich in coal seams which is why it is also known as "Black Gold" city.

Chandrapur Municipal Council had scored 1236/1400 in the citizen feedback of Swachh Survekshan 2018. Chandrapur improved on its previous performance and has scored 1093/1250 in the citizen feedback component of Swachh Survekshan 2019.

The feedback received from Chandrapur citizens was extremely encouraging. The primary mediums for getting feedback were for face to face, Web based OTP and

Swachhta app accounting for 15.30%, 74.74%, and 9.74% of responses, respectively.

96.46% of citizens surveyed reported being aware of their city's active involvement in Swachh Survekshan 2019 and 98.16% were satisfied with the city's current state of cleanliness, noting a significant improvement from the previous year. While 89.68% of citizens reported increased visibility and ease of access to litter bins, 96.46% of the citizens claimed they were able to locate and access clean urinals in commercial and public spaces, demonstrating a visible impact of the Municipal Corporation's efforts.

The Citizen Feedback Component of Swachh Survekshan



comprises of two sub components: first being the citizens survey and the second being the performance of the city on Swachhta App. The city administration also received positive feedback from 99% citizen i.e. majority of the population were asked questions on general cleanliness, improvements over the past year, maintenance of public facilities as well as awareness programs under the aegis of the Swachh Bharat Mission.

Under Direct Observation, the score achieved by ULB was impressive. On-field assessment of residential and commercial/public areas of the city, reported a score of 89% in cleanliness, 100% for the Public and Community toilets connected with onsite safe disposal system (Septic tank with no overflow) or sewer network – no open drainage and 100% for Swachh Survekshan 2019 hoardings in public and commercial areas create awareness among the citizens.

In the Swachhta App component of Citizen Feedback which assesses the number of Swachhta App downloads, Chandrapur Municipal Council had a total of 16668 registrations under Service Level Agreement (SLA),

72.87% of the complaints were resolved. The city is working hard to ensure cleanliness and to provide good civic facilities to its citizens.

# JHANSI MUNICIPAL CORPORATION UTTAR PRADESH

Best City in 'Innovation and Best Practices' in  
3 – 10 Lakh population category



Star Rating: ★★	
ODF Status: ODF	
ALL INDIA RANK	
SS2019 <b>#68</b>	SS2018 <b>#60</b>

Overall Score (5000 Marks)	3086
PART-1: Service Level Progress Score (1250 M)	651
PART-2: Certification Score (1250 M)	500
PART-3: Direct Observation Score (1250 M)	977
PART-4: Citizen Feedback Score (1250 M)	959
Innovation and Best Practices Score (62 M)	50

Jhansi is a historic town located in the Bundelkhand region of Uttar Pradesh state. Jhansi Municipal Corporation (JMC) has been at the forefront of the Solid Waste Management movement in the urban context of Uttar Pradesh. The demographics of Jhansi have seen constant changes since the advent of financial reforms witnessed in the 1990s. Jhansi city population has been on a surge as people from all over the Bundelkhand region and surroundings have shifted their base to the city area.

### ULB led innovation and Best Practices

The operational and maintenance cost for Faecal

Sludge Management (FSM) plant is very expensive. It is unaffordable for city administration due to budget constraints and has become a huge problem for them to process the sludge generated on a daily basis.

Jhansi Municipal Corporation in the absence of any comprehensive sewerage network, collaborated along with a private agency named Purna-Pro Enviro Engineers Private Limited (Indore) to setup a FSM plant in its vicinity. According to JMC, they have now become the 3rd city in India and 1st city in Uttar Pradesh to have FSM plant in fully operational stage.

The FSM plant makes use of gravity-based biological



treatment to process the sludge received at the plant. The total capital costs involved in the infrastructure was around Rs. 200 lacs and the operational cost is around Rs. 31.20 lacs per year. The plant is maintained at a relatively low cost as no chemicals are used. Fresh water and electricity are used for the functioning of the plant. The solid waste processed from the plant is further used to produce high quality manure and the treated water is used for watering the garden areas completing the value chain of sustainable sanitation.

**Citizen led innovation and best practices**

Jhansi being a historic town has always faced the issue of maintaining the beautification of its localities. Under a very novel initiative, JMC collaborated along with Shree Krishna Gaushala to produce a product out of waste which has turned out to be quite valuable for the residents of Jhansi and other nearby places.

The mechanical bio-compost plant in JMC for a long



time has been facing the issue of selling its bio-compost and on the other hand, the Shree Krishna Gaushala has a presence of over 200 cows which results in the collection of huge amounts of cow dung.

The city administration after consultation with the Gaushala agency has started to sell its compost to the Gaushala wherein, the compost is mixed along with the cow dung to create a new product. This product has been given to the farmers for use in their fields as manures. The result has been quite enhancing as along with the increase in productivity the quality of the crops and vegetables has also improved. A product made out of unwanted waste has now resulted in benefits to the farmers of the nearby areas and has also attracted a larger demand for the product.

# LATUR MUNICIPAL CORPORATION MAHARASHTRA

Best City in 'Solid Waste Management' in 3 – 10 Lakh population category



Star Rating: ★

ODF Status: ODF+

ALL INDIA RANK

SS2019	SS2018
#38	#125

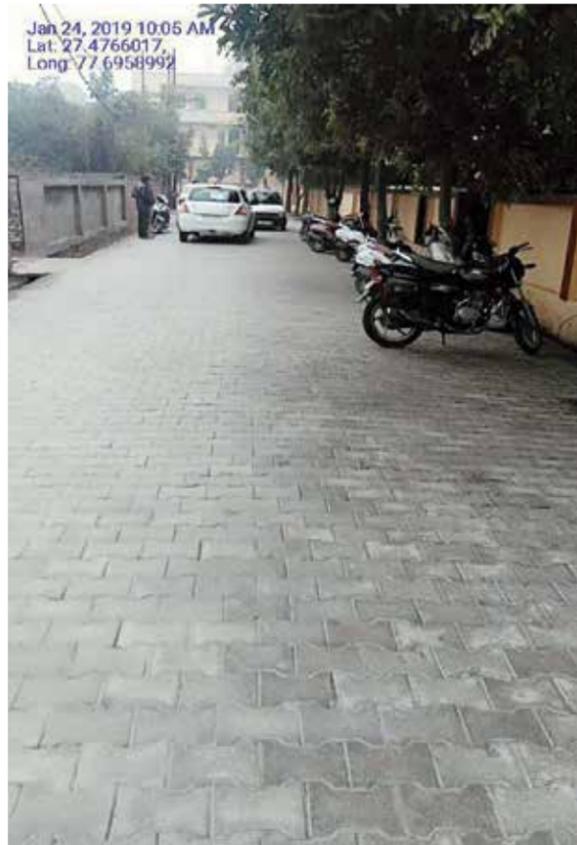
Overall Score (5000 Marks)	3427
PART-1: Service Level Progress Score (1250 M)	873
PART-2: Certification Score (1250 M)	400
PART-3: Direct Observation Score (1250 M)	1209
PART-4: Citizen Feedback Score (1250 M)	945
SWM Indicators ( 1783 M)	1653

Latur is a Municipal Corporation in the Marathwada region of Maharashtra. The city is known as a tourist hub surrounded by many historical monuments, including the Kharosa Caves. Latur has been scaled into an educational hub for secondary, higher secondary, and university education. The Latur region is branded as the "Sugar Belt of India" and also the gateway of the major transport junction to Southern India. It has become the major production center of sugarcane, edible oils, soybean, grapes and fine blend of locally grown mangoes.

Being the part of Swachh Survekshan 2019, India's largest cleanliness drive, the city has aimed to clean up the streets, roads and make the city a better place to live

in. Latur Municipal Corporation is being awarded as the Best city in 'Solid Waste Management' in the Medium city category of 3-10 lakh population in Swachh Survekshan 2019. LMC scored 1653 out of 1783 apportioned under 'SWM Infrastructure and Services' component.

Latur has achieved 100 percent coverage of door-to-door garbage collection as well as source segregation in all the residential as well as commercial areas. Sweeping is done twice a day in almost all the commercial areas of the city, including on festival holidays and Sundays. The litter twin bins are also stationed at appropriate distances in commercial as well as public areas. The ULB has also systematically planned waste processing



and safe disposal of waste generated in the city. Latur Municipal Corporation has placed numerous mechanisms for treating 100% of the city's waste in decentralized or centralized waste processing plants. Apart from this, the city has put in place a mechanism to manage the Construction and Demolition (C&D) waste.

In the Direct Observation component of Solid Waste Management carrying 790 marks, the city has scored 769 marks. Independent assessors visited several locations around the city and captured photographs of the residential areas, commercial areas, bus station, railway station, vegetable markets, waste treatment plants, etc. and found most of them to be clean. Almost 93 percent of the residential as well as commercial areas, were found to be well maintained and very clean. Public and community toilets were also evaluated under this component and were found to be extensively clean and complete with the required facilities to encourage their use by the general public. All the CTs/PTs were found to be easily accessible for men, women, children and disabled people apart from being well lit, well ventilated, with water supply/availability and electricity connection.

The city also has been supplemented their concerted and due diligent efforts on their drive to become a cleaner and greener city with overwhelming responses from their citizens through their feedbacks. 98.04 percent of the respondents from the Latur Municipal Corporation participated in the survey had endorsed

their unprecedented responses over the cleanliness level and noted that their areas were cleaner than last year. Nearly 90 percent of the respondents opined that they were easily able to spot litter bins in commercial and public areas. They also appreciated the maintained stipulated standards by the city underlined by the Swachh Bharat Mission.

Notably, Latur Municipal Corporation has also done remarkably into solid waste management with their best practice. The local body has introduced the technology of reusing the plastic in road construction and beautification of garbage vulnerable points. Inspired with the citizen led drive in a ward 5 of the municipal corporation, a resident family named their first girl child as 'Swachhta'.

## NEW DELHI MUNICIPAL COUNCIL NEW DELHI

Cleanest Small City in 1 – 3 Lakh population category



Star Rating: ★★ ★

ODF Status: ODF++

ALL INDIA RANK

SS2019  
#5

SS2018  
#4

Overall Score (5000 Marks)	4191
PART-1: Service Level Progress Score (1250 M)	1194
PART-2: Certification Score (1250 M)	750
PART-3: Direct Observation Score (1250 M)	1198
PART-4: Citizen Feedback Score (1250 M)	1049
SWM Indicators ( 1783 M)	1720

New Delhi Municipal Council, a centrally administered municipal body located in the heart of Delhi with a population of about 2,50,000 residents, was been adjudged India's Cleanest Small City, falling under the 1-3 lakh population category in Swachh Survekshan 2018. The New Delhi Municipal Council area comprises of the territory that has been described as Lutyen's Delhi and which has historically come to be regarded as the seat of central authority in Union of India. The New Delhi Municipal Council (NDMC) area was declared the cleanest in the north, based on solid waste management, access to sanitation and other parameters of cleanliness, under the zone-wise Swachh Survekshan 2017. In Swachh Survekshan 2019, the city

has secured a rank #5 among 4237 cities under the category of cleanest small cities of India.

NDMC has made a lot of efforts in making the city the cleanest in the category. New Delhi Municipal Council has door-to-door garbage collection in all 14 Circles (division) and officials (Public Health Department) of NDMC has encouraged segregation of waste at household level conducted a citizen outreach program to promote onsite segregation of waste by distributing green-blue bins in all residential and commercial areas. More than 95% of the Bulk Garbage Generators within NDMC are practicing on-site processing of organic waste by adopting physical (Pit composting) and mechanized



(organic waste converter) processing facilities. Around 98% of commercial areas of NDMC are swept two times a day (including night sweeping) by a dedicated sweeping staff of each of the 14 circles. All commercial & residential streets are well maintained and have equally spaced twin bins with 100% coverage. The garbage collection vehicles (auto-tippers, compactors etc.) are well equipped with GPS/RFID device and the movement of the vehicles as well drivers' performance is tracked on regular basis and also, regularity of all sanitation staff is maintained through ICT based mechanism.

The total waste generated within the city is transported to "Okhla 'Waste to Energy', 'Okhla composting plant' and dry waste to Chintan (NGO) plant on daily basis. Entire horticulture waste from parks and gardens is composted onsite by adopting a cluster based approach and the compost is self-consumed by NDMC in maintaining its green cover.

NDMC, with a score of 4191 out of 5000 in the Swachh Survekshan 2019, has ranked as one of the best cities in the country. In the Direct Observation component, NDMC's score is 1198 marks out of 1250, signifying that almost all of its facilities available to the public and included by the survey have been found to satisfy the survey parameters. The city's main railway station was found to be open defecation free on the tracks; its catchment area was clean with litter bins placed at regular intervals and at each shop. NDMC main bus



station was also surveyed and was found clean with adequate public facilities, including public toilets which are free to use across the city.

In case of citizen feedback, over 98% residents of NDMC who were surveyed gave positive feedback in the direct citizen feedback process, which includes face to face interactions with residents, outbound calling, and web portal feedback with OTP verification. Questions asked to the citizens included their views on the general cleanliness of the city and improvements over the past year, their feedback on the cleanliness and maintenance of public facilities, and other activities about the Swachh Bharat Mission like awareness programs on the importance of cleanliness and sanitation, and Swachh Survekshan 2019.

This year, NDMC has been certified ODF++ as per Open Defecation Free protocol. Alongside, NDMC achieved 3 star rating under Garbage Free City protocol.

## ORAI NAGAR PALIKA PARISHAD DISTRICT JALAUN, UP 'Fastest Moving' Small City at National Level in 1 – 3 Lakh population category



Star Rating: ★★

ODF Status: ODF

ALL INDIA RANK

SS2019 | SS2018 | Jump in Positions  
**#176** | **#414** | **238 ↑**

Overall Score (5000 Marks)	2442
PART-1: Service Level Progress Score (1250 M)	153
PART-2: Certification Score (1250 M)	500
PART-3: Direct Observation Score (1250 M)	943
PART-4: Citizen Feedback Score (1250 M)	847
SWM Indicators ( 1783 M)	981

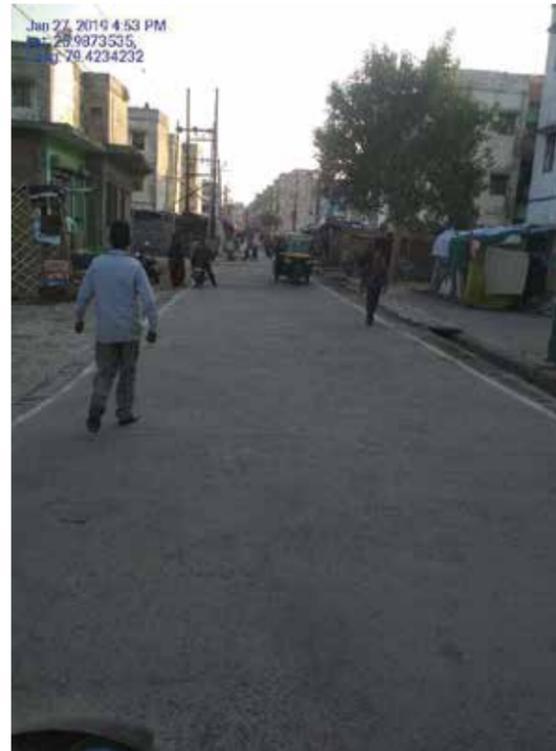
Orai is the city and headquarters of Jalaun district. Situated at NH -27 midway between Jhansi and Kanpur on the banks of river Yamuna. It is a renowned industrial city as well as a major cultural hub.

Towards cleanliness, the municipality took a rally to make people aware of cleanliness. People were asked to try to get first place in the survey by keeping the city clean and tidy. District Magistrate Dr. Mannan Akhtar flagged off the rally by flagging the Town Hall ground. He himself went on several places in the rally and

encouraged the people. He said that a survey is being done under cleanliness mission. The people in the rally told the public through the slogan writing, poster banner that collect dirty garbage individually in the house.

Orai has been applauded for the efforts that it has taken in the last one year to make the city one of the cleanest in the country and has been awarded as the Fastest All India Rank SS2019: #176

Orai has been adjudged as Fastest Moving City in 1 to 3



lakh population category in Swachh Survekshan 2019. They were able to take a jump of 238 positions from Rank #414 in Swachh Survekshan 2018 to Rank #176 in Swachh Survekshan 2019. The city has a total of 2442 marks out of a maximum of 5000 marks overall. In DO, it has scored 943 marks out of 1250. The city scored 93% marks under door to door collection of waste and secured 95% marks under construction sites that have provision of toilets.

It has received largely positive feedback from its citizens, taking its score up to 847 out of 1250 in this component. During Swachh Survekshan 2019, a total of 1420 citizens of Orai provided their feedback.

With respect to Direct Observation, Orai achieved 75% marks when it comes to cleanliness standards of residential and commercial areas.

The city secured 82% marks under public and community toilets displaying prominently SBM messages and received 91.2% marks for onsite safe disposal waste connection of public and community toilets.

Furthermore, Orai was able to get 91.7% marks for making catchment area of railway station and bus station clean. It also secured 85 % marks for making visible Swachh Survekshan 2019 hoardings / billboards / wall writings in majority of commercial and public areas.

Orai played a critical role in beautifying it areas like flyover, public places, slum and old areas and old areas and due to which it received 72.5% marks under this indicator.

# TIRUPATI MUNICIPAL CORPORATION ANDHRA PRADESH

Best Small City in 'Citizens' Feedback' at National Level in  
1 – 3 Lakh population category



Star Rating: ★★ ★

ODF Status: ODF++

ALL INDIA RANK

SS2019	SS2018	Count of Citizen
#8	#6	Feedbacks 44639

Overall Score (5000 Marks)	4025
PART-1: Service Level Progress Score (1250 M)	1028
PART-2: Certification Score (1250 M)	750
PART-3: Direct Observation Score (1250 M)	1141
PART-4: Citizen Feedback Score (1250 M)	1106
SWM Indicators ( 1783 M)	1547

**T**irupati is a city in Chittoor district of Andhra Pradesh. It is the Municipal Corporation and headquarters of Tirupati (urban) mandal. It is considered one of the holiest Hindu pilgrimage sites because of the Tirumala Venkateswara Temple and is referred to as the "Spiritual Capital of Andhra Pradesh".

Tirupati is also home to many educational institutions and universities. With a population of 2,95,323, it falls in 1-3 lakh population category and It is also a medical hub with major hospitals situated in its vicinity.

Tirupati city has achieved appreciable growth under SWM. InSwachh Survekshan 2019, it scored 1106/1250 under citizen feedback, demonstrating a marked improvement from 2018.

The responses from the citizen survey were largely positive concerning the ULB's efforts to address various aspects of sanitation. Almost all citizens (99.67%) of Tirupati were aware that their city is participating in Swachh Survekshan 2019. In addition to this, 99.19% citizens reported satisfaction with the cleanliness of their



city as well as noted improvement from the last year. While 95.8 % of citizens reported increased visibility and ease of access to litter bins, 99.05% of the citizens claimed they were able to locate and access clean urinals in commercial and public spaces, demonstrating a visible change of the Municipal Corporation's efforts.

The proportion of user feedback is positive and higher this year as compared to 2018. In citizen feedback, 99% of responses were in affirmative when asked if a cleanliness standard has improved in their area as compared to the previous year. Tirupati's score of 4025/5000 in Swachh Survekshan 2019 has been possible because all notified commercial areas under its Jurisdiction are swept and



cleaned twice a day (including Sundays and holidays), with mandatory night sweeping.

The resounding endorsement by the citizens of Tirupati also reflects in the high scores achieved by the ULB under Direct Observation. In the on-field assessment of residential and commercial/public areas of the city, Tirupati secured 96% in cleanliness, 94% for availability and cleanliness of CT/PTs and over 95% for visibility of Swachh Survekshan 2019 hoardings in the city

In Swachhta App, Components of Citizens feedback which assesses the number of Swachhta app downloads Tirupati had a total of 44,521 registrations and 99% of complaints were resolved.

# DEWAS MUNICIPAL CORPORATION MADHYA PRADESH

Best Small City in 'Innovation and Best Practices' at National Level  
in 1 – 3 Lakh population category



Star Rating: ★★ ★

ODF Status: ODF++

ALL INDIA RANK

SS2019  
#5

SS2018  
#4

Overall Score (5000 Marks)	3968
PART-1: Service Level Progress Score (1250 M)	1105
PART-2: Certification Score (1250 M)	750
PART-3: Direct Observation Score (1250 M)	1151
PART-4: Citizen Feedback Score (1250 M)	962
SWM Indicators ( 1783 M)	1639
Innovation and Best Practices (62 M)	51

Dewas Municipal Corporation is situated in the west-central part of the Indian state of Madhya Pradesh and is one of the populated urban centers in the state. Over a large period of time, Dewas has been converted into an industrial area and with increase in economic and livelihood opportunities, it has experienced a huge shift in the urban dynamics.

ULB led innovation and best practices: Dewas Municipal Corporation (DMC) has partnered along with Green Corp Biocam and Fertilizers on a project which aims towards managing garden waste at source level and

thus reducing the waste load of the central processing site along with a reduction in transportation costs and manpower hours of the city administration. A total of 15 gardens were identified and around 32 compost pits were built. Land and all the construction cost was borne by the Corporation and all the technical support was provided by the Green Corp.

The method involved does not require any machines or any type of equipment or even power to do composting, hence there is no operational cost involved to run this project. Garden caretakers of Corporation were oriented



and were clubbed with the project hence no additional human resources are required. The biodegradable waste of the garden itself is being used for composting. New areas are being clubbed in this project like vegetable markets and schools. The project has been planned to establish a community composting model through a decentralized strategy. Impact of the activity is that now the municipal corporation does not need to collect and transport garden waste of these fifteen gardens to its processing site. The project results show that it can be replicated and implemented at any scale.

### Citizen led innovation and best practices

DMC has taken steps to encourage the community to a social role in making city plastic free and become a disposal free city. DMC has engaged community, education, and religious institutions in its initiative of a plastic-free city. DMC have requested the city's market associations to avoid the use of disposable serving glasses, plates etc. in their respective establishments.

The vendors of Sayaji Chopati came forward and took the decision of making their chopati as Disposal Free Chopati. All the listed vendors planned to use utensils to give food to its customers.

DMC along with certain NGOs in the city area conducted successful stakeholder management to spread awareness among the citizens on creating a sustainable and environment friendly public space. The primary stakeholders which are the actual waste generators have welcomed this move and taken active participation in the process. The initiative taken up by the citizen groups has shown an example to the larger society – how to deal with the issue of generated non-biodegradable waste. The result has been that the Sayaji Chopati is now converted into a safe and clean public space and has attracted more people towards it.

# NAGDA MUNICIPAL CORPORATION MADHYA PRADESH

## Best Small City in 'Solid Waste Management' at National Level in 1 – 3 Lakh population category



Star Rating: ★★ ★

ODF Status: ODF

ALL INDIA RANK

SS2019  
#18

SS2018  
#79

Overall Score (5000 Marks)	3794
PART-1: Service Level Progress Score (1250 M)	979
PART-2: Certification Score (1250 M)	600
PART-3: Direct Observation Score (1250 M)	1167
PART-4: Citizen Feedback Score (1250 M)	1048
SWM Indicators ( 1783 M)	1602

Nagda, is an industrial city, lies in the Malwa region of western Madhya Pradesh and is situated on the bank of Chambal River. The name of the industrial city was actually 'nag-dah' which means cremation/ burning (dah) of snakes (nag). Nagda was mentioned in the literature of Kalidasa. It is noted that Nagda is a major industrial town with a manufacturing unit of Viscose fibre, thermal power plant and a chemical plant. Nagda is a major ISO granted railway junction on the Delhi-Mumbai railway line. The city has proved a very clean city among 281 cities surveyed under Swachh Survekshan 2019 by securing the award of Best City

in Solid Waste Management in India under 1 to 3 lakh population category. Nagda Municipal Corporation has scored 1602 out of a maximum of 1783 marks allocated under 'SWM infrastructure and services' and proved to be one of the strong contenders in the survey.

Nagda Municipal Corporation has door-to-door garbage collection in all its wards and has a system in place for the collection of Municipal Solid Waste in a segregated manner. The local body has ensured that the waste reaches the processing plant and Material Recovery Facilities in a segregated manner. All commercial areas



are swept at least twice a day, including once during the night. From formalizing all identified informal waste pickers to the transformation of garbage vulnerable points and successfully keeping a track of its garbage collection vehicles, the city is using ICT based monitoring system. The Nagda Municipal Corporation ensures the safe disposal of waste collected from the city with a fully functional landfill and having undertaken remediation of existing dumpsites.



Nagda Municipal Corporation has received a score of 1167 marks out of a maximum of 1250 in the Direct Observation component. Nagda residential areas were found to have been maintained perfectly by an independent assessor carrying out the observations across sampled locations in the city. Vegetable, fruits, fish and meat markets were found to be clean with daily sweeping and collection of waste by municipal vehicles, as well as litter bins at all the locations and large hoardings, banners attempting to spread awareness about the importance of cleanliness and the Swachh Bharat Mission. The catchment areas of the railway station and bus station situated in the city were also found to be visibly clean and well maintained, with dustbins placed at shops and public toilets. All the public toilets and community toilets are usable, child and gender friendly with proper ventilation and water connectivity.



The most notable performance of the Nagda Municipal Corporation in the Swachh Survekshan 2019 has been its overwhelmingly positive response from the citizens. 99.61 percent of the citizens participated in the feedback survey reported positively to the questions concerning general cleanliness and improvement in cleanliness from the previous year. 96.91 percent of the respondents pronounced that they were easily able to spot litterbins in commercial and public areas because the litterbins were placed properly. Furthermore, all the respondents shared that ULB had enforced segregation at source.

To bring out novelty in the domain of innovations in Solid Waste Management, under IEC activity, swachhta Clock has been constructed which indicates and reminds the citizens about the swachhta activity (like 5-7 am for cleaning by swachhta employee, 8-12 ghar ghar kachra vehicle (DTDC) movement in different wards, evening 8-10 cleaning of commercial area etc.) with the audio song of swachhta sung by Singer Shri Udit Narayan. For the promotion of cleaning and behavioral change, a divyang video for swachhta has been created and promoted across the people at different places in the city.

# BHOPAL MUNICIPAL CORPORATION MADHYA PRADESH Cleanest State Capital/UT City



Star Rating: ★★

ODF Status: ODF++

ALL INDIA RANK

SS2019 #19 | SS2018 #2

Overall Score (5000 Marks)	3794
PART-1: Service Level Progress Score (1250 M)	986
PART-2: Certification Score (1250 M)	600
PART-3: Direct Observation Score (1250 M)	1145
PART-4: Citizen Feedback Score (1250 M)	1062

**B**hopal is the capital city of the Indian state of Madhya Pradesh and the administrative headquarters of Bhopal district and Bhopal division. It is known as the City of Lakes for its various natural as well as artificial lakes and is also one of the greenest cities in India. Bhopal houses various educational and research institutions and installations of national importance, including ISRO's Master Control Facility, BHEL, and AMPRI. Bhopal is home to the largest number of Institutes of National Importance in India.

Bhopal has demonstrated its constant efforts in achieving the objectives of Swachh Bharat Mission by securing the 2nd rank in 'Swachh Survekshan 2017' out

of 435 cities, and again in 'Swachh Survekshan 2018' out of 4203 cities.

Almost all the residential, as well as commercial areas of the ULB are covered under 100% door-to-door garbage collection as well as the source segregation. The city also ensures that 100% of its wet waste is treated efficiently in a scientific manner. The city has also provided benefits to almost all sanitary workers like personal protection equipment, medical benefits, giving training, and doing monthly recognition of the best performing workers.

For a city with a population of more than ten lakhs, it is incredibly impressive that more than 80% of the bulk



waste generators of the city practice on-site composting of their wet waste.

Under sustainable sanitation, Bhopal Municipal Corporation has ensured 100% sewerage network. Having been certified ODF++ by MoHUA, the Corporation has addressed all requirements of its citizens, including construction of Individual Household Toilets (IHHLs) with water availability at source. Adding to that, all of the public toilets of the city are uploaded on the Google maps to be easily accessed by the general public, with more than 90% of it being opened between 4:00 AM to 10:00 PM.

To create awareness among the citizens about sanitation and Swachh Survekshan, the city has created short movie/jingle that was circulated through social media and also conducted campaigns to reach out to as many citizens as possible. Bhopal Municipal Corporation has also worked on the capacity building of the SBM staff through e-learning portals and by conducting workshops. The Corporation has also actively enforced all the Bye-laws related to solid waste management, open defecation, etc.

In the on-field assessment, the city has scored 1145 marks out of 1250. Bhopal's residential and commercial areas, vegetable, fruits, fish and meat markets were found to be clean with daily sweeping and collection as well as litter bins at all the locations and large hoardings, banners attempting to spread awareness about sanitation and cleanliness. The catchment areas of the railway stations and bus stations situated in the city were also found to be very clean and well maintained, with dustbins placed at all shops.

The feedback received from Bhopal was quite impressive. More than 80,000 citizens actively participated in citizen feedback. The city has received a huge commendation from its citizens across various dimensions of sanitation and cleanliness. Not only are more than 99% of citizens aware that their city was participating in this year's Swachh Survekshan, but they had also asserted that they were satisfied with the cleanliness of their city. The efforts of the city are visible and have been acknowledged by its citizens with around 96% stating that they are now able to easily spot litter bins in commercial and public areas and around 99% of them find access to clean toilets/urinals in public places.



# CHENNAI MUNICIPAL CORPORATION TAMIL NADU

Fastest Mover State Capital/UT



Star Rating: ★★

ODF Status: ODF

ALL INDIA RANK

SS2019	SS2018	Jump in Positions
#61	#100	39 ↑

Overall Score (5000 Marks)	3118
PART-1: Service Level Progress Score (1250 M)	787
PART-2: Certification Score (1250 M)	500
PART-3: Direct Observation Score (1250 M)	980
PART-4: Citizen Feedback Score (1250 M)	851

Chennai; popularly called the "Gateway to the South India" is the capital of the Indian state of Tamil Nadu.

The entire city is covered with door-to-door garbage collection. Moreover, an appropriate number of twin bins are placed in all commercial areas.

Chennai has been applauded for the efforts that it has taken in the last one year to make the city one of the cleanest in the country and has been awarded as the Fastest ALL INDIA RANK SS2019: #61. (>10 lakh

population category).

They were able to take a jump of 39 positions from Rank #100 in Swachh Survekshan 2018 to Rank #61 in Swachh Survekshan 2019. The city has a total of 3118 marks out of a maximum of 5000 marks overall. Under Service Level progress, Chennai has scored 787 marks out of 1250, while in Direct Observation, it has scored 980 marks out of 1250, and in Citizens' Feedback, it has scored 851 on 1250.

Swachh Rail Swachh Swachhta Saptah, a week long drive



was held to spread awareness among the citizens about cleanliness. Raja Annamalaipuram Residents Association (RAPRA) has created a model to keep its streets litter-free through sustained efforts by the residents.

Under Service Level progress, it was witnessed that 100% of informal waste pickers were integrated within the ULB.

The ULB has notified and enforced the solid waste management 2016 rules and user charges to be collected from waste generators. The ULB has adopted measures in place of a user fee and penal action to curb open defecation, urination and littering. It has received great

numbers of positive feedback from its citizens, taking its score up to 851 out of 1250 in this component. During Swachh Survekshan 2019, a total of 16227 citizens of Chennai provided their feedback.

The city got 90% marks under cleanliness levels of residential and commercial areas. The city also scored 91.7% marks with respect to cleanliness and other required standards of catchment areas of airport, bus and railways station.

More than 95% of commercial/public areas of the city have Swachh Survekshan 2019 hoardings/ billboards and wall writings. The city got 80% marks by beautifying of slum/old areas, flyover and public places.

# RANCHI MUNICIPAL CORPORATION JHARKHAND

Best State Capital/UT in 'Citizen Feedback'



Star Rating: ★★

ODF Status: ODF+

ALL INDIA RANK

SS2019	SS2018	Count of Citizen
#46	#21	Feedbacks 4093

Overall Score (5000 Marks)	3319
PART-1: Service Level Progress Score (1250 M)	504
PART-2: Certification Score (1250 M)	550
PART-3: Direct Observation Score (1250 M)	1226
PART-4: Citizen Feedback Score (1250 M)	1040

Ranchi is the capital of Jharkhand. It has also been selected as one of the hundred Indian cities to be developed as a smart city under PM Narendra Modi's flagship Smart Cities Mission. Ranchi is famous for its natural beauty, hospitality and tribal culture.

As of Indian Census 2011, Ranchi Municipal Corporation has a population of 1,126,741, making it the 46th largest urban city in India. Males constitute 51.3% of the population and females 48.7%. Ranchi city has an average literacy rate of 87.68% (census 2011). Ranchi is the centre for numerous sports activities, including cricket, hockey, football, and many others.

The city has been immensely successful in creating awareness among the citizens around topics of sanitation and hygiene. Under the citizen feedback component, the Ranchi scored 1040/1250 and the responses were captured across face to face interview, Web Based OTP, and Swachhta app feedback accounting for 19.57%,

46.37%, and 28.89% of the responses, respectively. 98.41% of the citizens of Ranchi were aware that their city was participating in Swachh Survekshan 2019; over 97.73% were also satisfied with the cleanliness of their city and considered it an improvement over the last year. 95.85% of respondents also acknowledged the ULB's extensive work to maintain toilets.

Over 3363 complaints were registered in the Swachhta app in the last three months i.e. November 2018, December 2018 and January 2019. The ULB has resolved 92.25% of the complaints within SLA.

The citizen feedback is further reinforced by the results of the Direct Observation- In On-field assessment, the city scored 100% across parameters of cleanliness and availability of litter bins in wholesale markets for perishable goods; cleanliness of airports/auto stands, bus and railway stations; visibility of SBM messages in CT/PT and commercial areas; and city-wide beautification.

# GREATER MUMBAI MUNICIPAL CORPORATION MAHARASHTRA

Best State Capital/UT in 'Innovation and Best Practices'



Star Rating: ★★

ODF Status: ODF

ALL INDIA RANK

SS2019  
#49

SS2018  
#18

Overall Score (5000 Marks)	3277
PART-1: Service Level Progress Score (1250 M)	862
PART-2: Certification Score (1250 M)	450
PART-3: Direct Observation Score (1250 M)	1116
PART-4: Citizen Feedback Score (1250 M)	849
Innovation and Best Practices (62 M)	49

Municipal Corporation of Greater Mumbai (MCGM) is one of the most populated urban centers in the Indian context. With rapid urbanization being witnessed, the scale of utility services extended to the citizen's especially for solid waste management and sanitation poses a huge obstacle for efficient city administration.

### ULB led innovation and best practices

There are numerous public areas which are visited by people thus creating the need of sanitation services at the site. MCGM has proposed to build toilets at such sites and one such project has been the construction of

Mumbai's most sustainable Public toilet at the heritage site of Marine Drive.

With inadequacy and inefficiency of public toilets which were constructed earlier in the vicinity, the MCGM collaborated with private agencies like JSW group, Samatech Foundation, Serie Architects to build toilet structures with creative and friendly designs along with the latest sanitation technology.

The corten-steel sheets used for the structure building are long-lasting and maintenance free. The vacuum sanitation technology used saves around 90% of the fresh water used per flush which in a way helps in

reducing the generated sewage water. Solar panels are fitted on the rooftop which helps in covering around 60% of the energy costs incurred by the toilet. Such a sustainable project has gathered attention from many private players who are willing to scale such innovative projects to other prime locations of Mumbai.

### Citizen led innovation and best practices

Pali Hill Residents Association (PHRA) in association with the MCGM's solid waste management team and Organic Recycling Systems Private Limited have setup a decentralized waste to energy (bio-gas) and compost plant, which is considered one of its kind in the Mumbai region.

The respective households have been constantly made aware of the significance of segregation of waste at source through various IEC campaigns and workshops.



The households have been charged Rs 3500 for a period of 3 years towards the maintenance of the plant.

The wet waste is separated into inorganic matter and put into the digestion chamber wherein after a period of 20 days, bio-gas is generated (around 100KW of power). The manure generated is used for tree plantation/garden in the Pali Hill area.

This is an impactful initiative taken by an entity which as per the guidelines of Solid Waste Management 2016 rules, not being a bulk-waste generator is still handling its generated wet waste on-site and thus reducing their waste footprint on the city.

# CHANDIGARH MUNICIPAL CORPORATION CHANDIGARH

Best State Capital/UT in 'Solid Waste Management'



Star Rating: ★★

ODF Status: ODF

ALL INDIA RANK

SS2019 #20 | SS2018 #3

Overall Score (5000 Marks)	3787
PART-1: Service Level Progress Score (1250 M)	1129
PART-2: Certification Score (1250 M)	500
PART-3: Direct Observation Score (1250 M)	1120
PART-4: Citizen Feedback Score (1250 M)	1038
SWM Indicator Score (1783 M)	1612

Chandigarh city is the capital of the union territory and of the states of Haryana and Punjab. The city, a symbol of modernity, was designed by the Swiss-French modernist architect, Le Corbusier. Chandigarh's name, meaning "stronghold of the goddess Chandi," is derived from the Chandi Mandir, a temple dedicated to the goddess that is located near the town of Mani Majra. The modern city is also well acclaimed for its extensive rose garden and for its unusual rock garden, which contains numerous statues created from broken objects. The Chandigarh Municipal Corporation (CMC) has performed exceptionally well by scoring 1637 out of a maximum of 1783 marks allocated under 'SWM infrastructure and services' and been clinched 1st

position among capital cities participated under Swachh Survekshan 2019 by securing the award of Best capital city in Solid Waste Management in India.

The city has been successfully managed 100 percent door to door garbage collection from all the households and achieved more than 95 percent segregation of waste at source from both residential and commercial areas. To ensure 100 percent door to door garbage collection, the city has placed its own well planned mechanism to cover all the residential as well as commercial areas in the city. The city has enabled an ICT based monitoring mechanism for ward wise collection and transportation including emptying litter bins from commercial areas.

The sanitary staff are being regularly monitored and also ensured their reach to sustain the transformation of garbage vulnerable points (GVPs) and also the cleanliness of the city. All the commercial areas in the city have twin bins for public usage and each is emptied twice a day. Roads and community spaces of all the residential as well as commercial areas were found to be 100% clean as it is swept by twice a day. The city has its own mechanism in place to manage construction and demolition(C&D) waste as per C&D Waste Management Rules, 2016. Furthermore, nearly 100 percent of the operational cost of sanitation and Solid Waste Management is covered by property tax, user charges and advertisement rights on CT/PT and litter bins.

In the Direct Observation Component, the city has done an outstanding performance by scoring 706 out of a maximum of 790 marks through the assessment of independent assessors. Being the designated status of a well-planned and designed urban city since the pre-independence era, the city has carved a niche among the clean cities. Sampled locations were surveyed by an independent assessor and found to be impeccably clean and satisfying the requirement of the assessment criteria. Among the surveyed locations were several residential and commercial areas, community and public toilets, vegetable and fruit markets, railway station and bus station, waste treatment plants, etc.

Under Citizen Feedback component, Chandigarh Municipal Corporation was positively reviewed by nearly 100 percent of respondents who were satisfied with the current level of cleanliness in the city, have seen improvements in the city over the past year, and also



general satisfaction over the public sanitation facilities provided to the citizens and their maintenance. More than 96 percent of the respondents participated in the Citizen Feedback Survey were easily able to spot litter bins in commercial areas and public areas.

Chandigarh Municipal Corporation has evolved an exceptional incredible strategy for solid waste management with the successful cultivation of one of the nutritional variety of mushrooms called "Oyster Mushrooms" scientifically called "Pleurotusostreatus" utilizing kitchen and agricultural wastes as substrates. The city has brought out an exceptionally well designed plan for handling and management of C&D waste generated in the city. A cradle-to-grave approach has been adopted by the ULB for proper management of C&D waste. It has involved reusing the material for making Concrete blocks such as Kerb Channels, PCC tiles etc. which are further utilized in various M.C.C works.



## ZONAL LEVEL AWARDS: NORTH ZONE

**TABLE 8: Awarded ULBs - North Zone (Less than 1 lakh Population)**

Sl. No.	Award Category	Name Of The ULB
1	North Zone's Cleanest City - No. 1	Nawanshahr Municipal Council
2	North Zone's Cleanest City - No. 2	Mohammadi Nagar Palika
3	North Zone's Cleanest City - No. 3	Nandigaon Nagar Panchayat
4	Fastest Mover' in North Zone	Dirba Nagar Panchayat

**TABLE 9: Awarded ULBs - North Zone (>50,000 to 1,00,000 Category)**

Sl. No.	Award Category	Name Of The ULB
1	Cleanest City in North Zone	Muradnagar Nagar Palika Parishad
2	Best City in Citizens Feedback - North Zone	Kharar Municipal Council
3	Best City in 'Innovation & Best Practices' - North Zone	Gulaothi Municipal Council
4	Best City in 'Solid Waste Management' - North Zone	Rupnagar Municipal Council
5	Fastest Mover' City - North Zone	Shahabad Municipal Board

**TABLE 10: Awarded ULBs - North Zone (>25,000 to 50,000 Category)**

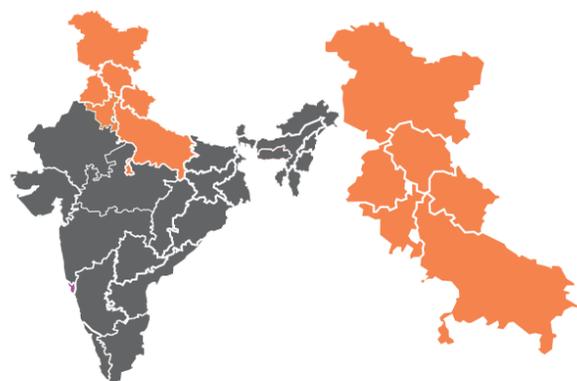
Sl. No.	Award Category	Name Of The ULB
1	Cleanest City in North Zone	Assandh Municipal Committee
2	Best City in Citizens Feedback - North Zone	Zira Municipal Council
3	Best City in 'Innovation & Best Practices' - North Zone	Dhanaura Municipal Board
4	Best City in 'Solid Waste Management' - North Zone	Paliya Kalan Nagar Palika Parishad
5	Fastest Mover' City - North Zone	Gaura Barhaj Nagar Palika Parishad

**TABLE 11: Awarded ULBs - North Zone (< 25,000 population Category)**

Sl. No.	Award Category	Name Of The ULB
1	Cleanest City in North Zone	Fatehpur Chaurasi Nagar Panchayat
2	Best City in Citizens Feedback - North Zone	Bhogpur Nagar Panchayat
3	Best City in 'Innovation & Best Practices' - North Zone	Bhai Rupa Nagar Panchayat
4	Best City in 'Solid Waste Management' - North Zone	Agastmuni Nagar Panchayat
5	Fastest Mover' City - North Zone	Jasrana Nagar Panchayat

**ZONAL LEVEL AWARDS**





## NORTH ZONE

### Nawanshahr Municipal Council, Punjab

**Cleanest City No. 1 in the North Zone in < 1 Lakh Category**

Star Rating: ★★ ★ ODF Status: ODF++

Zonal Rank SS2019 (North)	# 1
Zonal Rank SS2018 (North)	# 5

Overall Score (5000 Marks)	3556
PART-1: Service Level Progress Score (1250 M)	880
PART-2: Certification Score (1250 M)	750
PART-3: Direct Observation Score (1250 M)	924
PART-4: Citizen Feedback Score (1250 M)	1002

Nawanshahr, initially called Nausar, is a Municipal Council in Shaheed Bhagat Singh Nagar district in the state of Punjab. It's the homeland of India's famous freedom fighter Bhagat Singh.

All residential as well as commercial areas of the ULB are covered under 100% door-to-door garbage collection as well as source segregation. The city also ensures that more than 80% of its wet and more than 60% of its dry waste is treated efficiently in decentralized or centralized waste processing plants. Not only that, the city has also enabled ICT based mechanisms for SWM in the city. In terms of integrating informal waste pickers into the system, the city has done a phenomenal job by integrating 100% of them. The city has also not left behind in giving benefits to sanitary workers like personal protection equipments, medical benefits, giving training, and doing monthly recognition of the best performing workers.

Under sanitation infrastructure, Nawanshahr Municipal Council has ensured 100% sewerage network. Having been certified ODF++ by MoHUA, the council has addressed all requirements of its citizens, including construction of Individual Household Toilets (IHHLs) with water availability at source. Adding to that, all of the public toilets of the city are uploaded on the Google maps to be easily accessed by the general public, with more than 90% of it being opened between 4:00 AM to 10:00 PM.

To create awareness among the citizens about sanitation and Swachh Survekshan, the city had created short movie/jingle that circulated through social media. Nawanshahr Municipal Council has also worked in capacity building of the SBM staff by conducting workshops.

The council has also actively enforced all the Bye-laws related to solid and plastic waste management.

Under the on-field assessment, the city's residential areas, commercial areas, catchment areas of public transport stations in the city were all found to be clean and well maintained, with dustbins placed at all shops.

The city performed well in the citizen feedback as well. Nawanshahr city received a huge backing from its citizens across various facets of cleanliness. Not only around 100% of citizens were aware that their city was participating in this year's Swachh Survekshan, more than 98% of them also asserted that they were satisfied with the cleanliness of their city. The efforts of the city are visible, and have been acknowledged by its citizens with more than 98% stating that they are now able to easily spot litter bins in commercial and public areas and also find access to clean toilets/urinals in public places.

Considering everything, the city has also been certified 3 star under Garbage Free City.



### Mohammadi Nagar Palika, Uttar Pradesh

**Cleanest City No. 2 in the North Zone in < 1 Lakh Category**

Star Rating: ★★ ODF Status: ODF+

Zonal Rank SS2019 (North)	# 2
Zonal Rank SS2018 (North)	# 344

Overall Score (5000 Marks)	2961
PART-1: Service Level Progress Score (1250 M)	234
PART-2: Certification Score (1250 M)	550
PART-3: Direct Observation Score (1250 M)	1150
PART-4: Citizen Feedback Score (1250 M)	1027

Mohammadi is a city and a municipal board in Lakhimpur Kheri district in Uttar Pradesh. Town and nearby area is very famous for sugarcane farming. Mohammadi is very popular for a special kind of flower known as 'Ketki Flower', only available in 'Mehedi Bagh', Mohammadi. When it blooms, its fragrance is spread in the whole city. In India, this type of flower is only available in Mohammadi.

All residential as well as commercial areas of the ULB are covered under 100% door-to-door garbage collection as well as source segregation. The city also ensures that more than 80% of its wet waste is treated efficiently in decentralized or centralized waste processing plants.

Mohammadi Nagar Palika Parishad has also worked in capacity building of the SBM staff through e-learning portals and by conducting workshops. The Cantonment Board has also actively enforced all the Bye-laws related to plastic & solid waste management, open defecation etc.



In the on-field assessment, the city scored whopping 1150 out of a total of 1250 marks. Mohammadi Nagar Palika Parishad residential areas, vegetable, fruits, fish and meat markets were found to be clean as well as litter bins at all the locations and large hoardings, banners attempting to spread awareness about the importance of cleanliness and the Swachh Bharat Mission. The catchment areas of the railway station and bus station situated in the city were also found to be very clean and well maintained, with dustbins placed at all shops.

The city has also worked on beautification of slums/old city areas, flyovers etc.

Mohammadi is declared 2 star rating under GFC and has a status of ODF+ as well.



Not only in direct observation and service level progress, the city did a phenomenal job in Citizen Feedback as well. The citizens of Mohammadi Nagar Palika Parishad participated with enthusiasm. It is monumental for the Mohammadi Nagar Palika Parishad where 96% of its citizens who were taken the face to face feedback, were aware of the fact that their city is participating in the Swachh Survekshan 2019. Also more than 98 % of the citizens had also reported that they were satisfied with the cleanliness of their city, and believed that it was definitely better than last year. Same number of citizens also claimed that they are able to find and access clean toilets/urinals in public places.

## Nandigaon Nagar Panchayat, Uttar Pradesh

**Cleanest City No. 3 in the North Zone in < 1 Lakh Category**

Star Rating: ★★	ODF Status: ODF
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Zonal Rank SS2019 (North)	# 3
Zonal Rank SS2018 (North)	# 224

Overall Score (5000 Marks)	2819
PART-1: Service Level Progress Score (1250 M)	315
PART-2: Certification Score (1250 M)	500
PART-3: Direct Observation Score (1250 M)	1156
PART-4: Citizen Feedback Score (1250 M)	848

Nandigaon is a town and a Nagar Panchayat in Jalaun district in the Indian state of Uttar Pradesh.

All residential as well as commercial areas of the ULB are covered under 100% door-to-door garbage collection as well as source segregation.. The city has also not left behind in giving benefits to sanitary workers like personal protection equipment, medical benefits, giving training, and doing monthly recognition of the best performing workers.

Nandigaon Nagar Panchayat followed a mechanism to manage Construction & Demolition waste as per C&D Waste Management Rules ,2016

Under sustainable sanitation, Nadigaon Nagar Panchayat has ensured water availability at all its Individual Household latrines. It is also remarkable to note that public toilets in this city have uploaded as SBM toilets on google maps.



Nandigaon Nagar Panchayat has also actively enforced Plastic Waste Management Rules, 2016.

In the on-field assessment, the city scored whopping 1156 out of a total of 1250 marks. Nandigaon Nagar Panchayat residential areas, Vegetable, fruits, fish and meat markets were found to be clean as well as litter bins at all the locations and large hoardings, banners attempting to spread awareness about the importance of cleanliness and the Swachh Bharat Mission. The catchment areas of the railway station and bus station situated in the city were also found to be very clean and well maintained, with dustbins placed at all shops.

The city has also worked on beautification of slums/old city areas, flyovers etc.

Nandigaon is declared 2 star rating under GFC.



Not only in direct observation and service level progress, the city did a phenomenal job in Citizen Feedback as well. The citizens of Nandigaon Nagar Panchayat participated with enthusiasm. It is monumental for the Nandigaon Nagar Panchayat where 90% of its citizens who were taken the face to face feedback, were aware of the fact that their city is participating in the Swachh Survekshan 2019. Also more than 95 % of the citizens had also reported that they were satisfied with the cleanliness of their city, and believed that it was definitely better than last year. Same number of citizens also claimed that they are able to find and access clean toilets/urinals in public places.

## Dirba Nagar Panchayat, Punjab

**Best City in 'Fastest Movers' - North Zone in < 1 Lakh Category**

Star Rating: None	ODF Status: ODF
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Zonal Rank SS2019	# 115
Zonal Rank SS2018	# 889
Jump in Positions	774 ↑

Overall Score (5000 Marks)	2199
PART-1: Service Level Progress Score (1250 M)	112
PART-2: Certification Score (1250 M)	150
PART-3: Direct Observation Score (1250 M)	928
PART-4: Citizen Feedback Score (1250 M)	1009

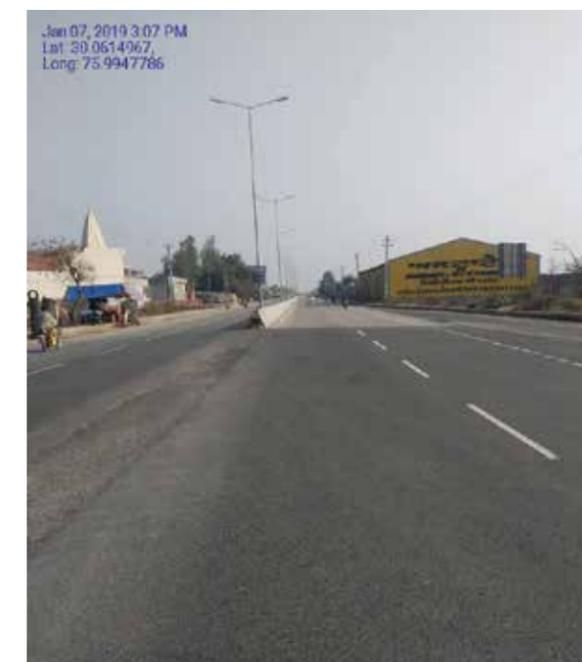


Dirba is a town and a Nagar Panchayat in Sangrur district in the state of Punjab, India; a hub of kabaddi in Punjab. Dirba has been applauded for the efforts that it has taken in the last one year to make the city one of the cleanest in the country and has been awarded as the Fastest ALL INDIA RANK S2019: #115

Fast Mover (<1 lakh population category) in Swachh Survekshan 2019. They were able to take a jump of 774 positions from Rank #889 in Swachh Survekshan 2018 to Rank # 115 in Swachh Survekshan 2019. The city has a total of 2199 marks out of a maximum of 5000 marks overall. In DO, it has scored 928 marks out of 1250, and in Citizens' Feedback, it has scored 1009 on 1250.

All the Notified Commercial Areas within the jurisdiction of Dirba Nagar Panchayat have a twin-bin facility. It has received positive feedback from its citizens, taking its score up to 1009 out of 1250 in this component. During Swachh Survekshan 2019, a total of 280 citizens of Dirba provided their feedback. The citizens were of the opinion that the cleanliness has improved since the last year when compared to the previous year. They have started utilizing the litter bins placed in the public areas and many citizens were of the opinion that the CTs/PTs have become cleaner and more accessible in the last one year.

More than 80% of the residential and commercial areas are 100% clean. 100% of CT/PT are linked to onsite safe sanitation system/ sewage treatment plant. Airport, bus and railway stations were also 100% clean. More than 70% of Swachh Survekshan 2019 Hoarding/Billboards were present in Dirba ULB.



## Muradnagar Nagar Palika Parishad, Uttar Pradesh

**Cleanest City in the North Zone in >50,000 to 1,00,000 Category**

Star Rating: ★★	ODF Status: ODF
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Zonal Rank SS2019	# 4
Zonal Rank SS2018	# 302

Overall Score (5000 Marks)	2791
PART-1: Service Level Progress Score (1250 M)	136
PART-2: Certification Score (1250 M)	500
PART-3: Direct Observation Score (1250 M)	1118
PART-4: Citizen Feedback Score (1250 M)	1037

Muradnagar is a town and a Nagar Palika Parishad in Ghaziabad district, Uttar Pradesh. With the population of 95,208, the town has been awarded as the cleanest city in the population category between 50,000 and 1 lakh in north zone. It has performed impeccably well by scoring 2791 out of a maximum of 5000 in total, with 1118 marks out of 1250 under Direct Observation component and also 1037 out of 1250 in citizen feedback section.

Under Direct Observation Component, independent assessors on the ground found that residential and commercial areas, community and public toilets, bus stands were found to be mostly clean and well maintained. Vegetable, fruits, fish and meat markets were found to be clean with daily sweeping. Litter bins were placed in all the appropriate locations in commercial areas and public areas. All the vegetable markets surveyed had visible signages for the public for maintaining



cleanliness in the area or posters/paintings depicting the advantages of on-site composting. All the CTs/PTs were connected to sewerage network and septic tanks.

In GFC rating, the Nagar Palika has been declared as 2 star. It is also certified as ODF without failure.

The Citizen Feedback derived from questions posed to residents of the city through several means including face-to-face interaction, helped the Nagar Palika Parishad to evaluate its progress on service delivery. Most citizens had a positive outlook of the general cleanliness in their city, improvements over the past year and the maintenance of public sanitation facilities. The ULB has immensely contributed towards the awareness of sanitation and cleanliness by conducting many campaigns, workshops and bringing out advanced ideas for improving efficiency in handling of waste being generated on a daily basis.

## Kharar Municipal Council, Punjab

**Best City 'Citizen Feedback' - North Zone in >50,000 to 1,00,000 Category**

Star Rating: None	ODF Status: ODF
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Zonal Rank SS2019	#69
Zonal Rank SS2018	#46
Citizen Feedback	285

Overall Score (5000 Marks)	2314
PART-1: Service Level Progress Score (1250 M)	73
PART-2: Certification Score (1250 M)	150
PART-3: Direct Observation Score (1250 M)	1082
PART-4: Citizen Feedback Score (1250 M)	1009

Kharar is a town and Municipal Council in Sahibzada Ajit Singh Nagar district in the state of Punjab. It is near Chandigarh and is often referred to as "Greater Mohali" due to its proximity to Mohali. Positioned in the urban region of Punjab, it is among the 4 blocks of Sahibzada Ajit Singh Nagar district.

As per Census India 2011, Kharar city is divided into 15 wards for which elections are held every 5 years. The Kharar Municipal Council has a population of 74,460 of which 39,218 are males while 35,242 are females.

Under citizen feedback, ULB scored 1009/1250 in Swachh Survekshan 2019. The citizen feedback was divided into sub components: face to face interviews, web based OTP, Swachhta app based feedback, IVRS and Outbound calling.



The work done by the ULB showcased strongly in the positive citizen feedback responses. 97.54% were aware that their city was participating in Swachh Survekshan 2019, 95.09% of the citizens were satisfied with cleanliness in the city this year, considering it an improvement over last year and 91.93% respondents were impressed with ULB for placing litter bins in public and commercial areas.

Under the Direct Observation evaluation component, ULB scored 90.4% for availability and cleanliness of CT/PTs, and all citizens surveyed felt that bus stands/ auto taxi stands were cleaner and better. Independent assessors visited several locations around the city and captured photographs of the residential areas, commercial areas, bus station, railway station, vegetable markets etc. and found most of them to be impeccably clean. Even public and community toilets were evaluated under this component, and were found to be clean and complete with the required facilities to encourage their use among the general public.



In the Swachhta App component of citizen feedback which assesses the number of Swachhta App downloads, number of issues resolved as well as the usage by citizens, the city scored 202.55. Kharar Municipal Council had a total of 5278 registrations on Swachhta App of MoHUA as of January, 2019. A total of 3009 complaints were filed during the last one year and out of these approximately 1857 complaints were resolved within the Service Level Agreement (SLA) timeframe.

## Gulaothi Municipal Council, Uttar Pradesh

**Best City in 'Innovation and Best Practices' - North Zone in >50,000 to 1,00,000 Category**

Star Rating: ★	ODF Status: ODF
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Zonal Rank SS2019	#122
Zonal Rank SS2018	#100

Overall Score (5000 Marks)	2188
PART-1: Service Level Progress Score (1250 M)	79
PART-2: Certification Score (1250 M)	350
PART-3: Direct Observation Score (1250 M)	1030
PART-4: Citizen Feedback Score (1250 M)	729
Innovation and Best Practices (62 M)	29

Gulaothi Municipal Council: Gulaothi is a city and municipal board in the Bulandshahr district of the Indian state of Uttar Pradesh

### ULB led innovation and best practices

Municipal council of Gulaothi has manufactured a utensil for processing of wet waste generated in households. The particular utensil is manufactured with help of drum, tap and sack.

Daily wet waste generated in households is filled in this special designed utensil with easily available items like animal dung mixture, cow urine, whey, jaggery mixture, etc. After a period of 10 to 15 days, the wet waste is processed into compost. This process is fruitful to environment as every household can start this process and in a way has reduced the amount of waste that is transported to the dumpsites. The city administration has already distributed around 100 such utensils to various households in order to promote the program to a larger level.



#### Citizen led innovation and best practices

In the municipal council of Gulaothi, KriyasheelShradha Group named NGO conducted campaigns to collect old clothes from all the households and utilize it to produce bags and other items from the waste. The NGO integrated women from poor sections of the society, thus giving sustainable livelihood sources to them.

These workers have been given training on various levels to create best out of the garbage collected which otherwise would have been dumped outside.

The bags made from the collected cloth items have been sold to people at a very nominal rate thus acting as a sustainable alternative to plastic usage. The NGO has also conducted various awareness programs to highlight the consequences of plastic waste and instead encouraged people towards usage of environmental friendly items like cloth bags for their daily usage.

### Rupnagar Municipal Council, Punjab

**Best City in 'Solid Waste Management' - North Zone in >50,000 to 1,00,000 Category**

Star Rating: <b>None</b>	ODF Status: <b>ODF</b>
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Zonal Rank SS2019	# 16
Zonal Rank SS2018	# 157

Overall Score (5000 Marks)	2522
PART-1: Service Level Progress Score (1250 M)	329
PART-2: Certification Score (1250 M)	150
PART-3: Direct Observation Score (1250 M)	1148
PART-4: Citizen Feedback Score (1250 M)	895
SWM indicator score (1783 M)	1252

Rupnagar, formerly known as Rugar, is a city and a municipal council in Rupnagar district in the state of Punjab. The city has been inhabited for millennia, and the present-day town is the site of a centre of the ancient Indus civilization. The archaeological remains excavated from the site in the city, the first Harappan site of Independent India reveal a cultural sequence from Harappan civilization to medieval times. Rupnagar, the municipal city is known as citadel of many historical and religious places including gurdwaras such as Gurudwara Bhhatha Sahib and Gurudwara Tibbi Sahib. Rupnagar Municipal Corporation has been adjudged the Best City in Solid Waste Management in North Zone in Swachh Survekshan 2019. Out of a maximum of 1783 marks allocated under 'SWM infrastructure and services', the city has scored 1252, making it best among all cities in north zone in the population category between 50,000 and 1 lakh.

The city has exceptionally well coverage of more than 95 per cent of the total wards undertake door to door collection of the waste generated. The sanitary staff are being regularly monitored to ensure the cleanliness of the city. The city has marked the beginning of efforts in the Swachh Survekshan by the administration in making improvements and initiating implementing high standards of waste management systems, sanitation, IEC activities, behaviour change measures and capacity building initiatives



Apart from its efforts in solid waste management, sanitation, and other Swachh Bharat Mission initiatives, Rupnagar has performed well in the Direct Observation component, with 748 marks out of 790. The community and public toilets in the town were found to have all the necessary facilities like water connection, electricity, proper lighting and ventilation. The bus station was also found clean with dustbins placed at the shops present there. Toilets near the bus station had all the necessary facilities as well.

In the Citizen Feedback component, Rupnagar with over 96% of the surveyed citizens giving a positive feedback of their municipal body's Swachh Bharat Mission activities and opined that they have witnessed improvements in the cleanliness of the city over the past year. The Urban Local Body is working to ensure cleanliness of the area and to provide good civic facilities to its citizens. More than 85 per cent of the respondents participated in the survey that they are easily able to spot litter bins placed in the commercial areas as well as public spaces.

The city has witnessed the initiation from the residents to dissuade the public from marring the clean façade of the city and to inculcate the good gestures of sanitation with a positive sense of responsibility and accountability towards Swachh Bharat Mission.

### Shahabad Municipal Board, Uttar Pradesh

**'Fastest Moving City' in the North Zone in >50,000 to 1 Lakh Category**

Star Rating: <b>None</b>	ODF Status: <b>ODF</b>
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Zonal Rank SS2019	# 202
Zonal Rank SS2018	# 854
Jump in Positions	652 ↑

Overall Score (5000 Marks)	2059
PART-1: Service Level Progress Score (1250 M)	180
PART-2: Certification Score (1250 M)	150
PART-3: Direct Observation Score (1250 M)	894
PART-4: Citizen Feedback Score (1250 M)	835

Shahabad is a municipal board in Hardoi district in the state of Uttar Pradesh. It is the site of the Tomb of Diler Khan, a governor in the time of Shah Jahan and Aurangzeb, Jama-Masjid, Sankta Devi temple, Balaji temple and Baram Baba temple.



To promote swachhta, meeting of the Nagar Panchayat Board is organized, the members of the party organized a ruckus on the cleanliness system in the city. A new strategy was created to clean up the sanitation system in the city. During this time, the proposal of about 1.5 crore rupees passed leading in repairing the roads, drains, culvert etc. damaged by the rainy season, beautification of LED lights, half a dozen pigeon for drinking water, beautification of Moti lake and zinc pond for the entire city.

Shahabad has been applauded for the efforts that it has taken in the last one year to make the city one of the cleanest in the country and has been awarded as the Fastest Mover SS2019: #202.

Fast Mover (50K- 1 lakh population category) in Swachh Survekshan 2018. They were able to take a jump of 652 positions from Rank #854 in Swachh Survekshan 2018 to Rank #202 in Swachh Survekshan 2019. The city has a total of 2059 marks out of a maximum of 5000 marks overall. The ULB has, scored 894 marks out of 1250, and in Citizens Feedback, it has scored 835 on 1250.

100 % of the wards in ULB have ensured door-to-door garbage collection.

It has received largely positive feedback from its citizens, taking its score up to 835 out of 1250 in this component. During Swachh Survekshan 2019, a total of 407 citizens of Shahabad provided their feedback. More than 75% of residential and commercial areas are 100% clean. More than 100 % of CT/PT are clean and user friendly. More than 85% of CT/PT have SBM messages displayed prominently. More than 75 % of CT/PTs have onsite safe disposal systems. 100 % of vegetable/fruit, fish and meat markets are clean. All railways and bus stations are found to be clean and do not have any OD spots. 100 % of commercial and residential areas have large hoardings/ billboards and wall writings.

## Assandh Municipal Committee, Haryana

**Cleanest City in the North Zone in >25,000 to 50,000 Category**

Star Rating: ★	ODF Status: ODF
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Zonal Rank SS2019	# 6
Zonal Rank SS2018	# 55

Overall Score (5000 Marks)	2728
PART-1: Service Level Progress Score (1250 M)	398
PART-2: Certification Score (1250 M)	350
PART-3: Direct Observation Score (1250 M)	1033
PART-4: Citizen Feedback Score (1250 M)	948

Assandh, a municipal committee is located in Karnal district in the state of Haryana. The city was also important historic location and also has been identified with ancient Āsandivat, a capital of the Kuru Kingdom, which was the first recorded state in ancient India.

Being part of the largest urban exercise and cleanliness drive, the city in Swachh Survekshan 2019, has aimed to clean up the streets, roads and make the city a better place to live in. Under the assessment protocol of this drive, the city has been conferred the award of the cleanest city in north zone in the population category between 25,000 and 50,000 by scoring 2728 out of a maximum of 5000 marks. With the available resources in the town, its citizens participated in all cleanliness related activities, and managed to receive 1033 and 948 marks out of a total of maximum 1250 in Direct Observation and Citizen Feedback respectively.

In Service Level Progress level, the city has actively



stepped into cleanliness and has displayed its commitment towards making headways in improving the state of waste management, particularly the collection and disposal of waste. All the city wards are covered under door-to-door garbage collection system. All the existing Bulk Garbage Generators have on-site processing. More than 80 of the household latrines have functional water connection. Furthermore, all the public toilets in the city are uploaded as 'SBM toilet' on Google maps. Twice a day sweeping is being done in all the commercial areas. One of the most notable features of the Swachh Bharat Mission initiatives of the city happens to be the notification and enforcement of Plastic Waste Management Rules 2016 and also enforced user charges from waste collectors.

The Direct Observation component for the city captures the ground level cleanliness and maintenance of public facilities including toilets in the city by the local administration. The city has received a high score, meaning that the majority of locations surveyed by an independent assessor were found to be according to the standards prescribed. Independent assessors visited sampled locations around the city and captured photographs of the residential areas, commercial areas, bus station, railway station, vegetable markets, waste treatment plants, etc. and found most of them to be visibly clean. All the CTs/PTs were found to be easily accessible for men, women, children and disabled groups.

The city has obtained 1 star rating in the GFC certification and also certified as ODF without failure.

In the Citizen Feedback component, the respondents from the city Assandha citizens have given positive feedback of the town's efforts towards achieving general cleanliness and providing services to the citizens. Approximately 100 per cent of the citizens participated in the survey opined that they were satisfied with the cleanliness of the city and also found significant improvement from the previous year. More than 97 per cent of the respondents shared that litter bins were equally placed in appropriate locations in commercial and public areas.

## Zira Municipal Council, Punjab

**Best 'Citizen Feedback' in the North Zone in >25,000 to 50,000 Category**

Star Rating: None	ODF Status: ODF
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Zonal Rank SS2019	# 95
Zonal Rank SS2018	# 41
Count of Citizen Feedbacks	380

Overall Score (5000 Marks)	2226
PART-1: Service Level Progress Score (1250 M)	159
PART-2: Certification Score (1250 M)	150
PART-3: Direct Observation Score (1250 M)	888
PART-4: Citizen Feedback Score (1250 M)	1029

Zira is a town and Municipal Council in Ferozepur district of Punjab. It has a total of 16 wards. As of 2011 India Census, Zira had a population of 36,732. Males constitute 52% of the population and females 48%.

During Swachh Survekshan 2018, Zira had scored 1089/1400 under citizen feedback component. In Swachh Survekshan 2019, the ULB was able to score 1029/1250, an improvement of nearly 4.5%.

All the respondents were aware that their city was participating in Swachh Survekshan 2019 and they reported to be satisfied with the cleanliness level in entire city area, even noting a marked improvement from last year. The respondents were happy with ULB's performance such that over 99.74% of citizens reported increased visibility and ease of access to litter bins and 99.47% claimed they were able to locate and access clean urinals in commercial and public spaces.



The Direct Observation component involved an independent assessor visiting several locations around the city including residential areas, commercial areas, bus station, railway station, and public and community toilets. The ULB scored 98.50% in cleanliness of residential and commercial areas and over 80% for displaying Swachh Bharat Mission messages across community and public toilets.

The Swachhta App reported 1453 registrations and close to 43 complaints resolved. i.e. Zira municipal council had a resolution rate of 30%.

## Dhanaura Municipal Board, Uttar Pradesh

**Best City in 'Innovation and Best Practices' in North Zone in >25,000 to 50,000 Category**

Star Rating: ★	ODF Status: ODF
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Zonal Rank SS2019	# 270
Zonal Rank SS2018	# 500

Overall Score (5000 Marks)	1957
PART-1: Service Level Progress Score (1250 M)	120
PART-2: Certification Score (1250 M)	350
PART-3: Direct Observation Score (1250 M)	814
PART-4: Citizen Feedback Score (1250 M)	672
Innovation and Best Practices Score (62 M)	29

Dhanaura is a city and municipal board in Amroha District (also known as Jyotiba Phule Nagar) in the state of Uttar Pradesh. It is one of the key city on the sugar belt area in Western Uttar Pradesh and agriculture practices has been a predominant livelihood source. It has been a central hub for trading of various commodities and has also earned the name of Mandi (market) Dhanaura.

### ULB led innovation and best practices

The Dhanaura Nagar Palika Parishad administrative has built three public toilets, two community toilets and one pink toilet in its city areas to cater to a larger population. Dhanaura witnesses a decent amount of floating population due to the trade activities. Therefore the availability and accessibility of public toilets also ensures the prevention of open defecation and urination. The pink toilet has been dedicated only for women. The constructed toilets are well equipped and run with full services for 24 hours. This initiative from the administrative end poses a good example and



with constant awareness and information can help in building a clean and hygienic place for all.

### Citizen led innovation and best practices

Residents of Dhanaura have started the practice of home-composting of wet waste and this is getting scaled to all the ward areas. Through various IEC campaigns, workshops, trainings conducted by the ULB and certain civil society organizations, many residents have taken up the initiative of source segregation of waste and also practice home composting in their own capacity. With more and more number of people getting involved in this act, it ultimately reduces the burden on the ULB to manage at least the wet waste. In future, the citizen led initiative has also planned recycling or reuse of plastic waste and treatment of dry waste at the possible levels.

A balanced work responsibility between the residents and city administration which are one of the primary stakeholders in the entire sanitation and solid waste process will surely ensure the fulfillment of 'Keeping City Clean' movement.

## Paliya Kalan Nagar Palika Parishad, Uttar Pradesh

**Best City in 'Solid Waste Management' in North Zone in >25,000 to 50,000 Category**

Star Rating: <b>None</b>	ODF Status: <b>Self Declared ODF</b>
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Zonal Rank SS2019	# 128
Zonal Rank SS2018	# 210

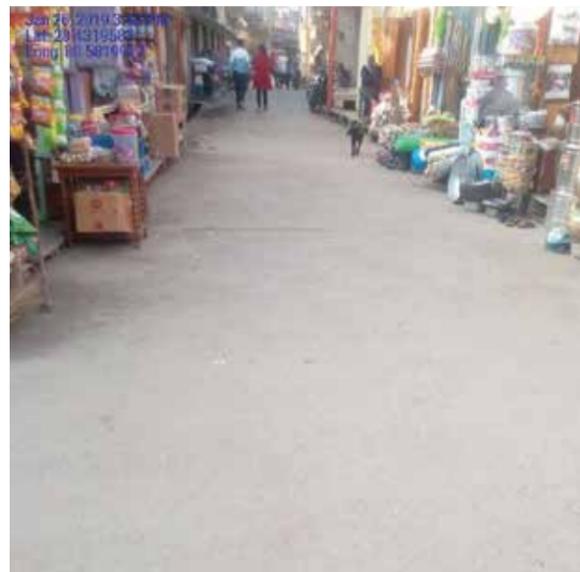
<b>Overall Score (5000 Marks)</b>	<b>2169</b>
PART-1: Service Level Progress Score (1250 M)	162
PART-2: Certification Score (1250 M)	25
PART-3: Direct Observation Score (1250 M)	1153
PART-4: Citizen Feedback Score (1250 M)	830
SWM Indicators Score (1783 M)	1224

Paliya Kalan, is a Nagar Palika Parishad city in district of Kheri, Uttar Pradesh. It is also home to Dudhwa National Park, a wildlife park that boasts of rhinos, tigers, wild tuskers, the rare barking deer and many migratory birds. Bajaj Hindustan Limited (BHL) sugar plant, distillery and an eco-friendly plywood production unit are the core industrial units in the city. The sugar production plant is the second largest sugar production unit in Asia and the plywood production plant is only second plant in the world which produces plywood with bio-gas. Paliya Kalan Nagar Palika Parishad has made an imprint among the clean cities by achieving the award of Best City in Solid Waste Management in north zone in the population category between 25,000 and 50,000. Under 'SWM infrastructure and services', the city has received a total score of 1224 marks out of 1783 in Swachh Survekshan 2019.

In the Service Level Progress component of 'SWM infrastructure and services', the local administration has received 130 marks out of 618, marking the beginning of efforts by the administration in making improvements and implementing high standards of waste management systems, sanitation, IEC activities, behaviour change measures and capacity building initiatives. However, the city has marked its pace by scoring 100 per cent of coverage of door to door collection and segregation at source in residential areas as well as commercial areas.

The town has received a high score in the Direct Observation component of Swachh Survekshan 2019. It has received 1153 out of 1250 in this component – signaling that the public areas including residential and commercial areas, bus stands, railway station, vegetable and fruit markets, etc. were found to be impeccably clean.

In Citizen Feedback segment, several citizens have given positive feedback on the local administration's efforts in maintaining general cleanliness in the residential and



commercial areas of the town, improvements over the past year. Furthermore, approximately 100 per cent of the respondents retorted that they are very much satisfied with the initiatives of the ULB in maintaining the cleanliness of the city to accelerate their journey towards a Swachh Bharat.

The ULB has done considerably well in conducting several Information, Education and Communication(IEC) activities to encourage source segregation of garbage and thematic drives to engage more people in the Swachh drive.



## Gaura Barhaj Nagar Palika Parishad, Uttar Pradesh

**Fastest Moving City - North Zone in >25,000 to 50,000 Category**

Star Rating: <b>★★</b>	ODF Status: <b>ODF</b>
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Zonal Rank SS2019	# 133
Zonal Rank SS2018	# 901
<b>Jump in Positions</b>	<b>768 ↑</b>

<b>Overall Score (5000 Marks)</b>	<b>2163</b>
PART-1: Service Level Progress Score (1250 M)	97
PART-2: Certification Score (1250 M)	500
PART-3: Direct Observation Score (1250 M)	666
PART-4: Citizen Feedback Score (1250 M)	900

Gaura Barhaj is a Nagar Palika Parishad in Deoria district in the state of Uttar Pradesh. It is at the banks of the holy Saryu (Ghaghra) River. Sona mandir, the workplace of a saint Baba Raghav Das, present in the town area is a prominent place of pilgrimage attraction from all over India.

A cleanliness rally was organized under the aegis of municipal council Gaura-Barhaj wherein many key figures of the city administration along with the residents came forward to take the pledge to promote the objectives of cleanliness and sanitation. The campaign which Prime Minister Shri Narendra Modi initiated with cleanliness and service commitment has now become a campaign for the common man as the general public is now taking active participation in fulfilling the Swachh Bharat Mission activities and has laid down the foundation of developing a clean environment for all.

Gaura Barhaj administration with its quality work towards sanitation and cleanliness has bagged the award for 'Fastest Moving City' in the North Zone(50K-1 lakh population category) in Swachh Survekshan 2019. The administration has jumped 768 positions from Rank #901 in Swachh Survekshan 2018 to Rank #133 in Swachh Survekshan 2019. The city has obtained a total of 2163 marks out of a maximum of 5000 marks in the overall assessment of Swachh Survekshan 2019 program. In the direct observation component, it has scored a total of 666 marks out of a maximum of 1250 marks, followed by a score of 900 marks out of a maximum of 1250 marks in the Citizens' Feedback component. During the citizen feedback survey, a total of 2141 citizens of Gaura Barhaj reported that majority of the residential and commercial areas were found to be clean and garbage free. Furthermore it was reported that all of the community/public toilets present were in proper functional state with all the essential requirements like lightings, ventilation, water supply, cleanliness, gender-friendly and connected to a proper safe and close disposal system.



## Fatehpur Chaurasi Nagar Panchayat, Uttar Pradesh

**Cleanest City - North Zone in < 25,000 population Category**

Star Rating: ★★	ODF Status: ODF
Zonal Rank SS2019	# 7
Zonal Rank SS2018	# 609
<b>Overall Score (5000 Marks)</b>	<b>2703</b>
PART-1: Service Level Progress Score (1250 M)	167
PART-2: Certification Score (1250 M)	500
PART-3: Direct Observation Score (1250 M)	1205
PART-4: Citizen Feedback Score (1250 M)	832

Fatehpur Chaurasi is a Nagar Panchayat city in the district of Unnao, Uttar Pradesh. The Fatehpur Chaurasi Nagar Panchayat has a population of 6,715 and also has total administration over 1,158 houses to which it supplies basic amenities like water and sewerage as per Census India 2011. The city has tried to bring out a perceptible change among its citizens towards the cleanliness drive under Swachh Survekshan 2019 and has brought out fruitful results, by bagging the award of cleanest city in the north zone in population category less than 25,000. Out of a maximum score of 5000 marks in the Swachh Survekshan 2019 assessment, the nagar panchayat has accomplished a commendable score of 2703 marks with concerted efforts and enthusiastic approach by the local administration and citizens.

In Service Level Progress component, the Fatehpur Charasi has initiated the service level delivery in terms of door to door garbage collection and segregation of waste at source. All the Bulk Garbage Generators, parks & gardens within the city are practicing on-site processing of organic waste. The administration ULB has ensured that each household with a toilet must have



functional water connection and also mapped to a safe and closed disposal system.

Unlike the other ULBs, with less population and strained infrastructure facilities, Fatehpur Chaurasi has grossed a near perfect score of 1205 marks out of a maximum of 1250 marks in the Direct Observation component. This component involved the visit of an independent assessor to several locations around the city including residential areas, commercial areas, bus station, railway station, public and community toilets, and waste treatment facilities. Furthermore, vegetable, fruits, fish and meat markets were found to be clean with daily sweeping and collection of waste by municipal vehicles, as well as litter bins at all the locations and large hoardings, banners attempting to spread awareness about the importance of cleanliness and the Swachh Bharat Mission.

The city has been accorded with 2 star rating in the GFC certification and 'ODF without failure' under ODF survey of 2019.

Fatehpur Chaurasi Nagar Panchayat has received 832 marks out of 1250 in the Citizen Feedback component. The local government has initiated the successful implementation of the requirements of its residents in service level delivery. In terms of direct citizen feedback on service delivery, general cleanliness, improvements over the past year and maintenance of public facilities, over 97% citizens that were surveyed have given a positive response. All the residents are putting fervent efforts to make the city clean and also better place to live.

## Bhogpur Nagar Panchayat, Punjab

**Best City in 'Citizen Feedback' in North Zone in < 25,000 population Category**

Star Rating: None	ODF Status: ODF
Zonal Rank SS2019	# 123
Zonal Rank SS2018	# 514
Count of Citizen Feedbacks	256
<b>Overall Score (5000 Marks)</b>	<b>2186</b>
PART-1: Service Level Progress Score (1250 M)	182
PART-2: Certification Score (1250 M)	150
PART-3: Direct Observation Score (1250 M)	741
PART-4: Citizen Feedback Score (1250 M)	1113

Bhogpur is a town and a Nagar Panchayat in Jalandhar district of Punjab, India. The Bhogpur city is divided into 13 wards. Bhogpur Nagar Panchayat has total administration over 3,802 houses to which it supplies municipal services like water, sanitation, health, education, etc.

The Bhogpur Nagar Panchayat has a population of 17,549 of which 9,032 are males while 8,517 are females as per report released by the Census of India.

In Swachh Survekshan 2018, Bhogpur administration had scored 558 out of 1250 marks under citizen feedback. This year it has shown tremendous performance by scoring 1113 out of 1250 marks with improvement of over 49.15% from last year.



In the seven questions asked to residents through the direct feedback (face-to-face, web portal, outbound calls), over 99% have responded positively to the general cleanliness of the city, awareness about the Swachh Survekshan and other Swachh Bharat activities of the Nagar Parishad, improvements in cleanliness over the previous year, cleanliness of public and community toilets.

About 99.61% of the citizens surveyed were aware about the participation of the city in Swachh Survekshan



2019. 99.61% of the respondent were satisfied with the cleanliness of the city or better than last year. Around 99.5% of them were happy with availability of litter bins in public and commercial areas and also find urinals/toilets accessible and clean now.

During the on-ground assessment under the direct observation component the ULB has scored 83% in terms of cleanliness of residential and commercial areas. The ULB has promoted the Swachh Survekshan 2019 campaign in the form of hoardings/banners/wall paintings in all public and commercial areas to create awareness among the residents of the city. The citizen feedback findings reflects the ground work done by the ULB to achieve marks in on field assessment.

## Bhai Rupa Nagar Panchayat, Punjab

**Best City in 'Innovation and Best Practices' - North Zone in < 25,000 population Category**

Star Rating: None	ODF Status: ODF
Zonal Rank SS2019	# 65
Zonal Rank SS2018	# 87
<b>Overall Score (5000 Marks)</b>	<b>2334</b>
PART-1: Service Level Progress Score (1250 M)	248
PART-2: Certification Score (1250 M)	100
PART-3: Direct Observation Score (1250 M)	1043
PART-4: Citizen Feedback Score (1250 M)	944
Innovations and Best Practices Score (62 M)	24



**B**hai Rupa Nagar Panchayat is a town in the sub-division Rampura Phul in the Bhatinda District of Punjab state.

The Bhai Rupa Nagar Panchayat as a part of Swachh Bharat Mission has very actively conducted drives and campaigns related to door to door collection and segregation of waste along with the consequences of open dumping. It has managed to conduct workshops related to composting of wet waste and recycling of dry waste.

In one of its best practices, the ULB collects all the wet waste and places it on plastic cover spread on the ground. The segregated wet waste is mixed along with animal dung collected from different ward areas. This mixture is kept for around 90 days and then the prepared compost is used for agriculture purposes. The positive result of the manure has gained popularity among the farming sector and the demand for the same has been on a rise in recent times.

## Agastmuni Nagar Panchayat, Uttarakhand

**Best City in 'Solid Waste Management' - North Zone in < 25,000 population Category**

Star Rating: <b>None</b>	ODF Status: <b>ODF</b>
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Zonal Rank SS2019	# 60
Zonal Rank SS2018	# 138

<b>Overall Score (5000 Marks)</b>	<b>2343</b>
PART-1: Service Level Progress Score (1250 M)	188
PART-2: Certification Score (1250 M)	150
PART-3: Direct Observation Score (1250 M)	1045
PART-4: Citizen Feedback Score (1250 M)	960
SWM Indicators Score (1783 M)	1229



**A**gastmuni is a small town which falls in the hilly district of Rudraprayag in Uttarakhand state of India. It is situated on the river bank of Mandakini and is 16 km from Rudraprayag. This town is well-known for the temple of Maharshi priya ranjan and by the name of religious guru Agastya, it is called Agastmuni.

In the North Zone, the city Agastmuni has been awarded with the 'Best City in Solid Waste Management' in the population category less than 25,000. In Swachh Survekshan 2019, the city has got the score of 1229 out of 1783 marks allocated under 'SWM infrastructure and services'.



In particular, the city has successfully implemented mechanisms to manage the construction and demolition waste(C&D) waste as per C&D Waste Management Rule, 2016. Remediation and scientific capping are being practiced in the ULB to ensure the high standards of cleanliness. The town has displayed its commitment towards making headways in improving the state of waste management, particularly the collection and disposal of waste.

The city has scored a total of 715 marks out of a maximum of 790 marks under the Direct observation components related to Solid Waste Management. Several efforts were made by the city administration to keep the roads, and public sanitation facilities clean at several locations and this was observed on the ground by the independent assessors.

As part of the Swachh Survekshan 2019, residents of the city were also asked about the city administration's activities and their satisfaction with the same. Most residents have responded positively to questions about their satisfaction level on the initiatives of the city administration, improvements in the city over the past year and maintenance of garbage collection facilities as well as the Swachh Survekshan initiatives carried out by the municipality.

The city has successfully capitalized their efforts to give a momentum towards the journey to become a cleaner and greener city under Swachh Bharat Mission programmes.

## Jasrana Nagar Panchayat, Uttar Pradesh

**Fastest Moving City - North Zone in < 25,000 population Category**

Star Rating: <b>★★</b>	ODF Status: <b>ODF</b>
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Zonal Rank SS2019	# 79
Zonal Rank SS2018	# 843
<b>Jump in Positions</b>	<b>764 ↑</b>

<b>Overall Score (5000 Marks)</b>	<b>2281</b>
PART-1: Service Level Progress Score (1250 M)	85
PART-2: Certification Score (1250 M)	500
PART-3: Direct Observation Score (1250 M)	827
PART-4: Citizen Feedback Score (1250 M)	868
SWM Indicators Score (1783 M)	1001



**J**aserana is a Nagar Panchayat in Firozabad district in Uttar Pradesh. There is a famous temple of Lord Shiv in Nagla Rama between Jaserana and Mustafabad road. This town was established by Raja Madan Dev Chauhan as his estate.

The administration has bagged the award for 'Fastest Moving city' in terms of ranking in the North zone (in less than 25000 population category) in Swachh Survekshan 2019 program.

The quality effort displayed by the administration towards sanitation and cleanliness drive has resulted in a total jump of 764 ranking positions from Swachh Survekshan 2018 program. The city has obtained a total of 2280 marks out of a maximum of 5000 marks in the overall assessment of Swachh Survekshan 2019 program. In the direct observation component, it has scored a total of 827 marks out of a maximum of 1250 marks, followed by a total marks of 868 out of 1250 marks in the citizen feedback component.

The ULB has notified and enforced Plastic Waste Management Rules, 2016 rules to curb the usage of plastic in its city areas. It has received positive feedback from the total 563 citizens which participated in the citizen feedback survey. The responses captured during the survey indicates that majority of the residential and commercial areas were regularly kept clean along with community/public toilets in proper functioning state and with user-friendly services. The toilets were reported to be connected to a safe and closed disposal system. All of the catchment areas like auto stands/taxi stands, bus stands were reported to be substantially clean and garbage free.

## ZONAL LEVEL AWARDS: EAST ZONE

TABLE 12: Awarded ULBs - East Zone (Less than 1 lakh Population)

Sl. No.	Award Category	Name Of The ULB
1	East Zone's Cleanest City - No. 1	Narharpur Nagar Panchayat
2	East Zone's Cleanest City - No. 2	Bishrampur Nagar Panchayat
3	East Zone's Cleanest City - No. 3	Jashpur Nagar, Nagar Palika
4	Fastest Mover' in East Zone	Karanja Municipality

TABLE 13: Awarded ULBs - East Zone (>50,000 to 1,00,000 Category)

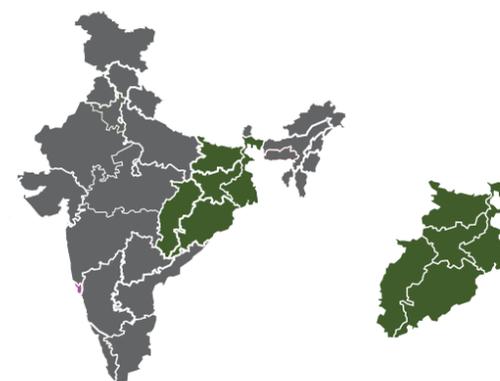
Sl. No.	Award Category	Name Of The ULB
1	Cleanest City in East Zone	Bhilai Charoda Municipality
2	Best City in Citizens Feedback - EastZone	Chakradharpur Nagar Parishad
3	Best City in 'Innovation & Best Practices' - East Zone	Gumla Nagar Panchayat
4	Best City in 'Solid Waste Management' - East Zone	Phusro Nagar Parishad
5	Fastest Mover' City - East Zone	Paradip Municipality

TABLE 14: Awarded ULBs - East Zone (>25,000 to 50,000 Category)

Sl. No.	Award Category	Name Of The ULB
1	Cleanest City in East Zone	Pakur Nagar Parishad
2	Best City in Citizens Feedback - East Zone	Chatra Nagar Parishad
3	Best City in 'Innovation & Best Practices' - East Zone	Kawardha Municipal Council
4	Best City in 'Solid Waste Management' - East Zone	Tifra Nagar Parishad
5	Fastest Mover' City - East Zone	Jajpur Municipality

TABLE 15: Awarded ULBs - East Zone (< 25,000 population Category)

Sl. No.	Award Category	Name Of The ULB
1	Cleanest City in East Zone	Sahaspur Lohara Nagar Panchayat
2	Best City in Citizens Feedback - East Zone	Saraipalli Nagar Panchayat
3	Best City in 'Innovation & Best Practices' - East Zone	Gaurella Nagar Panchayat
4	Best City in 'Solid Waste Management' - East Zone	Jhagrakhand Nagar Panchayat
5	Fastest Mover' City - East Zone	Tarbha Notified Area Council



### EAST ZONE

#### Narharpur Nagar Panchayat, Chhattisgarh

Cleanest City No. 1 - East Zone in < 1 Lakh Category

Star Rating: ★★	ODF Status: ODF++
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Zonal Rank SS2019	# 1
Zonal Rank SS2018	# 21

Overall Score (5000 Marks)	3540
PART-1: Service Level Progress Score (1250 M)	833
PART-2: Certification Score (1250 M)	600
PART-3: Direct Observation Score (1250 M)	1183
PART-4: Citizen Feedback Score (1250 M)	925

Narharpur is a Nagar Panchayat in Uttar Bastar Kanker district in the state of Chhattisgarh. A small city with a population of less than twenty five thousand has done a splendid job on sanitation and cleanliness which is reflected from the 1st rank it has obtained in the 'cleanest city' category from East zone under the ULB below 1 lakh population category participated in the Swachh Sarvekshan 2019.

All residential as well as commercial areas of the ULB are covered under 100% door-to-door garbage collection as well as source segregation. The city also ensures that 100% of its waste is treated efficiently in decentralized or centralized waste processing plants. In terms of enhancing its institutional capacity, the administration has integrated informal waste pickers into its sanitation team which were identified during the survey.

It is also remarkable to note that a small Nagar Panchayat



has sensitized its citizens about home composting with more than 3% of the households processing their wet waste at home.

Under sustainable sanitation, Narharpur has ensured 100% sewerage network. Having been certified ODF++ by MoHUA, the council has addressed all requirements of its citizens, including construction of Individual Household Toilets (IHHLs) with water availability at source. Adding to that, all of the public toilets of the city are uploaded on the Google maps to be easily accessed by the general public.

To create awareness among the citizens about sanitation and Swachh Survekshan, the city had created short movie/jingle that circulated through social media and also conducted campaigns to reach out to as many citizens as possible. Narharpur Nagar Panchayat has also worked in capacity building of the SBM staff through e-learning portals and by conducting workshops.

In the on-field assessment, the city scored an incredible 1183 out of a total marks of 1250. Narharpur's residential and commercial areas, vegetable, fruits, fish and meat markets were found to be clean with daily sweeping and collection of waste by municipal vehicles, as well as litter bins at all the locations and large hoardings, banners



attempting to spread awareness about the importance of cleanliness and the Swachh Bharat Mission. The catchment areas of the railway station and bus station situated in the city were also found to be very clean and well maintained, with dustbins placed at all shops.



A small city with a population of less than twenty five thousand has enthusiastic citizen participation. The Panchayat has received a huge acclamation from its citizens across various lines of cleanliness and sanitation. Not only were 99.6% of citizens aware that their city was participating in this year's Swachh Survekshan, the same number of citizens had also reported that they were satisfied with the cleanliness of their city, and believed that it was definitely better than last year. The efforts of the Parishad is visible, and has been acknowledged by its citizens with around 90% stating that they are now able to easily spot litter bins in commercial and public areas and remarkably outstanding is the fact that more than 99% of the citizens claimed that they are able to find and access clean toilets/urinals in public places.

## Bishrampur Nagar Panchayat, Chhattisgarh

**Cleanest City No. 2 - East Zone in < 1 Lakh Category**

Star Rating: ★★	ODF Status: ODF+
Zonal Rank SS2019	# 2
Zonal Rank SS2018	# 47
<b>Overall Score (5000 Marks)</b>	<b>3524</b>
PART-1: Service Level Progress Score (1250 M)	819
PART-2: Certification Score (1250 M)	550
PART-3: Direct Observation Score (1250 M)	1143
PART-4: Citizen Feedback Score (1250 M)	1012

Bishrampur is located in Dhamtari district of Chhattisgarh. The city of Bishrampur presents a harmonious blend of traditional values and modern developments. Bishrampur is one of the rapidly developing cities of the state.

All residential as well as commercial areas of the ULB are covered under 100% door-to-door garbage collection as well as source segregation. The city also ensures that 100% of its waste is treated efficiently in decentralized or centralized waste processing plants. In terms of integrating informal waste pickers into the system, the city has done a phenomenal job by integrating more than 95% of them. The city has also worked in placing ICT based mechanisms for collection and transportation of waste, GVP monitoring and attendance for sanitation staff.

Bishrampur Nagar Panchayat has also worked on completely making the city bin free.

It is also remarkable to note that the council has also scored marks in the Home composting indicator with more than 3% of the households of the city processing their wet waste at home.

Bishrampur Nagar Panchayat has ensured 100% sewerage network. Having been certified ODF+ by MoHUA, the council has made sure the construction of more than 80% of Individual Household Toilets (IHHLs) with water availability at source and almost all of the public toilets of the city are uploaded on the Google maps to be easily accessed by the general public, with all of it being opened between 4:00 AM to 10:00 PM.

In the on-field assessment, the city did a commendable job by scoring 1143 marks out of 1250. Bishrampur scored 100% in cleanliness of residential and commercial/public areas, bus/auto stations and also its community and public toilets being clean and user friendly with large hoardings, spreading awareness about the importance of cleanliness and the Swachh Bharat Mission.



Not only in on-field assessment, or service level progress, the Bishrampur Nagar Panchayat also received a huge backing from its citizens across various facets of cleanliness. Not only were 99.7% of citizens were aware that their city was participating in this year's Swachh Survekshan, the same number of citizens had also reported that they were satisfied with the cleanliness of their city, and believed that it was definitely better than last year. The effort of Bishrampur Nagar Panchayatis visible, and has been acknowledged by its citizens with more than 99% stating that they are now able to easily spot litter bins in commercial and public areas and are able to find and access clean toilets/urinals in public places.

## Jashpur Nagar, Nagar Palika, Chhattisgarh

**Cleanest City No. 3 - East Zone in < 1 Lakh Category**

Star Rating: ★★★	ODF Status: ODF++
Zonal Rank SS2019	# 3
Zonal Rank SS2018	# 4
<b>Overall Score (5000 Marks)</b>	<b>3435</b>
PART-1: Service Level Progress Score (1250 M)	622
PART-2: Certification Score (1250 M)	750
PART-3: Direct Observation Score (1250 M)	1082
PART-4: Citizen Feedback Score (1250 M)	981

Jashpur Nagar is a Nagar Palika in Jashpur District in the state of Chhattisgarh. It is the administrative headquarters of Jashpur district and was formerly the capital of Jashpur State. It is located in the Chota Nagpur Plateau with a pleasant climate throughout the year. Jashpur Nagar has a number of fascinating places to visit namely Devi temple, Shiv temple, Balaji temple, Residence of Raja's, Shanti Bhawan and Church, Rani Sati Garden, Ranidah Waterfall, Loroghat and Sougarha which are attracting tourists from all over.

All residential as well as commercial areas of the ULB are covered under 100% door-to-door garbage collection as well as source segregation. The city also ensures that 100% of its waste is treated efficiently in decentralized or centralized waste processing plants. Not only has the city enabled ICT based mechanisms for SWM, in terms of integrating informal waste pickers into the system, the city has done a phenomenal job by integrating more than 95% of them.



It is also remarkable to note that a small Municipality has sensitized its citizens about home composting with around 3% of the households processing their wet waste at home.

Moreover, all of the city's public toilets are uploaded on the Google maps to be easily accessed by the general public, with all of them being opened between 4:00 AM to 10:00 PM.

In the on-field assessment, the city scored 1082 marks out of 1250. Jashpur Nagar's residential areas, commercial areas, catchment areas of public transport stations in the city were all found to be clean and well maintained, with dustbins placed at all shops. To make people aware about the Sanitation and Swachh Survekshan, the city has placed hoardings at 100% of its commercial and public areas.

It is monumental for the Jashpur Nagar Municipality that all of its citizens who were taken the face to face feedback were aware of the fact that their city is participating in the Swachh Survekshan 2019. Also all of them had also reported that they were satisfied with the cleanliness of



their city, or that it was definitely better than last year. Here, 97% of the citizens are able to easily spot litter bins in commercial and public areas and more than 99% claimed that they are able to find and access clean toilets/urinals in public places. Finally and above all, the city has also been certified 3 star under Garbage Free City.

## Karanjia Municipality, Odisha

**Fastest Moving City** - East Zone in < 1 Lakh Category

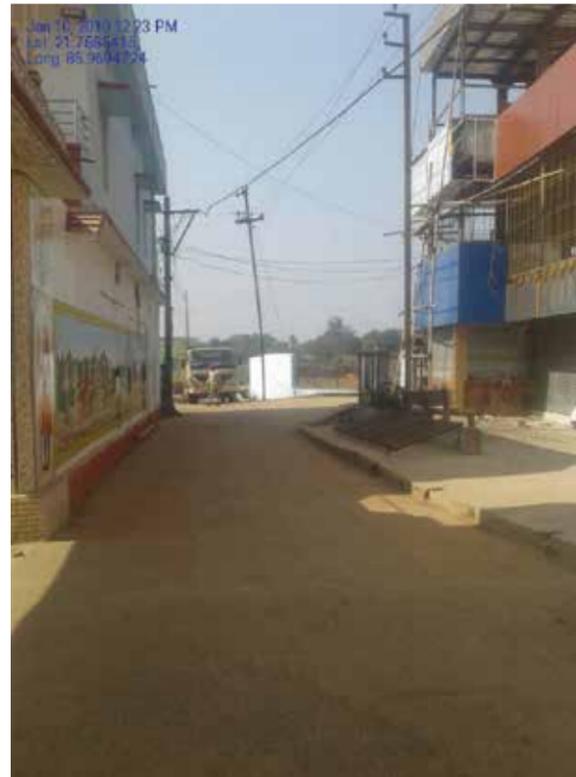
Star Rating: <b>None</b>	ODF Status: <b>Self Declared ODF</b>
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Zonal Rank SS2019	# 204
Zonal Rank SS2018	# 453
Jump in Positions	249↑

<b>Overall Score (5000 Marks)</b>	<b>1766</b>
PART-1: Service Level Progress Score (1250 M)	137
PART-2: Certification Score (1250 M)	25
PART-3: Direct Observation Score (1250 M)	892
PART-4: Citizen Feedback Score (1250 M)	713

Karanjia is a notified area council in the Eastern India state of Odisha. It is bounded on its South-East by Deo River which also forms the natural district border for Mayurbhanj.

Karanjia is famous for its DolaYatra and Mela which is celebrated in falgun month of Oriya Panjika (calendar). It is a century-old festival of this locality.



Karanjia notified town participated in Swachh Survekshan 2019 by distributing all required PPE's to its sanitation workers and imparting training to them for adopting better sanitation practices in the society. The civic body had conducted widespread awareness campaigns in schools and colleges about cleanliness, community, door to door garbage collection and individual toilets were also constructed to deal with open defecation problems.

Karanjia has been applauded for the efforts that has taken in the last one year to make the city one of the cleanest in the country and has been awarded with 'Fastest Moving city' (< 1 lakh population category) in terms of positive jump in ranking done in Swachh Survekshan 2019. The city has a total of 1766 marks out of a maximum of 5000 marks overall. SLP, Karanjia has scored 892 marks out of 1250 in DO, and in Citizens' feedback, largely it has scored 712 on 1250.

It has received largely positive feedback from its citizens, taking its score up to 713 out of 1250 in this component. During Swachh Survekshan 2019, a total of 251 citizens of Karanjia provided their feedback. Not only more than 75 % of residential and commercial areas are 100% clean but also all the public and community toilets prominently display the SBM messages. All the CT/PTs available in the ULB have the facility of safe sanitation system. More than 85% of meat/fish or vegetable/fruit markets are found to be clean. All the bus stands and railway stations are clean with no OD spots found in their catchment area. All the commercial and public areas have 100% noticeable hoardings/ billboards/ wall writings.

## Bhilai Charoda Municipality, Chhattisgarh

**Cleanest City** in the East Zone in >50,000 to 100,000 Category

Star Rating: <b>★★★</b>	ODF Status: <b>ODF++</b>
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Zonal Rank SS2019	# 4
Zonal Rank SS2018	# 44

<b>Overall Score (5000 Marks)</b>	<b>3424</b>
PART-1: Service Level Progress Score	649
PART-2: Certification Score	750
PART-3: Direct Observation Score	1034
PART-4: Citizen Feedback Score	991

Bhilai Charoda, one of the prominent cities of Chhattisgarh, lies in Durg District. The Bhilai Charoda Municipality is the administrative body of the Bhilai Charoda City. It is famous for its ancient temple of Lord Shiva in Deobalada Charoda which is believed to have been built in the fifth century. The beautiful temple is a great pilgrimage and tourist center. The city has obtained the award for the 'Cleanest City' in the East zone (between 50000 to 1 lakh population categories) in the Swachh Survekshan 2019 assessment.

Almost all residential as well as commercial areas of the ULB are covered under 100% door-to-door garbage



collection as well as source segregation. The city also ensures that 100% of its waste is treated efficiently in decentralized or centralized waste processing plants. In terms of integrating informal waste pickers into the system, the city has done a remarkable job by integrating more than 95% of them.

All of the public toilets of the city are uploaded on the Google maps to be easily accessed by the general public, with more than 55% of it being opened between 4:00 AM to 10:00 PM.

Bhilai Charoda Municipality has also worked in capacity building of the SBM staff through e-learning portals and by conducting workshops. The Municipality has also actively enforced all the Bye-laws related to solid waste management, open defecation etc.

In the on-field assessment, the city scored 1034 marks out of 1250. Bhilai Charoda's residential areas, commercial areas, catchment areas of public transport stations in the city were all found to be clean and well maintained. To make people aware about the Sanitation and Swachh Survekshan, the city has placed hoardings at more than 90% of its commercial and public areas.



Adding to that, the city has received strong affirmation from its citizens across various aspects of cleanliness. Not only, 98.5% of citizens were aware that their city was participating in this year's Swachh Survekshan, they had also asserted that they were satisfied with the cleanliness of their city. The efforts of the City are visible, and have been acknowledged by its citizens with more than 95% stating that they are now able to easily spot litter bins in commercial and public areas and more than 97% of the citizens find access to clean toilets/urinals in public places. Furthermore, the city has also been certified as a 3 star Garbage free city. The hard-work and dedication of the administration is evident from the award it has received which indicates the quality performance towards achieving the objective of clean and sanitation environment.

## Chakradharpur Nagar Parishad, Jharkhand

**Best City in 'Citizen Feedback' - East Zone in >50,000 - 1 Lakh Category**

Star Rating: ★★	ODF Status: ODF <sup>++</sup>
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Zonal Rank SS2019	# 64
Zonal Rank SS2018	# 98
Count of Citizens' Feedback	403

Overall Score (5000 Marks)	2918
PART-1: Service Level Progress Score (1250 M)	215
PART-2: Certification Score (1250 M)	550
PART-3: Direct Observation Score (1250 M)	1075
PART-4: Citizen Feedback Score (1250 M)	1078

Chakradharpur is a mineral rich, Nagar Parishad in Jamshedpur district of Jharkhand, India. It is bounded with Jamshedpur in the east, Rourkela in the west; Ranchi and Chaibasa to its North and South, respectively. The city consist of 23 wards and has a population of 56,531 according to the 2011 census.

Under the citizen feedback component, the Nagar Parishad scored 1078 out of 1250 in Swachh Survekshan 2019, which clearly signals the active engagement of citizens in the "Swachhta" movement.

This year, not only were 99.5% of surveyed citizens were aware that their city participated in Swachh Survekshan 2019, but also, 99.2% of people were found more than satisfied with the cleanliness status of the city.

While 97.2% of citizens reported increased visibility and ease of access to litter bins, 99% of the citizens claimed they were able to locate and access clean urinals



in commercial and public spaces, demonstrating visible impact of the Nagar Parishad's efforts. The overwhelming feedback for Swachh Survekshan 2019 stated that due to availability and accessibility of litter bins, there were no spills in critical areas and clean public toilets were used regularly.

The "Swachhta" movement contributed heavily to ULB's ability to resolve grievances of citizens. Of the complaints registered with the Nagar Parishad, 90% were resolved successfully. This prompt response from the municipal body reflected in the citizen feedback survey. 99% of surveyed citizens reported a positive feedback regarding complaint registration and resolution.

Under the Direct Observation evaluation component, the ULB scored a 100 % for developing onsite safe disposal systems and scored more than 90 % for providing clean, user friendly toilets and by displaying notable SBM messages over the CT/PTs.

The ULB's contribution to the cleanliness mission has also led them to score maximum marks for maintaining cleanliness in the catchment area of railway station/ bus station, or airports and for promoting the Swachh Survekshan 2019 through noticeable hoardings/ Billboards/ wall writing in all the commercial and public areas.



## Gumla Nagar Panchayat, Jharkhand

**Best City in 'Innovation and Best Practices' - East Zone in > 50,000 - 1 Lakh Category**

Star Rating: ★★	ODF Status: ODF
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Zonal Rank SS2019	# 100
Zonal Rank SS2018	# 9

Overall Score (5000 Marks)	2772
PART-1: Service Level Progress Score (1250 M)	379
PART-2: Certification Score (1250 M)	500
PART-3: Direct Observation Score (1250 M)	959
PART-4: Citizen Feedback Score (1250 M)	935
Innovation and Best Practices Score (62 M)	37

Gumla Nagar Panchayat with a population of around 51000 is located in the southern region of Jharkhand state. It is also considered as one of the urban spheres in Jharkhand state which is rapidly adopting new development initiatives and has witnessed rapid urbanization in the recent decades. Gumla Nagar Panchayat has been awarded as the 'Best City in Innovations and Best Practices' from urban local bodies who participated in Swachh Survekshan 2019 assessment from East zone in the population category Of 50000 to 1 lakh.

### ULB led innovation and best practices

Considering the rise in population demand, the Gumla Nagar Panchayat has acknowledged the issue of handling garbage waste being generated on a daily basis, by giving prime focus to wet waste management process. Wet Waste Management program initiated by the ULB has been intended to reduce adverse effects of waste on human health and environment.



ULB collects wet waste from various hotel areas, restaurants, schools, households and distributes the same to owners of pig shelters which are further fed to the pigs. Food plate waste which is generated during production, processing, transportation, distribution or consumption of food, is in a way used as feeding items to the livestock species and thus reduces the burden of disposal of waste being sent to the dumpsites. This process has saved a lot of costs involved in transportation, disposal and processing of wet waste to the dumpsite.

### Citizen led innovation and best practices

Home composting has been considered one of the sustainable methods to process wet waste generated at the source. A citizen led initiative taken by Ganesh Ram, resident of Gumla Nagar Panchayat has been an inspirational example wherein the wet waste being sent to the dumpsite is being processed at on-site itself.

Ganesh segregates wet waste from the generated garbage in the form of cooked and raw waste. This segregated waste is fed to the pigs and certain amount is converted into compost.

Starting from his own household, Ganesh Ram now has started contacting hotel and various other waste generators for wet waste collection.

This environmental friendly initiative has now been taken up by many residents of Gumla Nagar Panchayat and this collectively has helped in reduction of garbage at the landfill as most of the waste is being processed at the source itself.

## Phusro Nagar Parishad, Jharkhand

**Best City in 'Solid Waste Management' - East Zone in >50,000 - 1 Lakh Category**

Star Rating: ★★	ODF Status: ODF <sup>+</sup>
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Zonal Rank SS2019	# 20
Zonal Rank SS2018	# 11

Overall Score (5000 Marks)	3160
PART-1: Service Level Progress Score (1250 M)	527
PART-2: Certification Score (1250 M)	550
PART-3: Direct Observation Score (1250 M)	1140
PART-4: Citizen Feedback Score (1250 M)	943
SWM Indicators Scores (1783 M)	1324



Phusro Nagar Parishad is a notified town in Bokaro district in the state of Jharkhand. It is located about 35 kilometres (22 mi) from district headquarters of Bokaro district. As per 2011 Census of India, Phusro Nagar Parishad has a total population of 89,178 and has awarded Best City in 'Solid Waste Management' in East Zone in the population category between 50,000 and 1 lakh. The town has secured a total of 1324 marks out of a maximum of 1783 marks allocated under SWM indicators in Swachh Survekshan 2019.

With the dedicated Nagar Parishad staff and even more fervent citizens, the city is able to achieve 100% segregation of waste at source. All the Bulk Garbage Generators, parks & gardens within the city are practicing on-site processing of organic waste. 100% wards are covered with door-to-door garbage collection facility. Sanitation staff carries out twice a day sweeping in all most all the commercial areas of the city and activity log for sweeping is also being tracked by the sanitary Inspectors. All the commercial areas have appropriate number of twin-bins installed, which are emptied daily.

The city has attained a commendable score of 1140 marks out of 1250 in the direct observation component of SS2019, which involved the independent assessment of the town's residential and commercial areas, public and community toilets, railway station, bus station, and vegetable and fruit markets. Most of these areas were found to be very clean, with the required facilities including IEC messages for the general public present in all areas. Public toilets and commercial toilets are visibly clean and also easily accessible to all. The city administration has

been able to keep its public sanitation facilities clean and in adequate number as required by its citizens. In addition to that, all vegetable, fruit and fish/meat markets were found to be clean and well maintained.

The city has spearheaded the journey towards 'Swachhata' with a favorable approach and earned positive responses under Citizen Feedback component in SS 2019. Over 87% of respondents among the citizens of Phusro had a favorable outlook of their local body's activities in the Swachh Bharat initiatives. Respondents were asked and gave an overwhelmingly positive feedback about the current levels of cleanliness in the city as well as improvements over the previous year. Approximately 87 per cent of the respondents participated in the survey found that the litter bins were positioned in appropriate places and are readily available to drop the refuse. Almost 86% of the citizens said that they were happy about the door-to-door collection service and segregation at source that the Municipal Corporation is providing them.

To make the citizens aware about the open defecation free under the best practices, the city administration has implemented various strategies, brought out IEC materials, organized rallies and enforced inspection committees during the night to monitor the open defecation. The city has constructed nearly community & public toilets to serve communities and public spaces. All the community as well as public toilets are gender, child and disabled friendly and are tracked by sanitation department teams. The citizens have an impressive outlook on the performance and attitude of city administration to attain the goals and objectives of Swachh Bharat Mission.

## Paradip Municipality, Odisha

**Fastest Mover City - East Zone in >50,000 - 1 Lakh Category**

Star Rating: <b>None</b>	ODF Status: <b>Self Declared</b>
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Zonal Rank SS2019	# 187
Zonal Rank SS2018	# 215
Jump in Positions	28↑

Overall Score (5000 Marks)	1904
PART-1: Service Level Progress Score (1250 M)	101
PART-2: Certification Score (1250 M)	25
PART-3: Direct Observation Score (1250 M)	931
PART-4: Citizen Feedback Score (1250 M)	848

Paradip is a major seaport town and a designated municipality area in Jagatsinghpur district of Odisha, India. It is one of the known industrial hubs in Odisha primarily as a centre for transportation of goods. On the confluence of the river Mahanadi and the Bay of Bengal, Paradip has a beautiful beach which is famous for its clear blue water and greenery. As per the survey findings of Swachh Survekshan 2019, it has been found that, different departments of the Paradip Port Trust actively participated to maintain the cleanliness of the surroundings in frequent intervals. Such kind of initiative along with administration's effort has resulted in the improvement of the city's ranking from Swachh Survekshan 2018 assessment. In the Swachh Survekshan 2019 it has been awarded as the 'Fastest Mover City' in the East zone between the population category of 50000 to 1 lakh.

The Port has constructed Sulabha Souchalaya at various locations, which are maintained daily round the clock,



by the port through Sulabha International, Odisha. Apart from this the Port has constructed branch drains and main drains connecting to the discharge points for the discharge of rain water. Besides many more works under Clean Port Campaign-20 Point Programme are being taken up by PPT in a regular manner. Under Swachh Bharat Abhiyan, toilets have been constructed in different wards of Paradip and market places for the general public. Under this Abhiyan, different departments of the Paradip Port Trust are participating to maintain the cleanliness of the surroundings at frequent intervals.

They were able to take a jump of 28 positions from Rank 215 in Swachh Survekshan 2018 to Rank 187 Swachh Survekshan 2019. The city has a total of 1904 marks out of a maximum of 5000 marks overall

In the direct observation assessment, it has scored 931 marks out of 1250, and in the Citizens' Feedback survey, it has scored 848 on 1250. This indicates the good performance of the administration in fulfilling Swachh Bharat Mission objectives.



It has received positive feedback from its citizens, taking its score up to 848 out of 1250 in this component. During Swachh Survekshan 2019, a total of 253 citizens of Paradip provided their feedback.

More than 75% of residential and commercial areas are clean. More than 70% of CT/PTs are clean and user-friendly and Community and public toilets have prominently displayed SBM messages.

All the Community and public toilets have linked to onsite safe and close sanitation system.

Majority of bus stands and railway stations are clean and without OD spots.

All the commercial/public areas of the city have Swachh Survekshan 2019 hoardings/ billboards and wall writings thus indicating the active involvement in spreading awareness regarding cleanliness and sanitation.

## Pakur Nagar Parishad, Jharkhand

**Cleanest City - East Zone in > 25,000 – 50,000 Category**

Star Rating: ★★	ODF Status: ODF <sup>+</sup>
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Zonal Rank SS2019	# 7
Zonal Rank SS2018	# 13

<b>Overall Score (5000 Marks)</b>	<b>3373</b>
PART-1: Service Level Progress Score (1250 M)	562
PART-2: Certification Score (1250 M)	550
PART-3: Direct Observation Score (1250 M)	1227
PART-4: Citizen Feedback Score (1250 M)	1033

Pakur, previously known as Pakaur, is the district headquarters of Pakur District, Jharkhand state. One of the main businesses of the city is linked to mining and crushing. It is also known for the manufacturing of crushing and screening equipment. Since last one decade there has been an enormous activity of coal excavation in the area. It has one of the biggest reserves of coal in the world. Amidst such heavy engineered work being carried out in the city area, it has worked efficiently towards the goal of sanitation and cleanliness. In the Swachh Survekshan 2019 program, it has bagged the award of the 'Cleanest city' in the East zone between the population category of 50000 to 1 lakh.

As per the service level progress report, all of the listed residential and commercial areas of the ULB are covered under 100% door-to-door garbage collection. In terms of integrating informal waste pickers into the formal system, the city has done a phenomenal job by integrating more than 90% of them.

It is also remarkable to note that the Town Panchayat has been encouraging residents to practice home composting of wet waste which has been valued during the assessment.



Pakur Nagar Panchayat has ensured 100% sewerage network. Having been certified ODF by MoHUA, the administration has ensured that more than 95% of Individual Household Toilets (IHHs) constructed have water availability at source and all the public toilets of the city are uploaded on the Google maps to be easily accessed by the general public.

A small city with a population of less than one lakh has done an incredibly well in the on-field assessment by scoring 1227 marks out of 1250. Pakur has scored 100% in cleanliness of residential and commercial/public areas, bus/auto stations and also its community and public toilets being clean and user friendly with large hoardings, spreading awareness about the importance of cleanliness and the Swachh Bharat Mission. The city has also bagged a 100% of the total marks in beautification of slums/old city areas/public areas.

Not only in on-field assessment and service level progress, the Pakur Town Panchayat also received a huge endorsement from its citizens across various facets of cleanliness. More than 99% of citizens were aware that their city was participating in this year's Swachh Survekshan. It is remarkable to note that all of the respondents reported that they were satisfied with the cleanliness of their city, and believed that it was definitely better than last year. The effort of Pakur Town Panchayat is visible, and has been acknowledged by its citizens with more than 97% stating that they are now able to easily spot litter bins in commercial and public areas and more than 99% of the citizens are able to find and access clean toilets/urinals in public places.

## Chatra Nagar Parishad, Jharkhand

**Best City in 'Citizens' Feedback' - East Zone in >25,000 – 50,000 Category**

Star Rating: ★★	ODF Status: ODF <sup>+</sup>
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Zonal Rank SS2019	# 21
Zonal Rank SS2018	# 29
Count of Citizen Feedback	508

<b>Overall Score (5000 Marks)</b>	<b>3157</b>
PART-1: Service Level Progress Score (1250 M)	350
PART-2: Certification Score (1250 M)	550
PART-3: Direct Observation Score (1250 M)	1162
PART-4: Citizen Feedback Score (1250 M)	1094

Chatra is a Nagar Parishad in the state of Jharkhand and the headquarters of Chatra district.

Chatra has been a consistent performer in the citizen feedback component of Swachh Survekshan program. It secured a score of 1228/1400 in the citizen survey in 2018. Chatra continued its strong performance in 2019, securing 1094/1250 in the citizen feedback of Swachh Survekshan and has bagged the award for 'Best City in Citizens feedback' category from cities of East zone with population between 25000 to 50000.

Despite a population of less than 50,000, citizen participation was more than 1 percent in face to face feedbacks alone.

The Parishad has received largely positive feedback from its citizens for its cleanliness and sanitation initiatives. Citywide awareness of Swachh Survekshan and satisfaction with cleanliness was high (99.4%) with citizens noting a marked improvement in the cleanliness of the city from the previous year. The efforts of the Parishad have not gone unnoticed. 96% of surveyed citizens acknowledged the ease of access to litter bins in commercial and public spaces and 98% of surveyed citizens were able to access clean toilets/urinals in public spaces.

Despite its small stature, Chatra Nagar Parishad has made addressing public pleas and grievances a priority, reporting an 86% resolution rate of the 800 complaints lodged by the public during the year. This level of efficacy has been possible by incorporating the grievances as part of the wider sanitation initiative.

The Direct Observation assessment provides supporting evidence to the citizen survey. On-field assessment of residential and commercial/public areas reported a score of 90%, with its community and public toilets being reported to be clean and user friendly.

To make the initiative sustainable, the Nagar Parishad has ensured that all community and public toilets are connected to onsite-safe disposal systems. ULB has been effective in spreading awareness about sanitation and Swachh Survekshan. By populating commercial and public spaces with colorful hoardings of Swachh Survekshan 2019, ULB has been able maximize reach.



## Kawardha Municipal Council, Chhattisgarh

**Best City in 'Innovation and Best Practices' - East Zone in >25,000 – 50,000 Category**

Star Rating: ★★	ODF Status: ODF <sup>++</sup>
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Zonal Rank SS2019	# 15
Zonal Rank SS2018	# 38

<b>Overall Score (5000 Marks)</b>	<b>3223</b>
PART-1: Service Level Progress Score (1250 M)	439
PART-2: Certification Score (1250 M)	600
PART-3: Direct Observation Score (1250 M)	1179
PART-4: Citizen Feedback Score (1250 M)	1005
Innovation and Best Practices Score (62 M)	44

Kawardha Municipal Council is in Kabirdham District of Chhattisgarh state. The ULB has worked immensely towards the awareness of sanitation and cleanliness by conducting many campaigns, workshops and bringing out innovative ideas which has helped in adding values towards efficient handling of waste being generated on a daily basis.

**ULB led innovation and best practices**

'SudhaSanjeevani', a project developed by the Kawardha Municipal Council aims towards creating a sustainable model for handling of waste. The segregated waste is sent for recycling and the wet waste separated is used for the making of SudhaSanjeevani, which is an organic solution beneficial for the environment and is used for cleaning purpose of floors, drains, pesticides in plants, treatment of skin diseases, and hormone enhancement in the plants and also used as a cleansing agent in toilets.

Women from certain SHGs present in the ULB area have been involved in the entire manufacturing process of the SudhaSanjeevani project. In the preparation of this solution, one part of jaggery/molasses is used which is readily available in the ULB as it is a rich sugarcane producing area. Over the period of time, this initiative has been promoted by various communities and religious leaders thus adding a lot of importance to the project work. The final product is also sold to hospitals and citizens at an economical price. Thus a product prepared with reasonable input costs has lot of advantages attached to it thus making it a very valuable product generated out of the waste.



### Citizen led innovation and best practices

'SwachhtaSangwari', a citizen-led initiative consists of a helpline number wherein the residents of all the ward areas can file in complaints or give feedback reports on various issues of sanitation and cleanliness. This has helped the ULB to have a holistic view on sanitation and solid waste management issues and apply specific solutions for the same.

The project has been publicized through social media platform, news media and print media. IEC campaigns and various messages related to Swachh Bharat Mission guidelines have been promoted through this help-line number. More and more number of residents has been encouraged to get involved in the larger process of sanitation and solid waste management. This has built a mixed balance structure of top-down and bottom-up approach in dealing with waste being generated in the city area.

## Tifra Nagar Parishad, Chhattisgarh

### Best City in 'Solid Waste Management' - East Zone in >25,000 - 50,000 Category

Star Rating: ★★	ODF Status: ODF++
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Zonal Rank SS2019	# 23
Zonal Rank SS2018	# 14

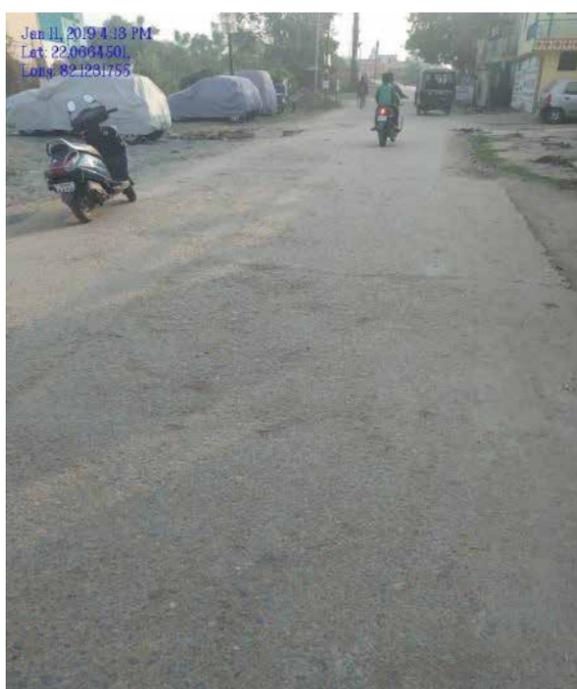
Overall Score (5000 Marks)	3133
PART-1: Service Level Progress Score (1250 M)	523
PART-2: Certification Score (1250 M)	600
PART-3: Direct Observation Score (1250 M)	1073
PART-4: Citizen Feedback Score (1250 M)	937

Tifra is a Nagar Parishad in district of Bilaspur, Chhattisgarh. The city has population of 30,465 and been awarded Best City in Solid Waste Management



in east zone in the population category of 25,000 and 50,000. In Swachh Survekshan 2019, Tifra Nagar Parishad has performed reasonably well by scoring a total of 1387 out of a maximum of 1783 marks allocated under SWM indicators.

With the committed agar Parishad staff and even more enthusiastic citizens, the city is able to achieve 100% coverage in door to door collection and over 95 per cent of segregation of waste at source. Organic waste, 100 per cent of total waste collected is treated, either by decentralized or centralized processing. Remediation is being practiced in the city as per the SMW 2016 rules.



Staff carry out sweeping twice a day in almost all the commercial areas of the city and activity log for sweeping is also being tracked by the sanitary Inspectors.

The city has scored 1073 out of 1250 marks in the Direct Observation component. The city administration has been able to keep its public sanitation facilities clean and in adequate number as required by its citizens. Nearly all of the city's residential and commercial areas were found to be clean during the independent assessor's survey under the Direct Observation component. In addition to this, most of the vegetable and fish/meat market were found to be clean.

Tifra Nagar Parishad has also done very well in the Citizen Feedback component. Over 100 % of respondents among the citizens of the city had an impressive stance on their local body's activities in the Swachh Bharat initiatives. Respondents were asked and gave an overwhelmingly positive feedback about the current levels of cleanliness in the city as well as improvements over the previous year. Furthermore, over 93 percent of the citizen participated in the survey were able to spot litter bins in commercial areas and public areas. They were also found to be aware of several Swachh Bharat programs around the city, along with the Swachh Survekshan 2019.

## Jajpur Municipality, Odisha

### Fastest Mover City - East Zone in >25,000 - 50,000 Category

Star Rating: None	ODF Status: Self Declared
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Zonal Rank SS2019	# 180
Zonal Rank SS2018	# 428
Jump in Positions	248 ↑

Overall Score (5000 Marks)	2024
PART-1: Service Level Progress Score (1250 M)	25
PART-2: Certification Score (1250 M)	25
PART-3: Direct Observation Score (1250 M)	1135
PART-4: Citizen Feedback Score (1250 M)	839

Jajpur Municipality is located in the Jajpur district of Odisha state. It is known to be a historic place of pilgrimage and was also the capital of Odisha during Kesari dynasty.

Jajpur has been applauded for the efforts that it has taken in the last one year to make the city one of the

cleanest in the country. In the Swachh Survekshan 2019 assessment it has been awarded as the 'Fastest Mover city' in the East zone (in 25000-50000 population categories). They have progressively improved in the overall ranking from Swachh Survekshan 2018. The city has obtained a total of 2024 marks out of a maximum of 5000 marks in the overall Swachh Survekshan 2019 assessment. In DO, it has scored 1135 marks out of 1250, and in Citizens Feedback, it has scored 839 on 1250.

It has received largely positive feedback from its citizens, taking its score up to 839 out of 1250 in this component. During Swachh Survekshan 2019, a total of 254 citizens of Jajpur have given their feedback.

The direct observation assessment findings show that more than 95 % of residential and commercial areas are clean and regular sweeping takes place in all of the ward areas. Nearly all of the community and public toilet sampled for the survey were found to be substantially clean, user-friendly and equipped with all basis essential requirements.

All Community and public toilets have prominently displayed SBM messages and have linked to onsite safe and close sanitation system.

During the on-ground assessment, majority of the catchment areas like vegetable/fruit and meat/fish market were found to be clean and with no litter.

All commercial/public areas of the city have Swachh Survekshan 2019 hoardings/ billboards and wall writings and airport, bus and railways station are clean and without OD spots.



## Sahaspur Lohara Nagar Panchayat, Chhattisgarh

**Cleanest City - East Zone in < 25,000 Category**

Star Rating: ★★	ODF Status: ODF++
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Zonal Rank SS2019	# 5
Zonal Rank SS2018	# 65

<b>Overall Score (5000 Marks)</b>	<b>3398</b>
PART-1: Service Level Progress Score (1250 M)	605
PART-2: Certification Score (1250 M)	600
PART-3: Direct Observation Score (1250 M)	1212
PART-4: Citizen Feedback Score (1250 M)	981

Sahaspur Lohara is a Nagar Panchayat in the Kabeerdham District positioned in rural part of Chhattisgarh. In the Swachh Survekshan 2019 assessment, the ULB has been awarded as the 'Cleanest city' in the East Zone under the less than 25k population category. With a total score of 3398 marks in the Swachh Survekshan 2019 assessment, it has obtained 5th rank in the East zone under the less than 1 lakh population category. This is a steep rise of 75 ranks compared to the Swachh Survekshan 2018 assessment. This indicates the active participation of the administration and the city residents towards creating a sustainable sanitation environment.

Under the service level progress report, the ULB has obtained 605 marks out of the total 1250 and it has obtained ODF++ status in the ODF survey. As per the Garbage Free City certification it has been declared as 2-star rating and the administration has been motivated to move towards higher rating. In the direct observation



component, it has obtained around 1212 marks out of 1250 marks, indicating it as a high performer in the survey program. All of the residential and commercial areas along with the catchment areas like vegetable market, meat/fish market, auto/taxi stands are kept clean and regularly sweeping takes place in all this listed areas.

As per the Citizen Feedback Survey, the ULB has got 981 marks out of the total 1250 marks. The citizen feedback results of the participants surveyed clearly indicate the quality work and efficient management towards cleanliness and sanitation. It has achieved higher marks especially in the indicators directly/indirectly related to solid waste management and sanitation under Swachh Survekshan 2019 assessment protocol.



## Saraipalli Nagar Panchayat, Chhattisgarh

**Best City in 'Citizens' Feedback' - East Zone in < 25,000 Category**

Star Rating: ★★	ODF Status: ODF++
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Zonal Rank SS2019	# 13
Zonal Rank SS2018	# 3
Count of Citizen Feedbacks	374

<b>Overall Score (5000 Marks)</b>	<b>3276</b>
PART-1: Service Level Progress Score (1250 M)	503
PART-2: Certification Score (1250 M)	600
PART-3: Direct Observation Score (1250 M)	1112
PART-4: Citizen Feedback Score (1250 M)	1062

Saraipali (NP) is a small town, functions as a Nagar Panchayat in Mahasamund district of Chhattisgarh. The town is located on the border of the Chhattisgarh and Orissa and is well connected through various bus routes. As per the 2011 census, the town has a population 20,043 and currently, the Nagar Panchayat supervises 15 wards.

Under Swachh Survekshan 2019, the ULB scored 1062 out of 1250 in the citizen feedback component and has bagged the award for 'Best City in Citizens feedback' in East zone under the population category of less than 25000.

While more than 95% of citizens were aware that their city was participating in Swachh Survekshan 2019, all surveyed citizens agreed that provisions made to maintain cleanliness in their city has been quite visible, and was certainly an improvement over the previous year.

All citizens who were interviewed, reported increased visibility and ease of access to litter bins and were able to locate and access clean urinals in commercial and public spaces, demonstrating visible impact of the Nagar Panchayat's efforts.

Furthermore, ULB was successful in involving 99.73% of surveyed citizens in the "Swachhta" movement by providing special instructions regarding source segregation. During the course of Swachh Survekshan 2019, 2980 number of complaints regarding issues with numerous municipal services were registered, out of which 90.89% of the problems were given a quick and appropriate solution.

The Direct Observation scores were reinforced by the city's impressive performance in citizen feedback. In the On-field evaluation, which constituted several parameters of assessment such as cleanliness, safety and user-friendliness of CT/PT, the ULB scored 99.2%. Adding to its growing list of achievements, the town also



scored 100% across these parameters: safe disposal of waste from CT/PT, presence of Swachhta advertisement on CT/PT, cleanliness of auto stands, bus and railway stations and penetration of Swachh Survekshan 2019 hoardings across all commercial/public areas.

## Gaurella Nagar Panchayat, Chhattisgarh

**Best City in 'Innovation and Best Practices' - East Zone in < 25,000 population category**

Star Rating: ★★	ODF Status: ODF++
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Zonal Rank SS2019	# 104
Zonal Rank SS2018	# 72

<b>Overall Score (5000 Marks)</b>	<b>2763</b>
PART-1: Service Level Progress Score (1250 M)	521
PART-2: Certification Score (1250 M)	600
PART-3: Direct Observation Score (1250 M)	885
PART-4: Citizen Feedback Score (1250 M)	757
Innovation and Best Practices Score (62 M)	33

Gaurella Nagar Panchayat, situated in Bilaspur District of Chhattisgarh state, is home to around 18000 people. Gaurella being a small-sized ULB has made attempts at focusing on strengthening its current infrastructure of solid waste management. It has come up with innovative ideas both at the ULB level and citizen level in order to add more value to the overall solid waste management network.

**ULB led innovation and best practices**

For comfortable and sustainable segregation and transportation of dry and wet waste, the Gaurella Nagar Panchayat designed its own model of tricycles which is



used in the garbage collection process. With the gaps identified in the current ecosystem, the ULB found that the inefficiency in the tricycles operation involved factors like heavy weight, frequent breakdowns, less utilization, no provision of cover, no separation for wet and dry waste, among others. The new model had innovations like compartmentalized bin system, separate collection provision for hazardous waste, dedicated space for IEC campaigns, space and provisions for storing saleable materials, light weight, first aid box and tool box for repairing the tricycle on spot.

One of the highlighting points of this innovation was that due to the light weight even the female workers (from SHGs, NGOs) involved in the garbage collection work felt comfortable riding the vehicle.

#### Citizen led innovation and best practices

With the introduction of tri-cycles, the view of citizens towards waste collection and transportation process has changed. People have now been accepting towards the introduction of women into the garbage collection process and have also taken up the initiative of handling the waste collection and transportation on their own. People have become more aware towards the significance of source segregation of waste and proper disposal of the same.

Residents of Gaurella Nagar Panchayat have also started using the tricycle for various advertisements and IEC campaigns. In order to promote social awareness programs the residents have equipped the tricycles with loud speakers and travel from one ward area to another.

## Jhagrakhand Nagar Panchayat, Chhattisgarh

**Best City in 'Solid Waste Management' - East Zone in < 25,000 Category**

Star Rating: ★★	ODF Status: ODF <sup>++</sup>
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Zonal Rank SS2019	# 22
Zonal Rank SS2018	# 171

<b>Overall Score (5000 Marks)</b>	<b>3146</b>
PART-1: Service Level Progress Score (1250 M)	566
PART-2: Certification Score (1250 M)	600
PART-3: Direct Observation Score (1250 M)	1035
PART-4: Citizen Feedback Score (1250 M)	945
SWM Indicators Score (1783 M)	1489



Jhagrakhand is a town and a Nagar Panchayat in Koriya District in the state of Chhattisgarh. With the total population of 7680, the city has adjudged as the Best City in Solid Waste Management in east zone in the population category of less than 25,000. The nagar panchayat has scored a total of 1489 out of a maximum of 1783 marks allocated under 'SWM infrastructure and services' under assessment protocol of Swachh Survekshan 2019.

All residential as well as commercial areas of the ULB are covered under 100% door-to-door garbage collection. In fact, more than 95 per cent of the wards in the Nagar Parishad are practicing source segregation of the waste collected. The city has initiated various strategic plans to fulfill the requirements of the citizens to make the city clean as envisaged under the objectives of Swachh Bharat Mission.

In the Direct Observation component of Solid Waste Management under the Swachh Survekshan 2019, the city has notched 699 marks out of 790 by properly maintaining public facilities and general cleanliness of the city's commercial and residential areas. Independent assessors visited several locations around the city and captured photographs of the residential areas, commercial areas, bus station, railway station, vegetable markets etc. and found most of them to be visibly clean. Even most of the public and community toilets were evaluated under this component, and were found to be clean and complete with the required facilities to promote these among the general public.

The city has got a prodigious positive response from their citizens to enhance the initiatives of the administration to make the city clean through the citizen feedback. The



percentage of citizens who felt that the cleanliness standards of their areas have improved compared to the previous year stands at an astounding 99.22%. Further, 80.08 % of the citizens have said that they have started utilizing litterbins placed in public areas. Under the best practices, agar Panchayat administration has implemented various strategies, brought out IEC materials, organized rallies and enforced inspection committees to monitor the open defecation to gear up the city to become a Swachh city under Swachh Survekshan 2019.

## Tarbha Notified Area Council, Odisha

**Fastest Mover City - East Zone in < 25,000 population category**

Star Rating: None	ODF Status: Self Declared
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Zonal Rank SS2019	# 199
Zonal Rank SS2018	# 416
Jump in Positions	217 ↑

<b>Overall Score (5000 Marks)</b>	<b>1806</b>
PART-1: Service Level Progress Score (1250 M)	77
PART-2: Certification Score (1250 M)	25
PART-3: Direct Observation Score (1250 M)	865
PART-4: Citizen Feedback Score (1250 M)	838

Tarbha, is a Notified Area Council in Sonepur district in the Indian state of Odisha. The town hosts a mixture of castes, with the majority working as goldsmiths, brass smiths and weavers. Tarbha is a sacred place for Muslims community. All festivals are celebrated in a grand way. The Tarbha Rath Yatra is one of the grand events organized in the city area.

Tarbha effort towards building a clean environment as per the guidelines of Swachh Bharat Mission program has resulted in bagging the award for 'Fastest Mover city' from East zone (in less than 25k population category) in Swachh Survekshan 2019. It has improved significantly in its ranking from Swachh Sarvekshan 2018 assessment with a total jump of 217 ranking.

The city has a total of 1806 marks out of a maximum of 5000 marks in the overall Swachh Survekshan 2019 assessment. In the direct observation component, the ULB has scored 865 marks out of 1250, and in Citizens Feedback, it has scored 838 on 1250.

It has received largely positive feedback from its citizens, taking its score up to 838 out of 1250 in this component. During Swachh Survekshan 2019, a total of 253 citizens of Tarbha provided their feedback. More than 65% of residential and commercial areas are 100% clean. More than 80% of CT/PT are clean, useable taps, child friendly and has also installed ICT based feedback system.

During the on-ground assessment it was found that all the catchment areas like bus stands, railway stations, vegetable/fruits and meat/fish markets were kept clean and garbage free. Furthermore all of the community and public toilets were in proper functioning state along with mechanism for safe disposal of generated fecal sludge. Swachh Survekshan 2019 has been extensively promoted in the form of hoarding /bill boards/ wall writing in all commercial and residential areas of Tarbha.



## ZONAL LEVEL AWARDS: NORTH EAST ZONE

**TABLE 16: Awarded ULBs - North East Zone (Less than 1 lakh Population)**

Sl. No.	Award Category	Name Of The ULB
1	North East Zone's Cleanest City - No. 1	Thoubal Municipal Town
2	North East Zone's Cleanest City - No. 2	Wangjing Lamding Nagar Panchayat
3	North East Zone's Cleanest City - No. 3	Kakching Nagar Panchayat
4	Fastest Mover' in North East Zone	Tangla Town Committee

**TABLE 17: Awarded ULBs - North East Zone (>50,000 to 1,00,000 Category)**

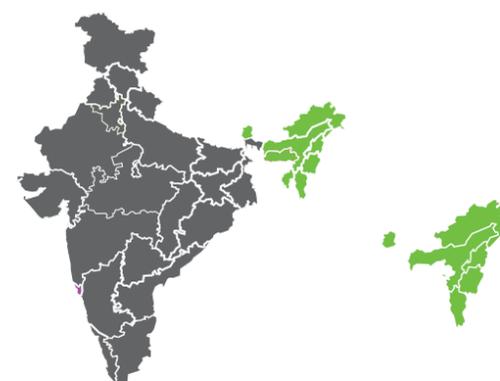
Sl. No.	Award Category	Name Of The ULB
1	Cleanest City in North East Zone	Sivasagar Municipal Board
2	Best City in Citizens Feedback – North East Zone	Diphu Town Committee
3	Best City in 'Innovation & Best Practices' - North East Zone	Lunglei Notified Town
4	Best City in 'Solid Waste Management' – North East Zone	Bongaigaon Municipality
5	Fastest Mover' City – North East Zone	Tezpur Municipal Board

**TABLE 18: Awarded ULBs - North East Zone (>25,000 to 50,000 Category)**

Sl. No.	Award Category	Name Of The ULB
1	Cleanest City in North East Zone	Champai Nagar Panchayat
2	Best City in Citizens Feedback – North East Zone	Barpeta Municipal Board
3	Best City in 'Innovation & Best Practices' – North East Zone	Udaipur Nagar Panchayat
4	Best City in 'Solid Waste Management' – North East Zone	Lumding Municipal Board
5	Fastest Mover' City – North East Zone	Lanka Municipal Board

**TABLE 19: Awarded ULBs - North East Zone (< 25,000 population Category)**

Sl. No.	Award Category	Name Of The ULB
1	Cleanest City in North East Zone	Mayang Imphal Municipal Council
2	Best City in Citizens Feedback – North East Zone	Lamlai Nagar Panchayat
3	Best City in 'Innovation & Best Practices' – North East Zone	Ningthoukhong Municipal Council
4	Best City in 'Solid Waste Management' – North East Zone	Vairengte Notified Town
5	Fastest Mover' City – North East Zone	Sonamura Nagar Panchayat



### NORTH EAST ZONE

#### Thoubal Municipal Town, Manipur

**Cleanest City No. 1 in the North East Zone in < 1 Lakh Category**

Star Rating: <b>None</b>	ODF Status: <b>ODF</b>
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Zonal Rank SS2019 (North East)	# 1
Zonal Rank SS2018 (North East)	# 71

<b>Overall Score (5000 Marks)</b>	<b>2159</b>
PART-1: Service Level Progress Score (1250 M)	227
PART-2: Certification Score (1250 M)	150
PART-3: Direct Observation Score (1250 M)	997
PART-4: Citizen Feedback Score (1250 M)	786

The Thoubal Municipal town is one of the fastest growing town, situated in Thoubal District of Manipur. It is also the main marketing center of the District and also houses the handloom and handicraft industries. The town has secured the 1st position in the Best City in North- East Zone among all the ULBs with population between 25,000 and 50,000.

Apart from its efforts in solid waste management, sanitation, and other Swachh Bharat Mission initiatives, Thoubal has performed well in the Direct Observation component, with 997 marks out of 1250. The community and public toilets in the town were found to have all the necessary facilities like water connection, electricity, proper lighting and ventilation. The bus station was also found to be clean with dustbins placed at the shops present there. Toilets near the bus station had all the necessary facilities as well. Better documentation would certainly help the ULB to



improve the service delivery and find a better position in overall ranking in the future.

The town has been certified as ODF without failure.

In the direct component for citizen feedback, which includes face to face interaction, feedback taken over the phone, and OTP-based feedback on the portal, 100% of the feedback received has been positive for the town. Out of a maximum of 1250 marks, Thoubal has secured 786 marks in total. This reasonable score is direct evidence of the positive outlook of the citizens on the initiatives of Thoubal city administration. The ULB has affirmed their appreciation of the town's general cleanliness, its improvement over the previous year and the facilities provided and maintained by the local body. Further, it has also contributed to IEC by placing hoardings at several locations to create awareness on Swachh Survekshan 2019.

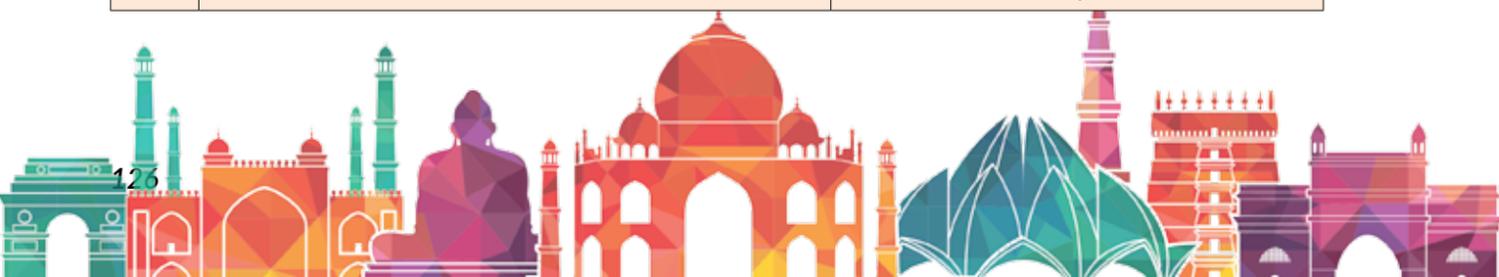
#### Wangjing Lamding Nagar Panchayat, Manipur

**Cleanest City No. 2 North East Zone in < 1 Lakh Category**

Star Rating: <b>None</b>	ODF Status: <b>ODF</b>
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Zonal Rank SS2019 (North East)	# 2
Zonal Rank SS2018 (North East)	# 31

<b>Overall Score (5000 Marks)</b>	<b>2133</b>
PART-1: Service Level Progress Score (1250 M)	233
PART-2: Certification Score (1250 M)	150
PART-3: Direct Observation Score (1250 M)	944
PART-4: Citizen Feedback Score (1250 M)	806



Wangjing Lamding is a town and a Nagar Panchayat located in Thoubal district in the Indian state of Manipur. It is about 6 km from district headquarters and agriculture is the prime livelihood or source of economy for the town. Wangjing River, a rivulet flowing down from the eastern hills, runs through the middle of the town, serving as a natural spring. With a population figure of just 8055, it has been awarded as the 2nd cleanest city from the North East region under the Swachh Survekshan 2019 program.

In the service level progress report, the ULB has secured a total score of 233 out of 1250 marks, obtaining a rank of 1126 all over India. This is considered as a high performance in the context of North Eastern Region considering the monetary and manpower constraints. The administration practices door to door collection of garbage waste in all of the ward areas. The administration has notified and monitored all of the identified bulk waste generators (as per the ULBs guidelines) to practice composting and disposal of the generated wet waste within their premises. As per the Swachh Bharat Mission guidelines, it has also uploaded all of its listed public toilets on Google maps as 'SBM Toilets'. It has achieved 'ODF without failure' as its status under the Open Defecation Free assessment. Under the Direct observation assessment, the ULB has scored a total of 944 marks out of 1250 marks, obtaining a rank of 782 all over India. This is considered as a high quality performance by a less populated ULB. Majority of the residential areas, commercial areas, community toilets, public toilet were found to be substantially clean. Catchment areas like bus stations and auto/taxi stands were found to be clean and public friendly. ULB has promoted Swachh Survekshan 2019 in all of its ward areas which were sampled as part of the direct observation survey.



## Kakching Nagar Panchayat, Manipur

**Cleanest City No. 3 North East Zone in < 1 Lakh Category**

Star Rating: <b>None</b>	ODF Status: <b>ODF</b>
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Zonal Rank SS2019 (North East)	# 3
Zonal Rank SS2018 (North East)	# 1

<b>Overall Score (5000 Marks)</b>	<b>2032</b>
PART-1: Service Level Progress Score (1250 M)	178
PART-2: Certification Score (1250 M)	150
PART-3: Direct Observation Score (1250 M)	802
PART-4: Citizen Feedback Score (1250 M)	902

Kakching with a population of around 32138 is an agricultural town and due to its output of paddy it is also known as the 'Granary of Manipur'. In terms of population, development and education, Kakching is the second biggest town in Manipur next only to Imphal. Sekmal River flows through the town which is one of the most important rivers in Manipur as it runs northwards and gives water in and around Kakching town.

Kakching bagged the award for Cleanest City in North East Zone in Swachh Survekshan 2018. The prime reason of the award was the active participation shown from the public end. This has been continued as Kakching has received the 3rd rank for 'Cleanest city' in the overall North East zone in Swachh Survekshan 2019.

It has achieved 'ODF without failure' as its status under the Open Defecation Free assessment. Under the direct observation component it has obtained a total score of 802 marks out of 1250. Kakching administration through its constant efforts has managed to maintain most of its ward area clean and garbage free. During the on-ground assessment it was found that majority of its residential/commercial areas and catchment areas like bus stations, auto/taxi stands are regularly cleaned. The people work hand-in-hand with the Kakching Municipal Council in an endeavor for a cleaner and better Kakching.



## Tangla Town Committee, Assam

**Fastest Moving City in the North-East Zone in < 1 Lakh Category**

Star Rating: <b>None</b>	ODF Status: <b>None</b>
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Zonal Rank SS2019 (North East)	# 31
Zonal Rank SS2018 (North East)	# 181
Jump in Positions	150↑

<b>Overall Score (5000 Marks)</b>	<b>1457</b>
PART-1: Service Level Progress Score (1250 M)	66
PART-2: Certification Score (1250 M)	0
PART-3: Direct Observation Score (1250 M)	545
PART-4: Citizen Feedback Score (1250 M)	846

Tangla is a town and a town area committee in what was Darrang district and is now Udalguri district in the Indian state of Assam. It was a prominent business place for jute, beetle nut, rice, etc. and a host of small scale industries and centre of culture in erstwhile Darrang district. Tangla is an educational hub in the entire Udalguri district. Students come from many places to study in Tangla.

Tangla administration has been awarded the 'Fastest Moving city' award from North East zone (less than 1 lakh population category) as it has successfully improved its rank by 150 position from Swachh Survekshan 2019 program. The city has a total of 1457 marks out of a maximum of 5000 marks overall. In DO, it has scored 545 marks out of 1250, and in Citizens Feedback, it has scored 846 on 1250. During Swachh Survekshan 2019, a total of 258 citizens of Tangla provided their feedback. Majority of the residential and commercial areas surveyed were recorded to be clean and garbage free during the visit of the independent assessors.



## Sivasagar Municipal Board, Assam

**Cleanest City North East Zone in >50,000 - 1 Lakh Category**

Star Rating: <b>None</b>	ODF Status: <b>ODF</b>
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Zonal Rank SS2019 (North East)	# 36
Zonal Rank SS2018 (North East)	# 116

<b>Overall Score (5000 Marks)</b>	<b>1411</b>
PART-1: Service Level Progress Score (1250 M)	5
PART-2: Certification Score (1250 M)	150
PART-3: Direct Observation Score (1250 M)	569
PART-4: Citizen Feedback Score (1250 M)	687

Sivasagar is an important historic and industrial city of Assam. It is a leading centre for oil production. Sivasagar (or Sivasagar) is situated at a distance of 350 kilometers from the capital city of Guwahati. The surface towards the east of Sivasagar is flat and the soil in these parts has a whitish appearance, favorable for the cultivation of rice. Gaurisagar Tank is a major tourist destination in Assam, built about 200 years ago.

Sivasagar has been awarded as the 'Cleanest City' in the North East Zone under the 50k to 1 lakh population category in Swachh Survekshan 2019.

In the ODF assessment, the ULB has been declared as 'ODF without Failure'. ULB has scored around 569 marks out of the total 1250 marks in the direct observation component. During the on-ground assessment, most of the residential and commercial areas have found to be clean and garbage free. The ULB administration has directed its objective towards creating a clean and hygienic environment.



## Diphu Town Committee, Assam

**Best City in Citizens' Feedback North East Zone in >50,000 - 1 Lakh Category**

Star Rating: <b>None</b>	ODF Status: <b>None</b>
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Zonal Rank SS2019 (North East)	# 148
Zonal Rank SS2018 (North East)	# 78

<b>Overall Score (5000 Marks)</b>	<b>945</b>
PART-1: Service Level Progress Score (1250 M)	19
PART-2: Certification Score (1250 M)	0
PART-3: Direct Observation Score (1250 M)	145
PART-4: Citizen Feedback Score (1250 M)	781

Diphu is the headquarters for Karbi Anglong district in the state of Assam in India. This small town is a popular tourist hill station for people of nearby cities. As of 2011 India census, Diphu had a population of 63,654. Based on population, Males constitute 52 percent of the population and females 48 percent. Diphu has an average literacy rate of 90 percent, higher than the national average of 59.5 percent: male literacy is 94 percent and, female literacy is 86 percent.

In Swachh Survekshan 2018, ULB scored a dismal 565 out of 1400 marks under citizen feedback. In 2019, it showed significant improvement by scoring 781 out of 1250 marks, an increase of 12 percent from last year. More than 96.86 percent of citizens were well informed that their city was participating in Swachh Survekshan 2019 and over 94.51 percent agreed with the fact that provisions made for maintaining cleanliness in their city are quite visible, and was certainly better than last year. Town Committee made a strong move to increase accessibility and availability of litter bins and safe/clean toilets or urinal in commercial and public places. 81 percent of total interviews conducted reflected the positive response to this move in their feedback. Under the Direct Observation component, the impressive scores in the citizen feedback were further reinforced by the 72.5 percent the municipality scored for cleanliness of residential and commercial spaces



## Lunglei Notified Town, Mizoram

**Best City Innovation and Best Practices'- North East Zone in >50,000-1 Lakh Category**

Star Rating: <b>None</b>	ODF Status: <b>ODF</b>
--------------------------	------------------------

Zonal Rank SS2019 (North)	# 45
Zonal Rank SS2018 (North East)	# 24

<b>Overall Score (5000 Marks)</b>	<b>1386</b>
PART-1: Service Level Progress Score (1250 M)	85
PART-2: Certification Score (1250 M)	150
PART-3: Direct Observation Score (1250 M)	650
PART-4: Citizen Feedback Score (1250 M)	501
Innovation and Best Practices Score (62 M)	3

Citizen led Innovation and Best Practices- Mobilization of Mizo Upa Pawl (MUP) Senior Citizen to Form Sanitation Volunteers (SVs)

Lunglei town of Mizoram has been part of Swachh Survekshan since 2018.

Lunglei ULB submitted a project under the category of 'Innovation and Best Practices'-Mobilization of Mizo Upa Pawl (MUP) Senior Citizen to Form Sanitation Volunteers (SVs) which has been selected to be a part of the projects under innovation and best practices.

The Mizo Upa Pawl(MUP) Senior Citizen Association formed in 1952, has 160 branches within the Lunglei district with a total enrollment of nearly 20000 members.

With an aim of making Lunglei urban areas Open Defecation Free (ODF),this project was initiated in 2018 by Mizo Upa Pawl (MUP) Senior Citizen Association along with District Urban Development Officers (DUDO) to make youth Sanitation Volunteers (SV) who will be



guided and inducted by MUP members. A SV was elected in every MUP unit within the town. These Sanitation Volunteers (SV) worked for the cleanliness of the town by-cleaning the road side, drains and pavements individually and as groups. The ULB/DUDO provided them with safety gear like gloves, mask and garbage bags etc. based on the number of volunteers in the Unit.

Presently, there are more than 300 Sanitary Volunteers (SV) in Lunglei Town to support this drive.

Lunglei has secured the #1st rank in the north-east zone in the category-'Innovations and Best Practices' under population of 50k-1lacs.

## Bongaigaon Municipality, Assam

**Best City Solid Waste Management'-North East Zone in >50,000 - 1 Lakh Category**

Star Rating: <b>None</b>	ODF Status: <b>ODF</b>
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Zonal Rank SS2019 (North East)	# 55
Zonal Rank SS2018 (North East)	# 96

<b>Overall Score (5000 Marks)</b>	<b>1355</b>
PART-1: Service Level Progress Score (1250 M)	2
PART-2: Certification Score (1250 M)	150
PART-3: Direct Observation Score (1250 M)	475
PART-4: Citizen Feedback Score (1250 M)	728
SWM Indicators Score (1783 M)	667

Bongaigaon, situated in the north eastern state of Assam, offers a rich heritage of historical buildings, old temples, and forests for the tourists and is also well known for its petrochemical industry. It is one of the largest commercial and industrial hubs of North-East India. The solid waste management (SWM) activity of Bongaigaon Municipality is directly linked with generation, storage, collection, transfer, processing and disposal of solid wastes and promoting sanitation and cleanliness drive. The city has been ranked 1st as the 'Best City in Solid Waste Management' in North East Zone under 50k to 1 lakh population category by achieving 667 out of a maximum of 1783 marks allocated under 'SWM infrastructure and services' in the Swachh Survekshan 2019 assessment protocol.

Lunglei town of Mizoram has been part of Swachh Survekshan since 2018.

In the Direct Observation component of Solid Waste



Management under the Swachh Survekshan 2019, the city has scored 363 marks out of 790, making it a high performer in terms of maintenance of public facilities and general cleanliness of the city's commercial and residential areas. During the on ground assessment, majority of the Residential Areas and Commercial Areas were found to be substantially clean, indicating the quality work imparted by the city administration. Furthermore, it was observed that most of the catchment areas like vegetable market/fruit market and bus stations were kept clean through regular sweeping and garbage collection. Bongaigaon being an industrial state, the catchment areas are unevenly spread out, but the ULB has profoundly managed to fulfill the objective of clean and hygienic environment.

Under the Citizen Feedback component, around 96% of the total residents who had participated in the survey had expressed satisfaction with the cleanliness level in the city and were of the opinion that garbage collection services are regularly practiced. More than 80% of the respondents stated that they were constantly exposed to awareness campaigns related to the significance of segregation of waste at source in the processing of waste.



## Tezpur Municipal Board, Assam

**Fastest Mover City North East Zone in >50,000 - 1 Lakh Category**

Star Rating: <b>None</b>	ODF Status: <b>Self Declared ODF</b>
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Zonal Rank SS2019 (North East)	# 81
Zonal Rank SS2018 (North East)	# 156
Jump in Positions	75↑

<b>Overall Score (5000 Marks)</b>	<b>1229</b>
PART-1: Service Level Progress Score (1250 M)	73
PART-2: Certification Score (1250 M)	25
PART-3: Direct Observation Score (1250 M)	496
PART-4: Citizen Feedback Score (1250 M)	635

Tezpur is a city and urban agglomeration in Sonitpur district, Assam state. It is on the banks of the river Brahmaputra. The economy of Tezpur is dependent on its tea gardens. There are many tea gardens surrounding the town. Tezpur has manufacturing plants of FMCG brand Dabur and Patanjali's mega food park is under construction. Presently, Tezpur is a commercial, administrative and educational center. It also houses a major base of the Indian Army and Airforce (Salonibari), I.T.B.P, Bihaguri.

Sonitpur Swachhata Mela held at Tezpur to implement a policy which can bring awareness and responsibility among the common masses to make the people conscious about keeping the environment neat and clean. They further stressed that a pilot project would be taken with the cooperation of Soil and Waste Management to utilize the useless materials for reproducing organic manure.

Tezpur has been applauded for the efforts that it has taken in the last one year to make the city one of the cleanest in the country and has been awarded as the 'Fastest Moving City' (50k-1 lakh population category) from North Eastern Zone in Swachh Survekshan 2019. The quality work of the administration towards cleanliness and sanitation drive is evident from the jump of 75 positions in its rank from #156 in Swachh Survekshan 2018 to Rank #81 in Swachh Survekshan 2019. The city has a total of 1229 marks out of a maximum of 5000 marks in the Swachh Survekshan 2019 assessment. In the direct observation component, it has scored a total of 496 marks out of 1250 marks, and in the Citizens Feedback component, it has scored a total of 634 marks out of a maximum of 1250 marks.

## Champai Nagar Panchayat, Mizoram

**Cleanest City North East Zone in >25,000 - 50,000 Category**

Star Rating: <b>None</b>	ODF Status: <b>ODF</b>
--------------------------	------------------------

Zonal Rank SS2019 (North East)	# 11
Zonal Rank SS2018 (North East)	# 33

<b>Overall Score (5000 Marks)</b>	<b>1738</b>
PART-1: Service Level Progress Score (1250 M)	59
PART-2: Certification Score (1250 M)	150
PART-3: Direct Observation Score (1250 M)	733
PART-4: Citizen Feedback Score (1250 M)	796

Champhai, located in the Mizoram State, is a bustling commercial town at the Indo-Myanmar border. It is the headquarters of Champhai district, one of the eight districts in the state. It is known for its well-tended vineyards, passion fruit orchards and the recently introduced 'Kiwi' fruit plantations in the surrounding hill slopes that provide a kaleidoscope of colors which are worth visiting. Champhai is one of the oldest places wherein the Mizo tribes got settled.

It has been awarded as the 'Cleanest city' from North East region (in the population category of 25k-50k) under the Swachh Survekshan 2019 program. It has achieved 'ODF without failure' as its status under the Open Defecation Free assessment. Under the direct observation component, the city scored a total of 733 marks out of 1250, obtaining a rank of 1689 all over India. The on-ground assessment findings show that nearly 75% of



all the residential and commercial area was clean and garbage free. More than 50% of the sampled community and public toilets were found to be well equipped with facilities like light, water supply, cleaning, safe disposal, feedback system etc. Around 77% of the catchment areas like vegetable/fruit market, meat/fish market, and bus stations were found to be substantially clean. In nearly 75% of the ward areas, Swachh Survekshan 2019 was promoted by the ULB through hoardings, banners or wall paintings thus creating awareness among the masses. This highlights the efforts put in by the administration towards creating a clean and safe environment for all.

## Barpeta Municipal Board, Assam

**Best City Feedback - North East Zone in >25,000 - 50,000 Category**

Star Rating: <b>None</b>	ODF Status: <b>Self Declared ODF</b>
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Zonal Rank SS2019 (North East)	# 67
Zonal Rank SS2018 (North East)	# 76
Count of Citizen Feedback	252

<b>Overall Score (5000 Marks)</b>	<b>1295</b>
PART-1: Service Level Progress Score (1250 M)	63
PART-2: Certification Score (1250 M)	25
PART-3: Direct Observation Score (1250 M)	365
PART-4: Citizen Feedback Score (1250 M)	842

Barpeta houses the Municipal Board and District headquarters of Barpeta district of Assam. The city is located 90 kilometers North-west of Guwahati and is one of the major cities in Western Assam.

Barpeta's performance in the Swachh Survekshan has seen a 29% increase from its performance in 2018, based on the marks it received under citizen feedback.

The citizens of Barpeta have firmly backed the efforts of the city across various facets of sanitation. 99.6% of the citizens believe that city-wide cleanliness has seen an improvement from last year and report satisfaction with current state. There is citizen-wide consensus about the increased ease of access to litter bins and clean urinals in public spaces.

What is particularly remarkable is that majority of citizens (>99%) were aware that their city was participating in this year's Swachh Survekshan. This demonstrates the efforts made by the Municipal Council to raise awareness about Swachh Survekshan. This is evident from the on-field assessment, which reports the presence of city-wide



hoarding boards advertising Swachh Survekshan 2019.

The citizens' positive opinions reflect in the cleanliness assessment of the residential and commercial/public areas of the city, securing a score of 82 percent.

## Udaipur Nagar Panchayat, Tripura

**Best City Innovation & Best Practices - North East Zone in >25,000 - 50,000 Category**

Star Rating: <b>None</b>	ODF Status: <b>Self Declared ODF</b>
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Zonal Rank SS2019 (North East)	# 132
Zonal Rank SS2018 (North East)	# 98

<b>Overall Score (5000 Marks)</b>	<b>1015</b>
PART-1: Service Level Progress Score (1250 M)	32
PART-2: Certification Score (1250 M)	25
PART-3: Direct Observation Score (1250 M)	373
PART-4: Citizen Feedback Score (1250 M)	585
Innovation and Best Practices Score (62 M)	3

Udaipur is the third biggest city in the state of Tripura. It is popularly known as the 'tourist capital of Tripura'. Being the well-known tourist destination of our country, Udaipur Municipal Council has encouraged their citizens to actively participate in the implementation of the Swachh mission initiatives in a timely and innovative manner.

The city has bagged the 1st rank in the Innovation and Best practices award among cities with population category between 25,000 and 50,000 in North East zone.

## Lumding Municipal Board, Assam

### Best City Solid Waste Management - North East Zone in >25,000 – 50,000 Category

Star Rating: <b>None</b>	ODF Status: <b>None</b>
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Zonal Rank SS2019 (North East)	#22
Zonal Rank SS2018 (North East)	# 43

<b>Overall Score (5000 Marks)</b>	<b>1565</b>
PART-1: Service Level Progress Score (1250 M)	11
PART-2: Certification Score (1250 M)	0
PART-3: Direct Observation Score (1250 M)	717
PART-4: Citizen Feedback Score (1250 M)	837
SWM Indicators Score (1783 M)	915

Lumding city is a municipal board present in the Hojai District of Assam State. It has a mixture of town, village and city and has mixed diversification in terms of religion, practices and languages. Lumding annually witnesses scarcity of water during summers, landslides during monsoon but the administration has been regularly active in delivery of public services. The city has been ranked 1st among the ULBs from North East zone surveyed for Best City in Solid Waste Management in 25k to 50k population category by achieving 915 out of a maximum of 1783 marks allocated under 'SWM infrastructure and services' in the Swachh Survekshan 2019 assessment protocol.

In the Direct Observation component of Solid Waste Management under the Swachh Survekshan 2019, the city has secured 546 marks out of a maximum of 790 marks, indicating the good performance of the



city administration towards maintenance of sanitation and cleanliness in all the ward areas. The on ground assessment report indicates that, majority of the ward areas were observed to be substantially clean. Furthermore, majority of the CTs/PTs surveyed were found to clean and in proper functioning state with all the essential basic services like lights, water availability, gender friendly and operational timings. As the final outcome suggests, Lumding administration has observed to be carrying out the Swachh Bharat Mission activities in a more efficient manner.

Under the Citizen Feedback component, all the total residents who had participated in the survey expressed immense satisfaction towards the cleanliness drive in all the city areas. Source segregation of waste being an integral section in the processing of solid waste, Lumding administration has done a significant job in this area as more than 97% of the respondents are satisfied with the ULB administration's effort towards awareness programs and campaigns about source segregation of waste. Approximately 94% of the residents had reported that ULB has placed litter bins in the residential and commercial areas which are already in use by the residents.

## Lanka Municipal Board, Assam

### 'Fastest Mover' City North East Zone in >25,000 – 50,000 Category

Star Rating: <b>None</b>	ODF Status: <b>Self Declared ODF</b>
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Zonal Rank SS2019 (North East)	#88
Zonal Rank SS2018 (North East)	# 198
Jump in Positions	110↑

<b>Overall Score (5000 Marks)</b>	<b>1189</b>
PART-1: Service Level Progress Score (1250 M)	11
PART-2: Certification Score (1250 M)	25
PART-3: Direct Observation Score (1250 M)	482
PART-4: Citizen Feedback Score (1250 M)	671

Lanka is a town and a town area committee in Hojai district in the Indian state of Assam. A famous Sikh Gurudwara was constructed to commemorate his visit. Every year Sikhs from all over India and foreign visit this holy place.

To promote cleanliness among citizens, the administration has conducted events such as presentations on key elements of Swachh Survekshan, distribution of Swachh Survekshan guide books and brochures and national webcast of the launch of Swachh Survekshan from



National Media Centre, New Delhi. The workshop was organized by the administration in association with the State Mission Directorate (SBM) of Assam.

The administration has bagged the award of 'Fastest Mover City' from North East zone (in the 25k-50K population category) in Swachh Survekshan 2019. This award comes as the result of quality work imparted by the administration towards building the roadmap for a clean environment for all. The ranking of the administration in Swachh Survekshan 2019 has seen a jump of 110 positions compared to Swachh Survekshan 2018 program. The city has secured a total of 1189 marks out of a maximum of 5000 marks in the overall assessment of Swachh Survekshan 2019. It has scored a total of 482 marks out of 1250 marks in the direct observation assessment and in the Citizens' Feedback assessment, it has obtained a total of 671 marks out of a maximum of 1250. The on-ground assessment and the citizen feedback responses indicate the cleanliness level in the city area along with the sweeping activity being carried out in the ward areas along with strategic placement of litter twin bins. The assessment findings also indicate the active involvement of the administration in promoting the Swachh Survekshan campaigns in its city areas.

## Mayang Imphal Municipal Council, Manipur

### Cleanest City North East Zone in < 25,000 Category

Star Rating: <b>None</b>	ODF Status: <b>Self Declared ODF</b>
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Zonal Rank SS2019 (North East)	# 4
Zonal Rank SS2018 (North East)	# 4

<b>Overall Score (5000 Marks)</b>	<b>1939</b>
PART-1: Service Level Progress Score (1250 M)	229
PART-2: Certification Score (1250 M)	25
PART-3: Direct Observation Score (1250 M)	846
PART-4: Citizen Feedback Score (1250 M)	839

Mayang Imphal is a Municipal Council situated in Bishnupur district of Manipur state. It is located on the bank of the Imphal River also known as the Manipur River. On the southwest of it, there is the Loktak lake, the largest freshwater lake in the North East India.

Mayank Imphal has bagged the 'Cleanest City' award in North East Zone (in less than 25000 population category) in Swachh Sarvekshan 2019 program. In the service level progress report, it has obtained a total of 229 marks out of 1250 marks. As per the Solid Waste Management Rules 2016, the administration has directed the identified bulk waste generators to practice on-site composting of wet waste within its premises. The ULB has ensured the provisions of water availability in all of its constructed IHHL toilets. All of the public toilets in the city has been mapped as 'SBM toilets' on Google maps thus giving easy access to the public.

The physical composition of municipal solid waste (MSW) in Mayang Imphal has a maximum content of organic waste followed by plastic and paper. The physical composition suggests that the adoption of technologies such as compost and recycling plant is imperative in the management of MSW in Mayang Imphal municipal council. The municipality collaborates with NGOs to carry out the municipal solid waste. NGOs are also assigned for collection, transportation and disposal of MSW. The ULB has self-declared as ODF free. It has obtained a total marks of 846 out of 1250 in the direct observation assessment. The survey results indicate that 82.5% of the residential and commercial areas are regularly kept clean. ULB has been regularly keeping catchment areas like bus station/auto/taxi stand area clean and garbage free.

## Lamlai Nagar Panchayat, Manipur

### Best City Feedback - North East Zone in < 25,000 Category

Star Rating: <b>None</b>	ODF Status: <b>Self Declared ODF</b>
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Zonal Rank SS2019 (North East)	# 9
Zonal Rank SS2018 (North East)	# 13
Count of Citizen Feedback	252

<b>Overall Score (5000 Marks)</b>	<b>1757</b>
PART-1: Service Level Progress Score (1250 M)	135
PART-2: Certification Score (1250 M)	25
PART-3: Direct Observation Score (1250 M)	735
PART-4: Citizen Feedback Score (1250 M)	862

Lamlai also known as Lamai, is a Nagar Panchayat in Imphal East district in state of Manipur.

Both city officials and citizens showed remarkable awareness and initiative in helping assess the state of cleanliness and sanitation of Lamlai through face to face feedback. This is evident from the award of 'Best citizen feedback' the ULB has achieved in the North East zone (in the less than 25k population category) in the Swachh Survekshan 2019 campaign.

It is imperative to note that in a small town like Lamlai, all of citizens surveyed reported being aware of their city's active involvement in Swachh Survekshan 2019 and considered their city to be clean, noting a significant improvement from the previous year. Here, all of the citizens surveyed reported increased visibility and ease of access to litter bins and 95% of citizens surveyed claimed they were able to locate and access clean urinals in commercial and public spaces.

The resounding endorsement by Lamlai's citizens is reflected in the Direct Observation assessment. On-field assessment of residential and commercial/public areas and community/public toilets of the city, reported a score of 82.5% in cleanliness. Despite its diminutive size, Lamlai Nagar Panchayat made a commendable effort to make this sanitation initiative sustainable by ensuring that its community and public toilets are connected with onsite safe disposal system.

## Ningthoukhong Municipal Council, Manipur

**Best City Feedback - Innovation and Best Practices' - North East Zone in < 25,000 Category**

Star Rating: <b>None</b>	ODF Status: <b>ODF</b>
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Zonal Rank SS2019 (North East)	# 61
Zonal Rank SS2018 (North East)	# 21

<b>Overall Score (5000 Marks)</b>	<b>1332</b>
PART-1: Service Level Progress Score (1250 M)	144
PART-2: Certification Score (1250 M)	150
PART-3: Direct Observation Score (1250 M)	411
PART-4: Citizen Feedback Score (1250 M)	627
Innovation and Best Practices Score (62 M)	11

Ningthoukhong is a municipal council in Bishnupur district in the Indian state of Manipur. The municipality has strived to create awareness amongst all



sections of society and also organized collective actions to contribute in India's journey towards a 'Swachh Bharat'.

The city has attained 1st rank in the Innovation and Best practices award among cities with less than 25,000 population in North East zone.

## Vairengte Notified Town, Mizoram

**Best City Solid Waste Management'- North East Zone in < 25,000 Category**

Star Rating: <b>None</b>	ODF Status: <b>ODF</b>
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Zonal Rank SS2019 (North East)	# 10
Zonal Rank SS2018 (North East)	# 32

<b>Overall Score (5000 Marks)</b>	<b>1750</b>
PART-1: Service Level Progress Score (1250 M)	68
PART-2: Certification Score (1250 M)	150
PART-3: Direct Observation Score (1250 M)	735
PART-4: Citizen Feedback Score (1250 M)	797
SWM Indicators (1783 M)	962

Vairengte is a town in the Kolasib district of Mizoram State of India. Vairengte has one of the premier training and research establishments of the Indian army specializing in unconventional warfare, especially counter-insurgency and guerrilla warfare also known as Counter-insurgency and jungle warfare schools (CIJWS). The city has been ranked 1st among the ULBs from North East zone surveyed for Best City in Solid Waste Management in less than 25k population category by achieving 962 out of a maximum of 1783 marks allocated under 'SWM infrastructure and services' in the Swachh Survekshan 2019 assessment protocol.



The city has obtained a total of 545 marks out of 790 marks in the Direct Observation component of Solid Waste Management under the Swachh Survekshan 2019. This indicates the active role the administration has put in promoting the sanitation and general cleanliness of the city areas. The on ground assessment report indicates that 80% of all the Residential Areas and Commercial Areas are clean. Furthermore, most of the catchment areas like bus stations, auto/taxi stands that were sampled were found to be substantially clean. The survey report indicates that the administration has successfully managed to implement the cleanliness drive in the city areas.

Under the Citizen Feedback component, all the total residents who had participated in the survey citizens had expressed satisfaction with the cleanliness level in the city. The respondents were also impressed with the efforts put in by the ULB towards promoting segregation of waste at source. Approximately 98% of the residents had reported that ULB has placed litter bins in strategic locations and due to the availability of litter bins in the respective residential and commercial areas, the garbage vulnerable points have slowly been transformed.

## Sonamura Nagar Panchayat, Tripura

**Fastest Mover City'- North East Zone in < 25,000 Category**

Star Rating: <b>None</b>	ODF Status: <b>Self Declared ODF</b>
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Zonal Rank SS2019 (North East)	# 38
Zonal Rank SS2018 (North East)	# 188
Jump in Position	<b>150 ↑</b>

<b>Overall Score (5000 Marks)</b>	<b>1410</b>
PART-1: Service Level Progress Score (1250 M)	8
PART-2: Certification Score (1250 M)	25
PART-3: Direct Observation Score (1250 M)	594
PART-4: Citizen Feedback Score (1250 M)	783

Sonamura is a town and the headquarter of Sonamura Subdivision in Sipahijala district in the Indian state of Tripura. It lies on the border with Bangladesh, to the east of Comilla. It contains a hospital, police station, jail, and a town hall.

With an objective to build a "Swachh Tripura" under Swachh Bharat Abhiyan, cleanliness drive is picking up momentum all across the Sonamura Sub-Division. It has been spearheading the cleanliness drive, with several programmes being organized to ensure building awareness and voluntary participation of the people in ensuring a clean, hygienic environment all around. During the cleanliness drive, the bazaar area, the school area were cleared off from the accumulated garbage and dust.

Sonamura has been credited for the efforts that it has taken in the last one year to make the city one of the cleanest in the country, with the award of 'Fastest Mover City' from the North Eastern region (in less than 25k population category) in Swachh Survekshan 2019. The outcome is the result of increase of 150 rank positions the administration has achieved from Swachh Survekshan 2018. The city has obtained a total of 1410 marks out of a maximum of 5000 marks in the Swachh Survekshan 2019 assessment. It has scored 594 marks out of 1250 marks in the direct observation component and in the Citizens' Feedback assessment, it has scored 783 marks out of the total 1250 marks. A total of 252 residents participated in the citizen feedback component, which were largely satisfied with the administration efforts and work towards effective delivery of sanitation and cleanliness activities. During the on-ground assessment, it was found out that majority of the residential and commercial areas were clean and garbage collection and transportation is carried out on a regular basis. The community/public toilets were found to be in functional state and connected a safe and closed disposal system. Furthermore, most of the catchment areas like auto-taxi stands, market areas and public spaces were found to be clean and public-friendly.



## ZONAL LEVEL AWARDS: SOUTH ZONE

**TABLE 20: Awarded ULBs - South Zone (Less than 1 lakh Population)**

Sl. No.	Award Category	Name Of The ULB
1	South Zone's Cleanest City - No. 1	Periyapatna Town Panchayat
2	South Zone's Cleanest City - No. 2	Siddipet Municipality
3	South Zone's Cleanest City - No. 3	Krishnarajanagara Town Municipal Council
4	Fastest Mover' in South Zone	Kugalur Town Panchayat

**TABLE 21: Awarded ULBs - South Zone (>50,000 to 1,00,000 Category)**

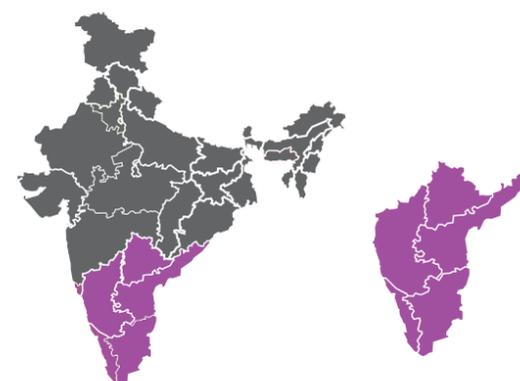
Sl. No.	Award Category	Name Of The ULB
1	Cleanest City in South Zone	Sircilla Municipality
2	Best City in Citizens Feedback - South Zone	Bod Uppal Municipality
3	Best City in 'Innovation & Best Practices' - South Zone	Kavali Municipality
4	Best City in 'Solid Waste Management' - South Zone	Hunsur Town Municipal Council
5	Fastest Mover' City - South Zone	Tiruverkadu Municipality

**TABLE 22: Awarded ULBs - South Zone (>25,000 to 50,000 Category)**

Sl. No.	Award Category	Name Of The ULB
1	Cleanest City in South Zone	Hosadurga Town Municipal Council
2	Best City in Citizens Feedback - South Zone	Peerzadiguda Municipality
3	Best City in 'Innovation & Best Practices' - South Zone	Sullurpet Municipality
4	Best City in 'Solid Waste Management' - South Zone	Bhavani Municipality
5	Fastest Mover' City - South Zone	Kottakuppam Town Panchayat

**TABLE 23: Awarded ULBs - South Zone (< 25,000 population Category)**

Sl. No.	Award Category	Name Of The ULB
1	Cleanest City in South Zone	Tirumakudal Narsipur Town Panchayat
2	Best City in Citizens Feedback - South Zone	Mulki Town Panchayat
3	Best City in 'Innovation & Best Practices' - South Zone	Agaram Municipal Council
4	Best City in 'Solid Waste Management' - South Zone	Melathiruppanthruhi Town Panchayat
5	Fastest Mover' City - South Zone	Thiruporur Town Panchayat



### SOUTH ZONE

#### Periyapatna Town Panchayat, Karnataka

Cleanest City No. 1 South Zone in < 1 Lakh Category

Star Rating: ★ ODF Status: ODF

Zonal Rank SS2019 (South)	# 1
Zonal Rank SS2018 (South)	# 2

Overall Score (5000 Marks)	3463
PART-1: Service Level Progress Score (1250 M)	860
PART-2: Certification Score (1250 M)	350
PART-3: Direct Observation Score (1250 M)	1183
PART-4: Citizen Feedback Score (1250 M)	1070

Periyapatna is a town situated on Mangalore-Mysore-Bangalore highway at a distance of 70 km from Mysore in the state of Karnataka.

All residential as well as commercial areas of the ULB are covered under 100% door-to-door garbage collection as well as source segregation. The city also ensures that more than 60% of its wet waste is treated efficiently in decentralized or centralized waste processing plants. In terms of integrating informal waste pickers into the system, the city has done a phenomenal job by integrating more than 95% of them into the formal system. The city has also not been left behind in giving benefits to sanitary workers like personal protection equipment, medical benefits, giving training, and doing monthly recognition of the best performing workers.

Periyapatna Town Panchayat scores full marks in 100% wards being clean by making sure twice a day sweeping



is done in all commercial areas, once a day sweeping in all residential areas, removal of animal dung, transformation of GVPs, no solid waste in storm water drains/water bodies and beautification of slums/old city areas. The Town Panchayat has also been successful in making it a 100% bin free city.

Under sustainable sanitation, Periyapatna Town Panchayat has ensured 100% sewerage network to its households/commercial establishments/CT/PTs and water availability at all its Individual Household Latrines. It is also notable that that more than 90% of the city's CT/PTs are opened between 4:00 AM to 10:00 PM.

To create awareness among the citizens about sanitation and Swachh Survekshan, the city had created short movie/jingle that circulated through social media and also conducted campaigns to reach out to as many citizens as possible. Periyapatna Town Panchayat has also worked in capacity building of the SBM staff through e-learning portals and by conducting workshops. The Panchayat has also actively enforced all the bye-laws related to solid waste management, open defecation etc.

In the on-field assessment, the city scored whopping 1183 out of a total of 1250 marks. Periyapatna's residential areas, vegetable, fruits, fish and meat markets were found to be clean as well as litter bins at all the locations and large hoardings, banners attempting to spread awareness about the importance of cleanliness and the Swachh Bharat Mission. The catchment areas of the railway station and bus station situated in the city were also found to be very clean and well maintained, with dustbins placed at all shops. The city has also worked on beautification of slums/old city areas, flyovers etc.

Not only in direct observation and service level progress, the city did a phenomenal job in Citizen Feedback as well. The citizens of Periyapatna participated with enthusiasm. It is monumental for the Municipal Council where 99% of its citizens who had given face to face feedback were aware of the fact that their city is participating in the Swachh Survekshan 2019. Also more than 98 % of the citizens had also reported that they were satisfied with the cleanliness of their city, and believed that it was definitely better than last year. Same number of citizens also claimed that they are able to find and access clean toilets/urinals in public places.



## Siddipet Municipality, Telangana

**Cleanest City No. 2 South Zone in < 1 Lakh Category**

Star Rating: ★★	ODF Status: ODF+
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Zonal Rank SS2019 (South)	# 2
Zonal Rank SS2018 (South)	# 1

Overall Score (5000 Marks)	3170
PART-1: Service Level Progress Score (1250 M)	664
PART-2: Certification Score (1250 M)	550
PART-3: Direct Observation Score (1250 M)	939
PART-4: Citizen Feedback Score (1250 M)	1017

Siddipet is a town in Siddipet district of the Indian state of Telangana. It is a municipality and the headquarters of Siddipet District.

All residential as well as commercial areas of the ULB are covered under more than 90% door-to-door garbage collection as well as source segregation. In terms of integrating informal waste pickers into the system, the city has done a phenomenal job by integrating more than

80% of them. The city has also not left behind in giving benefits to sanitary workers like personal protection equipment, medical benefits, giving training, and doing monthly recognition of the best performing workers.

The city has also secured marks in the Home composting indicator with more than 2% of the total households of the city processing their wet waste at home.

Under sustainable sanitation, Siddipet Municipality has ensured more than 70% sewerage network in the city. Having been certified ODF+ by MoHUA, the council has addressed all requirements of its citizens, including construction of Individual Household Toilets (IHHLs) with water availability at source. Adding to that, all of the public toilets of the city are uploaded on the Google maps to be easily accessed by the general public.

To create awareness among the citizens about sanitation and Swachh Survekshan, the city had created short movie/jingle that circulated through social media and also conducted campaigns to reach out to as many citizens as possible. Siddipet Municipality has also worked in capacity building of the SBM staff through e-learning portal.

The Municipality has also actively enforced all the By-laws related to solid waste management, open defecation etc.

In the on-field assessment, Siddipet's residential areas, commercial areas, Vegetable, fruits, fish and meat markets, Bus and Auto stands were found to be clean as well as litter bins at locations and large hoardings, banners about cleanliness and the Swachh Bharat Mission.

A city with a population of less than one lakh has received a humongous amount of citizen feedback. More than 35000 citizens participated actively in the face to face feedbacks. Not only that, even remarkable is the fact that almost 100% of the citizens were aware that their city was participating in this year's Swachh Survekshan, and 99.7% of them had also asserted that they were satisfied with the cleanliness of their city. The efforts of the City are visible, and have been acknowledged by its citizens with more than 97% stating that they are now able to easily spot litter bins in commercial and public areas and more than 99% find access to clean toilets/urinals in public places.



## Krishnarajanagara Town Municipal Council, Karnataka

**Cleanest City No. 3 South Zone in < 1 Lakh Category**

Star Rating: None	ODF Status: ODF
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Zonal Rank SS2019 (South)	# 3
Zonal Rank SS2018 (South)	# 7

Overall Score (5000 Marks)	3082
PART-1: Service Level Progress Score (1250 M)	886
PART-2: Certification Score (1250 M)	150
PART-3: Direct Observation Score (1250 M)	1173
PART-4: Citizen Feedback Score (1250 M)	873

Krishnarajanagara is a Town Municipal Council (TMC) in Mysore district in the state of Karnataka. It was named after Krishnaraja Wodeyar, the maharaja of Mysore. Krishnarajanagara is well connected by rail and road to places such as Mysore, Hassan and Hunsur. The famous Chunchanakatte falls are located about 13 km from Krishnarajanagar. The town has actively implemented Swachh Bharat Mission initiatives in a timely and innovative manner. It has brought laurels to the town with the cleanest city award in the south zone with a commendable score of 3082 out of a maximum of 5000 in the population category between 25,000 and 50,000.

In part I- Service Level Progress, the city has reasonably scored well with 886 marks out of a total of 1250. Notably, the town municipal council has conducted special drives among the residents to create awareness for source segregation of waste at household level. Thus, the town has 100 percent of coverage of door to door garbage collection and segregation at source. All commercial areas are swept twice a day and have placed twin bins for the convenience of public. In order to reap maximum benefits under service delivery of solid waste management, the town has put in place mechanism of ICT based monitoring mechanism for ward wise garbage collection. The Krishnarajanagara TMC has formally integrated Informal Waste Pickers into sustainable livelihoods through different stakeholders. ULB has made to avail the provision of necessary personal protection equipment (PPE) to all sanitary workers. The city has set up its own mechanism to manage construction and demolition (C7D) waste as per C&D Waste Management Rule, 2016. The local body has mechanism to recover the operational cost of sanitation and solid waste management through



different monetization strategies. All the existing Bulk Waste Generator (BWG) in the town are practicing on site processing of the waste generated. 100 percentage of households/commercial establishments/CT and PT are mapped to sewerage system or have septic tanks. Furthermore, the city has implemented high standards of waste management systems, sanitation, IEC activities, behaviour change measures and capacity building initiatives.

The Direct Observation component involved assessment by an on-field assessor of public facilities regarding cleanliness and regular maintenance, Krishnarajanagara has received 1173 marks out of 1250. This signifies that many of the facilities impeccably maintained and cleaned by the local administration, as well as the IEC messaging, was found satisfactory by the independent assessor. All sample wards visited were found to have twice a day sweeping in residential areas as well as commercial areas including festivals and Sundays. The town was found to have taken action within the standards and requirements of the Swachh Bharat Mission, and was found to be excellent in most respects. Waste under each category is then either recycled, reused, or reclaimed through different techniques. All the CTs/PTs were found to be connected with a safe on-site disposal system or sewer network and IEC Messages were found to be present at all of them. All the vegetable markets surveyed during SS2019, were found to be substantially clean and all of them either had visible signages for the public for maintaining cleanliness in the area or posters/paintings depicting the advantages of on-site composting.

The Krishnarajanagara TMC has certified as ODF without failure under ODF certification.

In citizen feedback component, the town has received overwhelming positive responses from their citizens through their feedbacks. More than 97 per cent of the respondents participated in the survey had validated that their areas were apparently cleaner than last year. Majority of the respondents opined that they were easily able to spot litter bins and also equally placed in commercial and public areas.

## Kugalur Town Panchayat, Tamil Nadu

**Fastest Mover South Zone in < 1 Lakh Category**

Star Rating: <b>None</b>	ODF Status: <b>ODF</b>
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Zonal Rank SS2019 (South)	# 85
Zonal Rank SS2018 (South)	# 1060
Jump in Positions	975↑

<b>Overall Score (5000 Marks)</b>	<b>2114</b>
PART-1: Service Level Progress Score (1250 M)	318
PART-2: Certification Score (1250 M)	150
PART-3: Direct Observation Score (1250 M)	797
PART-4: Citizen Feedback Score (1250 M)	849

Kugalur is a panchayat town in Erode district in the Indian state of Tamil Nadu

Kugalur has been applauded for the efforts that it has taken in the last one year to make the city one of the



cleanest in the country and has been awarded as the Fastest Mover in South Zone (<1L population category) in Swachh Survekshan 2019. They were able to take a jump of 975 positions from Rank #1060 in Swachh Survekshan 2018 to Rank #85 in Swachh Survekshan 2019. The city has a total of 2114 marks out of a maximum of 5000 marks overall. Kugalur has scored 797 marks out of 1250 in DO, and in Citizens' Feedback, it has scored 849 on 1250.

More than 77% of wards present in ULB have practiced door to door collection of waste. The ULB has properly adopted the mechanism of managing construction and demolition waste as per C&D WASTE MANAGEMENT RULES 2016. More 90% of household/commercial toilets/ CT/PT are connected to closed onsite safe sanitation system. The ULB has also scored more than 100% for the presence of water availability in all the IHHLs. This ULB has notified and enforced plastic waste management 2016 rules and user charges for collection of waste from bulk waste generators.

It has received large amount of positive feedback from its citizens, taking its score up to 849 out of 1250 in this component. During Swachh Survekshan 2019, a total of 252 citizens of Kugalur provided their feedback. 100% of the citizens were in the opinion that toilets/urinals are now accessible and clean.



## Sircilla Municipality, Telangana

**Cleanest City No. 3 South Zone in >50,000 - 1 Lakh Category**

Star Rating: ★★	ODF Status: <b>ODF+</b>
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Zonal Rank SS2019 (South)	# 4
Zonal Rank SS2018 (South)	# 5

<b>Overall Score (5000 Marks)</b>	<b>2903</b>
PART-1: Service Level Progress Score (1250 M)	316
PART-2: Certification Score (1250 M)	550
PART-3: Direct Observation Score (1250 M)	1054
PART-4: Citizen Feedback Score (1250 M)	984

Sircilla is a town and the district headquarters of Rajanna Sircilla district in the Indian state of Telangana. It is located on the banks of Maner River in the Sircilla mandal of Sircilla revenue division. It is popularly known as Textile town due to the presence of large number of power looms, textile processing and dyeing units.

Sircilla Municipality has also successfully attempted in making it 100% bin free city.

More than 95% of Bulk Waste generators practice on-site processing.

Under sustainable sanitation, has ensured 100% sewerage network to its households/commercial establishments/CT/PTs and water availability at all its Individual Household latrines. It is also remarkable to note that all the public toilets in the city are uploaded as SBM toilets on google maps. More than 95% of construction sites are with toilet provision.

To create awareness among the citizens about sanitation and Swachh Survekshan 2019, the city had created short movie/jingle that circulated through social media and also conducted campaigns to reach out to as many citizens as possible. Sircilla Municipality has also worked in capacity building of the SBM staff through e-learning portals and by conducting workshops. The Sircilla Municipality has also actively enforced all the Bye-laws related to Plastic waste, solid waste management, open defecation etc.

In the on-field assessment, the city scored 1054 out of a total of 1250 marks which is commendable. Sircilla Municipality residential areas, Vegetable, fruits, fish and meat markets were found to be clean as well as litter



bins at all the locations and large hoardings, billboards attempting to spread awareness about the importance of cleanliness and the Swachh Bharat Mission. The catchment areas of the railway station and bus station situated in the city were also found to be litter free and well maintained, with dustbins placed at all shops.

The city has also worked hard on beautification of slums/old city areas, flyovers etc.

Sircilla is declared 2 star rating under GFC and has a status of ODF+ as well.

Not only in direct observation and service level progress, the city did a tremendous job in Citizen Feedback as well. The citizens of Sircilla Municipality participated with vigour. It is fabulous for the Sircilla Municipality where 90% of its citizens who were taken the face to face feedback, were aware of the fact that their city is participating in the Swachh Survekshan 2019. Also more than 90% of the citizens had also reported that they were satisfied with the cleanliness of their city, and believed that it was definitely better than last year. Same number of citizens also claimed that they are able to find and access clean toilets/urinals in public places.



## Boduppall Municipality, Telangana

**Best City in 'Citizen's Feedback' - South Zone in >50,000 - 1 Lakh Category**

Star Rating: ★★	ODF Status: ODF
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Zonal Rank SS2019 (South)	# 5
Zonal Rank SS2018 (South)	# 8
Count of Citizen Feedback	8256

<b>Overall Score (5000 Marks)</b>	<b>2863</b>
PART-1: Service Level Progress Score (1250 M)	262
PART-2: Certification Score (1250 M)	500
PART-3: Direct Observation Score (1250 M)	1117
PART-4: Citizen Feedback Score (1250 M)	984

Boduppall Municipality was constituted on 11th April, 2016, merging Boduppall and Chengicherla Gram panchayats of Rangareddy (now Medchal - Malkajgiri) District of Telangana. Boduppall town is the largest urban area in Medchal district.

The citizen feedback response from Boduppall has been encouraging. Over 8000 citizens participated in surveying the cleanliness of the city. Their feedback showed strong support for the Municipality's efforts in improving cleanliness and solid waste management.

Citywide awareness of Swachh Survekshan was high and citizens noted a marked improvement in the cleanliness of the city from the previous year. Over 90 percent of the citizens surveyed reported increased visibility and ease of access to litter bins and clean urinals in public spaces has improved.

The city has made an active effort to involve and resolve issues of the average citizen. Just in the past year, 7500 complaints have been lodged addressing various deficiencies in Municipality services, with the Municipal



authorities reporting a 70% resolution rate.

The Direct Observation assessment provides supporting evidence to the citizen assessment. On-field assessment of residential and commercial/public areas reported a score of 80% on cleanliness and 90% on basic infrastructure and cleanliness of community and public toilets.

To make the initiative sustainable, the Municipality has ensured that all community and public toilets are connected to onsite-safe disposal systems. Additionally, to make citizens sanitation-sensitive, the Boduppall Municipality has displayed SBM messages across all community and public toilets.

Aside from its cleanliness initiative, the city has also focussed on wide-reaching beautification. Public spaces, slums and older areas of the city have undergone transformation. As a result, Boduppall has secured full marks in its beautification assessment.

## Kavali Municipality, Andhra Pradesh

**Best City in 'Innovation and Best Practices' - South Zone in >50,000 - 1 Lakh Category**

Star Rating: ★★	ODF Status: ODF
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Zonal Rank SS2019 (South)	# 106
Zonal Rank SS2018 (South)	# 83

<b>Overall Score (5000 Marks)</b>	<b>2919</b>
PART-1: Service Level Progress Score (1250 M)	288
PART-2: Certification Score (1250 M)	500
PART-3: Direct Observation Score (1250 M)	312
PART-4: Citizen Feedback Score (1250 M)	918
Innovation and Best Practices Score (62 M)	39

**B**lack Spot Monitoring and Management (BSMM) System

Kavali is the second largest and most populous city located at Sripottisiramulu Nellore District in Andhra Pradesh.

The best practices initiated by the municipality of Kavali under the Swachh Bharat Mission 2019, has accelerated its journey towards making the city cleaner. One such practice is Black Spot Monitoring and Management (BSMM) System.



Municipality has implemented a unique technology enabled system known as Black Spot Monitoring and Management (BSMM) System for identifying, inspecting, removing black spots and maintaining the once cleaned areas of the municipality sustainably. This system is implemented in all the 40 wards and at all the garbage vulnerable points (GVPs).

Photographs of different categories of garbage vulnerable points (GVPs) (debris, overflowing and garbage filled drains, garbage dumps in and around dumper bins, unclean toilets, water stagnation, open defecation sites and silt by the side of dividers) with latitude, longitude and time stamping are taken. An inventory is created from these photographs which are uploaded into the state level data base. Through a mobile application, the pictures and their locations are sent to the smartphones of the sanitary workers/maistries and the inspectors of the respective wards. Then, the sanitary workers / maistries conduct daily tours of the black spot areas, clean them up and take pictures of these cleaned up sites. The BSMM process is monitored from the central command and control center situated in the state secretariat. The sanitation staffs are further instructed to involve the local communities for preventing garbage accumulation at these sites. In the system, when garbage dump is completely removed from a place, it is marked as a green spot. This spot is expected to be maintained for a period of 30 days. Within 30 days, if the garbage accumulates again, the spot is marked as a black spot and the procedure of converting it back into a green spot restarts.

Solid Waste Management and Home Composting Methodology on Safe Management of Waste.

Kavali Municipality has led an initiative for safe disposal and reduction of the solid waste through safe management of waste by developing home composting techniques. This initiative has been taken up by forming teams headed by elected master trainees for all the 50 micro pockets. The ULB has identified 99 micro pockets and 2 master trainees and trained them on home composting methodology. Further, they have identified "paryavarana mitras" for all micro pockets at ward level to monitor that this initiative has been taken up in ground level for better implementation.

Kavali has secured the #1st ranking the south zone in the category-'Innovations and Best Practices' under population of 50k-1lacs.

## Hunsur Town Municipal Council, Karnataka

**Best City in 'Solid Waste Management' - South Zone in >50,000 - 1 Lakh Category**

Star Rating: NONE	ODF Status: ODF
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Zonal Rank SS2019 (South)	# 7
Zonal Rank SS2018 (South)	# 4

<b>Overall Score (5000 Marks)</b>	<b>2828</b>
PART-1: Service Level Progress Score (1250 M)	755
PART-2: Certification Score (1250 M)	150
PART-3: Direct Observation Score (1250 M)	991
PART-4: Citizen Feedback Score (1250 M)	931
SWM Indicators Score (1783 M)	1357

**H**unsur Municipal Council is a town present in the Mysore District of Karnataka State. The town is known for its timber trades especially teak which is considered of high quality and durability. Tobacco cultivation, coffee curing and sheep farming also form important sources of livelihood for the residents of Hunsur. The city has been ranked 1st as the 'Best City in Solid Waste Management' in South Zone under 50k to 1 lakh population category by achieving 1357 out of a maximum of 1783 marks allocated under 'SWM infrastructure and services' in the Swachh Survekshan 2019 assessment protocol.

All residential as well as commercial areas of the ULB are covered under 100% door-to-door garbage collection. The ULB also manages to process most of the wet waste being generated on a daily basis. The ULB has successfully managed to recover the cost incurred in the operational and maintenance of sanitation and solid waste management through various revenue sources. The ULB has ensured that the bulk waste generators are practicing on-site composting of wet waste generated by them.



In the Direct Observation component of Solid Waste Management under the Swachh Survekshan 2019, the city has secured a total of 642 marks out of 790, which highlights the good performance of the administration towards promoting sanitation and cleanliness initiative in its ward areas. During the on ground assessment, more than 98% of the Residential Areas and Commercial Areas were found to be substantially clean and garbage free. Furthermore, more than 80% of the CTs/PTs surveyed were also found to be functional and well equipped with all the essential services of cleaning, light, water availability, gender friendly, feedback systems. All the catchment areas like fish/meat market, vegetable/fruits markets were also observed to be clean.

Under the Citizen Feedback component, out of the total residents who had participated in the survey citizens, more than 98% had expressed satisfaction with the cleanliness level in the city areas and found the living environment visibly appreciating. Approximately 91% of the residents had reported that ULB has placed litter bins in strategic locations and were used by all.

Under Innovations and best practices, it is found that Hunsur administration has taken up the initiative of utilizing solar power, bio-gas for various applications, involvement of private player for especially waste collection of street vendors and various IEC campaigns for promotion of sanitation and cleanliness. Such initiatives by the ULB have encouraged all the stakeholders to take active participation in building a sustainable environment for all.

## Tiruverkadu Municipality, Tamil Nadu

**'Fastest Mover' - South Zone in >50,000 - 1 Lakh Category**

Star Rating: <b>NONE</b>	ODF Status: <b>ODF</b>
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Zonal Rank SS2019 (South)	# 264
Zonal Rank SS2018 (South)	# 957
Jump in Positions	693 ↑

Overall Score (5000 Marks)	1776
PART-1: Service Level Progress Score (1250 M)	250
PART-2: Certification Score (1250 M)	100
PART-3: Direct Observation Score (1250 M)	682
PART-4: Citizen Feedback Score (1250 M)	743

Tiruverkadu (or Thiruverkadu or TVK) is a western suburb of Chennai, Tamil Nadu. It comes under Thiruvallur district administration. It is famous for its Devi Karumariamman Temple. Tiruverkadu has been applauded for the efforts that it has taken in the last one year to make the city one of the cleanest in the country and has been awarded as the Fastest Mover City in SS 2019 #264 in South Zone (50K-1L population category).

They were able to take a jump of 693 positions from Rank 957 in Swachh Survekshan 2018 to Rank 264 in Swachh Survekshan 2019. The city has a total of 1776 marks out of a maximum of 5000 marks overall. In Direct Observation, the ULB has scored 682 marks out of 1250, and in Citizens Feedback, it has scored 743 out of the maximum of 1250.

100% of household/commercial establishment/ CT/PT is connected to a sewerage system or have septic tanks.

100% of all public toilets are uploaded as SBM toilets on Google maps.

The ULB has notified and enforced the plastic waste management 2016 rules. The ULB has also notified and enforced user charges to be collected from waste generators.

It has received large amount of positive feedback from its citizens, taking its score up to 682 out of 1250 in this component. During Swachh Survekshan 2019, a total of 252 citizens of Tiruverkadu provided their feedback.

In case of Direct Observation, the city achieved 70% marks with respect to cleanliness of residential and commercial areas. In case of cleanliness levels and other required standards of CT/PTs, the city received 70% marks; also, got 100% marks with respect to CT/PTs connected with onsite closed safe sanitation system.



## Hosadurga Town Municipal Council, Karnataka

**Cleanest City - South Zone in >25,000 - 50,000 Category**

Star Rating: ★	ODF Status: <b>ODF</b>
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Zonal Rank SS2019 (South)	# 8
Zonal Rank SS2018 (South)	# 62

Overall Score (5000 Marks)	2786
PART-1: Service Level Progress Score (1250 M)	413
PART-2: Certification Score (1250 M)	350
PART-3: Direct Observation Score (1250 M)	1076
PART-4: Citizen Feedback Score (1250 M)	947

Hosadurga is a town municipal council in the Chitradurga district in the state of Karnataka. As of the 2011 India Census, Hosadurga has a population of 28,370. Earlier, it was well known for the cement and allied industries. The town has been bestowed the best clean city award among the cities in the south zone with the population between 25000 and 50,000 surveyed based under Swachh Survekshan 2019.

The town municipal council, apart from trying to bring in more efficiency into its workforce, has also been working hard on the ground. Hosadurga has scored a total of 2786 marks out of 5000 marks in Swachh Survekshan 2019. In the Service Level Progress component, the local administration has received 413 marks out of 1250, marking the beginning of efforts by the administration in making improvements and implementing high standards of waste management systems, sanitation, IEC activities, behaviour change measures and capacity building initiatives. All the city wards are covered under door-to-door garbage collection system and many of the bulk generators are active towards on-site processing



of organic waste. In fact, more than 95 per cent of the households in the town has IHHL with functional water connection.

Apart from its efforts in solid waste management, sanitation, and other Swachh Bharat Mission initiatives, Hosadurga has performed well in Direct Observation, the municipal council has scored 1076 marks out of 1250 and also 946 out of a maximum 1250 in citizen feedback section. The community and public toilets in the town were found to have all the necessary facilities like water connection, electricity, proper lighting and ventilation. The bus station was also found clean with dustbins placed at the shops present there. Toilets near the bus station had all the necessary facilities as well. Random inspection of ULB officials at different places is an additional practice to foster active communication with citizens about cleanliness within the city. The city has given adequate space for Swachh Survekshan campaign.

Under GFC rating, the city has been declared as 1 star. It has also been certified as ODF without failure.

In the Citizen Feedback component, more than 97 % of the surveyed citizens gave a positive feedback of their municipal body's Swachh Bharat Mission activities and are also satisfied with the improvement on cleanliness over the year. Furthermore, more than 93 percent of the respondents shared that they were easily able to spot litter bins in commercial and public areas because the litter bins were placed properly. The Urban Local Body is working to ensure cleanliness of the area and to provide good civic facilities to its citizens.

## Peerzadiguda Municipality, Telangana

**Best City in 'Citizens Feedback'- South Zone in >25,000 - 50,000 Category**

Star Rating: ★	ODF Status: <b>ODF</b>
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Zonal Rank SS2019 (South)	# 39
Zonal Rank SS2018 (South)	# 6
Count of Citizens Feedback	3945

Overall Score (5000 Marks)	2410
PART-1: Service Level Progress Score (1250 M)	85
PART-2: Certification Score (1250 M)	300
PART-3: Direct Observation Score (1250 M)	1038
PART-4: Citizen Feedback Score (1250 M)	987

Peerzadiguda is a suburban municipality in the Medchal-Malkajgiri district in the state of Telangana.

This small municipality witnessed disproportionately high participation in the citizen feedback survey. Over 4000 citizens were surveyed via face to face feedback.

More than 98% of citizens surveyed reported being aware of their city's active involvement in Swachh Survekshan 2019, which explains the strong support for reform in various aspects of sanitation.



With over 4000 citizens surveyed about the various aspects of the city's sanitation and cleanliness, more than 97% considered their city to be sufficiently clean, reporting a marked improvement from the previous year. Additionally, more than 95% of citizens surveyed were able to access clean toilets/urinals in public spaces. On-field assessment found that to maximize awareness about sanitation and Swachh Survekshan 2019, the city populated all its commercial and public areas with hoardings.

Despite its small stature, Peerzadiguda has made addressing public pleas and grievances a priority, reporting a 90% resolution rate of the 700 complaints lodged by the public during the year.

One significant challenge the city has tackled has been maintaining the cleanliness of crowded areas like public transport stations like bus/auto stations, thus, securing a score of 100% in its assessment. To ensure hygiene, cleanliness, and sanitation is sustainable, the municipality has actively ensured that all community and public toilets are connected with onsite safe disposal system.

Aside from its cleanliness initiative, the city has also focussed on wide-reaching beautification. Beautifying the urban slums/old city areas helped it secured full marks i.e. 200/200 in its assessment.

## Sullurpet Municipality, Andhra Pradesh

**Best City in 'Innovation and Best Practices' - South Zone in >25,000 – 50,000 Category**

Star Rating: ★★	ODF Status: ODF
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Zonal Rank SS2019 (South)	# 70
Zonal Rank SS2018 (South)	# 113

<b>Overall Score (5000 Marks)</b>	<b>2188</b>
PART-1: Service Level Progress Score (1250 M)	346
PART-2: Certification Score (1250 M)	450
PART-3: Direct Observation Score (1250 M)	564
PART-4: Citizen Feedback Score (1250 M)	828
Innovations and Best Practices Score (62 M)	37

Sullurpet is a municipality in Nellore district of Andhra Pradesh. It serves as a gateway to Satish Dhawan Space Centre at Sriharikota. The etymology of name 'Sullurupeta' came from Telugu words "Sullu" meaning rounds or circles/from the word "Sudulu" meaning "Whirlpool" and "peta" meaning town. It is named after Sullu because the Goddess Chengamma is said to be found in a whirlpool. The city has put concerted efforts under Swachh Bharat Mission to become a greener and cleaner city. They also partnered with many stakeholders, service level providers and recycling units to transact the vast quantities of collected and segregated waste.

ULB led Best Practices: Black Spot Monitoring and Management System (BSMM) Implementation

Sullurpet Municipality has implemented an innovative technology enabled system known as Black Spot Monitoring and Management (BSMM) System for identifying, inspecting, removing black spots and maintaining the cleaned areas sustainably. This system is implemented in all the 23 wards and at all garbage vulnerable points (GVP). With the support of a dedicated mobile application, the location and the pictures are sending to the smart phones of the sanitary workers and maistries and the Inspectors for their respective wards. The sanitary workers / maistries conduct daily tours to report the black spot areas and clean up the place. They take pictures of the cleaned up places and upload the same in the mobile application. Live video streaming technology used for the purpose is the key novelty of this project. Use of technology, daily monitoring and guided instructions and advanced system for the attendance marking of the sanitation

workers in large scale are newer technologies in the waste management domain.

**Citizen led innovation and best practices**

Through State Capacity Building & IEBC Mission Management Unit (SCIMMU) Sullurpet municipality has tried to effectively address the systematic change management requirements with a multi-stakeholder approach. With the support of the (SCIMMU), needs of citizens, service receivers, and municipal workforce are designed to be part of a well-coordinated and sustained training program. Interested citizens are selected under different target groups through the focus groups. They are trained in the ward level through the dedicated coordinators. The above citizens in a ward have come up voluntarily to form a society and help the individuals in a ward by providing the right information on the policies and schemes introduced by the Government under Swachh Bharat Mission. It helps the citizens to get the guided instructions and advanced system in the waste management domain.

The City has put intensive efforts to become the cleaner city and also secured 1st rank in the Innovation and Best practices category among cities with the population between 25,000 - 50,000 in south zone.

As part of its commitment and responsibility to provide SWM system to the residents, the ULB has successfully adopted multi-pronged intervention strategies to become a cleaner city under Integrated Solid Waste Management Practices.

## Bhavani Municipality, Tamil Nadu

**Best City in 'Solid Waste Management' - South Zone in >25,000 – 50,000 Category**

Star Rating: NONE	ODF Status: ODF
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Zonal Rank SS2019 (South)	# 33
Zonal Rank SS2018 (South)	# 102

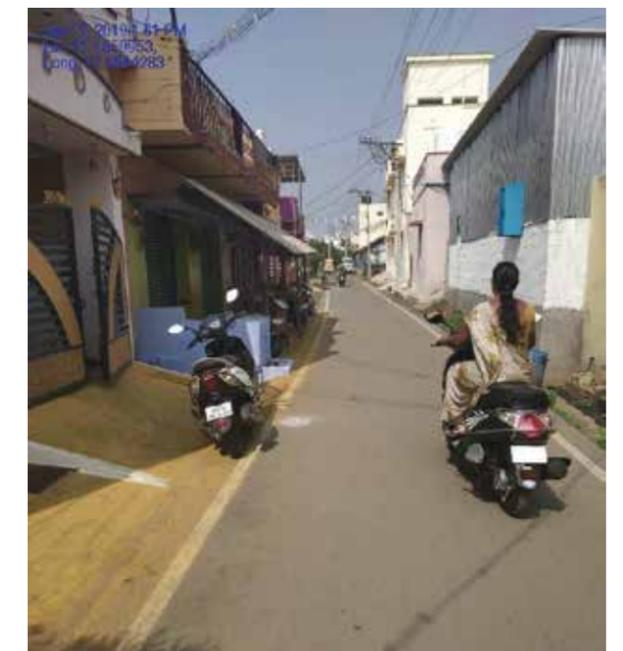
<b>Overall Score (5000 Marks)</b>	<b>2453</b>
PART-1: Service Level Progress Score (1250 M)	562
PART-2: Certification Score (1250 M)	150
PART-3: Direct Observation Score (1250 M)	895
PART-4: Citizen Feedback Score (1250 M)	846
SWM Indicator Score (1783 M)	1269

Bhavani Municipality is located in the northern periphery of Erode District in Tamil Nadu. Bhavani is also known as 'Carpet City' for its very famous carpet industry. It is also known as the 'Triveni Sangam' of South as it is the confluence point of three rivers namely, Kaveri, Bhavani and Saraswati. The city has been ranked 1st as the 'Best City in Solid Waste Management' in South Zone under 25k to 50k population category by achieving 1269 out of a maximum of 1783 marks allocated under 'SWM infrastructure and services' in the Swachh Survekshan 2019 assessment protocol.



All residential as well as commercial areas of the ULB are covered under 100% door-to-door garbage collection and all the ward areas practice source segregation of waste.

In the Direct Observation component of Solid Waste Management under the Swachh Survekshan 2019, the city has secured a total of 642 marks out of 790. The ULB has effectively worked towards conducting cleanliness drive in all its ward areas. During the on ground



assessment, more than 90% of the Residential Areas and Commercial Areas were found to be substantially clean and garbage free. Furthermore, majority of the CTs/PTs surveyed were also found to be functional and well equipped with all the essential services. Majority of all the catchment areas like fish/meat market, vegetable/fruits markets were also observed to be clean and garbage free. The survey results clearly indicate the fruitful work being done by the administration towards Swachh Bharat activities.

Under the Citizen Feedback component, all of the total residents who had participated in the survey citizens had expressed satisfaction with the cleanliness level in the city areas and have appreciated the sanitation work being carried out. Approximately all of the residents had reported that ULB has placed litter bins in strategic locations and were used by all. All the respondents have reported that the ULB has been constantly promoting the significance of source segregation of waste.

## Kottakuppam Town Panchayat, Tamil Nadu

**'Fastest Mover' City - South Zone in >25,000 - 50,000 Category**

Star Rating: <b>NONE</b>	ODF Status: <b>ODF</b>
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Zonal Rank SS2019 (South)	# 182
Zonal Rank SS2018 (South)	# 944
Jump in Positions	762 ↑

<b>Overall Score (5000 Marks)</b>	<b>1884</b>
PART-1: Service Level Progress Score (1250 M)	108
PART-2: Certification Score (1250 M)	150
PART-3: Direct Observation Score (1250 M)	778
PART-4: Citizen Feedback Score (1250 M)	848



Kottakuppam is a panchayat town in Viluppuram district in the Indian state of Tamil Nadu in the East Coast Road from Chennai to Pondicherry; Kottakuppam is a landmark of tradition.

The Town Panchayat has been applauded for the efforts it has taken in the last one year to make the city one of the cleanest in the country and has therefore been awarded as the Fastest Mover SS2019: #182 (>25-50k population category) in Swachh Survekshan 2019

They were able to take a jump of 762 positions from Rank #944 in Swachh Survekshan 2018 to Rank #182 in Swachh Survekshan 2019. The city secured a total of 1884 marks out of a maximum of 5000 marks overall. Under Direct Observation, it scored 778 marks out of 1250, and in Citizens' Feedback, it scored 848 out of a total of 1250.

Under sustainable sanitation, more than 95 % of IHHL have completed toilets and have water availability at the source. Not only that, to create awareness among citizens about sanitation and Swachh Survekshan, short movie/audio jingles have been created by the ULB/Citizens and were in circulation amongst citizens through social media from September 2018.

The city also received largely a positive feedback from its citizens, taking its score up to 848 out of 1250 in this component. During Swachh Survekshan 2019, a total of 253 citizens of Kottakuppam provided their feedback.

In the on-field assessment, more than 90 % of the residential and commercial areas were found to be clean. More than 80 % of the CT/PTs were found to be clean and user-friendly. More than 75 % of vegetable/fruit and meat/fish market are clean. Above all, the ULB also worked for sustainable sanitation by ensuring that more than 90% of CT/PTs are linked to onsite safe disposal..



## Tirumakudal Narsipur Town Panchayat, Karnataka

**Cleanest City - South Zone in < 25,000 Category**

Star Rating: <b>NONE</b>	ODF Status: <b>ODF</b>
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Zonal Rank SS2019 (South)	# 11
Zonal Rank SS2018 (South)	# 293

<b>Overall Score (5000 Marks)</b>	<b>2679</b>
PART-1: Service Level Progress Score (1250 M)	614
PART-2: Certification Score (1250 M)	150
PART-3: Direct Observation Score (1250 M)	948
PART-4: Citizen Feedback Score (1250 M)	967

Tirumakudalu, commonly known as the 'Dakshin Kashi' and temple city of Karnataka, is a panchayat town in Mysore district in the state of Karnataka. The first name 'Tirum' refers to the land at the confluence, (trimakuta in Sanskrit) at the confluence of the Kaveri, Kabini and Spatika Sarovara (a mythical lake or spring, also named Gupta Gamini). This is the sacred and pilgrim centre in South India where Kumbh Mela is held every three years. The town finds a mention in the Skanda Purana as one of the Trimakuta Kshetras (holy places at the confluence of three rivers). Lakhs of people visit the fest and take holy dip in the confluence of Kaveri, Kapila and Spatika Sarovara. With a population of 9980 in 2011, the town panchayat has initiated a massive task of maintaining public sanitation facilities across the town as well as keeping them clean.

With a score of 2679 out of 5000 marks, Tirumakudalu has emerged as the cleanest City in the south zone in the population category less than 25,000. The public facilities and general cleanliness were surveyed in the Direct Observation component, the city has received a commendable score of 948 marks out of 1250, signifying that almost all of its facilities available to the public and included by the survey have been found to satisfy the survey parameters. All the public toilets and community toilets of the city have set exemplary standards with their monetization strategies through advertisements, as well as the cleanliness of the facilities. The town panchayat, Tirumakudal Narsipur (TP) has been credited with a status of ODF without failure in ODF survey conducted in Swachh Survekshan 2019.

In Citizen Feedback component, the town has scored 967 out of a maximum of 1250. Over 94% residents of the town who were surveyed had a positive feedback

in the direct citizen feedback process, which includes face to face interactions with residents, outbound calling, and web portal feedback with OTP verification. Questions asked to the citizens included their views on the general cleanliness of the city and improvements over the past year, their feedback on the cleanliness and maintenance of public facilities, and other activities about the Swachh Bharat Mission like awareness programs on the importance of cleanliness and sanitation, and Swachh Survekshan 2019.

## Mulki Town Panchayat, Karnataka

**Best City in 'Citizens Feedback' - South Zone in < 25,000 Category**

Star Rating: <b>NONE</b>	ODF Status: <b>ODF</b>
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Zonal Rank SS2019 (South)	# 50
Zonal Rank SS2018 (South)	# 19
Count of Citizen Feedback	297

<b>Overall Score (5000 Marks)</b>	<b>2328</b>
PART-1: Service Level Progress Score (1250 M)	302
PART-2: Certification Score (1250 M)	100
PART-3: Direct Observation Score (1250 M)	1005
PART-4: Citizen Feedback Score (1250 M)	921
Innovation and Best Practices (62M)	25

Mulki is one of the towns of Dakshina Kannada district and is located at a distance of 29 Km from Mangalore, the district headquarters.

Both city officials and citizens showed remarkable awareness and initiative in helping assess the state of cleanliness and sanitation of Mulki through face to face feedback. The positive citizen feedback reflects the city's efforts across various dimensions of sanitation and cleanliness. More than 98% of citizens surveyed reported being aware of their city's active involvement in Swachh Survekshan 2019 and considered their city to be clean. The efforts of the City are evident with over 97% of the citizens reporting increased visibility and ease of access to litter bins and clean urinals in commercial and public spaces. The resounding citizen endorsement is reflected in the Direct Observation assessment. On-field assessment of residential and commercial/public areas of the city, reported a score of 90% in cleanliness. Its public and community toilets scored 98% for being clean and user friendly.

With a population size less than fifty thousand, the city's efforts have exceeded expectations. The city has made tremendous efforts in making its citizens sanitation sensitive by putting SBM messages on all community and public toilets. To make these sanitation initiatives sustainable, the Town Panchayat has actively ensured that all community and public toilets are connected with onsite safe disposal system.

## Agaram Municipal Council, Tamil Nadu

**Best City in 'Innovation and Best Practices' - South Zone in < 25,000 Category**

Star Rating: <b>NONE</b>	ODF Status: <b>Self Declared ODF</b>
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Zonal Rank SS2019 (South)	# 836
Zonal Rank SS2018 (South)	# 314

<b>Overall Score (5000 Marks)</b>	<b>1343</b>
PART-1: Service Level Progress Score (1250 M)	100
PART-2: Certification Score (1250 M)	25
PART-3: Direct Observation Score (1250 M)	399
PART-4: Citizen Feedback Score (1250 M)	820
Innovation and Best Practices (62M)	31

Agaram is a town in Dindigul district, Tamil Nadu, India. With a population of 15,610, Agaram Municipality has implemented various programs and citizen led initiatives to improve their service delivery to citizens, and thus steadily moving towards creating a cleaner city.

### ULB led Innovations and Best Practices :

SWM Rules 2016 in Tamil Nadu: Agaram municipality has been awarded with 1st position in the Innovation and Best practices award among cities with less than 25,000 population in south zone.



## Melathiruppanthruthi Town Panchayat, Tamil Nadu

**Best City in 'Solid Waste Management' - South Zone in < 25,000 Category**

Star Rating: <b>NONE</b>	ODF Status: <b>ODF</b>
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Zonal Rank SS2019 (South)	# 36
Zonal Rank SS2018 (South)	# 190

<b>Overall Score (5000 Marks)</b>	<b>2423</b>
PART-1: Service Level Progress Score (1250 M)	450
PART-2: Certification Score (1250 M)	150
PART-3: Direct Observation Score (1250 M)	974
PART-4: Citizen Feedback Score (1250 M)	849
SWM Indicators (1783M)	1273

Melathiruppanthruthi is a Panchayat town in the Thanjavur district of Tamil Nadu. With a population of around 9000, agriculture is the prime livelihood activity in the town area. The city has been ranked 1st among the ULBs from South zone surveyed for Best City in Solid Waste Management in less than 25k population category by achieving 1273 out of a maximum of 1783 marks allocated under 'SWM infrastructure and services' in the Swachh Survekshan 2019 assessment protocol.

All residential as well as commercial areas of the ULB are covered under 100% door-to-door garbage collection as well as source segregation. In fact, sweeping takes place two times in all the commercial areas and one time in all the residential areas. As per the Construction and Demolition waste Management rules 2016, the administration has proper mechanism in place to manage the waste being generated in the ward areas. As per the guidelines of solid waste management rules 2016, the ULB has directed all the bulk waste generators to process and dispose the wet waste on their own premises.

The city has secured 604 marks out of 790 marks, in the Direct Observation component of Solid Waste Management under the Swachh Survekshan 2019. During on ground assessment, all of the sampled Residential Areas and Commercial Areas were found to be clean, which is the result of proper management and efficient delivery of services from the administration. Furthermore, around 93% of the CTs/PTs surveyed were also found to be well lit, well ventilated, had electricity connection, water supply/flush, onsite safe disposal system, gender friendly and IEC messages in the form of hoarding/paintings/banners/writings. The catchment



areas like bus station, auto/taxi stands that were sampled were found to be clean and with IEC messages. The administration has successfully implemented the Swachh Bharat Mission activities and guidelines, which is also reflected in the direct observation score.

Under the Citizen Feedback component, all of the total residents who had participated in the survey citizens had expressed satisfaction with the cleanliness level in the city areas. Approximately 99% of the residents had reported that ULB has placed litter bins in strategic locations and were being used by them. Participants in the survey had a common response for the performance of the ULB and appreciated its effort towards promoting source segregation of waste and how important is this activity in the overall processing of garbage.

Based on the project submitted under Innovations and best practices, it is found that the Melathiruppanthruthi has planted a very cost-effective and durable twin bins made out of cement materials. In another project the residents of Melathiruppanthruthi have converted an abandoned mini-water tank into a garbage bin, thus saving money and effectively reusing an item for some purposeful activity. This shows that how valuable products can be derived out of waste with minimal input cost.

## Thiruporur Town Panchayat, Tamil Nadu

**'Fastest Mover' City - South Zone in < 25,000 Category**

Star Rating: <b>NONE</b>	ODF Status: <b>ODF</b>
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Zonal Rank SS2019 (South)	# 133
Zonal Rank SS2018 (South)	# 1074
Jump in Positions	941 ↑

<b>Overall Score (5000 Marks)</b>	<b>1965</b>
PART-1: Service Level Progress Score (1250 M)	199
PART-2: Certification Score (1250 M)	100
PART-3: Direct Observation Score (1250 M)	824
PART-4: Citizen Feedback Score (1250 M)	842

Thiruporur is a Panchayat Town in Kancheepuram district in the Indian state of Tamil Nadu. Thiruporur is located on Old Mahabalipuram Road. It is famous for its Thiruporur Kandaswamy temple, situated at the center of the town.

To promote cleanliness and to retain its ODF status, Kanchipuram identified over 3300 dysfunctional toilets and made it functional. To ensure the toilets get repaired, become functional to be usable by the citizens, the district officials motivated the people to repair their toilets using their own funds. However, those who were financially not capable enough to bear the repair costs were provided financial assistance through the local Self Help Groups (SHGs), which actively engaged private companies to construct new toilets for them. To sustain the practice of healthy sanitation and to keep the Swachh Bharat mission up and running in the district, the officials over time have taken up a number of initiatives.

Thiruporur has been applauded for the efforts it has taken in the last one year to make the city one of the cleanest in the country and has therefore been awarded as the Fastest Mover in SS2019: #133 under < 25K population category. The city has done a phenomenal job by taking a jump of 941 positions from Rank #1074 in Swachh Survekshan 2018 to Rank #133 in Swachh Survekshan 2019. The city secured a total of 1965 marks out of a maximum of 5000 marks. Under Direct Observation, it scored 824 marks out of 1250, and in Citizens' Feedback, it scored 842 out of a total of 1250.

The ULB has worked well under Bye-Laws and regulations; it has notified and enforced plastic waste management 2016 rules and has also notified and enforced the user charges to be collected from bulk waste generators.

Adding to all of the above, the city has received largely positive feedback from its citizens, taking its score up to 842 out of 1250 in this component. During Swachh Survekshan 2019, a total of 253 citizens of Thiruporur provided their feedback.

In the on-field assessment, more than 95 % of residential and commercial areas were found to be clean and well maintained. Not only that, the ULB has also worked on beautification of slum/ old areas, flyovers and public places, scoring 100% of the total marks.



## ZONAL LEVEL AWARDS: WEST ZONE

TABLE 24: Awarded ULBs - West Zone (Less than 1 lakh Population)

Sl. No.	Award Category	Name Of The ULB
1	West Zone's Cleanest City - No. 1	Karad Municipal Council
2	West Zone's Cleanest City - No. 2	Lonavala Municipal Council
3	West Zone's Cleanest City - No. 3	Mul Municipal Council
4	Fastest Mover' in West Zone	Visavadar Municipality

TABLE 25: Awarded ULBs - West Zone (>50,000 to 1,00,000 Category)

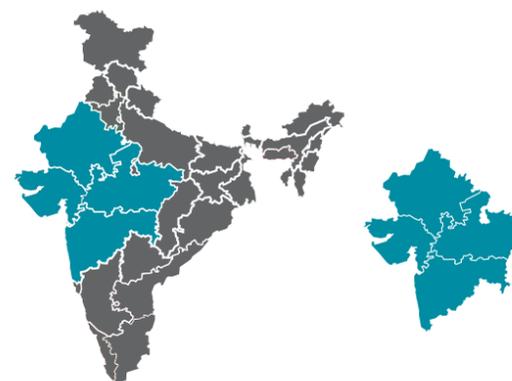
Sl. No.	Award Category	Name Of The ULB
1	Cleanest City in West Zone	Uran Islampur Municipal Council
2	Best City in Citizens Feedback - West Zone	Umred Municipal Council
3	Best City in 'Innovation & Best Practices' - West Zone	Ambajogi Municipal Council
4	Best City in 'Solid Waste Management' - West Zone	Khopoli Municipal Council
5	Fastest Mover' City - West Zone	Upleta Nagar Palika

TABLE 26: Awarded ULBs - West Zone (>25,000 to 50,000 Category)

Sl. No.	Award Category	Name Of The ULB
1	Cleanest City in West Zone	Vita Municipal Council
2	Best City in Citizens Feedback - West Zone	Dungarpur Nagar Parishad
3	Best City in 'Innovation & Best Practices' - West Zone	Deolali Pravara Municipal Council
4	Best City in 'Solid Waste Management' - West Zone	Indapur Municipal Council
5	Fastest Mover' City - West Zone	Bagasara Municipality

TABLE 27: Awarded ULBs - West Zone (< 25,000 population Category)

Sl. No.	Award Category	Name Of The ULB
1	Cleanest City in West Zone	Shahganj Nagar Palika Parishad
2	Best City in Citizens Feedback - West Zone	Pombhurna Municipal Council
3	Best City in 'Innovation & Best Practices' - West Zone	Mouda Nagar Panchayat
4	Best City in 'Solid Waste Management' - West Zone	Malkapur Municipal Council
5	Fastest Mover' City - West Zone	Talala Municipality



### WEST ZONE

#### Karad Municipal Council, Maharashtra

Cleanest City No. 1 - in the West Zone in < 1 Lakh Category

Star Rating: ★★ ★ ODF Status: ODF++

Zonal Rank SS2019 (North)	# 1
Zonal Rank SS2018 (North)	# 25

Overall Score (5000 Marks)	4063
PART-1: Service Level Progress Score (1250 M)	1090
PART-2: Certification Score (1250 M)	750
PART-3: Direct Observation Score (1250 M)	1120
PART-4: Citizen Feedback Score (1250 M)	1103

Karad is a city in Satara district in the southern part of Maharashtra state. It lies at the confluence of Koyna and Krishna River. Karad is well known for sugar production and is known as the sugar bowl of Maharashtra owing to the presence of many sugar factories in and around Karad. It is considered as an important educational hub in Maharashtra due to the presence of many prestigious educational institutes. Karad Municipal council has been awarded rank 1 in the award category of 'Cleanest city in West zone' (under less than 1 lakh population category) in Swachh Survekshan 2019 program.

All residential as well as commercial areas of the ULB are covered under 100% door-to-door garbage collection as well as source segregation. The city has enabled ICT based mechanisms for all collection and transportation of waste, monitoring of GVPs and attendance of the sanitation staff. In terms of integrating informal waste pickers into the system, the city has done a phenomenal job by integrating more than 80% of them. The city has also not left behind in giving benefits to sanitary workers



like personal protection equipment, medical benefits, giving training, and doing monthly recognition of the best performing workers.

Under sustainable sanitation, Karad Municipal Council has ensured 100% sewerage network, and processing facility for faecal sludge. Having been certified ODF++ by MoHUA, the council has addressed all requirements of its citizens, including construction of Individual Household Toilets (IHHLs) with water availability at source. Adding to that, all of the public toilets of the city are uploaded on the Google maps to be easily accessed by the general public, with more than 90% of it being opened between 4:00 AM to 10:00 PM. To create awareness among the citizens about sanitation and Swachh Survekshan, the city has created short movie/jingle that circulated through social media and also conducted campaigns to reach out to as many citizens as possible. Karad Municipal Council has also worked in capacity building of the SBM staff through e-learning portals and by conducting workshops.

The council has also actively enforced all the Bye-laws related to solid waste management, open defecation etc.

In the on-field assessment, the city scored 1120 marks out of 1250. Karad's residential areas were found to have been maintained well by an independent assessor carrying out the observation across randomly sampled locations in the city. Vegetable, fruits, fish and meat markets were



found to be clean with daily sweeping and collection of waste by municipal vehicles, as well as litter bins at all the locations and large hoardings, banners attempting to spread awareness about the importance of cleanliness and the Swachh Bharat Mission. The catchment areas of the railway station and bus station situated in the city were also found to be very clean and well maintained, with dustbins placed at all desired locations.

Not only that, the city has received a huge backing from its citizens across various aspects of cleanliness. Nearly all citizen from Karad who participated in the Citizen Feedback Survey were aware that their city was participating in this year's Swachh Survekshan; they had also asserted that they were satisfied with the cleanliness of their city. The efforts of the City are visible, and have been acknowledged by its citizens with more than 99% stating that they are now able to easily spot litter bins in commercial and public areas and also find access to clean toilets/urinals in public places. The city has been certified as 3 -star rating under Garbage free city protocol of the MoHUA.

## Lonavala Municipal Council, Maharashtra

### Cleanest City No. 2 - West Zone in < 1 Lakh Category

Star Rating: ★★	ODF Status: ODF+
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Zonal Rank SS2019 (West)	# 2
Zonal Rank SS2018 (West)	# 5

Overall Score (5000 Marks)	4041
PART-1: Service Level Progress Score (1250 M)	1143
PART-2: Certification Score (1250 M)	700
PART-3: Direct Observation Score (1250 M)	1162
PART-4: Citizen Feedback Score (1250 M)	1036

Lonavala is a town and hill station in Pune district of Maharashtra. It is about 64 km from Pune city and around 96 km from state capital Mumbai. It is a part of the Sahyadri slopes. Encompassed by thick woods, waterfalls, dam, lakes and proximity to big cities it offers an appealing and beguiling experience of the natural environment and is visited by tourists all over the year. It is also known for its production of the hard candy locally called as chikki. In the Swachh Survekshan 2019 assessment, the Lonavala Municipal council has been awarded rank 2 in the award category of 'Cleanest city in West zone' (under less than 1 lakh population category) in Swachh Survekshan 2019 program.



Lonavala Municipal Council secured full marks in 100% wards clean indicator by carrying out sweeping twice a day sweeping is done in all commercial areas, once a day sweeping in all residential areas, removal of animal dung, transformation of GVPs, no solid waste in storm water drains/water bodies and beautification of slums/old city areas. The city has also made efforts making more than 80% of its wards bin free.

It is also remarkable to note that the council has also scored 100% of the marks in the Home composting indicator with more than 5% of the households processing their wet waste at home.

Under sustainable sanitation, Lonavala Municipal Council has ensured 100% sewerage network, and more than 80% processing facility for faecal sludge. Having been certified ODF+ by MoHUA, the council has addressed all requirements of its citizens, including construction of Individual Household Toilets (IHHLs) with water availability at source. Adding to that, all of the public toilets of the city are uploaded on the Google maps to be easily accessed by the general public, with all of it being opened between 4:00 AM to 10:00 PM.

To create awareness among the citizens about solid waste management and sanitation, the city had created



short movie/jingle that circulated through social media and also conducted campaigns to reach out to as many citizens as possible. Lonavala Municipal Council has also worked in capacity building of the SBM staff through e-learning portals and by conducting workshops. The council has also actively enforced all the Bye-laws related to solid waste management, open defecation etc.

In the on-field assessment, the city scored 1162 marks out of 1250. Lonavala scored 100% in cleanliness of residential and commercial/public areas, and also its community and public toilets being clean and user friendly with large hoardings, banners attempting to spread awareness about the importance of cleanliness and the Swachh Bharat Mission. The city has maintained cleanliness in all of its public areas like public transport stations like bus/auto stations securing a 100% of the total marks in the indicator.

From the responses captured during the citizen feedback survey it has been evident that the administration's work towards sanitation and cleanliness has been appreciated by its residents. The citizens of Lonavala participated with imposing zeal. It is monumental for the Lonavala Municipal Council where almost all of its citizens who were part of the face to face feedback were aware of the fact that their city is participating in the Swachh Survekshan 2019. Also 99.6% of the citizens had reported that they were satisfied with the cleanliness of their city, and believed that it was definitely better than last year. They also claimed that they are able to find and access clean toilets/urinals in public places.

Adding to all of the above, the city has also been certified 3 star under Garbage free city certification in the Swachh Survekshan 2019 program.

## Mul Municipal Council, Maharashtra

### Cleanest City No. 3 - West Zone in < 1 Lakh Category

Star Rating: ★★★	ODF Status: ODF++
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Zonal Rank SS2019 (West)	# 3
Zonal Rank SS2018 (West)	# 30

Overall Score (5000 Marks)	4028
PART-1: Service Level Progress Score (1250 M)	970
PART-2: Certification Score (1250 M)	750
PART-3: Direct Observation Score (1250 M)	1159
PART-4: Citizen Feedback Score (1250 M)	1149

Mul is a Town in Mul Taluka in Chandrapur District of Maharashtra. It belongs to Vidarbha region, Nagpur Division. Mul is known for its rice production, having 53 rice mills covering 90% of rice production in whole of Chandrapur district. There is also a famous sacred ritual place called as Markandadeo, about 25 km from Mul. . Mul Municipal council has bagged 3rd rank in the award category of 'Cleanest city in West zone' (under less than 1 lakh population category) in Swachh Survekshan 2019 program.

As per the service level progress documents, all of the residential as well as commercial areas of the ULB are covered under 100% door-to-door garbage collection as well as source segregation. In terms of integrating informal waste pickers into the system, the city has done a phenomenal job by integrating more than 95% of them into handling of solid waste and sanitation. The city has also provided benefits to sanitary workers like personal protection equipment, medical benefits, giving training, and doing monthly recognition of the best performing workers.

Under sustainable sanitation, Mul Municipal Council has ensured 100% sewerage network, and processing facility for faecal sludge. Having been certified ODF++ by MoHUA, the council has addressed all requirements of its citizens, including provision of water supply in the Individual Household Toilets (IHHLs) constructed as part of the Swachh Bharat Mission. Adding to that, all of the public toilets of the city are uploaded on the Google maps to be easily accessed by the general public.

To create awareness among the citizens about sanitation and Swachh Survekshan, the city had created short movie/jingle that circulated through social media and also conducted campaigns to reach out to as many citizens as possible. Mul Municipal Council has also worked in capacity building of the sanitation staff through e-learning portals and by conducting workshops.

The council has also actively enforced all the bye-laws related to solid waste management, open defecation etc.



The city has also made efforts in making it bin free in 100% of its wards.

In the on-field assessment, the city scored 1159 marks out of a total of 1250. Mul's residential areas, Vegetable, fruits, fish and meat markets were all found to be clean. The catchment areas of the railway station and bus station situated in the city were also found to be clean and well maintained, with dustbins placed at all required locations. Mul Municipal Council has also made splendid efforts in making its citizens aware about sanitation and Swachh Survekshan by placing hoardings in all commercial and public areas.

It is noteworthy that out of the huge number of citizens who were sampled during the citizen feedback survey for capturing responses related to the city's sanitation and cleanliness, more than 99% of them had claimed that they are satisfied with the cleanliness of their city and believed that it was better than the last year. Adding to it, the same number of citizens also stated that they have easy access to clean toilets/urinals in public places and can easily spot litter bins. The city has also been certified 3-star rating under the Garbage free city certification carried out in the Swachh Survekshan 2019 assessment.

## Visavadar Municipality, Gujarat

**Fastest Mover - West Zone in < 1 Lakh Category**

Star Rating: ★★	ODF Status: ODF+
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Zonal Rank SS2019 (West)	# 127
Zonal Rank SS2018 (West)	# 806
Jump in Positions	679 ↑

Overall Score (5000 Marks)	2934
PART-1: Service Level Progress Score (1250 M)	330
PART-2: Certification Score (1250 M)	550
PART-3: Direct Observation Score (1250 M)	1085
PART-4: Citizen Feedback Score (1250 M)	968

Visavadar Municipality is situated in Junagadh district in the Indian state of Gujarat. Satadhar is a holy place dedicated to Aapa Giga, the famous Saint of Visavadar. Visavadar is Taluka (Tehsil) Place.

"Cleanliness is Godliness" is the mantra of Mahatma Gandhi Ji, father of the nation. He demonstrated, propagated and insisted for individual and community cleanliness throughout his life. Following his footprints, the government of Gujarat launched Nirmal Gujarat



Abhiyan in the year 2005. The campaign achieved promising results. In order to carry it forward and realize the dream of Mahatma Gandhi, the community with the State Government launched Mahatma Gandhi Swachhata Mission with a vision to make Gujarat open defecation free, Zero waste, dust free and green.

Visavadar has been awarded with the 'Fastest Mover City' award (in less than 1 lakh population category) from West zone in the Swachh Survekshan 2019 assessment. The city has a total of 2934 marks out of a maximum of 5000 marks in the Swachh Survekshan 2019 assessment. Under the direct observation component, it has scored 1085 marks out of 1250, and in Citizens' Feedback, it has scored 968 on 1250. As per the service level progress report, the administration practices door to door collection and transportation of waste from all of its listed ward areas.

During Swachh Survekshan 2019, a total of 507 citizens of Visavadar provided their feedback. It has received largely positive feedback from its citizens, taking its score up to 968 out of 1250 in citizen feedback component.

More than 95% of the toilets present in households/commercial establishment/CT/PTs are connected to sewerage system or have septic tanks. More than 90% of IHHL constructed toilets have water availability at the source. The ULB has notified and enforced plastic waste management rules, 2016 and solid waste management rules, 2016. The ULB has also adopted measures to collect user fee and penal action to curb open defecation, urination and littering.



## Uran Islampur Municipal Council, Maharashtra

**Cleanest City - in the West Zone in >50,000 to 100,000 Category**

Star Rating: ★★	ODF Status: ODF+
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Zonal Rank SS2019 (North)	# 14
Zonal Rank SS2018 (North)	# 9

Overall Score (5000 Marks)	3631
PART-1: Service Level Progress Score (1250 M)	925
PART-2: Certification Score (1250 M)	550
PART-3: Direct Observation Score (1250 M)	1146
PART-4: Citizen Feedback Score (1250 M)	1010

Uran Islampur is a Municipal Council in Sangli district of Maharashtra. It belongs to Western Maharashtra region and Pune Division. It is known for being the hub for Aeromodelling workshops. The Municipal council through its consistent efforts has bagged the award for 'Cleanest City' in the West zone (under the population category between 50000 to 1 lakh) in Swachh Survekshan 2019.

All residential as well as commercial areas of the ULB are covered with 100% door-to-door garbage collection as well as source segregation of waste is practiced in all the ward areas. In terms of integrating informal waste pickers into the system, the city has done a phenomenal job by integrating more than 95% of them. The city has also made efforts making more than 95% of its wards free of secondary storage stations/dhalaos thus ensuring proper transportation of waste to the dumpsite/processing plants. It is also remarkable to note that the council has also scored 100% of the marks in the Home Composting indicator with more than 5% of the households processing their wet waste at home.

Under sustainable sanitation, Uran Islampur Municipal Council has ensured that any toilet type is connected to a safe disposal system for proper transfer of fecal sludge for processing. Having been certified ODF+ by MoHUA, the council has addressed all requirements of its citizens, including construction of Individual Household Toilets (IHHLs) with water availability at source. Adding to that, all of the public toilets of the city are uploaded on the Google maps to be easily accessed by the general public, with all of it being opened between 4:00 AM to 10:00 PM. To create awareness among the citizens about solid waste management and sanitation, the city had created short movie/jingle that circulated through social media and also conducted campaigns to reach out to as many



citizens as possible. Uran Islampur Municipal Council has also worked in capacity building of the SBM staff through e-learning portals. The council has also actively enforced all the Bye-laws related to solid waste management, open defecation etc.

In the on-field assessment, the city scored 1146 marks out of 1250. Uran Islampur scored 100% in cleanliness of residential and commercial/public areas, and also its community and public toilets being clean and user friendly with large hoardings, banners attempting to spread awareness about the importance of cleanliness and sanitation. The city has maintained cleanliness in all of its crowded areas like public transport stations like bus/auto stations securing a 100% of the total marks in the indicator.

Not only in direct observation and service level progress, the city has received huge acclamation from its Citizens with almost all of its citizens who were contacted for face to face feedback being aware of the fact that their city is participating in the Swachh Survekshan 2019. Also 97.8 % of the citizens had reported that they were satisfied with the cleanliness of their city, and believed that it was definitely better than last year. Around 95% of the citizens also claimed that they are able to find and access clean toilets/urinals in public places.



## Umred Municipal Council, Maharashtra

**Best City in 'Citizen Feedback' - West Zone in >50,000 - 1 Lakh Category**

Star Rating: ★★	ODF Status: ODF+
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Zonal Rank SS2019 (North)	# 46
Zonal Rank SS2018 (North)	# 84
Count of Citizen Feedbacks	697

Overall Score (5000 Marks)	3272
PART-1: Service Level Progress Score (1250 M)	580
PART-2: Certification Score (1250 M)	550
PART-3: Direct Observation Score (1250 M)	1056
PART-4: Citizen Feedback Score (1250 M)	1086

Umred is a municipal council in the Nagpur district of Maharashtra. Throughout the year it receives a lot of footfall due to its proximity to the Karhandla Wildlife Sanctuary.

Umred has been a consistent performer in the citizen feedback. It has secured a score of 1171/1400 i.e. a score of 83% in the citizen survey in 2018. Umred continued its strong performance in 2019, securing 1086/1250 i.e. a score of 86% in the citizen feedback of Swachh Survekshan 2019 and thus obtaining the award for 'Best City in Citizen Feedback' from West Zone (in the population category of 50000 to 1 lakh)

Addressing the various facets of sanitation has been a joint effort of the municipal council and the residents of Umred. Around 99.8% of the respondents in Citizen Feedback survey, considered their city to be clean, noting a significant improvement from the previous year. Over 96% of the citizens surveyed reported increased visibility and ease of access to litter bins and clean urinals in commercial and public spaces.

It is also remarkably impressive to note that more than 99% of citizens surveyed reported being aware of their city's active involvement in Swachh Survekshan 2019. This speaks not only to the innate awareness of the populace but also shows promising returns from efforts made by the Municipal council, a claim supported by the on-field assessment. The on-field assessment noted key advertising tactics were employed to increase awareness about sanitation and Swachh Survekshan. ULB has populated all its commercial and public areas with hoardings of Swachh Survekshan 2019.



The city's initiative to make the Swachhta movement a citizen inclusive movement is strengthened by its high grievance resolution rate. Out of 700 complaints on various municipal services, the municipality had a 85% resolution rate.

The Direct Observation further corroborates the results of the citizen survey. Field assessment of residential and commercial/public areas of the city, reported a score of 100% in cleanliness. Its public and community toilets scored 90% for being clean and user friendly. The city has under taken initiative to make its citizens sanitation sensitive by putting SBM messages on all community and public toilets.

## Ambajogi Municipal Council, Maharashtra

**Best City in 'Innovation and Best Practices' - West Zone in > 50,000 - 1,00,000 Category**

Star Rating: NONE	ODF Status: Self Declared
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Zonal Rank SS2019 (North)	# 611
Zonal Rank SS2018 (North)	# 205

Overall Score (5000 Marks)	2050
PART-1: Service Level Progress Score (1250 M)	299
PART-2: Certification Score (1250 M)	25
PART-3: Direct Observation Score (1250 M)	857
PART-4: Citizen Feedback Score (1250 M)	868
Innovation and Best Practices (62 M)	52

Ambajogi, is a municipal council, located in Marathwada region of the western Indian state of Maharashtra. With the total population of 73,975, ULB has augmented many initiatives under Swachh Bharat Mission (SBM) to galvanize citizens and various stakeholders of the service delivery providers to become the partners in the cleanliness drive.

### ULB led Innovation and Best Practices:

Municipal council has created a new methodology to dispose of the faecal sludge in an eco-friendly manner and ultimately to convert it into manure. Under this project, concrete pits are constructed at the compost depot of municipal council for decomposition of treated waste remains from mechanical composting. In the first stage, 10 concrete pits are connected with PVC pipes to drain out the water content available in the faecal sludge collected at site. Inter connected concrete pipes collect the faecal sludge. As the faecal sludge is collected in the 1 pit, the water containing the faecal sludge flows through pipes. As a result, the faecal sludge remains at the top of the pit, is open for provision of aeration and hence the decomposition of the sludge grows gradually. When it dries completely, the sludge becomes odour free manure.

### Citizen led Innovation and Best Practices:

Hundreds of tonnes of biodegradable organic waste is being generated in the city, making safe waste disposal difficult. This waste can be converted into valuable compost by vermi-composting. NGOs of the city guided the ULB for implementation of Composting Project. Jayprabha Gramin Vikas Mandal and Manavlok Sevabhavi Sanstha aided in this project. They helped with proper selection of the species of earthworms and the implementation unit. They were provided with sufficient quantity of earthworms.

Production Capacity and Cost Structure: Total capacity of production units inclusive of all levels is 35 tonnes. For this, an investment of INR 12 Lakhs was required as construction cost.

With such innovative initiative and good practices, Ambajogi municipality has secured the #1st rank in the category of 'Innovations and Best Practices' in the west zone under population of 50k-1lacs.

The city has also spread IEC messages and awareness on cleanliness and various activities that were undertaken by the municipal corporation under the Swachh Bharat Mission.



## Khopoli Municipal Council, Maharashtra

**Best City in 'Solid Waste Management' - West Zone in >50,000 - 1 Lakh Category**

Star Rating: ★★★	ODF Status: ODF+
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Zonal Rank SS2019 (North)	# 25
Zonal Rank SS2018 (North)	# 152

Overall Score (5000 Marks)	3471
PART-1: Service Level Progress Score (1250 M)	736
PART-2: Certification Score (1250 M)	700
PART-3: Direct Observation Score (1250 M)	1063
PART-4: Citizen Feedback Score (1250 M)	973
SWM Indicators Score (1783 M)	1532

Khopoli Municipal Council is present in the Raigad District of Maharashtra State and is the extension part of the Mumbai Metropolitan region. The place which was once a village has over the period of time slowly transformed into an industrial estate, along with many tourist attraction places and educational institutions. The city has been efficiently managing the solid waste generated which is evident by the 1st rank it has secured for 'Best City in Solid Waste Management' among the ULBs from West zone surveyed for in 50k to 1 lakh population category. It has achieved 1532 out of a maximum of 1783 marks allocated under 'SWM infrastructure and services' in the Swachh Survekshan 2019 assessment protocol.

Floating population visit Khopoli during monsoon and winter seasons which makes it more prone to garbage and sanitation issues. The sanitation team carries out door to door collection of waste and practices source segregation of waste nearly in all the ward areas. The dry waste generated on a daily basis is managed and processed by the ULB thus reducing the waste footprint. The administration as per the guidelines has efficient mechanism in place to manage the construction and demolition waste being generated in the ward areas. As per the guidelines of solid waste management rules 2016, the ULB has directed all the bulk waste generators to process and dispose the wet waste on their own premises.

The city has secured 740 marks out of 790 marks, in the Direct Observation component of Solid Waste Management under the Swachh Survekshan 2019. The on ground survey results show that nearly 94% of all of the sampled Residential areas and Commercial

areas are clean, indicating the sanitation and solid waste management work being carried out. Majority of the community/public toilets selected for the samples were found to substantially equip with all the functional requirements thus increasing its utilization capacity. All of the catchment areas like bus station, auto/taxi stands, railway station that were sampled were found to be clean, public friendly and with IEC messages. The results indicate the sanitation and cleanliness standard of the city and ensures that the work will be maintained in the longer run.

In the Citizen Feedback survey, the responses directly related to solid waste management components shows that, nearly 98% of the participants were happy with the cleanliness activities being carried out in all the ward areas. Approximately, 99% of the responses directed towards the active work carried out by the sanitation team towards collecting and transporting segregated waste from the respective areas. As stated by 95% of the residents, there were litter bins present in the residential and commercial zones. These bins are in regular use and are periodically managed by the sanitation team.

## Upleta Nagar Palika, Gujarat

**Fastest Mover City - West Zone in >50,000 - 1 Lakh Category**

Star Rating: ★★	ODF Status: ODF+
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Zonal Rank SS2019 (North)	# 173
Zonal Rank SS2018 (North)	# 745
Jump in Positions	572 ↑

Overall Score (5000 Marks)	2806
PART-1: Service Level Progress Score (1250 M)	528
PART-2: Certification Score (1250 M)	550
PART-3: Direct Observation Score (1250 M)	955
PART-4: Citizen Feedback Score (1250 M)	774

Upleta is a city and tehsil in the Rajkot district of the state of Gujarat, India. Upleta is situated on the bank of river Moj between Rajkot and Porbandar. It has been awarded as the 'Fastest Mover City' from West zone in the population category of 50000 to 1 lakh in the Swachh Survekshan 2019 assessment.

The city administration has worked efficiently to ensure that road, streets and other public spaces to be clean and garbage free. Cleanliness drive is organized to create awareness related to cleanliness and sanitation and get

in more participation from the ground level to join the Swachh Bharat Mission objectives.

The ranking of the city has improvised a lot from Swachh Survekshan 2018 program which indicates the quality outcome displayed by the administration towards sanitation and cleanliness. The city has a total of 2806 marks out of a maximum of 5000 marks overall. In the direct observation component, it has scored 955 marks out of 1250, and in Citizens Feedback survey, it has scored 773 marks out of the total 1250 marks.

As per the service level progress report, the sanitation team covers all of the ward areas under door to door collection of garbage. And the administration has successfully integrated the identified informal waste pickers for delivery of sanitation services. The ULB has ensure the provision and usage of personal protective benefits to all the sanitation workers, provisions for medical benefits, mechanism in place for identifying the best performance displayed by any worker and lastly for imparting training to the workers.

All of the listed f the sanitation staff below the commissioner/ executive officer of the ULB have undertaken certification on E-courses platform on SBM portal. It has received largely positive feedback from its citizens, taking its score up to 774 out of 1250 in this component. During Swachh Survekshan 2019, a total of 322 citizens of Upleta provided their feedback. More than 95 % of residential and commercial areas were reported to be clean. More than 70 % of the community toilet and public toilet were maintained properly and people are accessing it on a regular basis. Furthermore, all of the sampled community and public toilets have prominently displayed SBM messages and are connected to onsite safe and close sanitation system.

During the on-ground assessment, it was found that all of the catchment areas like vegetable/fruit and meat/fish market were clean and garbage free. Other catchment area like bus stations, railway stations, auto/taxi stand were visibly clean and public friendly. All of the ward areas were covered with promotion and awareness of Swachh Survekshan 2019 campaign through hoardings/billboards, banners and wall paintings/writings.



## Vita Municipal Council, Maharashtra

**Cleanest City- in the West Zone in >25,000 to 50,000 Category**

Star Rating: ★★★	ODF Status: ODF+
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Zonal Rank SS2019	# 4
Zonal Rank SS2018	# 14

Overall Score (5000 Marks)	3970
PART-1: Service Level Progress Score (1250 M)	1009
PART-2: Certification Score (1250 M)	700
PART-3: Direct Observation Score (1250 M)	1180
PART-4: Citizen Feedback Score (1250 M)	1081

Vita is a town in Sangli district of Maharashtra. Vita is well known as the 'City of Gold'. It is well known for its festival celebrations especially Dusserra which attracts people from various regionst. Vita is also famous for its Bhairavnath Yatra. Vita with its quality work showcased in the Swachh Survekshan 2019 program has been awarded with the 'Cleanest City' award in the West Zone under the population category of 25000 to 50000.

All residential as well as commercial areas of the ULB are covered under 100% door-to-door garbage collection as well as source segregation. The city administration also ensures that 100% of its waste is treated efficiently in decentralized or centralized waste processing plants. The city has also provided benefits to sanitary workers like personal protection equipment, medical benefits, giving training, and doing monthly recognition of the best performing workers.

As per the service level progress documents, Vita Municipal Council carries out twice a day sweeping in all commercial areas, once a day sweeping in all residential areas, removal of animal dung, transformation of GVPs, no solid waste in storm water drains/water bodies and beautification of slums/old city areas. The city has also started working on making its wards free of secondary storage bins/dhalaos thus reducing the probability of having garbage vulnerable points in open spaces.

It is also remarkable to note that the council has also scored 100% of the marks in the Home composting indicator with more than 5% of the households processing their wet waste at home.

Under sustainable sanitation, Vita Municipal Council has

ensured 100% sewerage network, and more than 80% of the faecal sludge being generated is getting processed. Having been certified ODF+ by MoHUA, the council has made sure the construction of Individual Household Toilets (IHHs) with water availability at source and all of the public toilets of the city are uploaded on the Google maps to be easily accessed by the general public, with all of it being opened between 4:00 AM to 10:00 PM.

To create awareness among the citizens about solid waste management and cleanliness, the city had created short movie/jingles and also conducted campaigns. Vita Municipal Council has also worked in capacity building of the SBM staff through e-learning portals and by conducting workshops. The council has also actively enforced all the Bye-laws related to solid waste management, open defecation etc.

In the on-field assessment, the city did an outstanding job scoring 1180 marks out of 1250. Vita scored 100% in cleanliness of residential and commercial/public areas, and also its community and public toilets are regularly kept is clean and user friendly with IEC messages, spreading awareness about the importance of cleanliness and the Swachh Bharat Mission. The city has maintained cleanliness in all of its public areas like public transport stations like bus/auto stations securing a 100% of the total marks in the indicator.

The council has received a huge acclamation from its citizens across various lines of cleanliness and sanitation. Not only were 99.2% of citizens were aware that their city was participating in this year's Swachh Survekshan, the same number of citizens had also reported that they were satisfied with the cleanliness of their city, and believed that it was definitely better than last year. The effort of the Vita Municipal Council is visible, and has been acknowledged by its citizens with around 96% stating that they are now able to easily spot litter bins in commercial and public areas and remarkably outstanding is the fact that more than 99% of the citizens claimed that they are able to find and access clean toilets/urinals in public places. The city has also been certified as 3 star rating under the Garbage free city certification as part of the Swachh Survekshan 2019 program.



## Dungarpur Nagar Parishad, Rajasthan

**Best City in 'Citizen's Feedback' - West Zone in >25,000 – 50,000 Category**

Star Rating: ★★	ODF Status: ODF+
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Zonal Rank SS2019 (North)	# 7
Zonal Rank SS2018 (North)	# 126
Counts of Citizen Feedback	1757

<b>Overall Score (5000 Marks)</b>	<b>3787</b>
PART-1: Service Level Progress Score (1250 M)	856
PART-2: Certification Score (1250 M)	550
PART-3: Direct Observation Score (1250 M)	1226
PART-4: Citizen Feedback Score (1250 M)	1155

Dungarpur is a city in the southernmost region of Rajasthan state of India. It is the administrative headquarters of Dungarpur District. It is the fastest developing town in Rajasthan state. It is the cleanest and first ODF (Open defecation free) city in Rajasthan. Tourists from all over India visit this beautiful city for its marvelous temples and palaces.

Dungarpur has been a consistent performer in the citizen feedback. It had secured a score of 1254 marks out of 1400 in the citizen feedback survey in 2018. Dungarpur continued its strong performance in 2019, securing 1155 marks out of the total 1250 in the citizen feedback survey of Swachh Survekshan, with more than 1700 citizens actively participating through face to face feedbacks. It has bagged the award for 'Best City in Citizen Feedback' from West Zone under the population category of 25000 to 50000.



The city's population has served as a strong support system in its cleanliness drive. More than 99% of citizens surveyed reported being aware of their city's active involvement in Swachh Survekshan 2019 and considered their city to be clean. Over 98 percent of the citizens surveyed reported increased visibility and ease of access to litter bins and clean urinals in commercial and public spaces.

The City's efforts to involve the average citizen in the swachhta movement has been through proactively addressing common grievances. Out of the 400 complaints lodged on various municipal services, the municipality had a 93% resolution rate.

The resounding citizen level endorsement is reflected in the Direct Observation assessment. On-field assessment of residential and commercial/public areas of the city, reported a score of 100% in cleanliness. Its public and community toilets scored 98% for being clean and user friendly. The city has made tremendous efforts in making its citizens sanitation sensitive by putting SBM messages on all community and public toilets.

To make this sanitation initiative sustainable, the Municipality has made sure that its Community and public toilets are connected with onsite safe disposal system.

Aside from its cleanliness initiative, the city has also focused on wide-reaching beautification. Beautifying the urban slums/old city areas helped it secured full marks i.e. 200/200 in its assessment.

## Deolali Pravara Municipal Council, Maharashtra

**Best City in 'Innovation and Best Practices' - West Zone in >25,000 – 50,000 Category**

Star Rating: ★	ODF Status: ODF+
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Zonal Rank SS2019 (North)	# 114
Zonal Rank SS2018 (North)	# 64

<b>Overall Score (5000 Marks)</b>	<b>2964</b>
PART-1: Service Level Progress Score (1250 M)	391
PART-2: Certification Score (1250 M)	400
PART-3: Direct Observation Score (1250 M)	1112
PART-4: Citizen Feedback Score (1250 M)	1061
Innovation and Best Practices Score (62 M)	45

Deolali Pravara Municipal Council is a town with a population of around 31000, situated in Ahmednagar district of Maharashtra State. Deolali Pravara has a track record of winning awards in the field of solid waste management, water supply and sanitation at the state level.

### ULB led innovation and best practices

The city administration of Deolali Pravara has taken up a novel initiative of reusing plastic waste in constructions of roads. The ULB has already completed three roads based on this technology. This is an in-situ process which involves no industry involvement and no toxic gases like dioxin. The resultant road has proven to have a longer lifetime.

Disposal and processing of plastic waste has gained a central stage as per the guidelines under the Plastic waste management Rules, 2016. Plastic waste treatment has been a big hurdle for any administration as the waste collected itself is not monitored efficiently. Usually, household practice is to burn the plastic waste which is not environmental friendly and produces toxic gases. But, this kind of initiative has resulted in the usage of plastic waste into productive activities thus, resolving the issue of disposal of plastic waste and adding to the movement of creating a sustainable environment for all.

### Citizen led innovation and best practices

The residents of Deolali Pravara have initiated the practice of home-composting of wet waste generated from animal dung, kitchen waste etc. The compost generated out of this process has been largely used as fertilizers in vegetables and agricultural practices. Bio-gas generation is also practiced from treatment of waste from animal dung and kitchen waste and has been put to use in cooking practices.



## Indapur Municipal Council, Maharashtra

**Best City in 'Solid Waste Management' - West Zone in >25,000 – 50,000 Category**

Star Rating: ★★★	ODF Status: ODF+
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Zonal Rank SS2019 (West)	# 10
Zonal Rank SS2018 (West)	# 45

<b>Overall Score (5000 Marks)</b>	<b>3752</b>
PART-1: Service Level Progress Score (1250 M)	969
PART-2: Certification Score (1250 M)	700
PART-3: Direct Observation Score (1250 M)	1063
PART-4: Citizen Feedback Score (1250 M)	1019
SWM Indicators Score (1783 M)	1636

Indapur city is a Municipal Council in the Pune district of Maharashtra state. It has a population of around 25500 people. This place has a historic remembrance through the Mughal empires expansion in central-south India and consequent resistance from the Maratha's.

Indapur city has been efficiently managing the solid waste generated which is evident by the 1st rank it has secured among the ULBs (West zone) surveyed for Best City in Solid Waste Management in 25k to 50k population category. It has achieved 1636 out of a maximum of 1783 marks allocated under 'SWM infrastructure and services' in the Swachh Survekshan 2019 assessment protocol. City administration covers all the ward areas through door to door collection of garbage waste and ensures the practice of segregation of waste at source. It also has ICT based monitoring in practice for monitoring of staff attendance, garbage vulnerable points and tracking of its garbage collection vehicle. The sanitary workers do two times sweeping in the entire commercial and one time sweeping in all the residential areas. There is no secondary storage stations/dhalaos present in the city as all the garbage is collected and transported directly to the processing plant on a daily basis. The ULB has managed to process all the wet and dry waste being generated through centralized/decentralized process. Many households in the ward areas practice home-composting thus reducing the burden on the ULB to an extent. As per the Solid Waste Management Rules 2016, all the identified bulk waste generators in the ULB have been directed to practice on-site composting of wet waste. Since all the waste is processed completely the dumpsite present in the ULB has been remediated.

The city has secured 647 marks out of 790 marks, in

the Direct Observation component of Solid Waste Management under the Swachh Survekshan 2019. The on ground survey results show that more than 80% of all of the sampled community/public toilets were found to be substantially equipped with all the functional requirements making it more accessible. All of the catchment areas like bus station, auto/taxi stands, public places that were sampled were found to be clean, public friendly and with IEC messages.

In the Citizen Feedback survey, the responses directly related to solid waste management components shows that, nearly all of the participants were satisfied with the cleanliness activities being carried out in all the ward areas. The responses captured also showed that segregation of waste at source was implied in all the areas and the garbage collection vehicles had separate compartments to carry dry and wet waste. Approximately 99% of the respondents reported that they have been using the litter twin bins in placed by the ULB in the designated locations.

Under the innovations and best practices, ULB has conducted many IEC campaigns and programs directed towards educating children for sustainable cleanliness through various quiz competition. In the citizen led innovation and best practices, the idea implemented was of conducting plastic reuse workshop wherein various ideas/concepts regarding plastic reuse were floated and also implemented at various stages.

## Bagasara Municipality, Gujarat

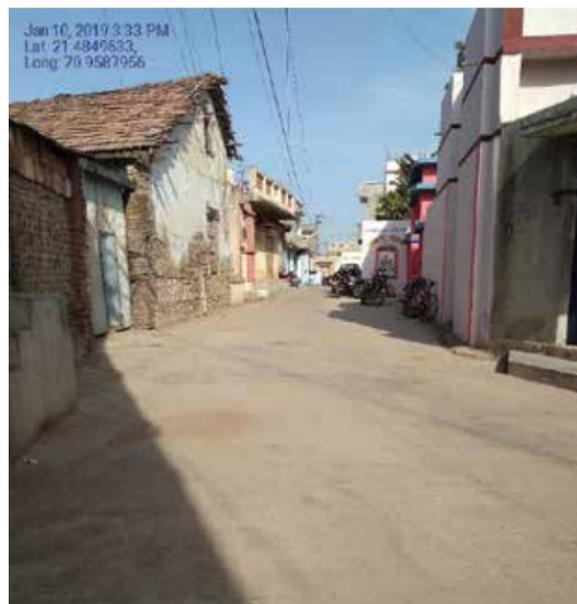
**'Fastest Mover' City - West Zone in >25,000 - 50,000 Category**

Star Rating: ★★	ODF Status: ODF+
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Zonal Rank SS2019 (West)	# 223
Zonal Rank SS2018 (West)	# 849
Jump in Position	626 ↑

Overall Score (5000 Marks)	2729
PART-1: Service Level Progress Score (1250 M)	282
PART-2: Certification Score (1250 M)	550
PART-3: Direct Observation Score (1250 M)	907
PART-4: Citizen Feedback Score (1250 M)	990

Bagasara is a municipality in Bagasara Taluka of Amreli district in Gujarat state. Bagasara has been awarded with the 'Fastest Mover City' award from West zone (in the population category of 25000 to 50000) in



Swachh Survekshan 2019. The administration efforts towards sanitation and solid waste management have successfully helped in improvising on the ranking from previous Swachh Survekshan 2019. The city has a total of 2729 marks out of a maximum of 5000 marks in the overall Swachh Survekshan 2019 assessment. In the direct observation component, it has scored 907 marks out of 1250, indicating the quality work imparted by the sanitation team towards cleanliness and sanitation drives.

At least two events /campaigns were conducted per months from October 2018 by citizens. More than 95 % of the sanitation staff and engineering staff have attended at least 3 workshops related to Swachh Bharat Mission activities.

It has received positive feedback from its citizens, taking its score up to 990 out of 1250 in the citizen feedback component. During Swachh Survekshan 2019, a total of 1039 citizens of Bagasara provided their feedback. The responses captured show that more than 70% of residential and commercial areas are maintained clean and similarly around 70 % of the community and public toilets are clean and user- friendly.

All of the sampled community and public toilets have prominently displayed SBM messages and more than 80% have been connected to onsite safe close sanitation system thus ensuring safe transportation of faeca; sludge.

All of the listed slum/old areas, flyover and public places have beautification in their area. More than 80 % of commercial/public areas of the city have Swachh Survekshan 2019 hoardings/ billboards and wall writings indicating the active involvement of the administration towards promoting awareness to the masses at grass root level.

## Shahganj Nagar Palika Parishad, Madhya Pradesh

**Cleanest City - West Zone in < 25,000 Category**

Star Rating: ★★★	ODF Status: ODF++
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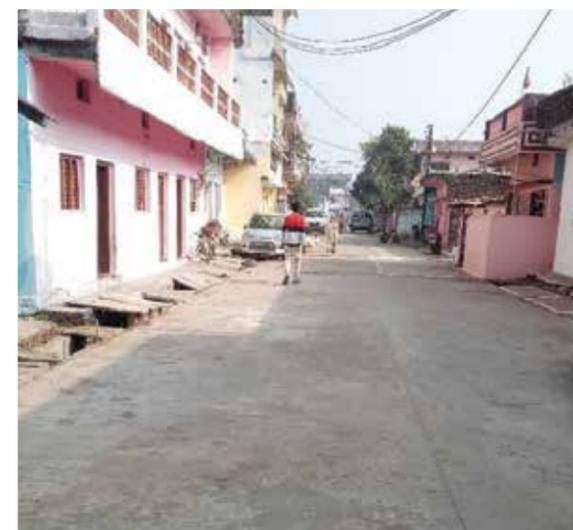
Zonal Rank SS2019 (West)	# 5
Zonal Rank SS2018 (West)	# 122

Overall Score (5000 Marks)	3923
PART-1: Service Level Progress Score (1250 M)	930
PART-2: Certification Score (1250 M)	750
PART-3: Direct Observation Score (1250 M)	1174
PART-4: Citizen Feedback Score (1250 M)	1069
Innovation and Best Practices Score (62 M)	35

Shahganj is a village Panchayat situated in the Sehore district of Madhya Pradesh state. Shahganj Nagar Palika Parishad has been awarded as the 'Cleanest City' in the West zone under the less than 25k population category in the Swachh Survekshan 2019 assessment.

It has scored 3923 marks out of the total 5000 marks and under below 1 lakh category from West Zone, Shahganj stands at rank 5th which is a 117 places jump from the Swachh Survekshan 2018. This is a commendable performance for a ULB with a population of around 8500 to compete strongly at the national level.

In the service level progress document assessment, the ULB has obtained a total of 930 marks out of 1250 marks. The administration practices door to door collection of



garbage waste along with source segregation of waste in all the ward areas. It also processes all of the wet waste being generated in the city area through centralized and decentralized process.

As per the garbage free city certification, the ULB has been certified as 3-star rating, indicating the efficient management of the administration of keeping the city garbage free. In the Open Defecation Free certification, the ULB has been certified as ODF++ rating thus highlighting the cleanliness drive promoted by the ULB administration.

Under the direct observation component, the ULB has scored 1174 marks out of the maximum 1250 marks. During the on-ground assessment it was found that all of the residential/commercial areas were kept clean along with all of the catchment areas like vegetable/fruit market, fish/meat market and auto/taxi stands. The city has removed all the secondary storage stations from the respective wards. This has resulted in moving the city towards a clean environment. In the citizen feedback component the ULB has scored 1069 marks out of the 1250 marks. The responses recorded indicate that the ULB has placed litter bins in all the strategic locations of residential and commercial areas which are being used by the residents on a regular basis. This has resulted in the transformation of the potential garbage vulnerable points in the ward areas.

The performance of the ULB administration in the overall Swachh Survekshan 2019 has clearly shown that it has been successful in implementing the Swachh Bharat Mission activities.

## Pombhurna Municipal Council, Maharashtra

**Best City in 'Citizen Feedback' - West Zone in < 25,000 population Category**

Star Rating: ★★	ODF Status: ODF+
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Zonal Rank SS2019 (West)	# 109
Zonal Rank SS2018 (West)	NA
Count of Citizen Feedback	450

Overall Score (5000 Marks)	2976
PART-1: Service Level Progress Score (1250 M)	430
PART-2: Certification Score (1250 M)	550
PART-3: Direct Observation Score (1250 M)	885
PART-4: Citizen Feedback Score (1250 M)	1111

Pombhurna is a Municipal Council in Chandrapur District in the state of Maharashtra. The Head Quarters are in Pombhurna town. It belongs to Vidarbha region in the Nagpur Division. It is located 40 KM East of District headquarters Chandrapur and 839 Km from State capital of Mumbai. The city council received overwhelmingly positive response from its citizen feedback survey, securing a score of 1111/1250. This is in taking into account the significant level of participation in the survey by the citizens of Pombhurna.

All of citizens surveyed reported being aware of their city's active involvement in Swachh Survekshan 2019 and 99.8% considered their city to be clean. The efforts of the ULB were corroborated by positive statements from the surveyed citizens. While 98.9% of citizens reported increased visibility and ease of access to litter bins, 99.5% of the citizens claimed they were able to locate and access clean urinals in commercial and public spaces.

The city's initiative to make the swachhta movement a citizen inclusive movement is strengthened by its high grievance resolution rate. Out of 840 complaints on various municipal services, the municipality had a 93% resolution rate. The wide spread acceptance by the citizens of Pombhurna Municipal Council's initiatives reflects strongly in Direct Observation assessment. On-field assessment of the cleanliness of the community and public toilets of the city, yielded a score of 75%.

Despite being a small city with a population of sub-one lakh, key advertising tactics were employed to increase awareness about sanitation and Swachh Survekshan. ULB has populated all its commercial and public areas with hoardings of Swachh Survekshan 2019.



## Mouda Nagar Panchayat, Maharashtra

**Best City in 'Innovation and Best Practices' - West Zone in < 25,000 Category**

Star Rating: ★★	ODF Status: ODF+
Zonal Rank SS2019 (North)	# 18
Zonal Rank SS2018 (North)	#33
<b>Overall Score (5000 Marks)</b>	<b>3548</b>
PART-1: Service Level Progress Score (1250 M)	764
PART-2: Certification Score (1250 M)	550
PART-3: Direct Observation Score (1250 M)	1206
PART-4: Citizen Feedback Score (1250 M)	1029
Innovation and Best Practices Score (62 M)	52

Mouda is a town of Nagpur district in the state of Maharashtra, India. The ULB has made several efforts to make safer and cleaner urban spaces under the Swachh Bharat Mission. The practices which are being implemented in the city constitute mainly of the participatory role of the citizens and various stakeholders.

**ULB led Innovation and Best Practices:**

Recycling and Reuse of Plastic Wastes into Dustbin and Pipes Project

Under 'Innovation and Best Practices' the city submitted a project titled 'Recycling and Reuse of Plastic Wastes into Dustbin and Pipes'. Mouda CT, is successfully turning plastic waste into dustbins and pipes. As a part of the process, the segregated waste is collected at the source and transported to the Solid Waste Management facility which has been set-up by the Nagar Panchayat outside the residential area. The facility has provided a separate area for processing wet and dry waste. Wet waste is processed for preparing compost, organic fertilizers and feed. The dry wastes are further segregated into 12 bins on the type of content such as plastic, glass, metal, cloth, thermocol, etc. This is the stage where plastic is separated out from the wastes and is ready for further processing. The segregated plastic is recycled into plastic grind and also melted down into pellets called nurdles. After the recycling process, a waste/scrap is converted into a product with characteristics similar to those of original product, i.e., dustbins.

The ULB has also announced to distribute two dustbins to the citizens of the city on payment of the Property

tax on time. The Concept of Recycling of plastics is being carried out in this manner to minimize the pollution during the process and as a result it will enhance the efficiency of the process and lead to energy conservation.

**Citizen led Innovation and Best Practices:**

Pig and Fish Farming using Wet Wastes- Reusing wet and kitchen waste as a raw material for economic gain.

The kitchen waste from institutions such as houses, schools or hotels, distillery waste, fish-processing waste, abattoir waste and agricultural residues are segregated and transported to the SWM facility which has been set-up by the Nagar Panchayat.

The facility houses separate area for processing wet and dry waste. Wet waste is processed for preparing compost, organic fertilizers and feed. The segregated waste is then shredded in the rendering plant and handed over to fish farming and pig farming areas.

In this way, there is a readily available feed for pig and fish farming and a dedicated space for all their activities.

This has resulted in a good breed of pigs and fish which are sold at a very good rate in the market. A portion of the earnings from this sale is taken up by the Nagar Panchayat as a royalty.

The city has been awarded 1st position in the Innovation and Best practices award among cities with less than 25,000 population in west zone.

## Malkapur Municipal Council, Maharashtra

**Best City in 'Solid Waste Management' - West Zone in < 25,000 Category**

Star Rating: ★★★	ODF Status: ODF+
Zonal Rank SS2019 (West)	# 9
Zonal Rank SS2018 (West)	# 4
<b>Overall Score (5000 Marks)</b>	<b>3771</b>
PART-1: Service Level Progress Score (1250 M)	808
PART-2: Certification Score (1250 M)	700
PART-3: Direct Observation Score (1250 M)	1173
PART-4: Citizen Feedback Score (1250 M)	1090
SWM Indicators Score (1783 M)	1668

Malkapur city is a municipal council situated in the Kolhapur district in Maharashtra State. It is an important commercial town linking Kokan and Ghat on Ratnagiri-Kolhapur road. It is a less densely populated city but has worked immensely towards sanitation and cleanliness work under the Swachh Bharat Mission program. The solid waste management report of Malkapur clearly indicates the action plan, deliverables, outcomes of the sanitation and solid waste management. It has obtained 1<sup>st</sup> rank among the ULBs from West zone surveyed for Best City in Solid Waste Management in less than 25,000 population category. It has achieved 1668 out of a maximum of 1783 marks allocated under 'SWM infrastructure and services' in the Swachh Survekshan 2019 assessment protocol.

The city administration has been practicing door to door collection of garbage, segregation of waste at source, along with sweeping in all the residential and commercial areas. The ULB has proper mechanism in place for monitoring of garbage vulnerable points, garbage collection vehicle and staff attendance which ensures proper collection and transfer of waste to the plants/dumpsites. The administration has efficient mechanism in place to manage the construction and demolition waste being generated in the ward areas. As per the guidelines of solid waste management rules 2016, the ULB has directed all the bulk waste generators to process and dispose the wet waste on their own premises. Apart from this many households from the ULB have started practicing home-composting of wet waste. The dry waste and wet waste generated on a daily basis is managed and processed by the ULB thus reducing the waste footprint and the dumpsite used by the ULB undergoes proper remediation treatment.

In the Direct Observation component of Solid Waste Management under the Swachh Survekshan 2019, the city has secured total of 767 marks out of 790 marks. The on ground assessment indicates that nearly 98.5%



of all of the sampled Residential Areas and Commercial Areas are clean and maintained garbage free.98% of the listed community/public toilets sampled for the survey were found to be in functional state and equipped with essential services like light, water supply, seats, maintenance, safe disposal, accessible operational timings.All of the catchment areas like vegetable/fruit markets and fish/meat markets that were sampled were found to be clean and accessible. The outcome of the survey clearly indicates the efficient and quality performance of the city administration in terms of sanitation and solid waste management under the Swachh Bharat Mission activities.

In the Citizen Feedback survey, the responses directly related to solid waste management components shows that, all of the participants were satisfied with the cleanliness drive carried out in all the ward areas. Furthermore, all of the responses directed towards the efforts put in by the ULB administration towards installation of litter twin bins in the designated locations and promotion of segregation of waste at source. Residents of Malkapur are using the litter bins thus reducing the impact of garbage vulnerable points

Under the innovations and best practices section, the Malkapur administration made use of bio-mining method to remediate the existing dumpsite which is now being used for solid waste processing plant and public garden. The citizens of Malkapur city have started processing household generated wet waste into organic manure which is further used in nourishing the garden plants in their own premises. Such programs and initiatives have helped the ULB administration in creating a sustainable environment and successfully achieving the goal of clean and hygienic city.

## Talala Municipality, Gujarat

**'Fastest Mover' - West Zone in < 25,000 Category**

Star Rating: ★★	ODF Status: ODF+
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Zonal Rank SS2019 (West)	# 247
Zonal Rank SS2018 (West)	# 821
Jump in Position	574 ↑

Overall Score (5000 Marks)	2659
PART-1: Service Level Progress Score (1250 M)	371
PART-2: Certification Score (1250 M)	550
PART-3: Direct Observation Score (1250 M)	803
PART-4: Citizen Feedback Score (1250 M)	935

Talala (Gir) is a city and a taluka in Gir Somnath district in the Gujarat state of India, also known as the capital of Gir and is famous for Asiatic lions and its huge orchards of Kesar mangoes.

Towards cleanliness, the city has organized various cleanliness drives like a rally in government schools to aware children about the use of toilet to create hygiene among them. Twin bins are placed in almost all the commercial areas and the city is practicing door to door garbage collection and its disposal in the best safest manner possible. The city has provided basic amenities like PPE's to its sanitation workers keeping in mind their health and hygiene. People have come together in large numbers to get aware and joined their hands together to make the city clean and green in order to accomplish Gandhi Ji's mission of Clean India.

Talala has been applauded for the efforts that it has taken in the last one year to make the city one of the cleanest in the country and has been awarded as the Fastest Mover SS2019: #247 under 25 k population category.

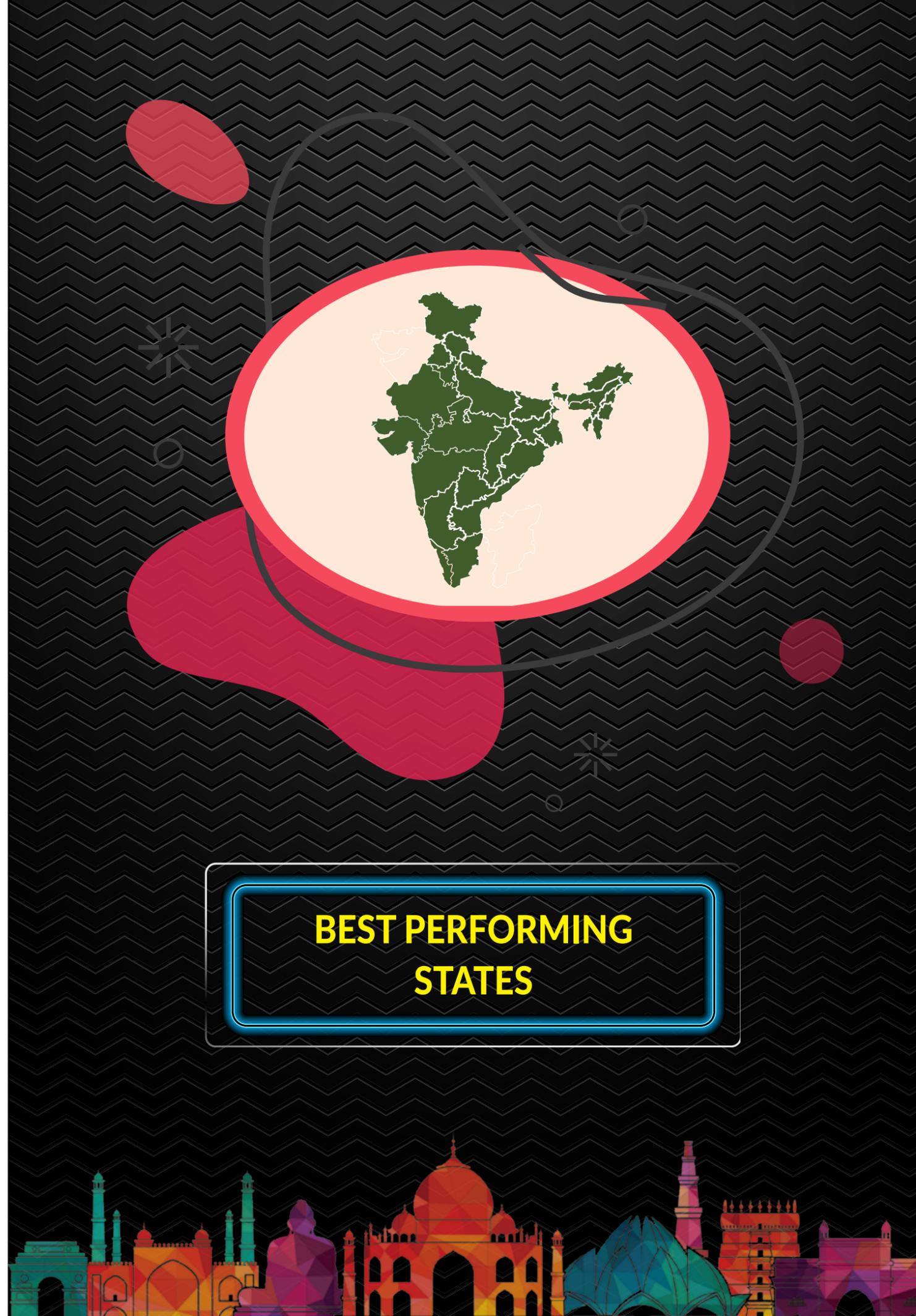
They were able to take a jump of 574 positions from Rank #821 in Swachh Survekshan 2018 to Rank #247 in Swachh Survekshan 2019. The city has a total of 2659 marks out of a maximum of 5000 marks overall. In DO, the ULB has scored 803 marks out of 1250, and in Citizens Feedback, it has scored 935 out of 1250.

All the 'Informal Waste Pickers' identified through a survey conducted by Talala municipality are deployed across all the wards of the city. More than 95% of IHHL have water availability at the source. The ULB has notified and enforced plastic waste management rules 2016 rules, solid waste management rules. The ULB has also notified citizens and enforced user charges to be collected from Bulk waste generators.

It has received largely positive feedback from its citizens, taking its score up to 935 out of 1250 in this component. During Swachh Survekshan 2019, a total of 511 citizens of Talala provided their feedback. 100 % of public and community toilets are prominently displaying SBM messages. More than 75 % of vegetable/Fruit, fish and meat markets are clean.



**BEST PERFORMING STATES**



# INDIA'S BEST PERFORMING STATES

## Computation methodology for selecting best performing states

Two things were kept in mind while developing the methodology for selecting the best performing state:

1. First of all, the computation had to take into consideration that different states are at different levels of urbanisation and states with more ULBs faced a larger challenge in ensuring holistic development across all centres than states with lesser number of ULBs. Therefore, the analysis has to ensure that all states are comparable with each other.
2. Secondly, the computation method had to also accommodate for the fact that states with more number of smaller ULBs had their own set of challenges which were different from those with primarily large cities with high density zones, and hence, not directly comparable.

### Methodology

A methodology was worked out that adjusted for the differential rate of urbanisation across states as well as normalising the analysis metric by using relative ranking instead of actual scores. The details are hereunder.

**Step 1:** All the ULBs that participated in SS2019 were divided into six sets in conjuncture with the 6 population categories used for determining award winners. These were as follows:

Category	# of ULBs
Greater than 10 lakhs	46
3 - 10 lakhs	91
1 - 3 lakhs	281
50,000 to 1 lakh	500
25,000 to 50,000	947
Less than 25,000	2310



Union Territories (UTs) other than Delhi and Cantonment Boards (62) were not included in either of the lists and were not used in this analysis.

**Step 2:** Each ULB (from each of the six lists) were then given an inverse rank. For example, in the > 10 lakhs category, the highest ranked ULB was given a value of 46, the second highest given 45, and so on. Similarly, in the 3 - 10 lakhs category, the highest ranked ULB got a value of 91, the second highest got 90, and so on.

**Step 3:** These rank based scores were then multiplied by weightages derived on the basis of the relative share of urban population living in cities and towns within each population category, as follows:

Category	Share of urban population	Weightage multiplier
Greater than 10 lakhs	37.16%	0.3716
3 - 10 lakhs	15.59%	0.1559
1 - 3 lakhs	14.79%	0.1479
50,000 to 1 lakh	11.26%	0.1126
25,000 to 50,000	10.78%	0.1078
Less than 25,000	10.42%	0.1042

**Step 4:** The weighted rank-based scores for each category of ULBs for each state was then added together and then averaged by dividing with the state totals number of ULBs. This made the all the state-specific scores comparable to each other.

**Step 5:** These scores were put in the decreasing order and the Best Performing States were ranked accordingly. The results are as given below:

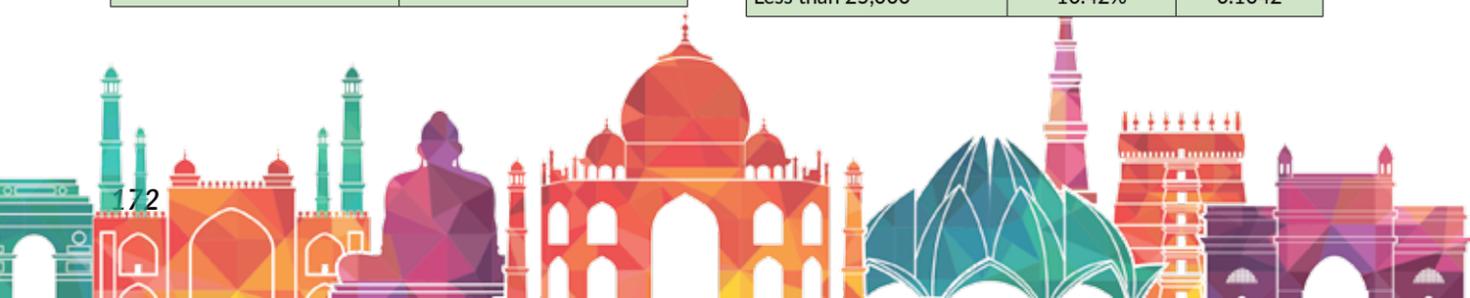
Based on the above methodology, the cleanest state of India under Swachh Survekshan 2019 is Chhattisgarh, the first runner-up is Jharkhand and the second runner-up is Maharashtra.

Computation methodology for selecting best performing state in Solid Waste Management

A new state level award category has been introduced in

## Average weighted scores by Population Categories

Name of the State	Less than 25 K	25-50K	50K-1 L	1 L-3 L	3 L-10L	> 10 L	TOTAL
Chhattisgarh	218.05	89.55	49.92	39.93	13.10	12.26	422.81
Jharkhand	221.20	85.97	51.67	31.47	13.41	10.59	414.31
Maharashtra	200.02	88.60	48.31	35.39	10.43	9.88	392.63
Madhya Pradesh	171.38	71.21	42.53	34.14	14.03	13.75	347.05
Gujarat	176.23	70.47	40.80	27.75	9.67	13.75	338.68
Andhra Pradesh	155.05	66.12	37.40	27.17	8.50	14.31	308.54
Punjab	159.96	66.97	34.55	24.95	9.59	4.65	300.66
Telangana	127.94	43.92	27.73	22.15	7.95	13.01	242.69
Haryana	125.08	60.08	19.63	23.54	10.08	3.34	241.76
Uttar Pradesh	116.91	48.22	25.31	15.17	6.57	7.43	219.60
Rajasthan	103.52	43.87	25.27	15.63	5.39	5.33	199.01
Tamil Nadu	96.35	43.66	24.62	18.45	6.77	7.93	197.78
Manipur	91.33	70.61	0.00	7.99	0.00	0.00	169.92
Karnataka	83.30	37.68	19.51	9.62	5.43	2.60	158.14
Jammu and Kashmir	79.39	36.27	7.04	13.46	3.43	0.37	139.96
Mizoram	75.90	47.86	11.71	3.99	0.00	0.00	139.46
Odisha	71.83	30.49	14.66	10.03	3.78	0.00	130.79
Goa	77.45	38.05	7.71	0.00	0.00	0.00	123.22
Uttarakhand	66.58	26.21	10.31	9.88	1.25	0.00	114.23
Himachal Pradesh	41.37	24.84	0.00	31.80	0.00	0.00	98.00
Kerala	46.70	18.04	8.24	10.70	2.12	0.00	85.79
Sikkim	69.08	0.00	0.00	15.83	0.00	0.00	84.91
Tripura	45.23	15.79	1.69	0.00	0.94	0.00	63.65
Bihar	36.33	11.74	8.52	4.66	0.47	0.74	62.47
Nagaland	30.62	13.52	8.56	3.25	0.00	0.00	55.95
Assam	26.57	11.50	3.88	3.01	3.90	0.00	48.86
Arunachal Pradesh	14.22	0.00	12.05	0.00	0.00	0.00	26.26
Meghalaya	19.22	0.00	0.00	4.44	0.00	0.00	23.66



Swachh Survekshan 2019 called 'Best State in urban solid waste management'. The indicators that were considered for this award included the following:

#### Direct Observation

- Cleanliness of Residential and Commercial area
- Cleanliness and functionality of Community & Public toilets
- Cleanliness of vegetable/fruit/meat markets
- Cleanliness of catchments of Railway station/bus terminus/Airport

#### Citizen Feed back

- Proportion citizens who found their city to be clean
- Proportion of citizen who reported that appropriate litter bins in commercial and public areas can be easily spotted and are accessible
- Proportion of citizen who reported that they have been informed by the ULB that they have to do source segregation of waste before giving to the garbage collector

The ranking was done based on a simple linear aggregation of the marks received across all the above indicators and the state of Madhya Pradesh was adjudged as the winner.

#### Computation methodology for selecting best performing state in Sanitation

Another new state level award category has been introduced in Swachh Survekshan 2019 called 'Best State in urban sanitation'. The indicators that were considered for this award included the following:

#### Service Level Progress

- Percentage of Households/ Commercial Establishments / CTs/PTs; are connected to a closed system such as sewerage, septic tank + soak pit, twin-pit system etc., (no open system/connection/flow/discharge)
- Percentage of faecal sludge generated from Households/Commercial
- Establishments/ CTs/PTs; is treated at FSTP/STP -

- Scientific processing of faecal sludge
- Percentage of completed IHHLs (under SBM-Urban only) that have water available at source
- Whether or not all Public Toilets in the city are uploaded as 'SBM toilet' on google maps
- Percentage of CT/PTs open between 4.00 am to 10.00 pm
- Whether the city has ensured availability of toilet facilities in construction sites (with 25 workers or more) with safe disposal of faecal sludge
- Percentage of Operations and Maintenance costs of Community/Public Toilet and FSTP are being recovered through revenue streams viz. property tax (sanitation specific), user charges, etc.

#### Direct Observation

- Whether Public and Community Toilets are clean and user friendly
- Whether Public and Community toilets connected with onsite safe disposal system (Septic tank with no overflow) or sewer network - no open drainage

#### Citizen Feedback

- Proportion of citizens who find urinals/ toilets to be accessible and clean

#### Certification

- Open Defecation Status (as per certification)

The ranking was done based on a simple linear aggregation of the marks received across all the above indicators and the state of Punjab was adjudged as the winner.

#### Computation methodology for selecting the Fastest Mover state

The final award under the state category is the fastest mover. This is a relatively simple computation involving the absolute improvement in rank received by a state in Swachh Survekshan 2019 from what it had received in Swachh Survekshan 2018.

The state of Gujarat was adjudged to be the winner of this award.

# INDIA'S BEST PERFORMING STATE WINNER: CHHATTISGARH



Chhattisgarh, formed on November 1st, 2000, is the tenth biggest state in the nation by surface area, and is the seventeenth most-populated state in India with a population of 27,928,015 as per the 2011 population census. Chhattisgarh is a mineral rich state. It is also blessed with natural beauty, with abundance of dense forests, hilly mountains, streams, waterfalls, natural caves, and parks.

The urbanization rate for the state as a whole is 23.24%, with the state capital of Raipur being the only million+ city and 8 more cities with population in excess of 1 lakh.

The state as a whole has reflected the progressive trend of its initiative towards 'Swachh Chhattisgarh' which started several year ago. In Swachh Survekshan 2018, Chhattisgarh was ranked as the third cleanest state in the country while this year, it has improved its position to become the cleanest state in India. This huge achievement was possible due to the commitment and passion shown by the citizens of Chhattisgarh, continuous and effective monitoring of bureaucrats, and efforts and dedication of State and ULB teams.

What is highly laudable is that despite the fact that the state elections of 2018 coincided with the preparation phase for Swachh Survekshan 2019, with most of the

senior municipal staff being occupied with the election duty, still the state managed to score highest in Service Level Progress. Even the urban residents of the state has endorsed the efforts by the ULBs with more than 70% of the ULBs scoring in excess of 70% marks under the Citizen Feedback module of Swachh Survekshan 2019. The validation of this endorsement comes from the fact that Chhattisgarh has constructed more than 3 lakh IHHLs and 3,955 community and public toilets (as per SBM urban MIS) and has successfully made the entire state ODF. 97% cities of Chhattisgarh have managed to receive a star rating under the certification parameter of



garbage free cities. This is reflective of the fact that over 70 cities in the state has scored in excess of 80% under the direct observations component of the Survekshan.

Out of the 168 ULBs in the state, as many as 117 have ranked within the top 500 in Swachh Survekshan 2019. Ambikapur of Sarguja district has secured an all India 2nd rank, as is also the only one of the three cities in the country that has received a 5 star rating in garbage free cities. Ambikapur, is a bin free and a zero-landfill city today. It has become a role model when it comes to effective waste management. The whole state of Chhattisgarh is moving towards adopting the Ambikapur model and become India's first zero-landfill state. Apart from Ambikapur, Bhilai nagar of Durg district has managed to secure 11th national rank and showed a tremendous improvement as compared to last year where it was ranked 72nd. Seven (7) ULBs of the state has already received 3 star certification by MoHUA.



## INDIA'S BEST PERFORMING STATE FIRST RUNNER UP: JHARKHAND



Jharkhand was formed on 15 November 2000 after being carved out of the southern part its neighboring state, Bihar. It is the 14th most populated state of India with a population of 32,988,134. Also, it is almost as big as the country, Czech Republic, in terms of surface area. Jharkhand also has more than 40% mineral resources of India. With a state being primarily rural, with less than 24% people living in the cities.

Jharkhand has 42 urban local bodies (ULBs) out of which 31 cities fall under the category of less than 1 lakh population, 9 with more than 1 lakh population. Ranchi is the state capital and fall under the population category of million plus city, apart from Ranchi, Dhanbad also falls under the same population category. Since 2017 Jharkhand has been identified as the top performing state of India. This time also they have managed to give strong competition to other states and awarded as the 2nd best cleanest state of Swachh Survekshan 2019.

Jharkhand is the top performing state under the direct observation component of Swachh Survekshan 2019, 35 out of 42 ULBs of Jharkhand have scored more than 70% of marks under this category. In 90% of the ULBs more than 70% of the sampled community and public toilets are well equipped with basic requirements of light, ventilation, seats, water supply, cleanliness, gender friendly etc, apart from this state has constructed 2,14,264 Individual household latrines (IHHLs) (as per Swachh Urban MIS) which contributed in making Jharkhand an open defecation free state. Further, there are 29 ULBs which are certified as ODF+ by the MOHUA, under the certification component of Swachh Survekshan 2019.

Jharkhand was able to achieve this award not only due

to the efforts and dedications of state and ULB teams but also the passion shown by the residents of the state, more than 70% of residents in 34 ULBs agreed that they are happy with the cleanliness and sanitation services provided. During face to face feedback interview, more than 75% of the surveyed residents responded positively to the asked questions.

As per the service level progress report of all the ULBs, there are total of 29 ULBs in the Jharkhand who are practicing door to door collection of garbage waste in more than 80% of the ward areas. Under the Garbage-Free certification program, 27 ULBs are declared as 2-star rating and 4 ULBs are declared as 1- star rating.



# INDIA'S BEST PERFORMING STATE SECOND RUNNER UP: MAHARASHTRA



**M**aharashtra is the second populous state and the third largest state in terms of area in India. It is the largest state economy and the most industrialized state in the country with a total share of around 15% in the country's gross domestic product. It has a total of 391 urban local bodies (ULB) which have actively participated in the Swachh Sarvekshan 2019 program, out of which there are 07 cantonment boards, 130 Nagar Panchayats, 231 Municipal Council and 23 Municipal Corporations. Maharashtra has secured 3rd rank as the 'Best Performing State' among all the states which participated for Swachh Sarvekshan 2019 program. Maharashtra has been constantly been one of the top performing states in all of the Swachh Sarvekshan programs conducted highlighting the active involvement of the state towards the sanitation and solid waste management process under the Swachh Bharat Mission.

There are around 105 ULBs out of the total 391 participants from Maharashtra who have scored more than 60% marks out of total 5000 marks in the Swachh Sarvekshan 2019 assessment.

There are around 04 ULBs from Maharashtra, namely: Navi Mumbai, Karhad, Lonavala and Mul which have featured in the top 10 list of India irrespective of the population category. Navi Mumbai Municipal

Corporation has got the state rank 1 out of total 43 ULBs in the above 1 lakh population category. Karhad Municipal Council has got the state rank 1 out of 348 ULBs in the less than 1 lakh population category. In the top 100 category list of cities with population above 1 lakh, Maharashtra has featured 10 ULBs and in the category of population below 1 lakh it has total of 36 ULBs in the top 100.

As per the service level progress report of all the ULBs, there are total of 265 ULBs in the state who are practicing door to door collection of garbage waste in more than 80% of the ward areas. Similarly in total 160 ULBs the administration is practicing collection and transportation of segregated waste in the form of dry, wet and hazardous waste.

There are 206 ULBs from Maharashtra which have integrated at least 80% or more informal waste pickers (IWPs) into the formal sector, which have been identified by the ULB during the annual survey. Out of the 206 ULBs, there are 168 ULBs who have integrated 100% of the identified IWPs.

There are around 42 ULBs from Maharashtra which are moving towards making all of its ward areas free of secondary transfer stations/dhalaos. Out of this



21 ULBs have already remove the secondary stations and are sending their collected waste directly to the dumpsites or processing plants. On the basis of service-level progress documents, there are many ULBs who are still not 'city-bin free' but are putting in efforts towards removing dhalaos from all of its ward areas.

There are 56 ULBs which process more than 80% of the wet waste being collected by the garbage collection vehicles through centralized or decentralized processing methods. 110 participants have mechanism in place for wet waste processing and are maintaining logbook records to track the progress.

As per the Construction and Demolition (CnD) waste management rules 2016, there are 127 ULBs who are processing more than 80% of the construction and demolition waste being generated on a daily basis in the city area. There are 185 total ULBs who as per the Solid Waste Management rules 2016 have directed the identified bulk-waste generators to practice on-site composting of generated wet waste thus reducing the burden on the ULB to an extent. In 333 ULBs from the state, at least 80% of the total operational costs related to sanitation and solid waste management services are recovered from revenue sources like Property taxes (linked to SWM/sanitation), User charges (related to SWM/sanitation services), sale of city compost and advertisement rights on CT/PT and litter bins. Furthermore, there are 35 ULBs wherein 100% of the operational costs is covered through the listed revenue streams and certain ULBs have revenue in surplus even after the expenses covered.

There are 19 ULBs who have already completed remediation of the dumpsite or have zero landfill models in place. Further 20 more ULBs have started the remediation process. Additional 31 ULBs have awarded the work to a particular party and another 24 ULBs have started the tender processing for the proposal of remediation work to be carried out.

Around 100 ULBs are as such wherein more than 80% of toilets (toilets within household and commercial establishment; community and public toilets) are

connected to a safe closed system like sewerage network, septic tanks or twin-pit latrines. There are around 153 ULBs surveyed wherein more than 80% of the IHHL constructed toilets with water availability. Out of the 391 ULBs, a total of 383 ULBs have uploaded their public toilets as 'SBM Toilets' on Google maps thus giving easy access to people for utilisation of public toilets. Similarly there are 112 ULBs who have more than 80% of their public and community toilets open between 04 am and 10 pm.

In the innovation and best practices, Municipal council of Mauda CT and Ambajogi have secured the first position in the state ranking followed by Greater Mumbai Municipal Corporation and Municipal Council of Murgud on second position.

Under the direct observation component, there are around 249 ULBs who have scored more than 70% marks. During the on-ground assessment around 249 ULBs were observed to have more than 80% of the sampled residential and commercial areas as clean and garbage free. In 284 ULBs more than 60% of the sampled community and public toilets are well equipped with basic requirements of light, ventilation, seats, water supply, cleanliness, gender friendly etc. In 290 ULBs, it was found that in more than 80% of the ward areas, Swachh Sarvekshan 2019 was promoted in the form of banners/hoardings, wall paintings indicating the awareness and active participation of the state.

Under the Garbage-Free certification program, around 27 ULBs are certified 3-star rating, 68 ULBs are declared as 1-star rating and around 219 ULBs as 2-star rating. There are 141 ULBs with ODF+ rating, 09 ULBs with ODF++ rating and 55 ULBs with self-declared as ODF free. In the Citizen Feedback survey around 275 ULBs have scored more than 70% marks indicating the quality efforts put in by the respective city administration towards sanitation and cleanliness drive in all the ward areas.



# INDIA'S BEST PERFORMING STATE MADHYA PRADESH Solid Waste Management (SWM)



**M**adhya Pradesh is situated in the heartland of the country, as its name implies. Nicknamed the "Heart of India" due to its geographical location, with an area of 3, 08, 000 sq.km, Madhya Pradesh is the second largest Indian state by area and the fifth largest state by population with over 75 million residents. Predominantly, it has an agricultural and pastoral economy. Industrial development is primarily concentrated in the more advance districts like Indore, Bhopal, Gwalior and Jabalpur.

Madhya Pradesh has drawn a niche for itself by achieving the 'Best Performing State' in the domain of Solid Waste Management under Swachh Survekshan 2019. This award is the testimony of the state's positive intent to provide the best of service delivery on clean sanitation to all its citizens. The state has been performing and participating since the inception of Swachh Survekshan. Furthermore, the state has managed to galvanize all the stakeholders to contribute in India's journey towards a 'Swachh Bharat'. All the 383 cities of the state have fostered a spirit of healthy competition among themselves.

Notably, 'Indore Municipal Corporation' has credited with the best clean city award among 4237 cities surveyed based under Swachh Survekshan 2019, a feat which the city has now got three years running. Apart from the Indore Municipal Corporation, Ujjain also has ranked 4th in the all-India ranking, and 13 cities from the state have been ranked in the top 100. 57 cities from the state have scored more than 70 percent of out of the total 5000 marks under Swachh Survekshan 2019. Madhya Pradesh state has performed remarkably well under 'SWM infrastructure and services' in the assessment protocol. More than 60 per cent of the urban local bodies are covered under door to door garbage collection in residential as well as commercial areas and were found to be impeccably clean. 60 municipal bodies have also been able to achieve more than 90% segregation of waste at source from both residential and commercial areas. Within the state, 52 ULBs have claimed that they have successfully integrated Informal Waste Pickers into sustainable livelihoods through contractors/NGOs while in 43 urban local bodies, all sample wards visited were found to have twice a day sweeping in residential areas as well as commercial areas

including festivals and Sundays. 5 cities in the state are bin free cities while 13 in cities there is 100 per cent collection of total waste generated and treated either by decentralized or centralized processing.

53 cities from the state have mechanism in place to manage construction and demolition (C&D) waste as per C&D Waste Management Rule, 2016. As per the SLP Service documents submitted, 9 cities administration have completed remediation work as envisaged under SMW 2016 rules. 20 ULBs in the state are also successfully recovering 100 per cent of the operational cost of sanitation and Solid Waste Management through property tax, user charges, sale of compost and advertisement rights on CT/PT and litter bins. Furthermore, all of them gain profit from the taxes imposed as part of the monetization strategies.

In Direct Observation Component, 50 cities have scored more than 90 per cent of the total marks, making it an outstanding performance in terms of maintenance of public facilities and general cleanliness of the city's commercial and residential areas. During on ground assessment, more than 95% of the Residential Areas and Commercial Areas were found to be substantially clean and all commercial areas being appropriately covered by twin bins and twice a day sweeping in 89 urban bodies. Furthermore, more than 90 % of the CTs/PTs surveyed were also found to be well maintained. Most of the catchment areas of railway station and bus station that were sampled were found to be clean. The sanitary staff are being regularly monitored to ensure the cleanliness of the city. Among the cities declared or



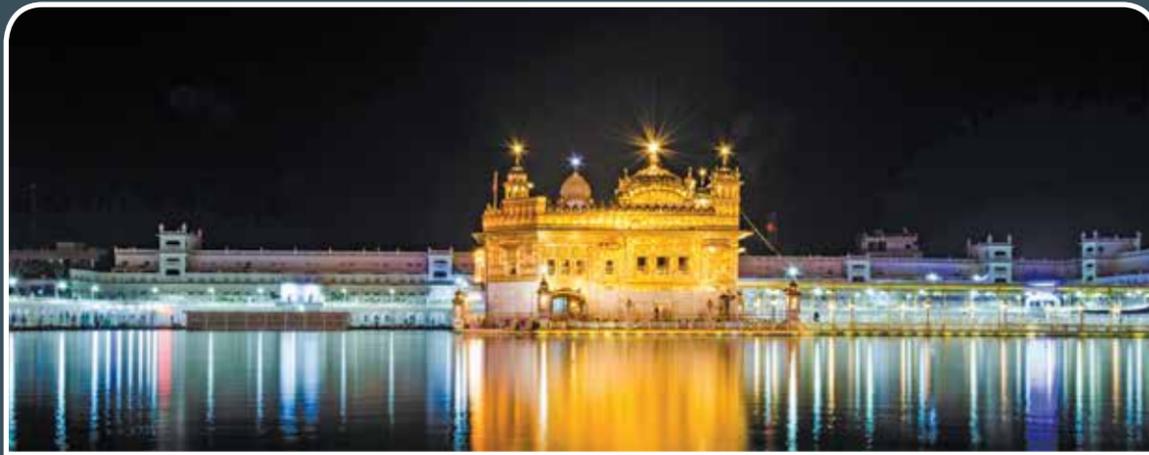
certified under star rating of Garbage Free cities, 8 cities have been certified as 3 star and Indore has achieved 5 star certification.

In the Citizen Feedback segment, Madhya Pradesh has got an overwhelmingly positive response from over 6 lakhs of her urban citizens through different platforms. It also has close to 13 lakh registration through Jaanagraha App under Swachh Survekshan 2019.

Notably, Dewas has secured #1st rank in the category of 'Innovations and Best Practices' between population of 1 - 3 lakhs in the west zone. In fact, 5 cities have independently done impeccably well under the innovation and best practices. The projects implemented by Bhopal Municipal Corporation titled as "Kabadiwala. com- Next Generation e scavengers" and "Public events as Zero Waste Generator" by Indore Municipal Corporation are also featured sound under 'Innovations and Best Practices' category.



## INDIA'S BEST PERFORMING STATE IN SANITATION PUNJAB



The Punjab Growth Strategy 2018 is based upon Punjab's vision of inclusive growth that sees the province as secure, economically vibrant, sustainably sanitized, which is prosperous and where every citizen can expect to lead a healthy life.

The State has witnessed rapid urbanization. Punjab is the 5th most urbanized state in India, next to Tamil Nadu, Maharashtra, Gujarat and Karnataka. As per census 2011, urban population of Punjab was 37.48% of state population, which is much higher than the national average of 31.16 %. The urban population share has increased from 21.72 % in 1951 to 37.48 % in 2011.

To achieve maximum coverage in water supply and sewerage, the state has been implementing various projects with the support of World Bank, JICA, JnNURM,

National River Action Plan, and various Central/state schemes. The coverage in 16 AMRUT towns for water supply and sewerage is 62% and 88% respectively.

Punjab is ranked as Best State Sanitation amongst all for its progressive initiatives towards 'Sustainable Sanitation'. After achieving good results in 2018, there was determination to work with a holistic approach to bring the entire state at a par level. This resulted in 150 ULBs of Punjab being a certified Open Defecation Free (ODF), and 2 ULBs achieving ODF++ certification.

Punjab is ranked 4th in overall average sanitation score, ranked 5th in Service Level Progress (SLP) average sanitation score and ranked 4th in Direct Observation (DO) average sanitation score, ranked 5th in Citizens Feedback average sanitation score. These ranks have been given for overall population category; amongst all states (excluding Union Territory's).

Under Direct Observation (DO), out of 170 ULBs, more than 85 ULBs were found with 75% sampled CT/PT's to be functional with all required amenities. 137 ULBs of Punjab were validated with more than 80% of the sampled CTs/PTs having on-site safe sanitation system.

More than 80% of the citizens living in 150 ULBs of Punjab had reported clean and accessible urinals/toilets in public places in their citizen feedback. In the 16 larger ULBs (with population > 1 Lakh), it was found that nearly 95% of the constructed IHHLs has water availability; and all these ULBs have uploaded 'SBM toilet' on Google maps. Nearly, 70% of ULBs (with population < 1 Lakh) have made provision for toilets at construction sites with more than 25 workers.



## FASTEST MOVER STATE GUJARAT



Gujarat is a state in Western India and has a population in excess of 60 million. It is the sixth largest Indian state by area and the ninth largest state by population. Its capital city is Gandhinagar, while its largest city is Ahmedabad. During the British Raj, Gujarati businesses served to play a major role to enrich the economy of Karachi and Mumbai. Even today, Gujarathi NRIs have spanned the world over and are a major economic force across many countries where they have set up residence.

The state has a total of 171 urban local bodies (ULB) which have actively participated in the Swachh Survekshan 2019, out of which there is one cantonment board, one industrial area notified, one Nagar Palika, 160 Municipalities and 8 Municipal Corporations. Gujarat has secured 5th rank as the 'Best Performing State' among all the states which participated for Swachh Survekshan 2019 program.

Overall, Gujarat ULBs have scored an average of 2226 marks out of total 5000 marks in the Swachh Survekshan 2019 assessment. Out of the 171 ULBs, 141 ULBs fall under the category of less than 1 lakh population. In this group, the top two performing ULBs are Petlad and Jamjodhpur. There are 30 ULBs which are greater than 1 lakh population category and from the top three cities in this category are Ahmedabad (which has won the award for the cleanest big city in India in the > 1-0 lakh category), Rajkot and Surat (best big city in SWM).

As per the service level progress report of all the ULBs, there are a total of 90 ULBs in the state who are practicing door to door collection of garbage waste. Similarly in 4 ULBs the administration is practicing collection and

transportation of segregated waste in the form of dry, wet and hazardous waste.

There are 31 ULBs who have integrated 100% of the identified informal waste pickers (IWPs) into the formal sector while 32 ULBs have integrated at least 70% or more informal waste pickers (IWPs) into the formal sector.

There are around 7 ULBs from Gujarat which are moving towards making all of its ward areas free of secondary transfer stations/dhalaos. They have already removed the secondary stations and are sending their collected waste directly to the dumpsites or processing plants.

As per the Construction and Demolition (C&D) waste management rules 2016, there are 7 ULBs who are processing more than 70% of the construction and





demolition waste. There are total 25 ULBs who as per the Solid Waste Management rules 2016 have directed the identified bulk-waste generators to practice onsite composting of generated wet waste thus reducing the burden on the ULB to an extent.

There are 13 ULBs in the state that have already completed remediation of dumpsites or have zero landfill models in place. Further 12 ULBs have started the remediation process.

Around 51 ULBs have more than 80% of toilets (toilets within household and commercial establishment; community and public toilets) are connected to a safe closed system like sewerage network, septic tanks or twin-pit latrines, and 134 ULBs wherein more than 75% of the IHHL constructed toilets that were surveyed had water availability. Out of the 171 ULBs, a total of 166 ULBs have already uploaded their public toilets as 'SBM Toilets' on Google maps thus giving easy access to people.

Under Fast Mover category, Gujarat as a state did well as



four of the ULBs namely Visavada, Upleta, Bagasra and Talala scored good marks when compared to last year. Under SWM, there are 30 ULBs which are greater than 1 Lakh that have an average of 1030 marks. Under the direct observation component, there are around 34 ULBs who have scored more than 90% marks. Overall, there is a remarkable improvement in SLP scores in the state as compared to last year. Given that the state elections of 2018 had kept most of the officials busy during the period leading up to the previous Survekshan, this time around the State has displayed its true potential and jumped 12 places in ranking.

Under the Garbage-Free certification program, around 4 ULBs, namely Ahmedabad, Gandhinagar, Rajkot and Surat are certified with 3-star rating, 131 ULBs are declared as 2-star rating and around 25 ULBs as 1star rating. There are 77 ULBs with ODF+ rating, 8 ULBs with ODF++ rating and 10 ULBs have self-declared as ODF.

With all the efforts taken by Gujarat in making their city clean and progressive, they indeed deserve to be one of the best fastest mover state.

## BEST CANTONMENT BOARD AWARDS

**TABLE 28**  
**CANTONMENT BOARD AWARDEES**

Sl. No.	Award Category	Name Of The ULB
1	Cleanest Cantonment Board - No. 1	Delhi Cantonment Board
2	Cleanest Cantonment Board - No. 2	Meerut Cantonment Board
3	Cleanest Cantonment Board - No. 3	Jutogh Cantonment Board
4	Fastest Moving' Cantonment Board	Jalandar Cantonment Board
5	Best Cantonment Board in 'Citizens Feedback'	Ahmednagar Cantonment Board
6	Best Cantonment Board in 'Innovation & Best Practices'	Dalhousie Cantonment Board
7	Best Cantonment Board in 'Solid Waste Management'	Amritsar Cantonment Board

**TABLE 29**  
**TOP 20 CANTONMENT BOARDS ON BASIS OF TOTAL SCORE**

SS2019 Ranking	Name of the Cantonment Board	PART-1: Service Level Progress (1250 M)	PART-2: Certification (1250 M)	PART-3: Direct Observation (1250M)	PART-4: Citizen Feedback & Swachhata App (1250 M)	Overall Marks (5000 M)
800443	Delhi	704	450	972	1041	3166
800717	Meerut	497	500	980	1078	3055
800136	Jutogh	485	150	1196	965	2797
802829	Ahmednagar	561	150	1078	925	2714
802483	Ahmedabad	359	200	1132	943	2634
802815	Kirkee	498	150	1127	838	2613
800250	Amritsar	227	350	1001	931	2508
803567	Wellington	346	350	893	832	2420
900487	Ramgarh	218	150	1015	1033	2416
800087	Dalhousie	258	100	1211	819	2388
800326	Almora	454	150	813	846	2263
800165	Jalandhar	446	350	420	1044	2260
800324	Ranikhet	202	100	1059	864	2225
801031	Jhansi	450	150	707	910	2217
800208	Ferozepur	99	150	954	1006	2209
800890	Shahjahanpur	165	150	1045	847	2207
803350	St. Thomas Mount	329	150	874	839	2192
801107	Faizabad	253	150	845	927	2175
800310	Dehradun	192	150	1001	778	2121
210002	Lebong	618	150	717	634	2118

# DELHI CANTONMENT BOARD WINNER

Cleanest Cantonment Board No. 1



Star Rating: ★

ODF Status: ODF++

Cleanest Cantonment

SS2019 #1 | SS2018 #1

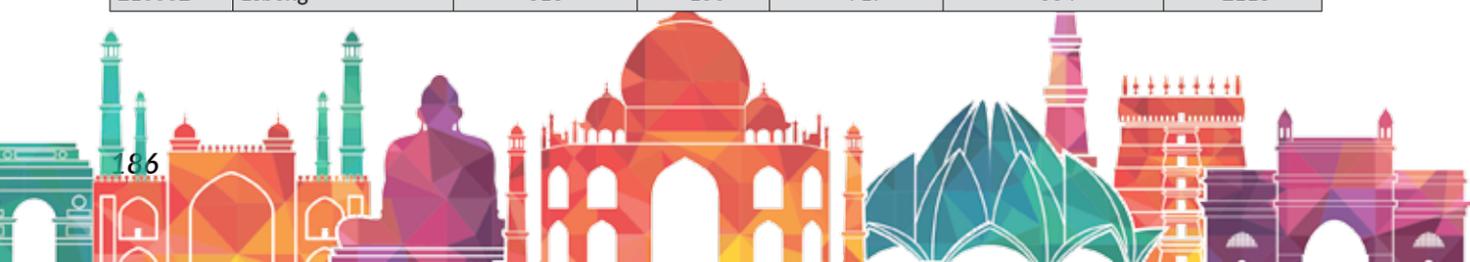
Overall Score (5000 Marks)	3166
PART-1: Service Level Progress Score (1250 M)	704
PART-2: Certification Score (1250 M)	450
PART-3: Direct Observation Score (1250 M)	972
PART-4: Citizen Feedback Score (1250 M)	1041

Delhi Cantonment also referred as Delhi Cantt is a Class 1 Cantonment board governed under the Cantonments Act, 2006. Although the board functions as a local municipal body but it remains under the administrative control of the Directorate General Defence Estates, New Delhi and Principal Director, Defence Estates, Western Command, Chandigarh. Delhi Cantonment has been awarded as the 'Cleanest City' in the Cantonment board category in the Swachh Survekshan 2019 assessment.

It has also secured the first place among all of the 62 Cantonment Boards which were surveyed during the Swachh Survekshan 2019 program. This is an

indication of the quality performance showcased by the administration towards sanitation and solid waste management practices.

In the ODF certification, Delhi Cantt has been certified as ODF++ which is the result of ULBs work in creating a sustainable fecal sludge management. Under the direct observation component, the ULB has obtained 972 marks out of total 1250 marks. The on-ground assessment findings show that majority of the residential and commercial areas were kept regularly clean and garbage free by the sanitation team. Nearly 75% of the community and public toilets sampled for the survey were found to be in functional state with proper





arrangements for light, ventilation, water supply, regular maintenance, gender friendly etc. Most of the catchment areas like railway station, bus stations, auto/taxi stands were found to be visibly clean and public friendly.

As per the service level progress documents, the administration practices door to door collection of garbage waste in majority of the ward areas. It also has ICT based monitoring in place for staff attendance, garbage vulnerable points and garbage collection vehicles. The ULB has integrated informal waste pickers into its sanitation team which has enhanced the institutional capacity to perform on-ground sanitation

services. All of the toilet types (within household, commercial establishment, public and community toilets) in the city area are connected to safe disposal system and there is proper mechanism in place for processing of the generated fecal sludge. The ULB has been constantly promoting the Swachh Bharat Mission activities in the form of campaigns, workshops, audio/video jingle which has resulted in active participation from the population. The administration has been in the forefront to notify and enforce guidelines related to solid waste management, plastic usage, open defecation, open littering, open urination which has helped it to obtain this award for 'Cleanest City' in the cantonment board category.

# MEERUT CANTONMENT BOARD WINNER

## Cleanest Cantonment Board No. 2



Star Rating: ★★	
ODF Status: ODF	
Cleanest Cantonment	
SS2019 #2	SS2018 #45

Overall Score (5000 Marks)	3055
PART-1: Service Level Progress Score (1250 M)	497
PART-2: Certification Score (1250 M)	500
PART-3: Direct Observation Score (1250 M)	980
PART-4: Citizen Feedback Score (1250 M)	1078

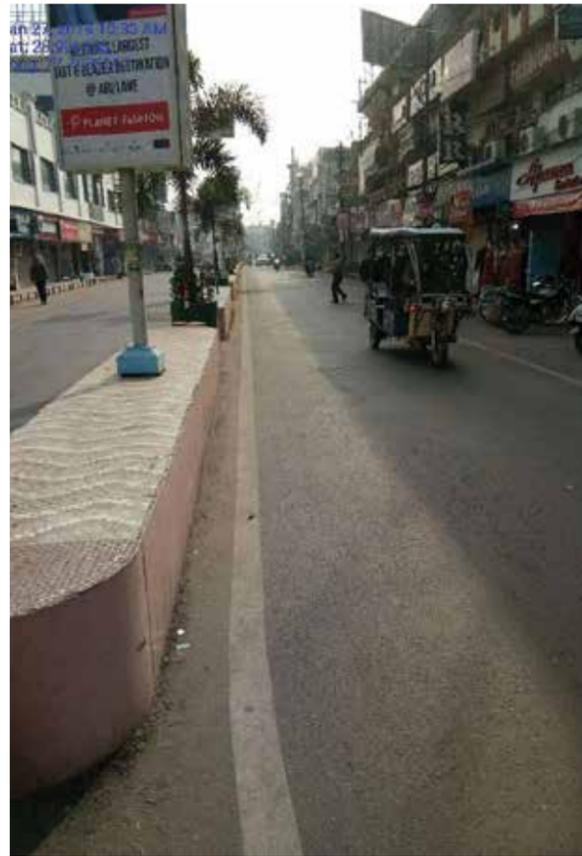
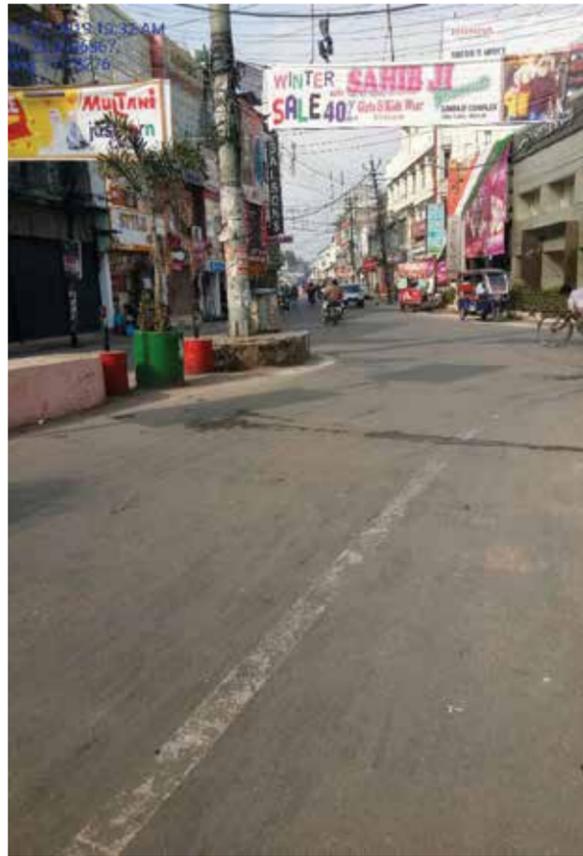
Meerut is a Cantonment Board city in district of Meerut, Uttar Pradesh. Meerut Cantonment Board has administration over 17,631 households to which it supplies public services like water and sewerage.

As per the service level progress report, all residential and commercial areas of the ULB are covered under 100% door-to-door collection of segregated waste. The city provides personal protection equipment, medical benefits and regular training to its sanitary workers. The administration also practices monthly recognition of the best performing workers which has resulted in

a competitive environment leading to better outcomes.

The sanitation team of Meerut Cantonment Board performs twice a day sweeping in all commercial areas, once a day sweeping in all residential areas, removal of animal dung, transformation of garbage vulnerable points, cleaning of storm water drains/water bodies and beautification of slums/old city areas.

As per the Construction and Demolition waste management rules 2016, the city administration has mechanism in place for management of construction and demolition waste being generated in the city



areas. As per the Solid waste management rules 2016, the administration has directed all the identified bulk waste generators to practice on-site composting of its generated wet waste.

Under sustainable sanitation, Meerut Cantonment Board has ensured that most of the toilet types (households/commercial establishments/community toilets/Public toilets) are connected to safe disposal system. The city administration has ensured water availability in all of the constructed IHHL toilets. All the listed public toilets in the city area are mapped as 'SBM toilets' on google maps thus providing easy access to the public toilets. The administration has directed all of the identified construction sites (with 25 or more workers) in the city area to have toilet provisions connected a safe disposal system.

To create awareness among the citizens about sanitation and cleanliness, the administration has created short movie/audio jingles circulated through social media platforms and also conducted campaigns/workshops to reach out to as many citizens as possible. Meerut Cantonment Board has also worked in capacity building of the SBM staff through e-learning portals and by encouraging the sanitation staff member to attend workshops related to Swachh Bharat Mission activities. The Cantonment Board has also actively enforced all the Bye-laws related to Plastic & solid waste management

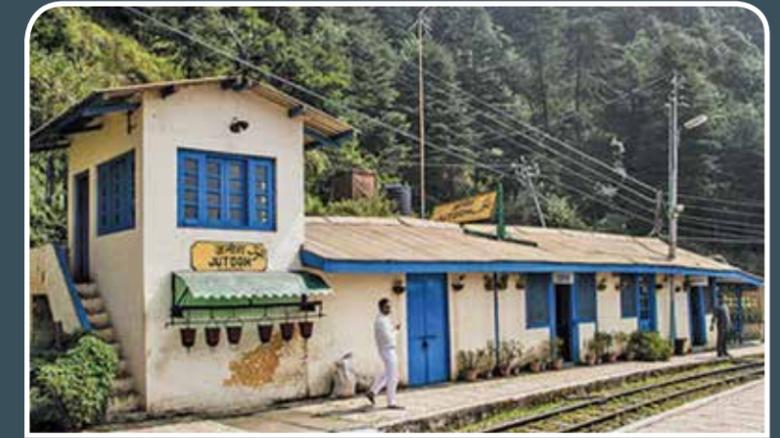
rules, curbing open defecation/urination and littering.

Under the direct observation component, the city has obtained 980 marks out of a total 1250 marks. During the on-ground assessment, all of the residential areas, commercial areas, catchment areas like vegetable/fruit market, fish/meat markets were found to be clean and garbage free. Furthermore, majority of the catchment areas like railway station, bus station, auto/taxi stands situated in the city areas were also found to be very clean and well maintained. The administration has been actively promoting Swachh Survekshan 2019 campaign in the form of hoardings/banners/wall paintings thus resulting in spreading awareness among its residents.

Meerut Cantonment is declared as 2-star rating under the Garbage Free City certification assessment under Swachh Survekshan 2019 program. In the citizen feedback component, more than 90% of the respondents reported that they were quality work imparted by the city administration towards sanitation and solid waste management. Also more than 95 % of the respondents reported that they were satisfied with the cleanliness of their city areas and had easy access to clean and functional toilets in public places. The findings of Meerut Cantonment Boards performance in the overall Swachh Survekshan 2019 program has resulted in it obtaining the 2nd 'Cleanest City' in the Cantonment board category.

# JUTOGH CANTONMENT BOARD WINNER

## Cleanest Cantonment Board No. 3



Star Rating: None	
ODF Status: ODF	
Cleanest Cantonment	
SS2019 <b>#3</b>	SS2018 <b>#8</b>

Overall Score (5000 Marks)	2797
PART-1: Service Level Progress Score (1250 M)	485
PART-2: Certification Score (1250 M)	150
PART-3: Direct Observation Score (1250 M)	1196
PART-4: Citizen Feedback Score (1250 M)	965

Jutogh is a cantonment town and important suburb in Shimla district in the state of Himachal Pradesh. It is a Cantonment Board categorized as Class IV Cantonment under Directorate General Defence Estates, Ministry of Defence, Government of India. As per census of 2011, the total population of the Cantonment including troops is 2062. Jutogh Cantonment has bagged the 3rd rank in the 'Cleanest City' category among 62 cantonment boards surveyed in the Swachh Survekshan 2019 program, by achieving 2797 out of a maximum of 5000 in total, with 1196 marks out of 1250 under Direct Observation component.

The cantonment board has put in place an infrastructure 'door-to-door garbage collection in all the wards of the city. Special drives are conducted among the residents to create awareness for source segregation of waste at household level. All commercial areas are swept twice a day and have placed twin bins for public usage. The board has placed mechanism to manage Construction and Demolition(C&D) waste as per C&D Waste management Rule, 2016. Remediation work has successfully completed to adhere the solid waste management rules, 2016. All Bulk Waste Generators (BWGs) in the cantonment are practicing on-site composting of its generated

wet waste. More than 95 per cent of the sanitation staff have undertaken certifications on the e-courses platform on Swachh Bharat Mission (SBM) portal and attended at least 3 workshops related to SBM activities. The general cleanliness and maintenance around residential and commercial areas, community and public toilets, bus stands are found to be mostly clean by the independent assessors during direct observation. All the CTs/PTs were found to be connected with a safe on-site disposal system and IEC messages were found to be present at all of them. All the vegetable markets surveyed during Swachh Survekshan 2019, were found to be substantially clean and all of them either had visible signages for the public for maintaining cleanliness in the area or posters/paintings depicting the advantages of on-site composting. In ODF star rating, the city has been certified as ODF without failure.

The cantonment board has received overwhelming responses from their citizens through the citizen feedback survey. 100 per cent of the respondents participated in the survey had validated that their areas were apparently cleaner than last year. All of the respondents opined that they were easily able to spot litter bins and also equally placed in commercial and residential areas.

# JALANDHAR CANTONMENT BOARD WINNER

Best Cantonment Board in Citizens Feedback



Star Rating: ★		
ODF Status: ODF		
Best Cantonment Board		
SS2019 #12	SS2018 #10	Count of Citizens 1020

Overall Score (5000 Marks)	2260
PART-1: Service Level Progress Score (1250 M)	446
PART-2: Certification Score (1250 M)	350
PART-3: Direct Observation Score (1250 M)	420
PART-4: Citizen Feedback Score (1250 M)	1044

Jalandhar Cantonment is a cantonment town in Jalandhar District in the Indian state of Punjab. It is one of the oldest cantonments in India.

While securing a score of 983/1400 in the citizen survey in 2018, Jalandhar demonstrated strong improvement in its performance in 2019, securing 1043/1250 i.e. an improvement of nearly 13% in the citizen feedback of Swachh Survekshan. It has been awarded as the 'Best Cantonment Board in Citizen Feedback component' in the Swachh Survekshan 2019 program.

The feedback received from Jalandhar Cantonment citizen was impressive as the residents actively participated through face to face feedbacks.

The cleanliness initiative has been strongly endorsed by the population of Jalandhar cantonment. More than 99.8% of citizens surveyed reported being aware of their city's active involvement in Swachh Survekshan 2019 and considered their city to be clean, noting a significant improvement from the previous year. Over 98 percent of the residents surveyed reported increased

visibility and ease of access to litter bins. Furthermore all of the citizens surveyed claimed they were able to locate and access clean toilets/urinals in commercial and public spaces. The Cantonment efforts to involve the residents in the Swachhta movement has been driven by proactively addressing grievances with various cantonment services. Out of the 300 complaints lodged on various municipal services, the municipality had a 78% resolution rate, which is indeed considered to be a good performance.

The resounding citizen level endorsement is reflected in the Direct Observation assessment. During the on-field assessment, it was found that majority of the residential and commercial/public areas of the city, were found to be substantially clean and garbage free.

ULB has been effective in spreading awareness about the Swachh Survekshan 2029 program in the form of hoardings/banners and wall-paintings. Thus attracting a larger number of resident participation to play a primary stakeholder in the overall development of sanitation and solid waste management activities in the city areas.

# AHMEDNAGAR CANTONMENT BOARD WINNER

Best Cantonment in Innovation & Best Practices



Star Rating: None	
ODF Status: ODF	
Best Cantonment Board	
SS2019 #4	SS2018 #5

Overall Score (5000 Marks)	2714
PART-1: Service Level Progress Score (1250 M)	561
PART-2: Certification Score (1250 M)	150
PART-3: Direct Observation Score (1250 M)	1078
PART-4: Citizen Feedback Score (1250 M)	925
Innovation & Best Practices Score (62 M)	32

Ahmednagar Cantonment Board (ACB) is located in Ahmednagar district in the state of Maharashtra. It is a Class II Cantonment. The Cantonment Board was established in 1890 and according to the 2011 census has a total population of around 28986. The ULB has bagged the award for 'Best Cantonment in Innovations and Best practices' in the Cantonment board category in the Swachh Survekshan 2019 program.

### ULB led Innovation and Best Practices:

Ahmednagar Cantonment Board has engaged a NGO known as 'Peace Foundation' to spread awareness through informative education and communication to build behavioral changes amongst the community to keep the cantonment area neat and clean.

In order to spread awareness at the individual level, household survey and counseling for good habits of sanitation was conducted by the Peace Foundation. It has carried out Swachha Sanvad Yatra and street plays in the city areas. The main objective of the theme is to approach various stakeholders and try to build a matrix

solution regarding the solid waste management and sustainable sanitation activities. Under Innovation and Best Practices, the ULB has also conducted an anti-plastic bag campaign (by ACB Sanitation Department) under the Swachh Bharat Mission program. Under this initiative, ACB creates awareness among the population regarding the ill-effects of using plastic bags and also indulged in training them to make these bags using recyclable material like paper and cloth instead of plastic. Workshops and training programmes were conducted for the women's' groups on making these paper and cloth bags. After receiving proper training, women members of Ramai SHG have started implementing the paper and cloth bags making project with the motive of empowering women and achieving environmental hygiene.

Ahmednagar Cantonment Board (ACB) partnered along with different stakeholders to help the citizens to accomplish the objective of making the city free of plastics. They have also worked at inculcating good sanitation practices and quality management of solid waste to fulfill the objectives of the Swachh Survekshan.

# DALHOUSIE CANTONMENT BOARD WINNER

Best Cantonment Board in 'Solid Waste Management'



Star Rating: None	
ODF Status: ODF	
Best Cantonment Board	
SS2019 #10	SS2018 #14

Overall Score (5000 Marks)	2388
PART-1: Service Level Progress Score (1250 M)	258
PART-2: Certification Score (1250 M)	100
PART-3: Direct Observation Score (1250 M)	1211
PART-4: Citizen Feedback Score (1250 M)	819
SWM Indicators Score	1293

Dalhousie Cantonment Board is in the state of Himachal Pradesh. Because of its natural scenic beauty it is a popular tourist destination attracting people from different regions. The city has been ranked 1st among the 62 Cantonment Boards surveyed for 'Best City in Solid Waste Management' by achieving 1293 out of a maximum of 1783 marks allocated under 'SWM infrastructure and services' in the Swachh Survekshan 2019 assessment protocol.

The findings from service level progress reports suggest that all of the residential and commercial areas of the ULB are covered under than 100% door-to-door garbage collection. The ULB has ICT based monitoring in place for staff attendance and garbage dumping points. As per the solid waste management rules 2016, the administration has directed and ensured that the identified Bulk waste generators are practicing on-site composting of wet waste.

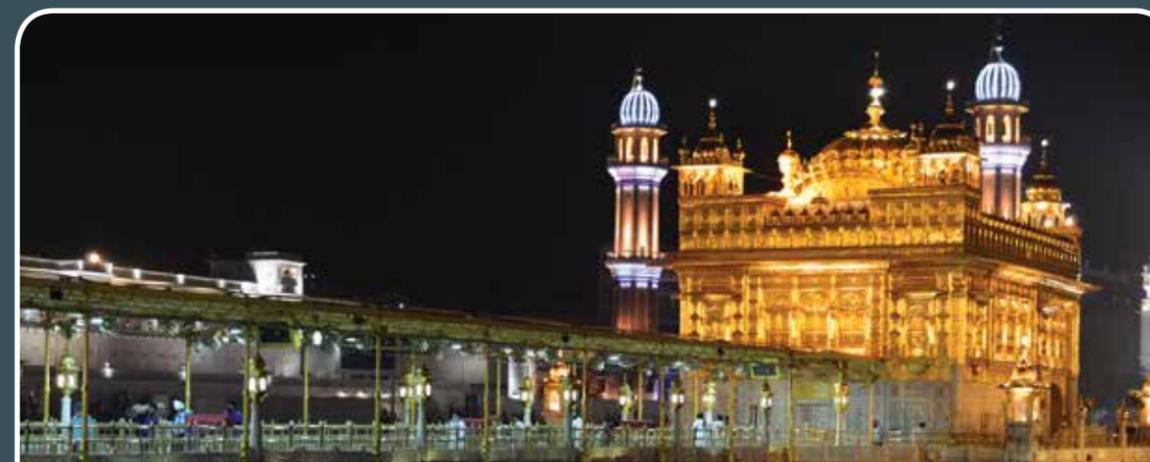
In the Direct Observation component of Solid Waste Management under the Swachh Survekshan 2019, the city scored 768 marks out of 790, indicating the immense efforts put in by the administration towards sanitation and cleanliness. During the on ground assessment, around

97% of the Residential Areas and Commercial Areas were found to be substantially clean, indicating the cleanliness activities carried out in the ward areas. Furthermore, more than 90 % of the community and public toilets surveyed were also found to be well lit, ventilated, had electricity connection, water supply/flush, onsite safe disposal system, and IEC messages in the form of hoarding/paintings/banners/writings. All of the identified catchment areas like Vegetable/Fruit markets, chicken/meat markets, bus stations were found to be clean and free of garbage.

Most citizens as part of the citizen feedback survey findings are impressed with the active role played by the city administration in promoting sanitation and cleanliness. It is remarkable to note that 96% of the total respondents from Dalhousie Cantonment Board had expressed satisfaction with the cleanliness level in all of the residential and commercial areas and believed that they were cleaner as compared to last year. Approximately 90% of the citizens had reported that there is availability of litter bins in strategic locations. Also 96.84% of the respondents reported that the ULB has actively promoted the significance of source segregation of waste which plays a key role in the overall processing of garbage generated in the city areas.

# AMRITSAR CANTONMENT BOARD WINNER

'Fastest Mover Cantonment Board'



Star Rating: ★		
ODF Status: ODF		
Fastest Mover		
SS2019 #7	SS2018 #47	Jump in Position 40↑

Overall Score (5000 Marks)	2508
PART-1: Service Level Progress Score (1250 M)	227
PART-2: Certification Score (1250 M)	650
PART-3: Direct Observation Score (1250 M)	1001
PART-4: Citizen Feedback Score (1250 M)	931

Amritsar Cantonment Board is a category II Cantonment from Amritsar District of Punjab state.

The Amritsar Cantonment board efforts and inputs towards sanitation and solid waste management have been significantly improvised in the Swachh Survekshan 2019 and hence bagged the award for 'Fastest Mover' in the Cantonment board category. It has remarkably witnessed a jump of around 40 places compared to the Swachh Survekshan 2018 program and has achieved overall 7th rank in the Cantonment board category.

In the Swachh Survekshan 2019 assessment, the city obtained a total of 2508 marks out of a maximum 5000 marks.

As per the service level progress documentation, it was found that the Cantonment covers all of its ward areas under door to door garbage collection. Also, as per Construction and Demolition (C&D) waste management rules 2016, the administration has notified all identified C&D waste generators to adapt the mechanism put in place by the ULB to process the waste generated.

In the on-field Assessment, the ULB scored 1001 marks out of a total 1250 marks. During the on-ground assessment it was found that the administration has performed well in indicators directly related to solid waste management and sanitation. All of the community and public toilets were connected to a safe disposal system and majority of these toilets were in functional state and were user-friendly in many terms.

The city has regularly been promoting Swachh Survekshan 2019 campaigns through hoardings/banners, thus mobilizing active participation from its citizen. Not only that, the city largely received a positive feedback from its citizens. During Swachh Survekshan 2019, a total of 258 citizens of Amritsar Cantonment provided their feedback. The responses captured indicated that all of the ward areas were found to be clean by the participants and majority of the catchment areas were kept clean and free of garbage. The residents of the Amritsar Cantonment Board reported that they were satisfied with the administration's efforts towards building a clean environment for all, which is also evident from the significant improvement in the ranking of the Cantonment board in the Swachh Survekshan 2019.

# INDORE MUNICIPAL CORPORATION WINNER

Best Citizen led Initiative



## Name of project: Public Events as Zero Waste Generator: A Unique Citizen led initiative

### Project Concept

The Citizen led project titled 'Public Events as Zero Waste Generator: A Unique Citizen led initiative in Indore City' submitted by the Indore Municipal Corporation under 'Innovation and best Practices' is a glowing example of the heightened awareness of citizens towards cleanliness and adoption of the concept of 'zero waste generating mass public events'. The event itself, namely "Ashra Mubarak, is an annual international religious event of the Bohra community and is organized in September 2018, and another public event called "Jatra", an annual culture event of the Maratha community, were both organized with 'Zero waste concept' in October 2018. In both these mass events, which were attended by 15 lakh and 6 lakh participants respectively, community organizations owned, managed and led public events following the principles of Reduce, Reuse and Recycle (3R) for waste management. The unique features of these citizen led events were like they were community led, owned and managed events.

### Project Process

#### Sustainable Solutions and Partnerships

In keeping with the 3R principle, the community organizations formed partnerships with technical and social players of Indore Municipal Corporation (IMC) which involved its Swachh Bharat Mission (SBM) partners, namely Eco Pro Environmental Services (EcO Pro), BASIX Municipal Waste Venture Ltd (BMW) and Swaha Waste Management Ltd (Swaha). While Eco Pro supported for organizing the event on 3 R principles, Swaha supported in site processing of wet waste and BMW supported in awareness building and processing of dry waste. Staff and volunteers ensured smooth management and handling of generated waste. Sorting Station and Zero Waste zones were created. Onsite processing sites and in site transportation process were undertaken. Input weight of 200 Metric Ton (MT) wet waste and 3 MT of

Dry Waste collected and 52 MT of output were produced after processing during Ashra Mubarak. About 7 MT of municipal waste was generated and 2.2 MT organic compost was produced during "Jatra". The compost and dry waste generated provided raw material for use by farmers and industries.

### Novelty

There were several novelty factors associated with this initiative, such as use of biodegradable material, banning plastic, adoption of onsite composting, engaging religious heads in communicating messages. The idea of 'Zero Waste' adopted to a mass events which attracted 21 lakhs people and the process created for achieving through 3 R principles was novel.

### Impact

**Social Impact:** The community led events by Bohra and Marathi Samaj were new trendsetters on how to manage waste during large public events. It showed how cleanliness can yet be maintained despite generation of huge waste, provided waste management standards are upgraded, which in turn can result in clean environment. The message of adopting ecofriendly alternatives was strongly communicated to all communities through these events by their religious heads.

**Behavioural Change:** Awareness generation conducted by the organizers and partner NGOs of IMC also led to a new public consciousness and behavior. The citizens not only followed the principle of zero waste and maintenance of cleanliness but also cooperated with the idea of using bio-degradable material.

**Economic Impact:** The onsite process mechanism resulted in reduction of transportation cost of IMC and income generation from organic compost. The compost generated through public events was provided to farmers at affordable rates (@Rs.2 per Kg) which reduced the input cost of chemical fertilizers. It was an economically win-win approach for all stakeholders including vendors and organizers.

**Employment Generation:** The demand for bio-degradable recyclable created potential for longer term labour engagement in development of ecofriendly packing materials.

**BEST CITIZEN-LED  
INITIATIVE**

# UJJAIN MUNICIPAL CORPORATION FIRST RUNNER-UP Best Citizen led Initiative



# CHANDIGARH MUNICIPAL CORPORATION SECOND RUNNER-UP Best Citizen led Initiative



## Name of project: Floral Waste Management- Ujjain, Madhya Pradesh

### Project Concept

This project is about management of floral wastes by solid state fermentation for the conversion into different value-added products viz. compost, biofuels, biogas, bioethanol, organic acids, pigments and dyes, polyhydroxyl butyrate-co-hydroxyvalerate production, food products, bio surfactants production, sugar syrup, and incense. It is a one of a kind project where waste generated from the temples are collected from source by a green vehicle and transported to the main unit and converted into value added products. Disposal of flowers in rivers leads to water pollution as well as affects the living organisms present in the water. To minimise the impact of water pollution, the novel concept of floral waste management was introduced in Ujjain in 2018.

### Project Process

Ujjain being a religious city, generates huge amounts of flower wastes. Every day waste material weighing a total waste of 5 tons is left behind which is partially used by Pushpanjali eco nimit to make dhoopbattis and incense sticks and the partially for making briquettes. The project site measures 15000 square meters and the machinery used for the project includes a segregation unit, an Organic Waste Converter, a coconut shredder, product processing unit, bio-fuels (logs) making machine, solar tunnels and a drying, packaging and inspection area. The plant has the capacity of processing 3.3 Metric Tons of floral wastes from 6 nearby temples every day.

### Sustainability and Novelty

**Green Temple Concept :** The uniqueness of the project lies in minimizing the wastage of resources and to reduce carbon footprint through converting flower waste into sacred natural products. The Plant is completely sustainable with a commercial angle where

the Bio-Fuel Logs can be sold to different entities which requires ignition of any type, like boilers. The plant has a MoU with at least three commercial boiler players who are ready to buy this Bio-Fuel and replace any natural wood. The high quality manure generated from this plant also has a commercial value due to its source (temples) and its quality. Being a 95% pure product, it can easily be used in agriculture, plantation and nurseries. Incense sticks and dhoopbattis already enjoy a wide market within the city itself and among its floating population.

### Impact:

**Reducing Environment Degradation and pollution:** Floral waste, reportedly, accounts for 16 per cent of the total river pollutants. While rotting flowers affect the water quality, the pesticides that are used on them, leach into the water and harm marine life. Coal and wooden logs is one of the most dangerous ways to produce energy nowadays because of its pollution to our environment. This is why it is necessary for us to limit our use of charcoal and find another way to get energy. Biomass is a great way to do this since it is easy to get and use. The bio conversion of organic waste generated would help to utilize the wastes in an efficient way. The Bi-products of floral waste from temples such as briquettes is being used instead of wooden logs in serving as an eco-friendly and alternative method for cremation.

**Social Impact:** The Temple waste is properly reduced and recycled into useful material keeping in mind the sensitivity and attachment of people to various places of worship. Now, the flowers instead of going into the garbage are being reused in the form of bio-fuel and manure.

**Employment:** The floral waste management plant generates employment for locals in small scale manufacturing.

## Name of project: - Solid Waste Management: Cultivation of Oyster Mushrooms from Agricultural and Kitchen Waste in Used Plastic Bottles

### Project Concept

The need for developing alternative strategies for effective waste management is mandatory due to the threat posed on our environment and public health. One such strategy for solid waste management is the successful cultivation of one nutritional variety of mushroom called "Oyster Mushroom" (scientifically called *Pleurotus ostreatus*) utilizing kitchen and agricultural wastes as substrates. An estimated 80-90% of agricultural biomass i.e. paddy and wheat straw is burned. This crop waste burning has now become a major health hazard adding to the increasing air and ozone pollution. By utilizing the agricultural crop waste for cultivation of mushrooms, the problem can be solved to a major extent.

### Project Process

The project requires the following room layout for setting up a bigger unit at our campus as highlighted below:

- Room-1: Spawn Generation and storage Room (Fitted with autoclave, Laminar hood and Incubator)
- Room-2: Collection, Sorting, cleaning and Drying of Wastes (Agro-waste, Plastic bottles wastes, Kitchen waste)
- Room-3: Autoclaving, Spawn layering and Bottle Packing (Fitted with autoclave or steam sterilizer)
- Room 4: Nursery/Spawn Run Room (Incubation of plastic bottles with spawn for spawn run at optimum humidity, temperature under dark conditions)
- Room-4: Fruiting and Final Harvesting Room (Storage of fully run spawn bottles for final fruiting and harvest of Oyster Mushrooms under high humidity and optimal light)

Room-5: Storage of Oyster Mushrooms (storage, drying and packing of Oyster mushroom powder)

### Project Metrics

**Implementation:** The project focused on cultivation of Oyster Mushrooms by using combination of agricultural and kitchen waste in used plastic bottles and has been started and successfully implemented at the Microbiology lab, Department of Food Science, MCM DAV College for Women, Chandigarh.

**Scalability:** The proposal of Oyster mushroom cultivation in plastic bottles is an equally scalable and sustainable approach with a clear objective of utilizing the organic waste residues while community empowerment through generation of food with unique nutritional and medicinal value essential for all. Oyster mushroom scalability is practical very appealing and is only limited by resource availability.

**Novelty:** The idea is unique; firstly, as most of the past workers have focused on cultivation of Oyster mushroom using a variety of ligno-cellulosic waste such as wheat straw, paper, saw dust, wood chips, banana leaves etc. However, not much work has been focused on utilizing the kitchen waste generated in combination with agricultural residue (wheat/paddy straw) as a means of solid waste management in a community. Secondly, cultivation of Oyster mushroom in thrown away and used plastic bottles is altogether a unique concept as mostly people do the cultivation of mushrooms in bags.

**Impact:** The approach of Oyster Mushroom cultivation in used plastic bottles has high impact as it offers multiple solutions that include : 1) the generation of relatively cheap source of high quality food protein 2) Solution for malnutrition problem 3) solid waste management technique as the agricultural waste (wheat and paddy straw), domestic kitchen waste (fruit and vegetable peels) and plastic trash will be put to use and 4) skill training to the target population especially women for setting their own small business units.



**BEST GANGA TOWN**



## Gauchar Nagar Palika Parishad, Uttarakhand

Cleanest City No. 1 among Ganga Towns

Star Rating: **None** ODF Status: **ODF**

Direct Observation Score (1250 Marks) **1177**

Gauchar is a small town located in Karnaprayag tehsil within the Chamoli district of Uttarakhand state in India. Gauchar is situated on the left bank of river Alaknanda at an altitude of 2620 feet above sea level and the route is directly connected to holy destinations of Badrinath. Gauchar is located on one of the largest pieces of flat land in this mountainous region of Uttarakhand. Being a tourist location, the city's overall cleanliness becomes crucial to continue attracting tourists and also providing quality of life to the citizens. The city performed really well and therefore, has been awarded one of the best cities under Ganga Town category in Swachh Survekshan 2019.

The Direct Observation for the city captures the ground level cleanliness and maintenance of public facilities including toilets in the city by the local administration among others. The city has received a score of 1177 out of a total of 1250 marks, the majority of locations surveyed by an independent assessor were found to be according to the standards prescribed.

Around 96% of the Residential Areas and Commercial Areas were found to be substantially clean. 94% of the community and public toilets surveyed during SS2019 were found to be well lit, well ventilated, had electricity connection and had water supply/ flush. 100% of CTs/ PTs were found to have on-site safe disposal system, i.e. either having septic tank with no overflow or sewer network with no open drainage.



Also, 100% of CT's/PTs were found prominently displaying SBM messages designed by the Ministry or ULB, with Swachh Survekshan-2019 logo. Moreover, the city scored around 85% marks with respect to cleanliness level of its vegetable/fruit and meat/fish markets. The city scores 100% marks when it comes to display of IEC messages in the form of hoarding/ paintings/ banners/writings in all commercial/public areas. The catchment areas of the railway station and bus terminals were also found to be 100% clean.

## Rajmahal Nagar Panchayat, Jharkhand

Cleanest City No. 2 among Ganga Towns

Star Rating: **★★** ODF Status: **ODF**

Direct Observation Score (1250 Marks) **1172**

Rajmahal is a historical town, nestled between the towering Rajmahal hills and the mighty Ganges, blessed with the bounty of nature. It's a Nagar Panchayat city in the district of Sahibganj, Jharkhand. Rajmahal is the main sub-divisional town in Sahibganj region. Also, the town is home to several other monuments too, like Singhi Dalan, Akbari Masjid, Tomb of Maina-Bibi and Tomb of Miran. The city performed really well and therefore, has been awarded one of the best cities under Ganga Town category in Swachh Survekshan 2019.

In the Direct Observation component of the Swachh Survekshan 2018, the city scored 1172 marks out of 1250, making it a very good performer in terms of maintenance of public facilities and general cleanliness of the city's commercial and residential areas.

To comment specifically, 100% of the Residential Areas and Commercial Areas were found to be clean. Around 96% of the community and public toilets surveyed



during SS2019 were found to be well lit, well ventilated, had electricity connection and had water supply/ flush.

100% of CTs/PTs were found to have onsite safe disposal system i.e. either having septic tank with no overflow or sewer network with no open drainage. Also, 100% of CT's/PTs were found prominently displaying SBM messages designed by the Ministry or ULB, with Swachh Survekshan 2019 logo.

Moreover, the city scored around 88% marks with respect to cleanliness level of its vegetable/fruit and meat/fish markets. The city scores 100% marks when it comes to display of IEC messages in the form of hoarding/paintings/ banners/writings in all commercial/public areas. The catchment areas of the railway station and bus terminals were also found to be 100% clean.

## Sahibganj Nagar Parishad, Jharkhand

Cleanest City No. 3 among Ganga Towns

Star Rating: ★★

ODF Status: ODF

Direct Observation Score (1250 Marks)

1127

The district of Sahibganj with a predominantly tribal population is a part of the Santhal Pargana division and forms the eastern most tip of the division. Sahibganj is the administrative headquarter of the district and situated on the bank of the river Ganges. Sahibganj is the only district of Jharkhand, through which the river Ganga passes. The Moti Jharna is also a natural beauty which awes the viewer's heart in the city.

Under this premise, the district administration of Sahibganj in Jharkhand has organised various activities to involve and engage the community towards cleanliness. With a view to involving people in various cleanliness centric activities, lots of swachhata related events were scheduled.



The city performed really well and therefore, has been awarded one of the best cities under Ganga Town category in Swachh Survekshan 2019.

In the Direct Observation component of the Swachh Survekshan 2019, the city scored 1127 marks out of 1250, making it a very good performer in terms of maintenance of public facilities and general cleanliness of the city's commercial and residential areas.

To comment specifically, 98.5% of the Residential Areas and Commercial Areas were found to be substantially clean. 92% of the community and public toilets surveyed during SS2019 were found to be well lit, well ventilated, had electricity connection and had water supply/ flush. 100% of CTs/PTs were found to have on-site safe disposal system, i.e. either having septic tank with no overflow or sewer network with no open drainage. Also, 100% of CT's/PTs were found prominently displaying SBM messages designed by the Ministry or ULB, with Swachh Survekshan 2019 logo.

Moreover, the city scored around 94% marks with respect to cleanliness level of its vegetable/fruit and meat/fish markets. The city scores 100% marks when it comes to display of IEC messages in the form of hoarding/paintings/banners/writings in all commercial/public areas. The catchment areas of the railway station and bus terminals were also found to be 100% clean. However, the city needs to work on beautification part of slums/old city areas; flyovers, public places.



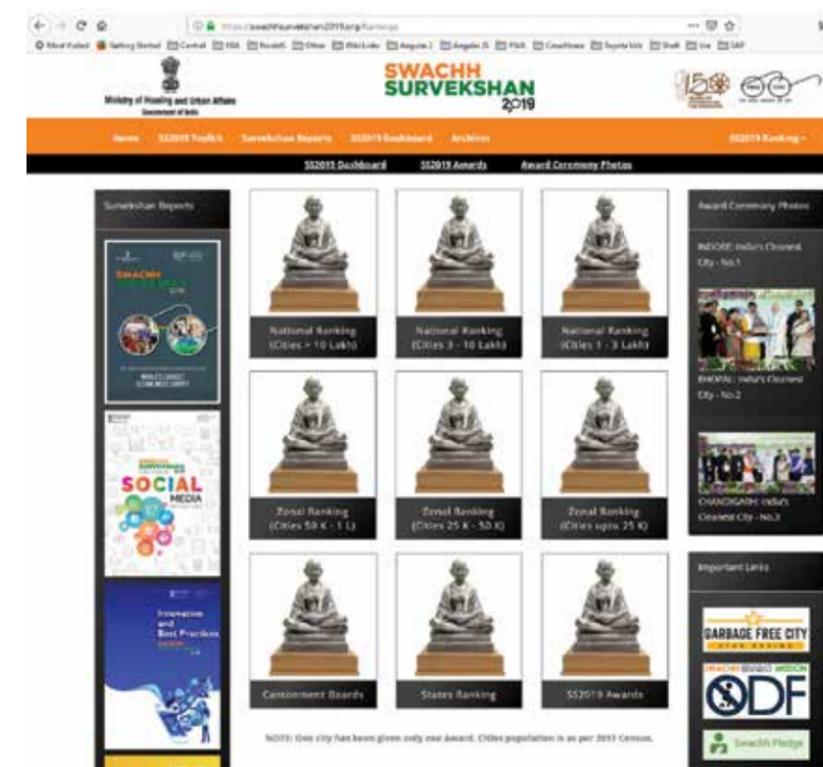
## SS2019 DASHBOARD

STEP 1: Go to <https://www.swachh-survekshan2019.org>

STEP 2: Click on Dashboard.

Step 3: You will arrive on the following page:

Step 4: This page gives the different rankings and the List of the Awardees of Swachh Survekshan 2019. Click on the Ranking List that you want to explore.



### Swachh Pledge

- > I take this pledge that I will remain committed towards cleanliness and devote time for this.
- > I will devote 100 hours per year, that is two hours per week, to voluntarily work for cleanliness.
- > I will neither litter nor let others litter.
- > I will initiate the quest for cleanliness with myself, my family, my locality, my village and my work place.
- > I believe that the countries of the world that appear clean are so because their citizens don't indulge in littering nor do they allow it to happen.
- > With this firm belief, I will propagate the message of Swachh Bharat Mission in villages and towns.
- > I will encourage 100 other persons to take this pledge which I am taking today.
- > I will endeavour to make them devote their 100 hours for cleanliness.
- > I am confident that every step I take towards cleanliness will help in making my country clean.





YEARS OF  
CELEBRATING  
THE MAHATMA



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<http://swachhbharaturban.gov.in/>



सत्यमेव जयते

**Ministry of Housing and Urban Affairs**  
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<http://www.mohua.gov.in/>