Toilet 2.0: Status Report and Recommendations

Public & Community Toilets in Palani, Tamil Nadu







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Public & Community Toilets in Palani, Tamil Nadu

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Public/Community Toilet Report Cards

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1. Project Context: Objectives & Methodology

The onset of Swachh Bharat Mission (SBM) marked a turning point in urban sanitation, prioritising toilet construction and its usage, leading to the eradication of open defecation in many. Consequently, cities were declared Open Defecation Free (ODF), ODF+ and ODF++ under SBM.

Recognising the need for a continued push for sustained toilet usage and to move beyond toilets, SBM Urban 2.0 was launched in 2021. One of the key components of SBM 2.0 is to enhance user experience and promote safe, clean, hygienic and inclusive Public Toilets and Community toilets (PT/CTs). The Ministry of Housing and Urban Affairs (MoHUA) has issued guidelines for implementation of Toilets 2.0 (T2.0). Despite progress, challenges with planning, lack of inclusive design, weak revenue and operation model and poor monitoring, hinder the successful and sustainable functioning of PT/CTs.

To address these issues, MoHUA engaged Water, Sanitation and Hygiene (WASH) Institute to undertake study on T2.0 in 14 ULB's across 10 States, seen in Figure 1.1. The lessons learnt from the study in these 14 ULB's would inform MoHUA in designing policy and guidelines on T2.0 for the country.

Research Questions

The focus of the study is to assess existing PT/CTs within each ULB across four broad pillars – Infrastructure, Services, Operation Model and Behavioural Change. The primary research questions of the study are following:

- How do we **saturate** ULBs with CT/PTs?
- How do we incorporate **design thinking** and make the CT/PT more inclusive?
- What are the appropriate **models of Sustainability** for the CT/PT?

The objectives of WASH Institute in supporting the ULB achieve T2.0 goals are following:

- To determine the adequacy of existing PT/CTs within the ULB and identify gaps in coverage;
- To assess the spatial distribution of PT/CTs and identify locations for setting up of new toilets based on observed footfall;
- To develop enhanced and sustainable operational model for managing PT/CTs;
- To develop service level benchmarks and contract agreements for effective operations of PT/CT; and
- To develop materials for behavioural change and IEC campaigns for improved communication and responsibilities of citizens towards PT/CT

Figure 1.1 – Project Towns



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2. Project Town: Palani Municipality, Tamil Nadu

Swachh Survekshan Ranking, 2023	
State – 110	National - 1695

2.1 Town Profile

Palani, a vibrant town, is nestled amidst the foothills of Tamil Nadu's western district, Dindigul. It is a Grade III Municipality and established in 2013 by merging two Gram Panchayats. It is governed under the Tamil Nadu Municipalities Act, 2019. The town is a densely populated town with more than 13,000 population living in one sq.km of area. According to City Sanitation Action Plan (2023), the town has a population of 86,260, spread across 33 wards in 6.63 sq.km, as seen in Table 2.1.

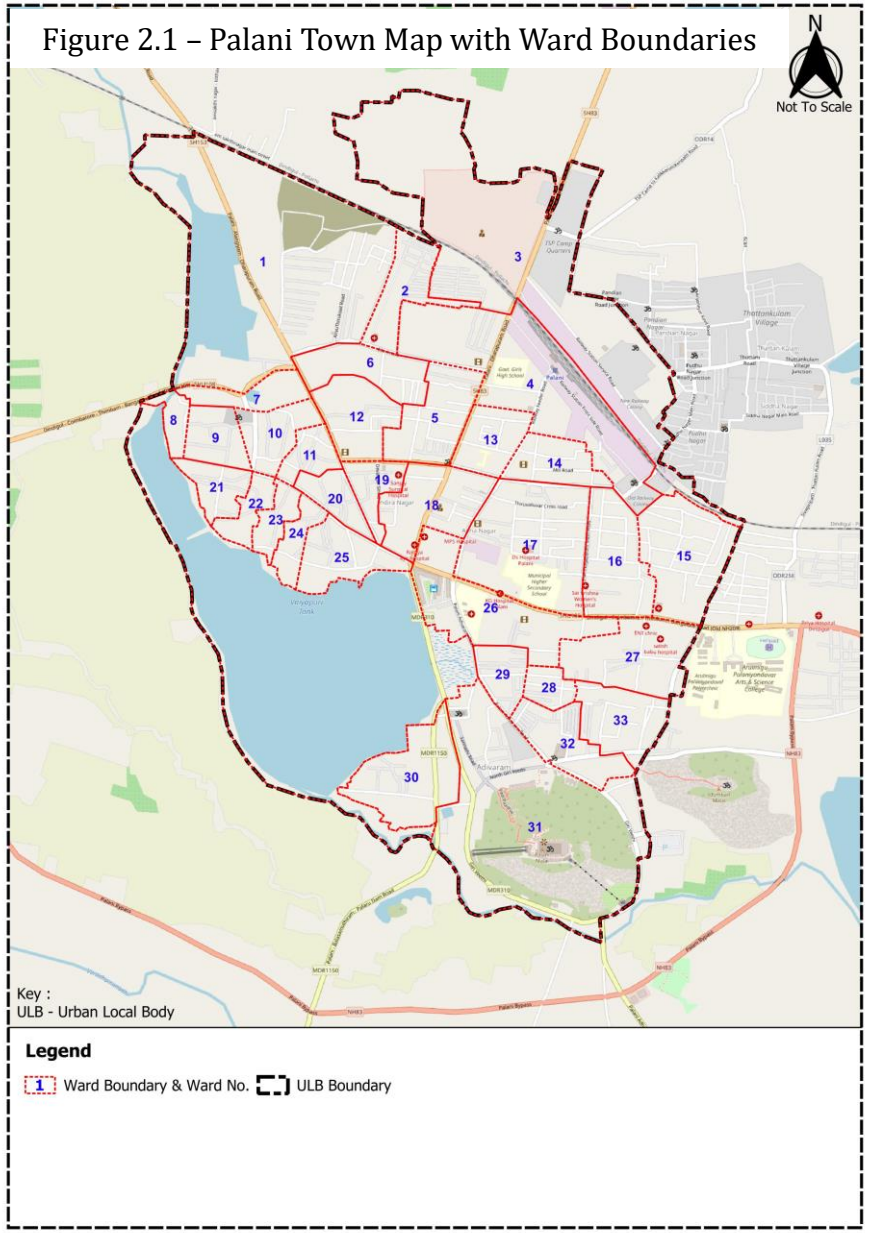
The town is renowned for its religious and cultural heritage, especially a magnificent hilltop shrine dedicated to Lord Murugan. The town also serves as prominent social center for healthcare and education for surrounding towns and villages. Overall, the town draws 5-10 millions of pilgrims annually, transforming Palani into a bustling center of religious fervor.

Table 2.1 – Basic Demographic Details, Palani

S.No	Parameters	Values
1	Population	86,260
2	Type of Town	Class II
3	Area	6.63 sq.km
4	Number of Wards	33
5	Number of Households	21,250
6	Slum Population	20,013 (2011 Census)
7	Floating Population	25,884 (2021)
8	Geographical location	Hilly Area
9	Annual Avg. rainfall	761 mm (approx.)
10	Percapita water supply	105 lpcd

Source : CSAP 2023

Figure 2.1 – Palani Town Map with Ward Boundaries



Source: Prepared by WASH Institute based on OSM

3. Infrastructure Situation Assessment

3.1 Primary Infrastructure & Functionality Assessment

Overview*

10
Public Toilets

13
Community Toilets

1
Urinals

*Includes Closed Toilet

No. of Operational Seats

132
Toilet seats

156
Toilet seats

2
Toilet seats

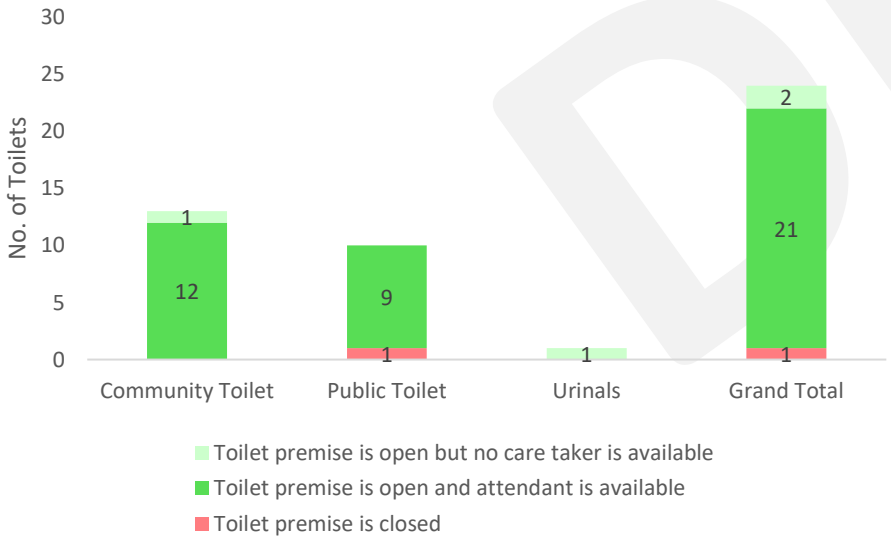
Existing Vs Norms

127
Operational seats in Public Toilets

105
Required no. of seats in Public Toilets as per CPHEEO norms

110
additional seats estimated by Palani Municipality

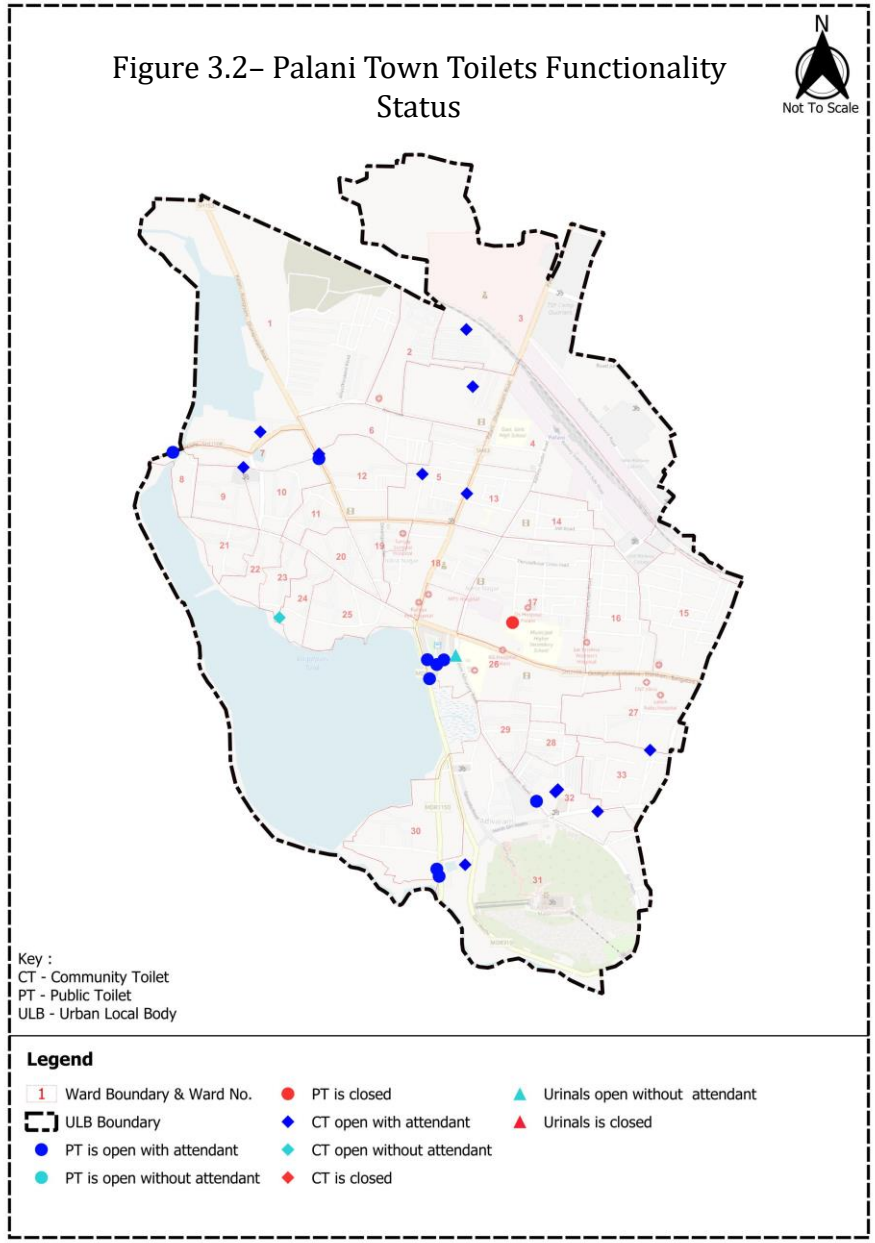
Figure 3.1 – Functionality Status of Toilets



Source: Primary Survey, October 2023

- **Lack of Disabled friendly infrastructure:** Only one toilet at the new bus stand in Ward 26 has disabled friendly toilet cubicles.
- **Event linked toilet:** As indicated in Figure 3.1, the closed toilet is made operational during the events in Palani and roughly attracts a footfall of 1000 users daily. On an average the toilet is operational 1 month in a year.

Figure 3.2– Palani Town Toilets Functionality Status

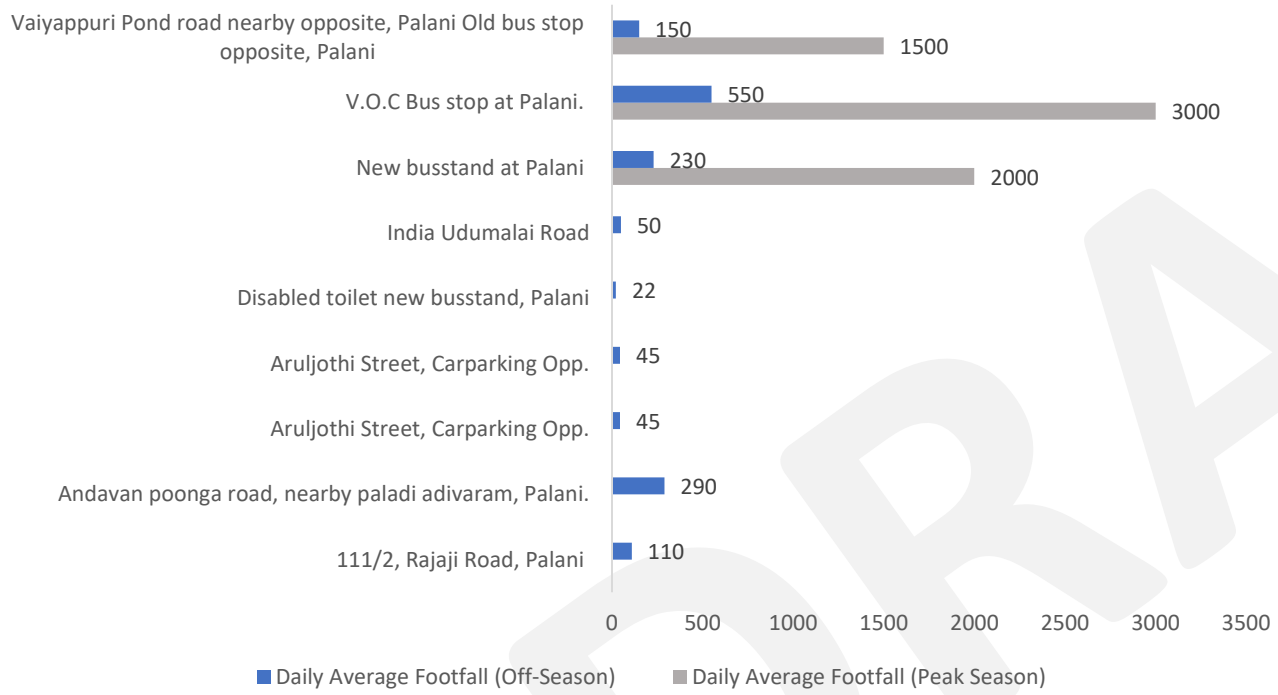


Source: Prepared by WASH Institute based on OSM

3. Infrastructure Situation Assessment

3.2 Usage & Footfall Assessment

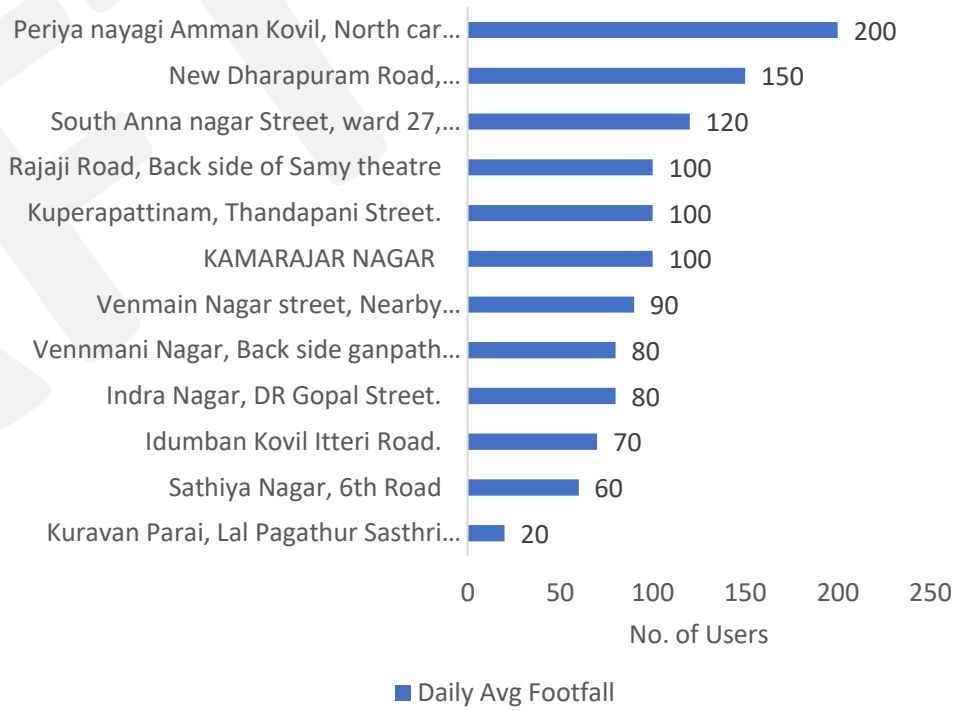
Figure 3.3– Daily Average Footfall in Public Toilets – Peak and Off-season



Source: Primary Survey, October 2023

Note- Analysis of operational toilets having a caretaker is presented above.

Figure 3.4– Daily Average Footfall in Community Toilets



Source: Primary Survey, October 2023

Note- Analysis of operational toilets having a caretaker is presented above.

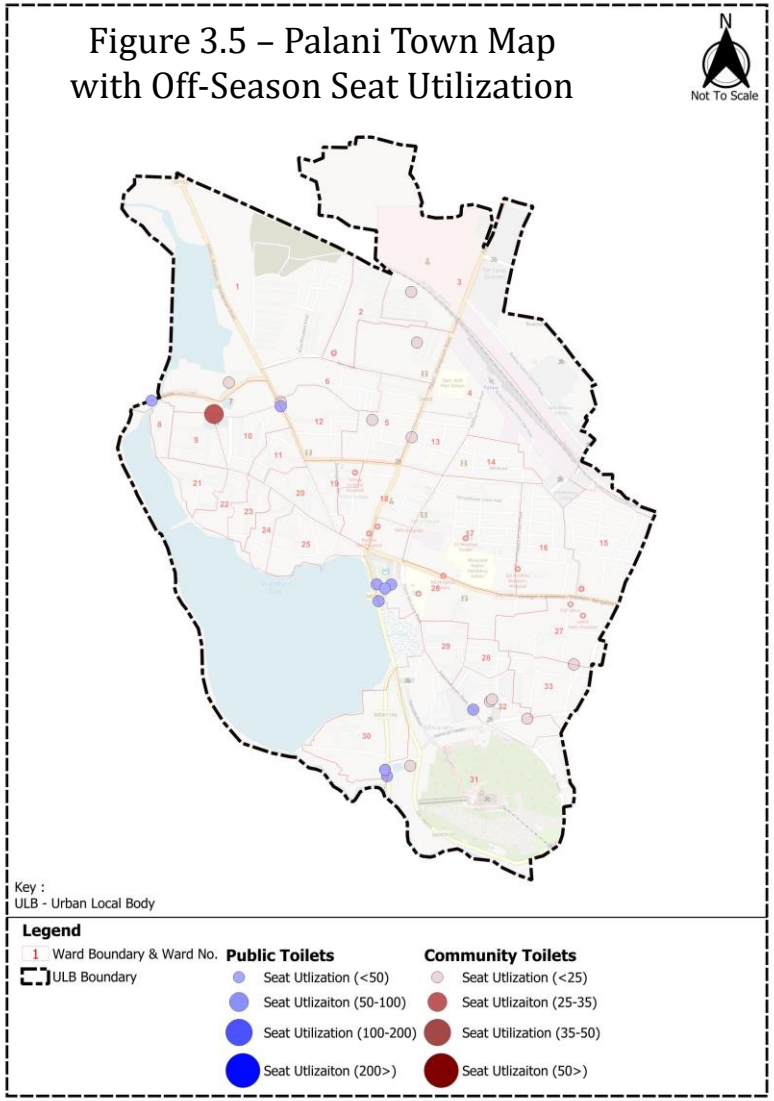
- The daily average footfall across all Public Toilets is 890, which computes to only 1% of overall population. While the daily average footfall across all Community Toilets is 825, seen in Figure 3.4.
- **Footfall in Peak and Off season-** From Figure 3.3, it is witnessed that the average daily footfall in peak season increases five to ten-fold when compared to daily average footfall for three toilets located in Ward 26.
- **Male-Female Daily Footfall-** The average daily footfall is almost equal for men and women in both public as well as community toilets. Toilet wise daily average footfall for Male, Female, Children, Transgender across PTs and CTs is presented in Annexure 3.

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3. Infrastructure Situation Assessment

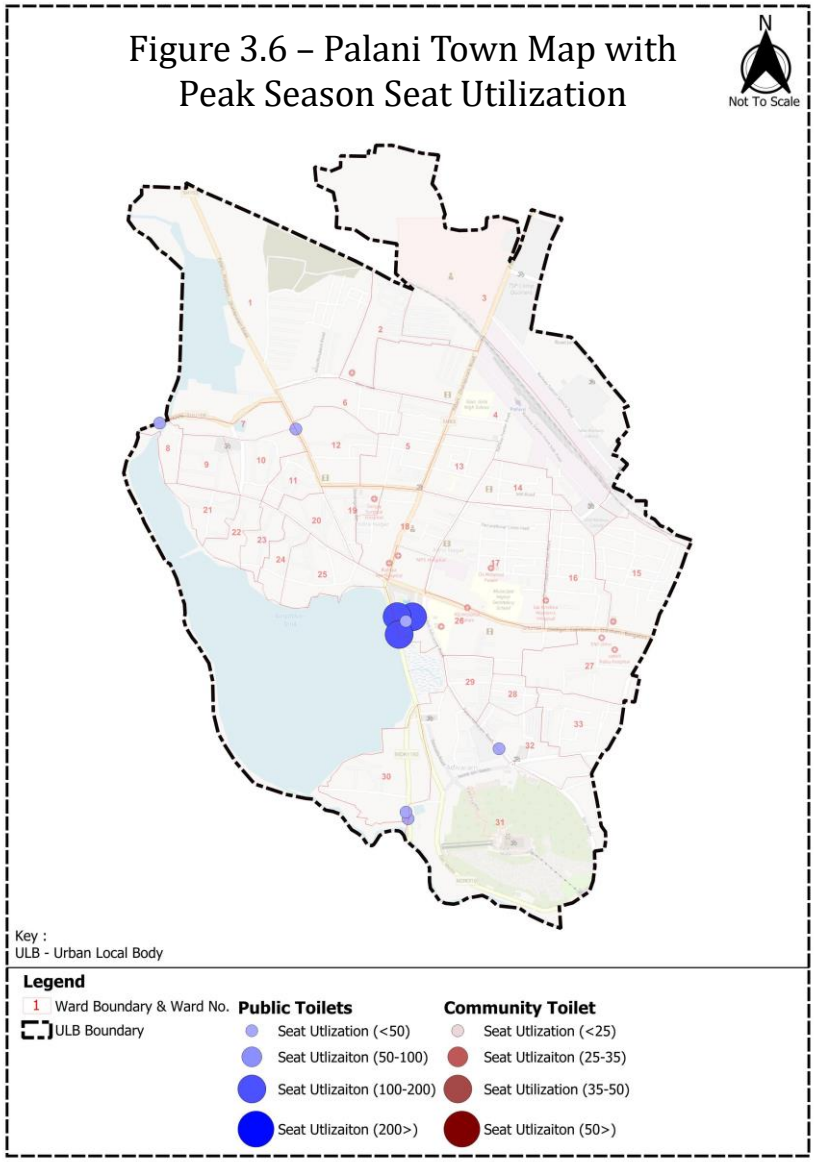
3.2 Usage & Footfall Assessment

Figure 3.5 – Palani Town Map with Off-Season Seat Utilization



Note: Map includes all operational toilets irrespective to the presence of caretaker.
Source: Prepared by WASH Institute based on OSM

Figure 3.6 – Palani Town Map with Peak Season Seat Utilization



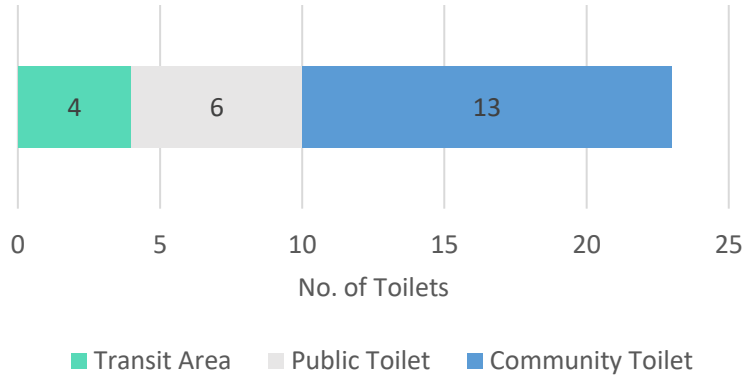
Note: Map includes all operational toilets irrespective to the presence of caretaker.
Source: Prepared by WASH Institute based on OSM

- **Overutilisation during Peak Season-** Three PTs near the tourist spot- Vaiyapuri Lake, seen in Figure 3.6, witness overutilization of toilet seats i.e., between 100-200 users utilizing one toilet seat per day, during the peak season. This indicates that these facilities are insufficient to handle the surge in demand during peak tourist season.

3.3 Location Assessment

Based on the surrounding land use and type of users, Public toilets are further categorised into three categories to determine the minimum infrastructure and operational requirements as per CPHEEO norms. About 4 toilets falls within the category of transit area toilets, while 6 in Public Space toilet and 13 fall in Community Toilets category (as seen in Figure 3.7). List of toilets across different categories is presented in Annexure 4.

Figure 3.7 – Category of Toilets based on Location/type of users



Source: Primary Survey, October 2023

3. Infrastructure Situation Assessment

3.4 Inclusivity Index Assessment

Table 3.1 – Inclusive Indicator Assessment

Indicator	Community Toilet	Public Toilet
Gender Friendly		
Separate entrances for Gender	10/13	7/9
Sanitary vending Machine and Incinerator	0/13	0/9
Well-lit premises inside and outside	1/13	2/9
Functional bolting arrangements*	1/13	3/9
Disabled Friendly		
Ramp Available and Usable	0/13	4/9
Toilet cubicles for disabled friendly	0/13	1/9
Child Friendly		
Child friendly Toilet seats	0/13	0/9

Note: Analysis includes all operational toilets irrespective to the presence of caretaker.

* Considered toilets that has >75% of bolting arrangements.

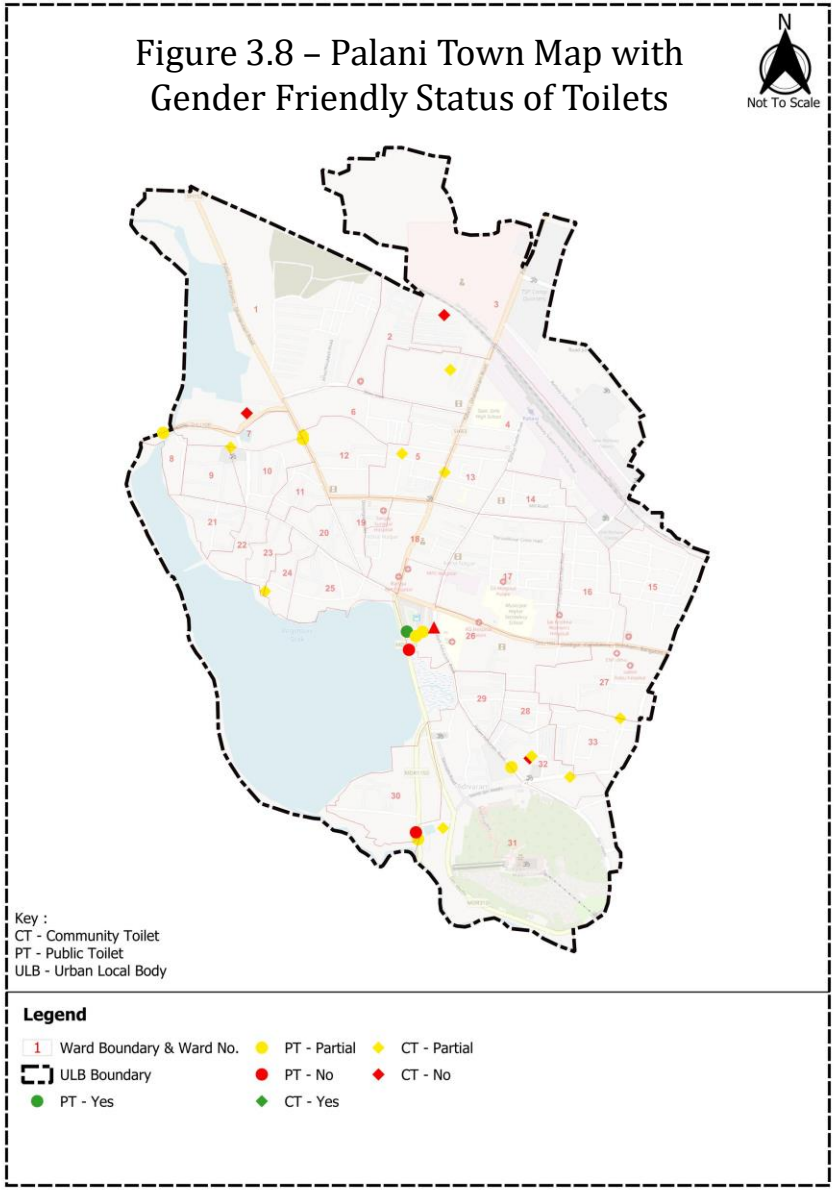
Source: Primary Survey, October 2023

- **Limited Inclusivity:** Only 4 out of 22 toilets have functional bolting arrangements and 3 out of 22 have well-lit premises inside and outside (refer Table 3.1). The toilet wise inclusive index for operational public and community toilets, presented in Annexure 5a and 5b indicates that all toilets in Palani exhibit poor inclusive index with score less than 50%.
- None of the toilets have sanitary vending machine and incinerator.
- Only four out of 9 public toilets have ramp which is usable and one has toilet cubicle for persons with disabilities (PWD). The gender and disabled friendly maps are presented in Figure 3.8 and 3.9 respectively.

3. Infrastructure Situation Assessment

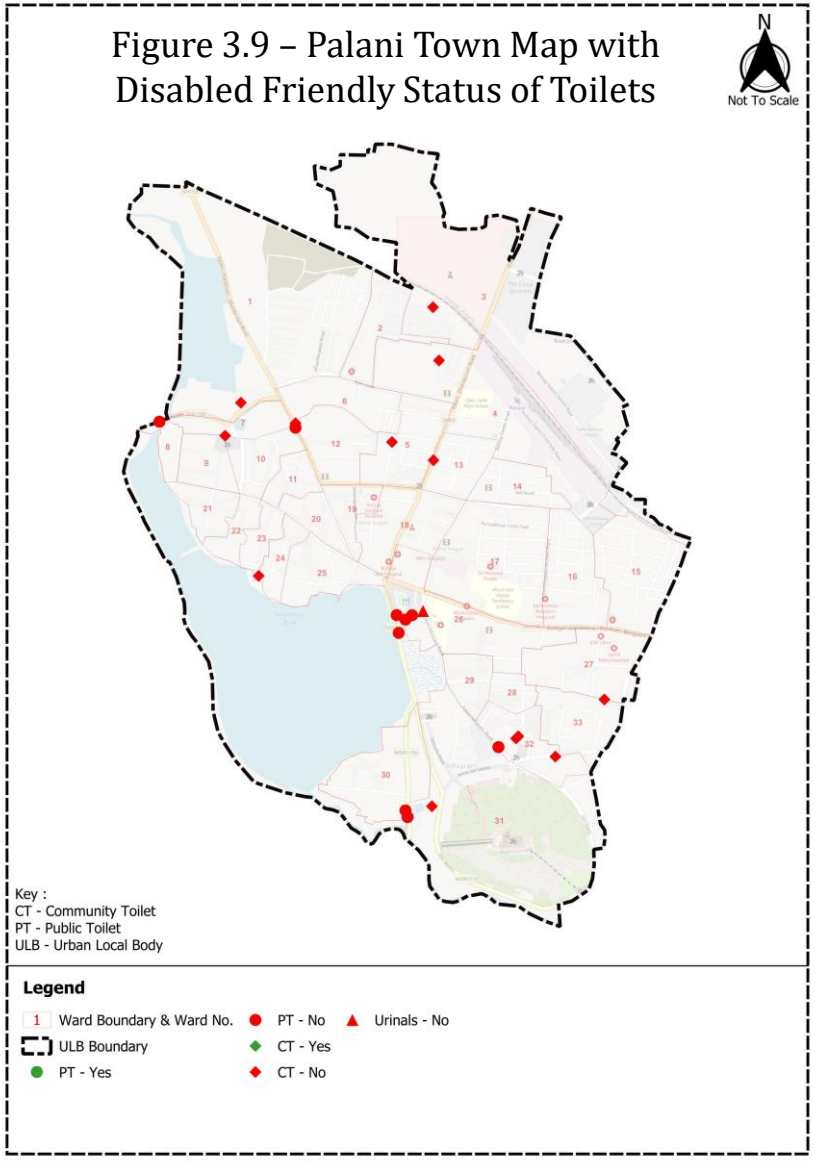
3.4 Inclusivity Index Assessment

Figure 3.8 – Palani Town Map with Gender Friendly Status of Toilets



Note: Map includes all operational toilets irrespective to the presence of caretaker.
Source: Prepared by WASH Institute based on OSM

Figure 3.9 – Palani Town Map with Disabled Friendly Status of Toilets



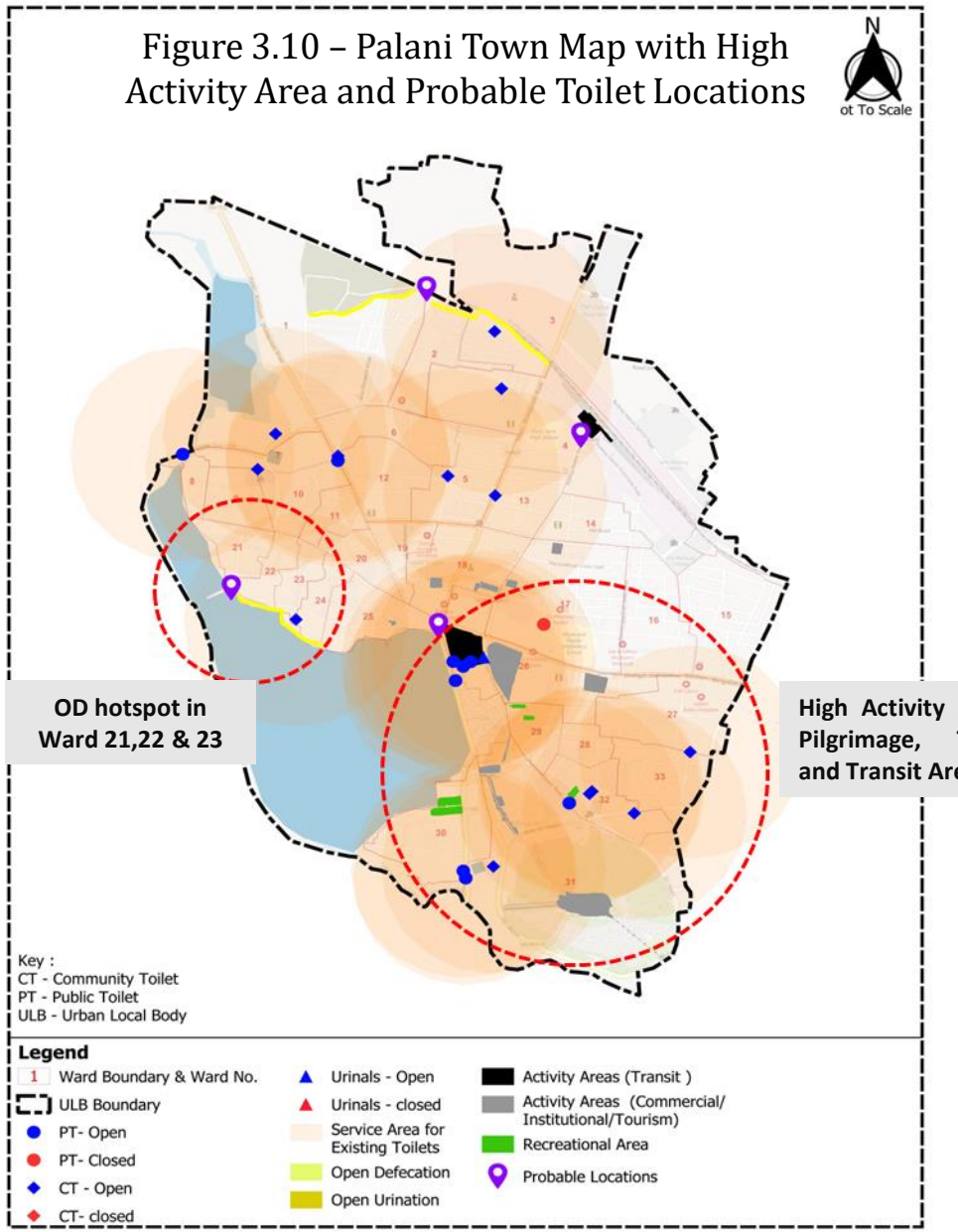
Note: Map includes all operational toilets irrespective to the presence of caretaker.
Source: Prepared by WASH Institute based on OSM

3. Infrastructure Situation Assessment

3.5 Spatial Distribution Assessment

- **Existing Service Area Coverage**: With reference to the activity mapping in Figure 3.10, the Public as well as Community Toilets are widely spread across the town serving the high public activity areas.
- **Incidence of Open Defecation**: During primary interactions, it was observed that homeless individuals resort to open defecation along railway tracks and in compost yards (Figure 3.10), primarily due to lack of toilet. This is witnessed in Ward 1,2,21,22,23 and 24. It indicates a demand for toilets specifically designed to address the needs of these homeless individuals in these wards.

Figure 3.10 – Palani Town Map with High Activity Area and Probable Toilet Locations



Note: Map includes all operational toilets irrespective to the presence of caretaker.
Source: Prepared by WASH Institute based on OSM

4. Service Performance Assessment

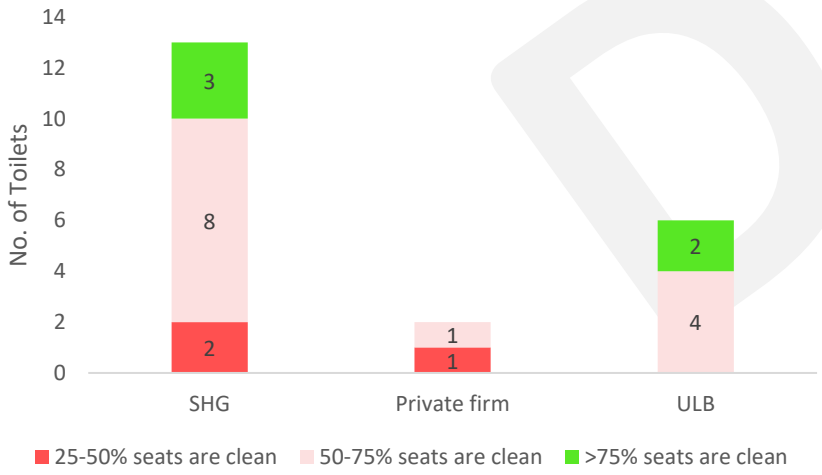
4.1 Assessment of Factors influencing Service Performance

Table 4.1 – Key Service Indicators Assessment

Key Service Indicators	Public Toilet	Community Toilet
Availability of Water in all cubicles	6/9	4/13
Availability of Caretaker	9/9	12/13
Clean and usable toilet seats*	3/9	2/13
Presence of Citizen Feedback Mechanism	8/9	12/13
Presence of Cleaning Roaster	0/9	0/13
Toilets on Google Locator	9/9	13/13

Source: Primary Survey, October 2023
Note: Analysis includes all operational toilets irrespective to the presence of caretaker.
* Considered toilets that has >75% of clean and usable toilet seats.

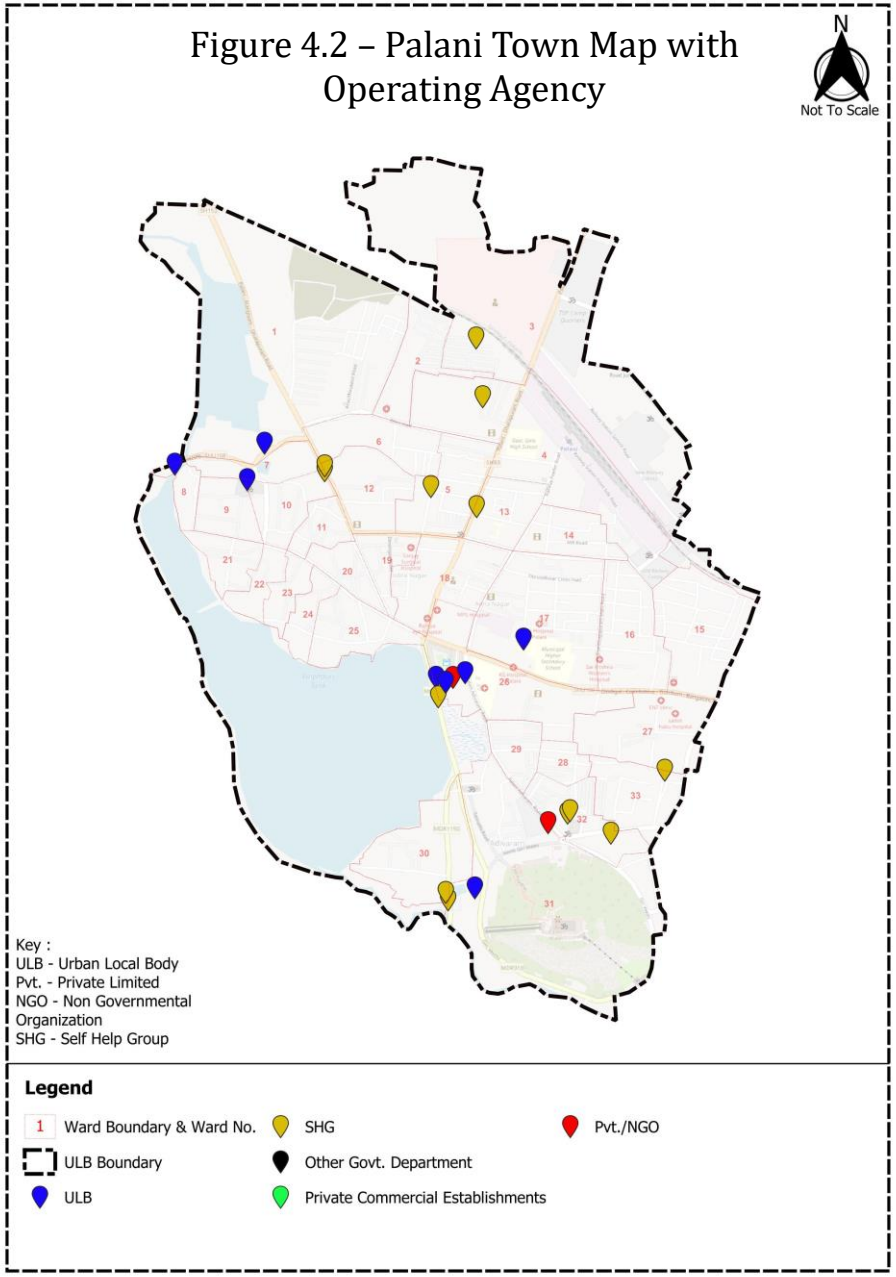
Figure 4.1-Percentage of Toilet Seats Clean across different Agencies



Note: Analysis includes all operational toilets irrespective to the presence of caretaker.
Source: Primary Survey, October 2023

- **Cleanliness Level vis-à-vis Managing Agency:** Across all management types (CBO, Private, ULB), percentage of toilet seats that are clean in each management type is very low (Figure 4.1).
- **Lack of water impacting services:** Both public and community toilets have shown lower service levels as evident in Table 4.1. Although caretaker is available in all 21 out of 22 operational toilet, the lack of water supply in all cubicles is leading to unclean and unusable toilet seats in all toilets.

Figure 4.2 – Palani Town Map with Operating Agency

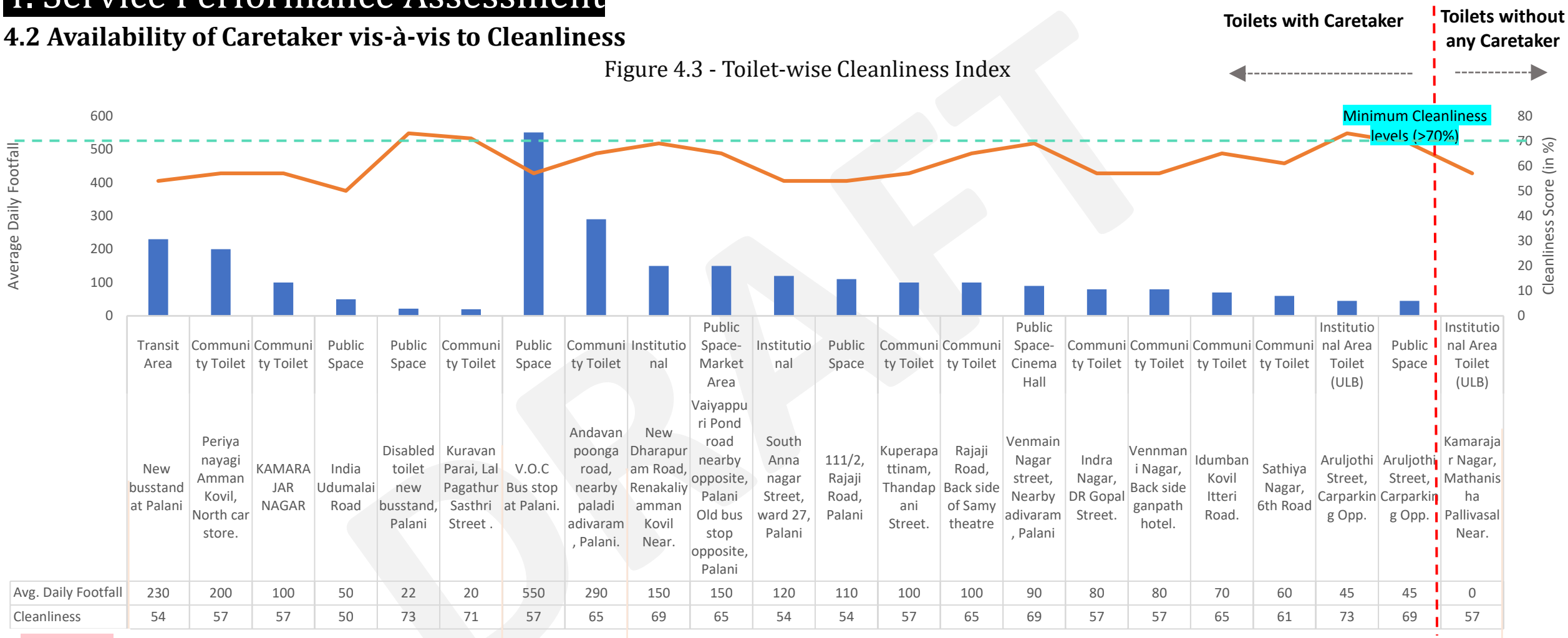


Source: Prepared by WASH Institute based on OSM

4. Service Performance Assessment

4.2 Availability of Caretaker vis-à-vis to Cleanliness

Figure 4.3 - Toilet-wise Cleanliness Index



	Transit Area	Community Toilet	Community Toilet	Public Space	Public Space	Community Toilet	Public Space	Community Toilet	Institutional	Public Space- Market Area	Institutional	Public Space	Community Toilet	Community Toilet	Public Space- Cinema Hall	Community Toilet	Community Toilet	Community Toilet	Community Toilet	Institutional Area Toilet (ULB)	Public Space	Institutional Area Toilet (ULB)
	New busstand at Palani	Periya nayagi Amman Kovil, North car store.	KAMARAJAR NAGAR	India Udumalai Road	Disabled toilet new busstand, Palani	Kuravan Parai, Lal Pagathur Sasthri Street .	V.O.C Bus stop at Palani.	Andavan poonga road, nearby paladi adivaram , Palani.	New Dharapuram Road, Renakaliyamman Kovil Near.	Vaiyappuri Pond road nearby opposite, Palani Old bus stop opposite, Palani	South Anna nagar Street, ward 27, Palani	111/2, Rajaji Road, Palani	Kuperapattinam, Thandapani Street.	Rajaji Road, Back side of Samy theatre	Venmain Nagar street, Nearby adivaram , Palani	Indra Nagar, DR Gopal Street.	Vennmani Nagar, Back side ganpath hotel.	Idumban Kovil Itteri Road.	Sathiya Nagar, 6th Road	Aruljothi Street, Carparking Opp.	Aruljothi Street, Carparking Opp.	Kamaraja r Nagar, Mathanisha Pallivasal Near.
Avg. Daily Footfall	230	200	100	50	22	20	550	290	150	150	120	110	100	100	90	80	80	70	60	45	45	0
Cleanliness	54	57	57	50	73	71	57	65	69	65	54	54	57	65	69	57	57	65	61	73	69	57
Managed By	ULB						Private Firm								SHG*							

*Each toilet is managed by different SHG.

Source: Primary Survey, October 2023

Note: Analysis includes all operational toilets irrespective to the presence of caretaker.

- **Higher Cleanliness levels with Presence of Caretaker:** Among the operational toilets, only one toilet doesn't have a caretaker and have lower cleanliness, indicating definite need of caretaker for maintaining cleanliness and service levels, as can be seen in Figure 4.3
- **Low Daily Footfall, Higher Cleanliness Score**: Only the toilets with a daily average footfall having less than 30 users, managed by ULB have exhibited good cleanliness scores, scoring 70-85% on the cleanliness index. All other public and community toilets have exhibited average cleanliness level, scoring between 50-70% on cleanliness index. Toilet wise cleanliness index for operational public and community toilets is presented in Annexure 6a and 6b.

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5. Operational Model Assessment

5.1 Existing Operational Model Canvas

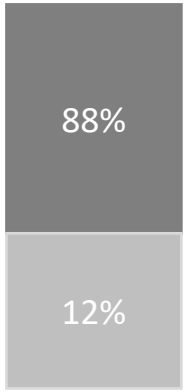
Operated by

7 out of 23 toilets in Palani are operated and managed by ULB which also includes 1 event-based toilet which was closed during the time of survey. 14 toilets, of which 1 had no caretaker available are managed by SHGs. Each of these toilets are managed by different SHGs. Out of the remaining, 2 toilets are privately managed by Sulabh International in Palani.

Capital financed by

50 % SBM | 50 % ULB | 0 % CSR

Status of Formal Agreements



Agreement in place for 14 out of 14 SHG maintained toilet.

Agreements made by ULB and Private for 2 private toilets, however no record in place

Revenue Streams

User fee exists for all the toilets excluding ULB managed.

Avg User Fee

WC ₹ 10 | Bath ₹ 15 | Urinal ₹5

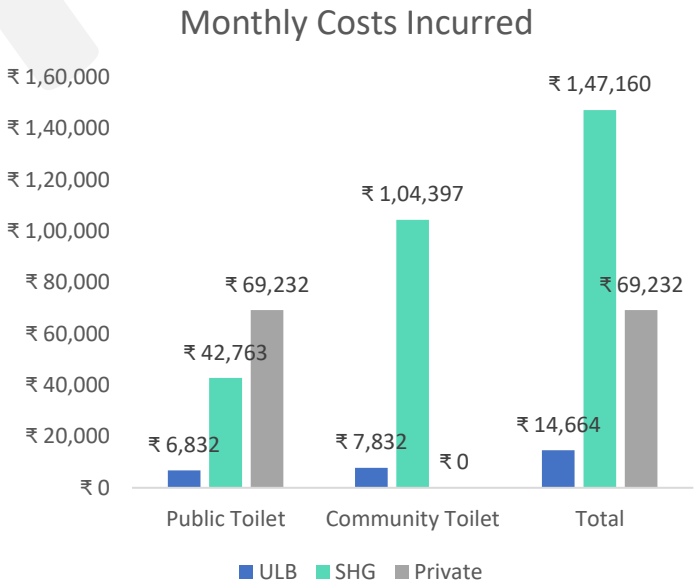
Other revenue streams

Nil

Staff Operations

- Number of full-time staff - 28
- Number of part time staff - Nil
- Number of Women Caretakers- 9

Present Cost Sharing Arrangements



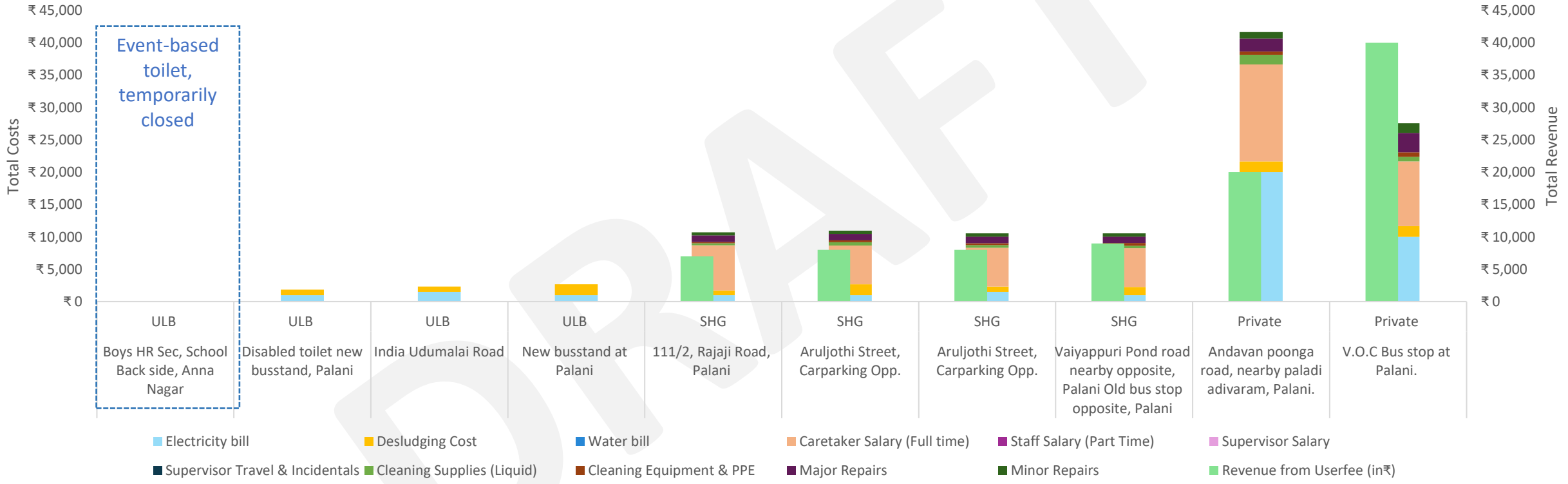
14 toilets each managed by a different SHG, are incurring cumulative monthly cost of ₹42,763 for managing public toilets, while ₹85,264 for managing community toilets in Palani.

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5. Operational Model Assessment

5.2 Toilet-wise Cost & Revenue Breakup

Figure 5.1 - Public Toilet-wise Cost & Revenue Breakup



Source: Primary Survey, October 2023

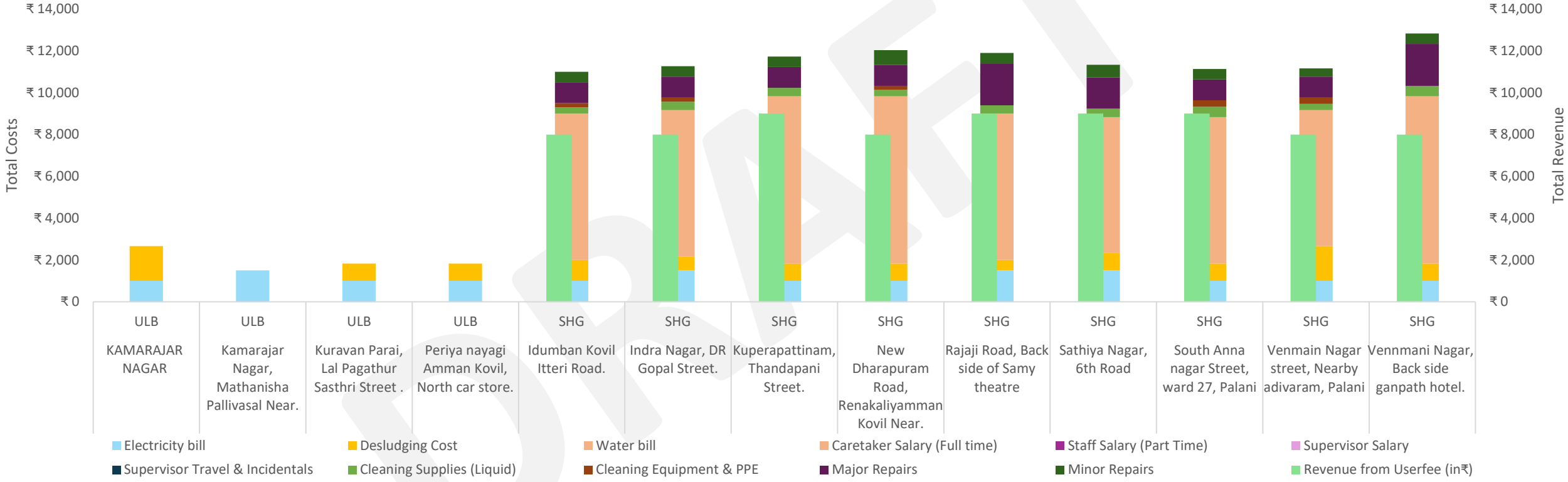
- **Major Expenses-** On an average, caretaker salary account for the highest share followed by desludging cost and electricity bills (Figure 5.1) in the total expenditure incurred in Public Toilets managed. The electricity bills in toilets near Andavan poonga road, nearby paladi adivaram and V.O.C Bus stop exceed staff salary cost by 33% and 70% respectively.
- **ULB managed public toilets are incurring loss-** ULB managed Public toilets have no userfee and no other sources of revenue. Hence, they are incurring losses.

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5. Operational Model Assessment

5.2 Toilet-wise Cost & Revenue Breakup (contd.)

Figure 5.2 - Community Toilet-wise Cost & Revenue Breakup



Source: Primary Survey, October 2023

- **Staff Salaries in SHG managed toilets:** The staff salaries for toilets managed by SHGs ranges between ₹6500 to ₹8000 per month.
- **Factors for sustenance of operations by SHGs:** SHGs maintain the community toilets with financial support from Ward Councilors and is off-the record.

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5. Operational Models Assessment

5.3 Existing Contract Management Practices

Table 5.1 – Contract Management Practices against Performance

Location	Toilet Category	Managed by	Duration of O&M Contract	Revenue Generation & Sharing Model	Avg. Daily footfall	Cleanliness Performance	Avg. Monthly Profit/Loss
11/2, Rajaji Road, Palani	Public Toilet	SHG	3 years	Pay & Use	110	Average	-3714
Aruljothi Street, Carparking Opp.	Public Toilet	SHG	3 years	Pay & Use	45	Clean	-2966
Aruljothi Street, Carparking Opp.	Public Toilet	SHG	3 years	Pay & Use	45	Average	-2533
Idumban Kovil Itteri Road.	Community Toilet	SHG	3 years	Pay & Use	70	Average	-3000
Indra Nagar, DR Gopal Street.	Community Toilet	SHG	3 years	Pay & Use	80	Average	-3266
Kuperapattinam, Thandapani Street.	Community Toilet	SHG	3 years	Pay & Use	100	Average	-2733
New Dharapuram Road, Renakaliyamman Kovil Near.	Community Toilet	SHG	3 years	Pay & Use	150	Average	-4033
Rajaji Road, Back side of Samy theatre	Community Toilet	SHG	3 years	Pay & Use	100	Average	-2900
Sathiya Nagar, 6th Road	Community Toilet	SHG	3 years	Pay & Use	60	Average	-2333
South Anna nagar Street, ward 27, Palani	Community Toilet	SHG	3 years	Pay & Use	120	Average	-2133
Vaiyappuri Pond road nearby opposite, Palani Old bus stop opposite, Palani	Public Toilet	SHG	3 years	Pay & Use	150	Average	-1550
Venmain Nagar street, Nearby adivaram, Palani	Community Toilet	SHG	3 years	Pay & Use	90	Average	-3166
Vennmani Nagar, Back side ganpath hotel.	Community Toilet	SHG	3 years	Pay & Use	80	Average	-4833

Note- No agreement copies available for the two privately managed toilets.

Box 1 – Existing Service-related Clauses with Pvt. And SHGs

- Toilets must be cleaned daily with disinfectants and cleaning equipment. The SHG will be responsible for maintaining the cleanliness.
- Responsible for repairs to toilets caused by their own negligence.
- group leader will be responsible for safety of employees working actions.
- Toilet cesspool need to be periodically cleaned by the SHG, informing the ULB. Safety precautions must be ensured during this procedure.
- SHG should not have the right to authorize other persons to operate or maintain the toilet.
- SHG is responsible for maintaining the toilet
- SHG has the right to operate and maintain the toilet facility.
- ULB will monitor the cleanliness of the toilets and the desludging of the cesspool.
- ULB has the right to terminate the agreement if any breach of terms occurs
- Divisional Sanitary Inspector of the respective ward will conduct inspections of the toilets. If the toilets are found unclean during inspection, the agreement may be terminated.

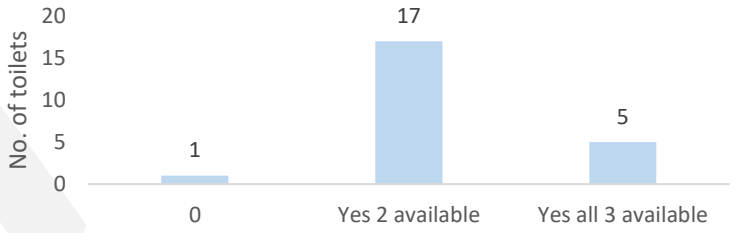
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5. Operational Model Assessment

5.3 Factors influencing Operations

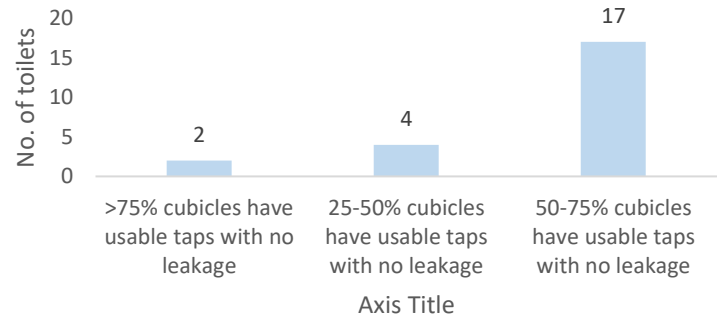
- **Loss making - Absence of Revenue Diversification:** Except the one located in VOC bus stop, all the toilets are incurring losses. The existing operational model has no revenue generation options apart from user fee.
- **Higher Power Costs:** Monthly cost incurred by the two toilets managed by Private Operators in Palani for 2 Public Toilet Operations is ₹69,232. The expenditure incurred only on Electricity in these two toilets constitute to 34% of revenues earned from user fee.
- **Insufficient Service Level Agreements compromising Agreement Effectiveness:** The lack of established service level agreements and penalties undermines the effectiveness of formal agreements. While service levels are in place, they are inadequately defined, only 3 (14%) out of 22 meet the minimum cleanliness standards of 70-85%, the remaining 19 toilets scored below 70%, indicating hygiene concerns.
- **Absence of Standardized Monitoring:** As seen in Figure 5.5, ULB conducts regular inspections in all operational toilets. Despite this, Figure 5.2 and 5.3 clearly indicates that there are operational gaps in toilets, especially leakages in water supply pipeline witnessed in more than 21 toilets. This can be addressed by ensuring monitoring against a standardised checklist (refer Annexure 10) for details.

Figure 5.3 - Consumables, PPE Stock and User supply Status



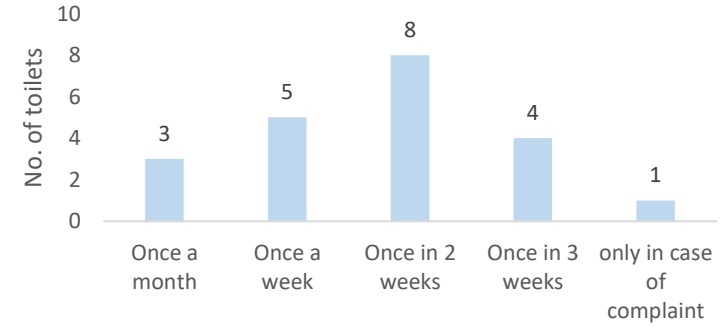
Source: Primary Survey, October 2023

Figure 5.4 - Extent of Leakages in pipes



Source: Primary Survey, October 2023

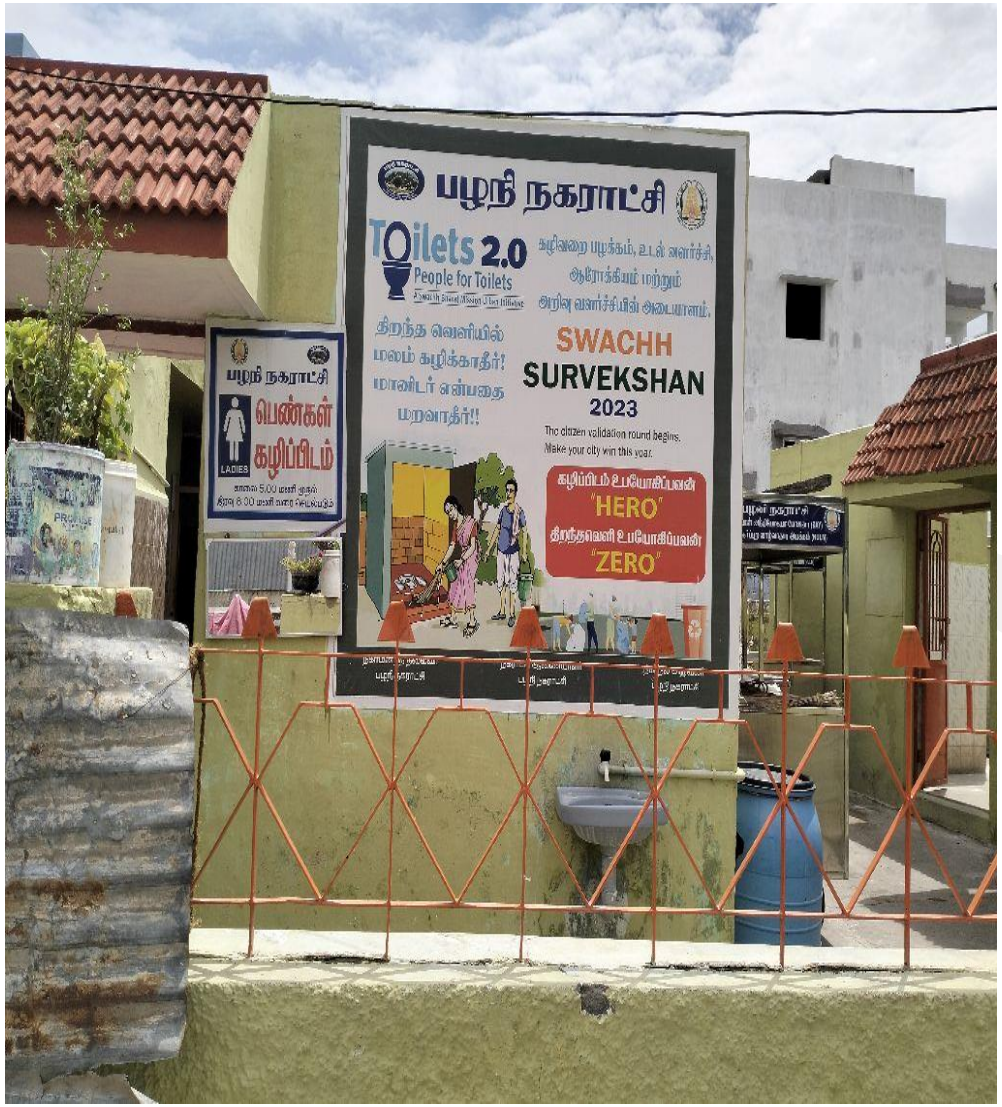
Figure 5.5 - Inspections by ULB



Source: Primary Survey, October 2023

5. Operational Model Assessment

Figure 5.6 - Local innovation for revenue enhancement at CT in Ward 32

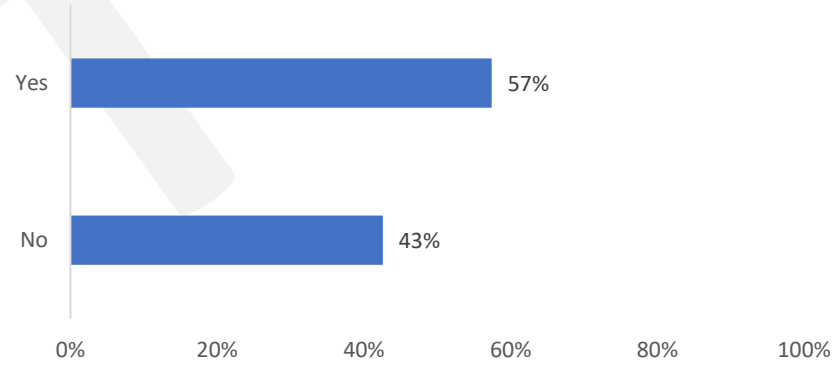


✓SHG maintains this toilet with support from the councilor. The in-charge lady runs a small shop inside to generate additional revenue for upkeep and earns 5000 per month

6. User Behaviour

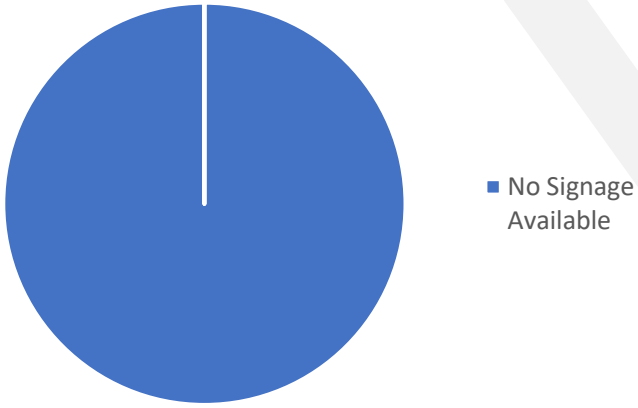
- **Citizen Polls on Public Toilet usage:** About 43% of respondents have responded to use the Public toilet facilities outside the home. The major reason as responded by citizens in Palani for not preferring Public toilet is lack of cleanliness and hygiene (42%) and unable to locate the toilet (42%), as seen in Figure 6.2.
- The average cleanliness levels of toilets (discussed in 4.2) and Figure 6.3 evidently supports the findings of citizen poll as none of the toilets have clear and visible signages in Palani to locate the toilet.
- **Practice of Open Urination/Defecation persists:** Field Observations witnessed open urination along the main roads, especially in high foot traffic, in Palani. Incidence of open defecation is witnessed Ward 1,2,21,22,23 and 24, discussed in Section 3.5.
- **Good Civic awareness on toilet usage:** None of the toilets in Palani reported incidence of vandalism, seen in Figure 6.4.

Figure 6.1 - Percentage of Respondents use Public Toilets outside home, Palani



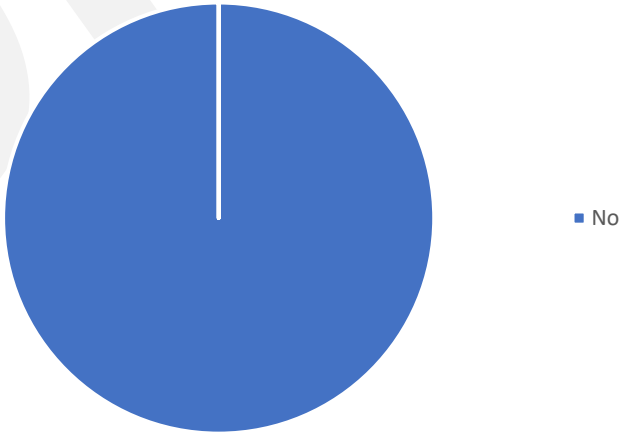
Source: Findings from Household Survey conducted for a sample size of 458 households, November 2023

Figure 6.3 - Present Status on Clear and Visible Signages



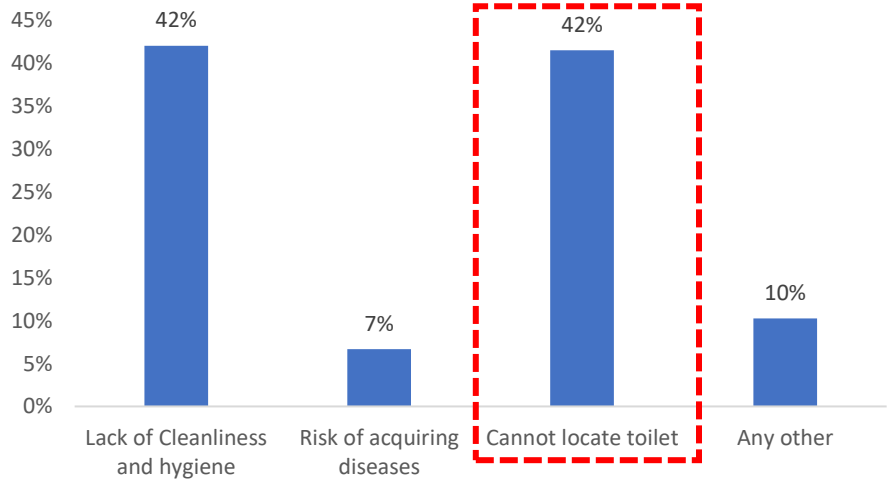
Source: Primary Survey, October 2023

Figure 6.4 - Incidence of Vandalism



Source: Primary Survey, October 2023

Figure 6.2 - Reasons for not using



Source: Findings from Household Survey conducted for a sample size of 458 households, November 2023

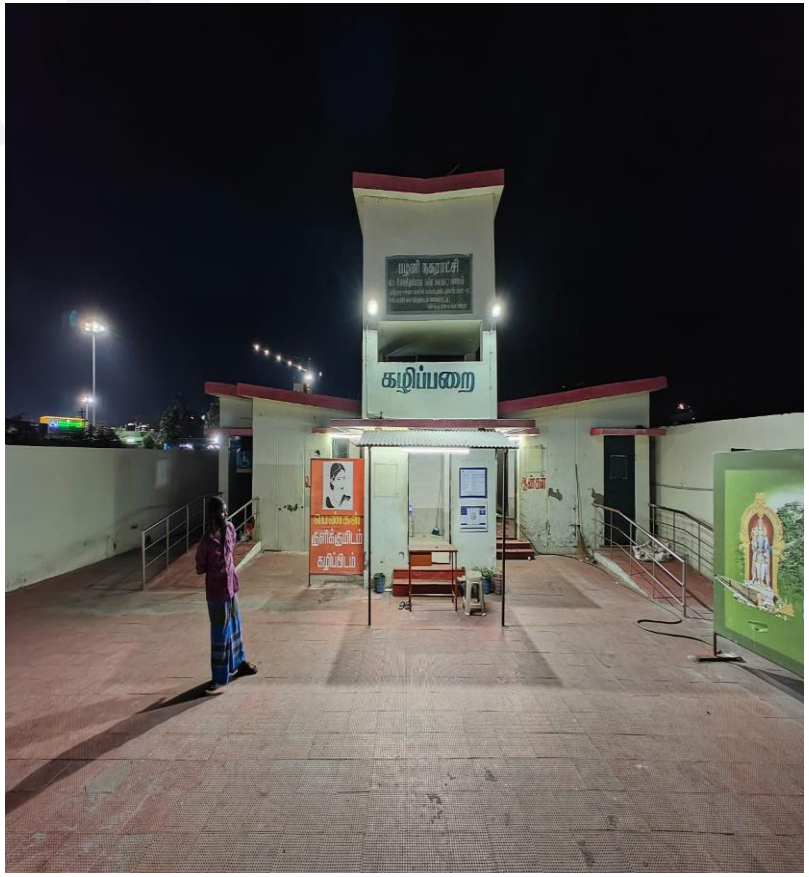
6. User Behaviour

Inadequate service levels leading to Open urination and defecation, Community Toilet at New Dharapuram Road



✓ This roadside community toilet is currently closed due to lack of a caretaker. This closure on a busy main road leads to open defecation and urination behind the toilet, highlighting the need for a functioning facility in this high-traffic area.

Open Urination despite having infrastructure, Public Toilet near bus stand



✓ Located on a main road near the temple, this toilet serves bus passengers. Open urination remains an issue outside the complex. The ample space in front could be used for revenue-generating shops.

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7. Citizen Validation Survey: Palani

Table 7.1-Findings from Citizen Validation survey

Ward No.	New Proposed Toilet Location	% of Responses for New Public Toilet/Urinal
21	Near by the Vaiyapuri pond	98%
16	Near Lake OD	85%
16	Near Railway Track Mud Road	100%
14	Railway station	83%
1	Roop Car Station	41%

Note: Citizen survey conducted for a sample size of 203 across five locations and for a duration of one week, May 2024







8. Recommendations

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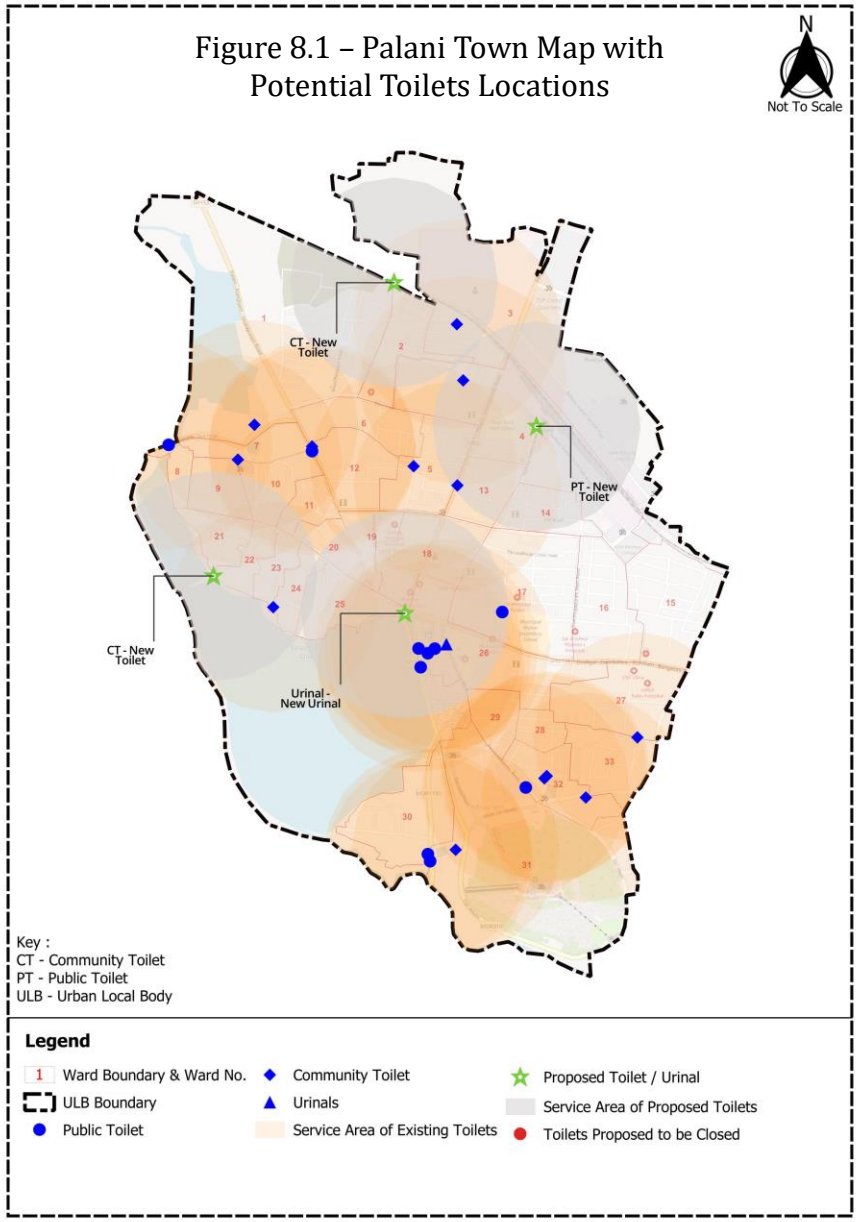
8. Recommendations: Palani

8.1 Infrastructure Improvements-

- **Need for New Toilets:** Three new toilets and one urinal are proposed in Palani (seen in Figure 8.1). A new public toilet is proposed at the base of hill temple in Ward 31. This may be categorized as Event linked toilet and opened during peak festival time. As per normative assessment, 364 is the required number of seats in CTs but there are only 170 operational seats in community toilets. Open defecation is spotted in Ward number 22, 23, 24, 25, adjacent to lake. A CT near vaiyapuri lake side for nearby residents with no access to individual household toilets and who are resorting to open defecation is proposed. In addition, a new community toilet for slum population in Ward 4 may be constructed after due feasibility and space availability assessment. A new public urinal to eliminate open urination near the main drainage and open land by street vendors, men users, and auto drivers near the Wine shop is proposed, as highlighted in Section 3.5.

- **Expansion of four overutilised toilets during peak season:** The toilets near tourist spots – V.O.C Bus Stop At Palani, New Busstand At Palani, Disabled toilet new bus stand, Palani in Ward 26 are heavily used during peak seasons resulting in overutilization of toilet seats (discussed in Section 3.2). ULB may consider expanding or upgrading toilets with high seasonal usage to accommodate more users during peak times.

Figure 8.1 – Palani Town Map with Potential Toilets Locations



8. Recommendations: Palani

8.1 Infrastructure Improvements-

- **Repair of Unusable Toilet-** The toilet in Ward 1, Kamarajar Nagar is currently in unusable condition due to faulty motor, which needs to immediately repaired and toilet be made usable for residents. The CT (Community Toilet) located in Ward 24, Kamarajar Nagar, Mathanisha Pallivasal near requires immediate attention due to collapsing roof, rendering the facility unusable.

- **Inclusive Infrastructure Improvement:** One CT in Ward 3 has no light points in or around toilet premises needs urgent intervention, and 3 toilets as seen in table 8.1a have no light points inside the toilet. 3 toilets as listed in Table 8.1b needs urgent repairs as these have only 25-50% functional bolting arrangements on doors.

Table 8.1a - Toilets immediately requiring lighting arrangements

Ward No.	Type of Toilet	Toilet Location
3	Community Toilet	Sathiya Nagar, 6th Road
11	Public Toilet	111/2, Rajaji Road, Palani
24	Community Toilet	Kamarajar Nagar, Mathanisha Pallivasal Near.
32	Community Toilet	Vennmani Nagar, Back side ganpath hotel.

Source: Compiled by WASH Institute based on Primary Survey Findings

Table 8.1b - Toilets immediately requiring functional bolting arrangements

Ward No.	Type of Toilet	Toilet Location
26	Public Toilet	Vaiyappuri Pond Road Nearby Opposite, Palani Old Bus Stop Opposite, Palani
28	Community Toilet	Venmain Nagar Street, Nearby Adivaram, Palani
6	Community Toilet	Indra Nagar, DR Gopal Street.

Source: Compiled by WASH Institute based on Primary Survey Findings

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8. Recommendations: Palani

- **Disabled Friendly Infrastructure Improvement:**. Except the toilet in Ward 26 opposite to bus stand, all the toilets in Palani require PWD toilet cubicle and ramp (refer Table 8.1c). The following toilets can be immediately prioritised as they are located in high footfall areas. The disabled friendly infrastructure should be in accordance with National Building Code (2016).

Table 8.1c - Toilets immediately requiring improvements in Disabled Friendly Infrastructure

Ward No	Toilet Location
26	New Busstand At Palani
26	Vaiyappuri Pond Road Nearby Opposite, Palani Old Bus Stop Opposite, Palani
32	Andavan Poonga Road, Nearby Paladi Adivaram, Palani.
11	111/2, Rajaji Road, Palani

Source: Compiled by WASH Institute based on Primary Survey Findings

- **Gender Friendly Infrastructure Improvement:** None of the toilets have sanitary vending machine and sanitary incinerator, despite receiving daily footfall of atleast 100, almost equal from men and women. The 7 toilets presented in Table 8.1d neither have a women caretaker nor provision of litter bins in female section and have average cleanliness scores. These toilets may be prioritized to have gender friendly infrastructure in Palani.

Table 8.1d - Toilets requiring improvement in Gender Friendly Infrastructure

Ward Number	Toilet Location	Predominant user type
26	V.O.C Bus Stop At Palani.	Floating population/tourists
26	New Busstand At Palani	Floating population/tourists
26	Vaiyappuri Pond Road Nearby Opposite, Palani Old Bus Stop Opposite, Palani	Floating population/tourists
27	South Anna Nagar Street, Ward 27, Palani	Residents
11	111/2, Rajaji Road, Palani	Residents
1	Kamarajar Nagar	Residents
24	Kamarajar Nagar, Mathanisha Pallivasal Near.	

Source: Compiled by WASH Institute based on Primary Survey Findings

- **Signage Infrastructure Improvement:** None of the operational toilets have signages in Palani, prioritize installing signage for all operational toilets in the town. Begin by immediately installing signage in the 4 functional toilets located in transit areas of Ward 26, as listed in Table 8.1e. Common locations for display of direction signs are main junctions, busy areas and road margins.

Table 8.1e - Toilets requiring improvement in Signage Infrastructure

Ward Number	Toilet Location
26	Disabled Toilet New Busstand
26	New Busstand
26	V.O.C Bus Stop
26	Vaiyappuri Pond Road, Old Bus Stop Opposite

Source: Compiled by WASH Institute based on Primary Survey Findings

8. Recommendations: Palani

8.2 Services Improvements:

Redefining Service Level Agreements

ULB must redefine service level agreements with all 12 Public & Community Toilets as the current contracts lacks all service-related clauses. These agreements will ensure PT/CTs are operating as per the required standards of cleanliness and operational hours. Refer Table 8.2 for details on Proposed Service Level Agreements.

Training to Cleaning staff

Provide training to cleaning staff on proper cleaning techniques and hygiene standards. Implement regular supervision to ensure adherence to cleaning protocols.

Monitoring and Inspections

Ensure weekly or monthly monitoring of service performance in all toilets through the existing monitoring app. Monitoring must be streamlined against standardized checklist, refer Annexure on proposed Monitoring Checklist.

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8. Recommendations : Palani

8.2 Services Improvements

Table 8.2 - Proposed Service Level Agreements

Category of Toilet*	Proposed Operational hours	Presence of Fulltime Caretaker	Frequency of cleaning	Water Supply	Disruption in Water service	Handwash/ Soap	Clearing of sanitary litter bins	Feedback mechanism	Hygiene Condition around the toilet
Transit Area Toilets	12 to 24 hours	Mandatory; Recommended to have Separate Caretaker for each section	Atleast once in two hours and once in one hour during peak time**	Available during the operational hours for the purpose of flushing, cleaning and ablution	Operator to ensure availability of water within 12 hours	Available and Accessible to Users at each washbasin	Every day or immediately after fill-up	Available & accessible to users during operational hours	No waste shall be dumped and no wastewater shall be stagnated in the access path to toilet and immediately around the toilet block
Institutional Toilets	Atleast 12 Hours or Depending on the operational hours of the Institution	Mandatory (can be bundled with responsibilities of parent building staff)	Atleast once in two hours	Available during the operational hours for the purpose of flushing, cleaning and ablution	Operator to ensure availability of water within 12 hours	Available and Accessible to Users, atleast one in each section	Every day or immediately after fill-up	Available & accessible to users during operational hours	No waste shall be dumped and no wastewater shall be stagnated in the access path to toilet and immediately around the toilet block
Public Space Toilets	8 to 12 hours (mostly during the day)	Mandatory	Atleast once in three hours and once in one hour during peak time**	Available during the operational hours for the purpose of flushing, cleaning and ablution	Operator to ensure availability of water within 12 hours	Available and Accessible to Users at each washbasin	Every day or immediately after fill-up	Available & accessible to users during operational hours	No waste shall be dumped and no wastewater shall be stagnated in the access path to toilet and immediately around the toilet block
Community Toilets	24 hours	Recommended (during daytime)	Atleast once in four hours	Available during the operational hours for the purpose of flushing, cleaning and ablution	Operator to ensure availability of water within 12 hours	Available and Accessible to Users, atleast one in each section	Every day or immediately after fill-up	Available & accessible to users during operational hours	No waste shall be dumped and no wastewater shall be stagnated in the access path to toilet and immediately around the toilet block

**Refer Annexure 3 on definition of various categories*

*** As defined by the ULB/Authority*

8. Recommendations: Palani

8.3 Operation Model Improvements :

- ✓ **Integrating with Revenue-Generating Businesses:** : Promote diversification of revenue sources by integrating local vendors or small-scale businesses such as tea shops, laundry services, or plant nurseries adjacent to toilets. This creates a win-win situation, generating additional income for the ULB while potentially increasing foot traffic and convenience for users. For example- setting up a convenience shop outside toilet near bus stand and temple area for pilgrims may generate good revenue .
- ✓ **Revenue Diversification:** A detailed toilet-wise potential revenue from advertisements is given in Annexure 9. It is seen that about ₹ **6,73,500** annual revenue can be generated when advertisements and renting out space are fully realised in Public and Community Toilets in Palani.
- ✓ **Temple toilets - Leveraging Technology for Operations & maintenance:** Temple toilets will greatly benefit from IoT solutions to enhance their cleanliness levels and effective operations. The existing toilets can be refurbished with IoT based features (CAPEX and OPEX provided in Annexure 11).
- ✓ **Tailoring contracts to local conditions:** Establish O&M contracts tailored to meet eligibility conditions suitable for local entrepreneurs and SHGs to undertake O&M responsibilities. Contracts may encourage local entrepreneurs to partnership with larger organizations like Sulabh, etc., to leverage their operational expertise and financial stability.
- ✓ **Operation Model in Community Toilet:** Explore the alternative to engage with the local community and stakeholders for management of the existing community toilets. ULB may take the responsibility of addressing major repairs and costs of utilities.
- ✓ **Budgetary allocation:** Establish a separate expenditure line item in the budget. This allocation should specifically address repair needs, as well as initiatives for Information, Education, and Communication (IEC) and training focused on promoting safe sanitation practices.
- ✓ **Ensure to provide additional space in proposed new toilets for Alternate Revenue Generation:** ULB may invest in building additional space in proposed new toilets and allow the caretaker to utilise the space for running any retail activity to generate revenue for meeting the consumables, user supplies in the toilet.

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8. Recommendations: Palani

8.3 Operation Model Improvements :

- ✓ **Cluster based approach** – Currently different SHGs are managing different toilets. Instead ULB may propose cluster-based contracts where high and low footfall can be combined to optimize profits. Further, it is recommended to float a tender for these clusters and enable revenue diversification options.

Table 8.3 – Proposed Clustering of Public Toilets, Palani

	No. of PTs	Ward Numbers	Total number of Seats	Avg. Daily Footfall (existing)	Avg. Daily Footfall (Peak Season)	Monthly Revenue generated from Userfee (including Peak season months)	Monthly Revenue from Other Sources (Advertisement/Renting space for retail)	Estimated Monthly Service Cost based on Actuals	Monthly Profit
Cluster I	3	11,8,26(1)	54	390	2160	₹ 34,205	₹ 14,200	₹ 15,713	₹ 32,692
Cluster II	3	32, 26 (2), 26(3)	35	862	3382	₹ 76,248	₹ 9,150	₹ 71,065	₹ 14,333
Cluster III	3	30 (1&2), 26 (4)	29	240	2220	₹ 42,250	₹ 10,000	₹ 32,049	₹ 20,201

Note: Excludes one Event linked Public Toilet and Community toilets

8. Recommendations: Palani

8.3 Operation Model Improvements :

✓ **Temple toilets - Leveraging Technology for Operations & maintenance:** Temple toilets will greatly benefit from IoT solutions to enhance their cleanliness levels and effective operations. The existing toilets can be refurbished with IoT based features.



Capital expenses:

- Economy Model - 800 x 1200 SS cubicle - Single Unit ₹ 3,73,000
- Premium Model - 1200 x 1200 SS cubicle – Single Unit ₹ 5,11,000
- Premium Model -1200 x 1200 SS cubicle-Double Unit ₹ 971,000
- Disabled Unit 2100 x 1200 SS cubicle and EWC- PH Unit Single ₹ 7,61,750
- Smart Gents Urinal 800 x 1200 SS cubicle and pot- Single Cubicle ₹ 2,88,650
- Triple unit with Ladies, Gents, and disabled one- Triple units ₹ 11,55,000
- Retrofitting existing toilets to 'smart toilets' - Single unit ₹ 1,45,000



O&M expenses/requirements

The broad outlay of break-up of O&M expenses for an IP toilet facility is as follows:

- Manpower Deployment: approx. ₹ 20,000 per 30-40 toilets
- Water Supply & Usage: ₹ 400 per month
- Supplies for Maintenance: ₹ 200 per month
- Monitoring Mechanism: ₹ 800 per month (which includes ₹ 150 for internet)
- Land lease: Free of cost from ULB
- Electricity Bills: ₹ 350 per month
- Water Bills: ₹ 500 per month

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8. Recommendations: Palani

8.4 User behaviour Change & Communications:

- **Engage Communities and conduct Public Awareness Campaign on Open Defecation/Urination:** Engage communities in recognizing the consequences of open defecation and mobilize them to use toilets. Install user education on benefits of using safe sanitation facilities. Educate slum dwellers about the importance of using public toilets for hygiene and public health reasons using posters, community outreach programs, or announcements.

- **Penalties:** Implement fines or penalties for open urination and defecation where feasible, alongside the provision of adequate sanitation facilities.

- **Identify a Volunteer within Community:** Identify a volunteer in each community where open defecation is prevalent and held him/her responsible for informing ULB on sanitation facilities and practices.

- **Combat Staining and Graffiti in Public Toilets through Impactful Signage:** Incorporate social norms messages that resonate with the local community. Design and install eye-catching signage with clear instructions on reporting and the importance of maintaining clean toilets to discourage Graffiti/Stained Walls & Floors. Implement a system for users to report uncleanliness (graffiti, stained walls, or floors) in public toilets through toll free number, mobile app or QR code scanner.

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8. Recommendations: Palani

8.5 Summary of Toilet-wise Proposed Infrastructure Improvements

Table 8.4 – Toilet Wise Proposed Infrastructure Improvements

S.No.	Location of Toilet	Ward Number	Category of Toilet	PWD toilet cubicles	Provision of Ramp	Functional Bolting Arrangements	Exhaust Fan	Gender segregated entrance	Lighting outside and inside	Sanitary Napkin Dispenser/ Incinerator	Litter Bins	Display boards outside toilet	Signage boards (atleast two sides) at 100m from PT	Feedback/complaint register mechanism	Google Toilet Locator
1	111/2, Rajaji Road, Palani	11													
2	Andavan poonga road, nearby paladi adivaram, Palani.	32													
3	Aruljothi Street, Carparking Opp.	30	Institutional Area Toilet (ULB)												
4	Aruljothi Street, Carparking Opp.	30													
5	Disabled toilet new busstand, Palani	26													
6	Idumban Kovil Itteri Road.	27	Community Toilet												
7	India Udumalai Road	8													
8	Indra Nagar, DR Gopal Street.	6	Community Toilet												
9	KAMARAJAR NAGAR	1	Community Toilet												
10	Kamarajar Nagar, Mathanisha Pallivasal Near.	24	Institutional Area Toilet (ULB)												
11	Kuperapattinam, Thandapani Street.	4	Community Toilet												
12	Kuravan Parai, Lal Pagathur Sasthri Street .	30	Community Toilet												
13	New busstand at Palani	26													
14	New Dharapuram Road, Renakaliyamman Kovil Near.	13	Institutional												
15	Periya nayagi Amman Kovil, North car store.	7	Community Toilet												
16	Rajaji Road, Back side of Samy theatre	12	Community Toilet												
17	Sathiya Nagar, 6th Road	3	Community Toilet												
18	South Anna nagar Street, ward 27, Palani	27	Institutional												
19	V.O.C Bus stop at Palani.	26													
20	Vaiyappuri Pond road nearby opposite, Palani Old bus stop opposite, Palani	26	Public Space-Market Area												
21	Venmain Nagar street, Nearby adivaram, Palani	28	Public Space-Cinema Hall												
22	Vennmani Nagar, Back side ganpath hotel.	32	Community Toilet												

Exists Mandatory Requirement Recommended

Source: Compiled by WASH Institute based on Primary Survey Findings

7. Recommendations: Palani

7.6 Overall Infrastructure Requirements and Potential Fund Allocation for Improved Sanitation

Table 8.5 – Financial Estimates and Potential Fund Allocation for Improved Sanitation

S.no	Infrastructure requirements as per GAP analysis	Unit	Quantity required	Estimated Cost per unit (in ₹)	Amount (in ₹)	Funding allocated from Central Grants (SBM-U)	Potential Amount Mobilised from Central Grants (SBM-U)
1	Number of IHHL	Household	5896	₹ 50,000	₹ 29,48,14,560	₹ 4,000.00	₹ 2,35,85,165
2	Conversion from Insanitary to Sanitary						
a	Single pit to septic tank with soak pit	Household	4418	₹ 55,000	₹ 24,29,65,950	₹ 15,000.00	₹ 6,62,63,441
b	No containment to septic tank with soak pit	Household	4341	₹ 55,000	₹ 23,87,76,882	₹ 15,000.00	₹ 6,51,20,968
3	Addition of soak pit to septic tanks	Household	10054	₹ 15,000	₹ 15,08,06,452	₹ 5,000.00	₹ 5,02,68,817
4	Construction of PT	Seat	0.00	₹ 2,00,000	₹ 0	₹ 75,000	₹ 0
5	Construction of CT	Seat	16.00	₹ 2,00,000	₹ 32,00,000	₹ 75,000	₹ 12,00,000
6	Refurbishment of PT (defunct PT)	Seat	0.00	₹ 1,50,000	₹ 0	₹ 1,50,000	₹ 0
7	Refurbishment of CT (defunct CT)	Seat	20.00	₹ 1,50,000	₹ 30,00,000	₹ 1,50,000	₹ 30,00,000
8	Aspirational toilet (25% of PT) additional	Seat	8.00	₹ 5,50,000	₹ 44,00,000	₹ 2,50,000	₹ 20,00,000
9	Urinals	Urinal	8.00	₹ 32,000	₹ 2,56,000	₹ 32,000	₹ 2,56,000
	Total				₹ 93,82,19,844		₹ 21,16,94,391
		% Amount can be mobilised from Central Grants (SBM-U)					22.6%

Source: Based on Findings from PT/CT Survey (2023) and HCI Survey (2024) conducted in Palani

Annexures

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Annexure 1– Toilet-wise Infrastructure Situation

Toilet Location	Ward No.	Category of Toilet	Male			Female			Disabled Friendly		
			URNL	WCs	WBs	URNL	WCs	WBs	URNL	WCs	WBs
111/2, Rajaji Road, Palani	11	Public Toilet	0	5	0	0	27	0	0	0	0
Adivaram Main Road Palani, Nearby New Bus Stop, Palani	26	Fuel Station (Urinal)	9	0	1	3	0	1	0	0	0
Aruljothi Street, Carparking Opp.	30	Institutional Area Toilet (ULB)	6	6	1	0	4	1	0	0	0
Aruljothi Street, Carparking Opp.	30	Public Toilet	0	5	0	0	5	0	0	0	0
Boys HR Sec, School Back Side, Anna Nagar	17	Public Toilet	***Event based toilet, Closed at the time of Survey***								
Disabled Toilet New Busstand, Palani	26	Public Toilet	0	0	0	0	0	0	0	2	2
India Udumalai Road	8	Public Toilet	6	6	0	5	6	0	0	0	0
New Busstand At Palani	26	Fuel Station	5	5	1	6	5	1	0	0	0
South Anna Nagar Street, Ward 27, Palani	27	Institutional	0	13	1	0	13	1	0	0	0
V.O.C Bus Stop At Palani.	26	Public Toilet	6	13	2	8	10	2	0	0	0
Vaiyappuri Pond Road Nearby Opposite, Palani Old Bus Stop Opposite, Palani	26	Public Space- Market Area	2	4	3	0	5	3	0	0	0

Source: Primary Survey, October 2023

URNL – Urinals; WCs – Water Closets; WBs- Wash Basins

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Annexure 1– Toilet-wise Infrastructure Situation (contd.)

Toilet Location	Ward No.	Category of Toilet	Male			Female			3Disabled Friendly		
			URNL	WCs	WBs	URNL	WCs	WBs	URNL	WCs	WBs
Andavan Poonga Road, Nearby Paladi Adivaram, Palani.	32	Community Toilet	0	5	1	0	5	1	0	0	0
Idumban Kovil Itteri Road.	27	Community Toilet	0	5	1	0	5	1	0	0	0
Indra Nagar, DR Gopal Street.	6	Community Toilet	0	8	1	0	8	1	0	0	0
Kamarajar Nagar	1	Community Toilet	0	5	1	0	5	1	0	0	0
Kamarajar Nagar, Mathanisha Pallivasal Near.	24	Institutional Area Toilet (ULB)	0	5	1	0	5	1	0	0	0
Kuperapattinam, Thandapani Street.	4	Community Toilet	0	8	0	0	8	0	0	0	0
Kuravan Parai, Lal Pagathur Sasthri Street .	30	Community Toilet	0	0	0	0	6	0	0	0	0
New Dharapuram Road, Renakaliyamman Kovil Near.	13	Institutional	0	7	1	0	7	1	0	0	0
Periya Nayagi Amman Kovil, North Car Store.	7	Community Toilet	4	3	2	0	3	4	0	0	0
Rajaji Road, Back Side Of Samy Theatre	12	Community Toilet	0	6	0	0	6	0	0	0	0
Sathiya Nagar, 6th Road	3	Community Toilet	0	7	0	0	7	0	0	0	0
Venmain Nagar Street, Nearby Adivaram, Palani	28	Public Space- Cinema Hall	0	10	1	0	10	1	0	0	0
Vennmani Nagar, Back Side Ganpath Hotel.	32	Community Toilet	0	5	1	0	5	1	0	0	0
Total			**38**	**132**	**20**	**22**	**156**	**21**	**0**	**2**	**2**

Source: Primary Survey, October 2023

URNL – Urinals; WCs – Water Closets; WBs- Wash Basins

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Annexure 2– Toilet wise Usage & Footfall Assessment

S.No.	Toilet Location	Category of Toilet	Predominant User Type	Average footfall per day					Seat availability	
				Male	Female	Children	Transgender	Differently abled	Male	Female
1	111/2, Rajaji Road, Palani	Public Toilet	Residents	50-100	50-100	10-20.	5-10	5-10	5	27
2	Adivaram Main Road Palani, Nearby New Bus Stop, Palani.	Urinals	***Caretaker not available***							
3	Andavan Poonga Road, Nearby Paladi Adivaram, Palani.	Public Toilet	Floating population/tourists	200-250	200-250	20-50	10-20.	10-20.	5	5
4	Aruljothi Street, Carparking Opp.	Public Toilet	Floating population/tourists	20-50	20-50	<5	<5	None	6	4
5	Aruljothi Street, Carparking Opp.	Public Toilet	Floating population/tourists	20-50	20-50	10-20.	5-10	None	5	5
6	Boys HR Sec, School Back Side, Anna Nagar	Public Toilet	***Event based toilet, closed at the time of survey***							
7	Disabled Toilet New Busstand, Palani	Public Toilet	Floating population/tourists	None	None	None	None	10-20.	1	1
8	Idumban Kovil Itteri Road.	Community Toilet	Residents	20-50	20-50	5-10.	<5	None	5	5
9	India Udumalai Road	Public Toilet	Residents	20-50	20-50	5-10.	<5	None	6	6
10	Indra Nagar, DR Gopal Street.	Community Toilet	Residents	50-100	50-100	<5	<5	None	8	8
11	Kamarajar Nagar	Community Toilet	Residents	50-100	50-100	5-10.	None	None	5	5
12	Kamarajar Nagar, Mathanisha Pallivasal Near.	Community Toilet	***Caretaker not available***						5	5

Source: Primary Survey, October 2023

Note: Analysis includes temporarily closed event based toilets as well.

DRAFT

Annexure 2– Toilet wise Usage & Footfall Assessment (contd.)

S.No.	Toilet Location	Category of Toilet	Predominant User Type	Average footfall per day					Seat availability	
				Male	Female	Children	Transgender	Differently abled	Male	Female
13	Kuperapattinam, Thandapani Street.	Community Toilet	Residents	50-100	50-100	10-20.	None	None	8	8
14	Kuravan Parai, Lal Pagathur Sasthri Street .	Community Toilet	Residents	None	10-20.	<5	None	None	0	6
15	New Busstand At Palani	Public Toilet	Floating population/tourists	250-500	250-500	20-50	10-20	10-20	5	5
16	New Dharapuram Road, Renakaliyamman Kovil Near.	Community Toilet	Floating population/tourists	150-200	150-200	10-20	<5	None	7	7
17	Periya Nayagi Amman Kovil, North Car Store.	Community Toilet	Residents	150-200	150-200	10-20.	None	None	3	3
18	Rajaji Road, Back Side Of Samy Theatre	Community Toilet	Residents	50-150	50-150	10-20.	5-10	<5	6	6
19	Sathiya Nagar, 6th Road	Community Toilet	Residents	50-70	50-70	5-10.	None	None	7	7
20	South Anna Nagar Street, Ward 27, Palani	Community Toilet	Residents	50-100	50-100	5-10.	<5	None	13	13
21	V.O.C Bus Stop At Palani.	Public Toilet	Floating population/tourists	250-500	250-500	50-100	10-20	10-20	13	10
22	Vaiyappuri Pond Road Nearby Opposite, Palani Old Bus Stop Opposite, Palani	Public Toilet	Floating population/tourists	150-200	150-200	10-20.	5-10	<5	4	5
23	Venmain Nagar Street, Nearby Adivaram, Palani	Community Toilet	Local vendors	20-50	20-50	5-10.	None	<5	10	10
24	Vennmani Nagar, Back Side Ganpath Hotel.	Community Toilet	Residents	20-50	20-50	5-10.	None	<5	5	5

Source: Primary Survey, October 2023

Note: Analysis includes temporarily closed event-based toilets as well.

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Annexure 3– Categorisation of Existing Toilets based on CPHEEO norms, 2018

Category of Toilet	Typical Locations	Typical Users	List of toilets in Palani*
Transit Area Toilets	Bus stands • Railway stations • Metro stations • Bus stops • Fuel stations • Taxi / auto stands • Roads / walkways / intersections	Tourists, Locals, Travelers	1. Disabled Toilet New Bus Stand, Palani 2. New Bus stand At Palani 3. V.O.C Bus Stop At Palani. 4. Vaiyappuri Pond Road Nearby Opposite, Palani Old Bus Stop Opposite, Palani
Institutional Area Toilets	Commercial areas • Markets*, Shopping malls • Hospitals / Healthcare centers • Offices • Choultries / Dharamshalas • Theatres • Convention centers • Hotels / restaurants • Marriage halls • City infrastructure*	Office goers, Shoppers, Tourists, Travelers, Locals, Business	
Public Space Toilets	• Parks • Playgrounds • Recreational areas • Parking areas • Religious places • Historical places	Children, Adults, Locals, Pilgrims, Tourists	1. 111/2, Rajaji Road, Palani 2. Andavan Poonga Road, Nearby Paladi Adivaram, Palani. 3. Aruljothi Street, Carparking Opp. 4. Aruljothi Street, Carparking Opp. 5. Boys Hr Sec, School Back Side, Anna Nagar 6. India Udumalai Road
Community Toilets	Slums • Low income areas	Families with 8children	1. Idumban Kovil Itteri Road. 2. Indra Nagar, Dr Gopal Street. 3. Kamarajar Nagar 4. Kamarajar Nagar, Mathanisha Pallivasal Near. 5. Kuperapattinam, Thandapani Street. 6. Kuravan Parai, Lal Pagathur Sasthri Street . 7. New Dharapuram Road, Renakaliyamman Kovil Near. 8. Periya Nayagi Amman Kovil, North Car Store. 9. Rajaji Road, Back Side Of Samy Theatre 10. Sathiya Nagar, 6th Road 11. South Anna Nagar Street, Ward 27, Palani 12. Venmain Nagar Street, Nearby Adivaram, Palani 13. Vennmani Nagar, Back Side Ganpath Hotel.

*Includes temporarily closed event-based toilets as well.

Note- There is one Urinal in Palani located at Adivaram Main road Palani, Nearby new bus stop, Palani.

Source: Compiled by WASH Institute based on CPHEEO norms, 2018

Annexure 4a: Toilet wise Inclusivity Assessment in Public Toilets

Toilet Location	Avg. Daily Footfall	Toilet Seats	% of Functional Bolting Arrangements on doors	Availability of Functional Light Points	Separate Entrances for Genders (M &F)	Women caretaker	Availability of Usable Ramp	Toilet cubicle for PWD	Functional Sanitary Dispenser/ Incinerator	Availability of Child Friendly Toilets	Inclusive Index*
111/2, Rajaji Road, Palani	110	32	>75%	Only outside	Yes	No	Not available	No PWD toilets at all	Not available	No	None
Adivaram Main road Palani, Nearby new bus stop, Palani.	0	0	0	Only inside	Yes	No	Not available	0	Not available	0	None
Andavan poonga road, nearby paladi adivaram, Palani.	290	10	50-75%	Only inside	Yes	No	Not available	No PWD toilets at all	Not available	No	None
Aruljothi Street, Carparking Opp.	45	10	>75%	Only inside	Yes	No	Available and Usable	No PWD toilets at all	Not available	No	Partially Inclusive
Aruljothi Street, Carparking Opp.	45	10	50-75%	Only inside	No	No	Not available	No PWD toilets at all	Not available	No	None
Disabled toilet new busstand, Palani	22	2	50-75%	Only inside	Yes	No	Available and Usable	Yes, Separate for both male and female	Not available	No	Partially Inclusive
India Udumalai Road	50	12	50-75%	Only inside	Yes	Yes	Not available	No PWD toilets at all	Not available	No	None
New busstand at Palani	230	10	50-75%	Both inside & outside	Yes	No	Not available	No PWD toilets at all	Not available	No	None
V.O.C Bus stop at Palani.	550	23	>75%	Only inside	Yes	No	Available and Usable	No PWD toilets at all	Not available	No	Partially Inclusive
Vaiyappuri Pond road nearby opposite, Palani Old bus stop opposite, Palani	150	9	25-50%	Both inside & outside	No	No	Not available	No PWD toilets at all	Not available	No	None

Note: Analysis includes all operational toilets irrespective to the presence of caretaker.

*Above 70% is inclusive; 50-70% is Partially Inclusive and less than 50% is None.

Source: Primary Survey, October 2023

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Annexure 4b: Toilet wise Inclusivity Assessment in Community Toilets

Toilet Location	Avg. Daily Footfall	Toilet Seats	% of Functional Bolting Arrangements on doors	Availability of Functional Light Points	Separate Entrances for Genders (M &F)	Women caretaker	Availability of Usable Ramp	Toilet cubicle for PWD	Functional Sanitary Dispenser/ Incinerator	Availability of Child Friendly Toilets	Inclusive Index*
Idumban Kovil Itteri Road.	70	10	50-75%	Only inside	Yes	No	Not available	No PWD toilets at all	Not available	No	None
Indra Nagar, DR Gopal Street.	80	16	25-50%	Only inside	Yes	Yes	Not available	No PWD toilets at all	Not available	No	None
KAMARAJAR NAGAR	100	10	50-75%	Only inside	No	No	Not available	No PWD toilets at all	Not available	No	None
Kamarajar Nagar, Mathanisha Pallivasal Near.	100	10	50-75%	Only outside	Yes	No	Not available	No PWD toilets at all	Not available	No	None
Kuperapattinam, Thandapani Street.	100	16	50-75%	Only inside	Yes	Yes	Not available	No PWD toilets at all	Not available	No	None
Kuravan Parai, Lal Pagathur Sasthri Street .	20	6	>75%	Both inside & outside	No	Yes	Not available	No PWD toilets at all	Not available	No	None
New Dharapuram Road, Renakaliyamman Kovil Near.	150	14	50-75%	Only inside	Yes	Yes	Not available	No PWD toilets at all	Not available	No	None
Periya nayagi Amman Kovil, North car store.	200	6	50-75%	Only inside	Yes	Yes	Not available	No PWD toilets at all	Not available	No	None
Rajaji Road, Back side of Samy theatre	100	12	50-75%	Only inside	Yes	Yes	Not available	No PWD toilets at all	Not available	No	None
Sathiya Nagar, 6th Road	60	14	50-75%	None	Yes	No	Not available	No PWD toilets at all	Not available	No	None
South Anna nagar Street, ward 27, Palani	120	26	50-75%	Only inside	Yes	No	Not available	No PWD toilets at all	Not available	No	None
Venmain Nagar street, Nearby adivaram, Palani	90	20	25-50%	Only inside	No	Yes	Not available	No PWD toilets at all	Not available	No	None
Vennmani Nagar, Back side ganpath hotel.	80	10	50-75%	Only outside	Yes	Yes	Not available	No PWD toilets at all	Not available	No	None

Note: Analysis includes all operational toilets irrespective to the presence of caretaker.

*Above 70% is inclusive; 50-70% is Partially Inclusive and less than 50% is None.

Source: Primary Survey, October 2023

DRAFT

Annexure 5a: Toilet wise Cleanliness Assessment in Public Toilets

Location of Toilet`	Managed by	Avg. Daily Footfall	Toilet seats	% of clean and usable toilet seats	Wash basin cleanliness status	Toilet Floor cleanliness status	Water Availability	Ventilation status	Discharge of Untreated FS/septage and sewage	Mirrors cleanliness status	Availability & Regular cleaning of litter bins in female cubicles	Stain/Graffiti free walls & floors	Cleanliness Index*
111/2, Rajaji Road, Palani	SHG	110	32	25-50%	Partially Clean	Clean	Partial	Natural Ventilation	No into open envir.	Not Available	Not Available	No	Average
Andavan poonga road, nearby paladi adivaram, Palani.	Private firm	290	10	50-75%	Partially Clean	Very Clean	Available	Natural Ventilation	Not into open envir.	Not Available	<25%	Yes	Average
Aruljothi Street, Carparking Opp.	SHG	45	10	50-75%	Partially Clean	Very Clean	Available	Natural Ventilation	Not into open envir.	Not Available	50-75%	No	Clean
Aruljothi Street, Carparking Opp.	SHG	45	10	>75%	Partially Clean	Very Clean	Available	Natural Ventilation	Not into open envir.	Not Available	Not Available	Yes	Average
Disabled toilet new busstand, Palani	ULB	22	2	>75%	100% Clean	Very Clean	Available	Natural Ventilation	Not into open envir.	Clean	Not Available	Yes	Clean
India Udumalai Road	ULB	50	12	50-75%	Partially Clean	Clean	Partial	Ventilation not available	Not into open envir.	Not Available	Not Available	Yes	Poor
New busstand at Palani	ULB	230	10	50-75%	Partially Clean	Partially clean	Available	Exhaust Fan available	Not into open envir.	Not Available	Not Available	No	Average
V.O.C Bus stop at Palani.	Private firm	550	23	25-50%	Partially Clean	Partially clean	Available	Exhaust Fan available	Not into open envir.	Not Available	Not Available	Yes	Average
Vaiyappuri Pond road nearby opposite, Palani Old bus stop opposite, Palani	SHG	150	9	>75%	Partially Clean	Clean	Available	Natural Ventilation	Not into open envir.	Not Available	Not Available	No	Average

*Above 85% is very clean; 70-85% is clean; 50-70% is average; 50-20% is poor and less than 20% is very poor.

Note: Analysis includes all operational toilets irrespective to the presence of caretaker.

Source: Primary Survey, October 2023

Annexure 5b: Toilet wise Cleanliness Assessment in Community Toilets

Location of Toilet`	Managed by	Avg. Daily Footfall	Toilet seats	% of clean and usable toilet seats	Wash basin cleanliness status	Toilet Floor cleanliness status	Water Availability	Ventilation status	Discharge of Untreated FS/septage and sewage	Mirrors cleanliness status	Availability & Regular cleaning of litter bins in female cubicles	Stain/Graffiti free walls & floors	Cleanliness Index*
Idumban Kovil Itteri Road	SHG	70	10	50-75%	Partially clean	Very Clean	Available	Natural Ventilation	Not into open envir.	Not Available	Not Available	Yes	Average
Indra Nagar, DR Gopal Street	SHG	80	16	50-75%	Partially clean	Clean	Partial	Natural Ventilation	Not into open envir.	Not Available	Not Available	Yes	Average
Kamarajar Nagar	ULB	100	10	50-75%	Partially clean	Clean	Partial	Natural Ventilation	Not into open envir.	Not Available	Not Available	Yes	Average
Kamarajar Nagar, Mathanisha Pallivasal Near	SHG	100	10	50-75%	Partially clean	Clean	Partial	Natural Ventilation	Not into open envir.	Not Available	Not Available	Yes	Average
Kuperapattinam, Thandapani Street.	SHG	100	16	50-75%	Partially clean	Clean	Partial	Natural Ventilation	Not into open envir.	Not Available	Not Available	Yes	Average
Kuravan Parai, Lal Pagathur Sasthri Street .	ULB	20	6	>75%	100% clean	Very Clean	Available	Natural Ventilation	Not into open envir.	Not Available	Not Available	Yes	Clean
New Dharapuram Road, Renakaliyamman Kovil Near.	SHG	150	14	50-75%	Partially clean	Very Clean	Available	Natural Ventilation	Not into open envir.	Not Available	25-50%	Yes	Average
Periya Nayagi Amman Kovil, North Car Store.	ULB	200	6	50-75%	Partially clean	Clean	Partial	Natural Ventilation	Not into open envir.	Not Available	Not Available	Yes	Average
Rajaji Road, Back Side Of Samy Theatre	SHG	100	12	50-75%	Partially clean	Clean	Partial	Natural Ventilation	Not into open envir.	Not Available	50-75%	Yes	Average
Sathiya Nagar, 6th Road	SHG	60	14	>75%	Partially clean	Clean	Partial	Natural Ventilation	Not into open envir.	Not Available	Not Available	Yes	Average
South Anna Nagar Street, Ward 27, Palani	SHG	120	26	25-50%	Partially clean	Clean	Partial	Natural Ventilation	Not into open envir.	Not Available	Not Available	Yes	Average
Venmain Nagar Street, Nearby Adivaram, Palani	SHG	90	20	50-75%	Partially clean	Very Clean	Available	Natural Ventilation	Not into open envir.	Not Available	25-50%	Yes	Average
Vennmani Nagar, Back Side Ganpath Hotel.	SHG	80	10	50-75%	Partially clean	Clean	Partial	Natural Ventilation	Not into open envir.	Not Available	Not Available	Yes	Average

*Above 85% is very clean; 70-85% is clean; 50-70% is average; 50-20% is poor and less than 20% is very poor.

Note: Analysis includes all operational toilets irrespective to the presence of caretaker.

Source: Primary Survey, October 2023

Annexure 6: Existing CT/PT Contracts with Palani Municipality

-41-

Palani Municipal Commissioner (Additional Charge) Their Proceedings Guarantee
Issuer Mr.T.N.Rayanan.Bsc.,MBA.,

B.6.தொ. 3085/2021/ஏர் 2. Lash.-19.07.2021

Subject.- Palani Municipality – வார்டு 6 5,6,7,8.1.4.13.21.19,24,27,30,33,31- ல் Community latrines belonging to Bhafalam Baba Municipality 16 No. Delegating women self help groups in respective ward areas to carry out daily cleaning and maintenance work and monitoring. - regarding,

பார்வை.– 1. Commissioner's advice date.09.07.2021.
2. City Welfare Officer reference date.09.07.2021.
3. City council resolution no. day

****

To clean, maintain and monitor 16 number of latrines located in Community Latrines Ward 5, 6, 7, 8, 1, 4, 13, 21, 19, 24, 27, 30, 33, 31 belonging to Palani Municipality in a hygienic manner for women under respective wards. Maintenance work has been carried out over the years by Self Help Groups. As the same groups have been doing maintenance work for several years now, there have been requests from other women's groups to give them an opportunity. Therefore, maintenance and monitoring works are warranted as per the schedule below for 3 years from the date of handover to give an opportunity to other better performing groups in the wards.

V. No	Type of enclosure	Ward no	Place	Self help Group name
1	Community toilet	5	Indira Nagar, Dr Gopal Sandhu nearby	Gokulam Women's group
2	community Closet	6	Kuberapatnam, Dandapani Street	Kurunji flower group
3	community Closet	7	New Tarapuram Road, Renakalyamman Near the temple	Shanmukha group
4	community Closet	8	Satya Nagar 6th Street	Samayapuram Mariamman group
5	community Closet	13	Rajaji Road, Sami Behind the theater	mother Indira Women Self Help Group
6	community Closet	21	Madina Nagar, Kamaraj Street	reasoning Pagalavan group
7	community Closet	19	Madina Nagar, Madanisha Near the mosque	Bismillah Women Self Help Group

T.P.P

8	Community toilet	24	Near Sulaimedu Street, Padippara Kaliamman Temple	Udayasuryan Women's Self Help Group
9	Community toilet	27	Aruljyothi Road, Devasthanam Car Parking	Dr. Anitha Women's Self Help Group
10	Community toilet	27	North Madanapuram	Thanalakshmi Group
11	Community toilet	30	Behind Kanpat Hotel, Venmani Nagar	Selva Vinayagar Group
12	Community toilet	33	Behind Kanpat Hotel, Venmani Nagar	Nila Women's Group
13	Community toilet	31	Adivaram Idumban Temple Street	Sumitra Women's Group
14	Community toilet	31	Near Patali Street Iswarabhatta	Guna Women's Group
15	Community toilet	1	Udumalai Road	White Lotus Group
16	Community toilet	4	Rajaji Road	Aadhavan Self Help Group

6. Subtract hygieni

Also, the sanitation inspectors of the respective units are entrusted with the women self-help groups and are mandated to carry out daily inspections. The aforesaid Women's Self Help Groups are hereby warranted to carry out and monitor proper cleaning and sanitary maintenance of the latrines allotted to them subject to the following conditions.

conditions

1. Daily cleaning of toilets with disinfectants and cleaning equipment.
2. Disinfectants and all necessary for maintenance work Equipment You have to buy and use it yourself. Do not request to obtain any disinfectants or equipment from the municipality.
3. They are solely responsible for repairs to toilets caused by their own negligence.
4. Do not engage in any illegal activities in maintenance work of toilets. Maintenance team workers should not work with the municipality seeking any priority in the municipality. Team Leaders are concerned with the safety of the employees working Actions are reported.
5. Hereby the groups in their respective wards are a maintenance group for 3 years Permission will be given for maintenance on a rotational basis is reported.

T.P.P

Annexure 6 (contd.): Existing CT/PT Contracts with Palani Municipality

6. If the toilets are found to be unsanitary during the inspection by the Divisional Sanitation Inspectors of the respective wards, the maintenance permit for that group shall be cancelled. Subject to further action taken by the municipality and no legal action shall be taken.

7. The toilet cesspool should be cleaned periodically so that it does not overflow into the public drain. The respective women's group leaders should ensure that proper protective equipment is used. If the cesspool is full, inform the municipality and appoint workers with safety equipment to clean the cesspool and take steps to clean the cesspool under the supervision of the concerned cleaning inspector and cleaning supervisor. Do not remove yourself. Failure to do so will bear full responsibility for the resulting accidents.

8. They should not hand over the permission given to them to another company or other person and do the work.

9. General public, out. Work without any complaints from devotees passengers, should be carried

10. To reduce or extend the maintenance permit period of groups and The municipality has full power to revoke the work permit.

11. The Commissioner has full power to cancel this notification for administrative reasons or on other complaints.

Commissioner
Palani Municipality

19/7/204

recipient

All concerned Women Self Help Groups.

For action by Sanitation Inspectors in relation to duplication. Duplicate
Accountant and Manager, Palani Municipality.
Duplicate City Welfare Officer(P), Palani Municipality.

Municipal Commissioner, Palani Issuer of
Proceedings: Mrs. Ra. Kamala, B.Com,

N.K.No.3085/2021/H2 நாள் 25-01-2022

Meaning: Ward no. 28 - In connection with handover and guarantee to Senthil Andavar Women's Self-Help Group for the daily cleaning and maintenance of the Palani Bus Stand, Kulatu Bypass Sewer, which is owned by the municipality.

Vision :1. Chairman, Senthil Andavar Women Self Help Committee Application நாள்No.23.12.2021.

2. Commissioner's direct advice day. 30.12.2021

3. Municipal Engineer and Sanitary Inspector their reference day. 30.12.2021

4. Date of prior approval of Special Officer and Commissioner. 25.01.2022

*****

Warranty:

Senthil Andavar, Women's Self Help Group operating in the area have requested in the application seen in view 1 to hand over the Palani VUC Bus Station, Kulatu Bypass Toilet located in Ward No. 28 belonging to Palani Municipality to them for daily maintenance and monitoring. The above latrine is now under repair and functioning properly, with the prior approval of the Special Officer and Commissioner as seen in view 4, it is hereby directed to hand over the latrine to Senthil Andavar Women Self Help Society subject to the following conditions.

V. No	Type of enclosure	Ward no	Place	Self Help Group Name
1	Closet	28	Palani VUC Bus Stand, Kulathu Bypass Exit	Senthil Andavar Women's Self Aid Society.

Also concerned sanitation inspector is deputed to inspect the said toilet daily. The above Women Self Help Group are assigned to them To clean the latrine properly and carry out sanitary maintenance and so on Monitoring is also hereby warranted.

conditions

1. By disinfecting toilets and cleaning equipment daily Needs cleaning.

2. Disinfectants and all equipment required for maintenance work You have to buy and use it yourself. Any through the municipality No claim shall be made for obtaining disinfectants and equipment.

3. They are responsible for their own careless repairs to toilets Responsible.

4. No illegal activities should be involved in the maintenance of toilets. Maintenance team personnel to the municipality requesting any priority in the municipality

Do not work. The team in-charge is informed to take measures related to the safety of the working personnel.

5. It is hereby notified that the teams in that ward will be allowed to maintain on rotation basis as a maintenance team for 3 years.

6. If the latrine is found to be unsanitary during the inspection by the ward unit sanitation inspectors then the maintenance permit for that group will be cancelled. Subject to further action taken by the municipality and no legal action shall be taken.

7. The toilet cesspool should be cleaned periodically so that it does not overflow into the public drain. The respective women's group leaders should ensure that proper protective equipment is used. If the cesspit is full, the municipality should be notified and staff with safety equipment should be appointed to clean the cesspit and the concerned cleaning inspector and cleaning supervisor should take action to clean the cesspit. Do not remove yourself. Failure to do so will bear full responsibility for the resulting accidents.

8. They shall not transfer the license assigned to them to any other organization or person.

9. The work should be carried out without any complaints from the general public, passengers and devotees.

10. The Municipality shall have full power to reduce or extend the period of maintenance permit of the groups and to cancel the work permit.

11. The Commissioner has full power to cancel this letter on administrative grounds or on other grievances.

Palani Municipality

25/1/2022

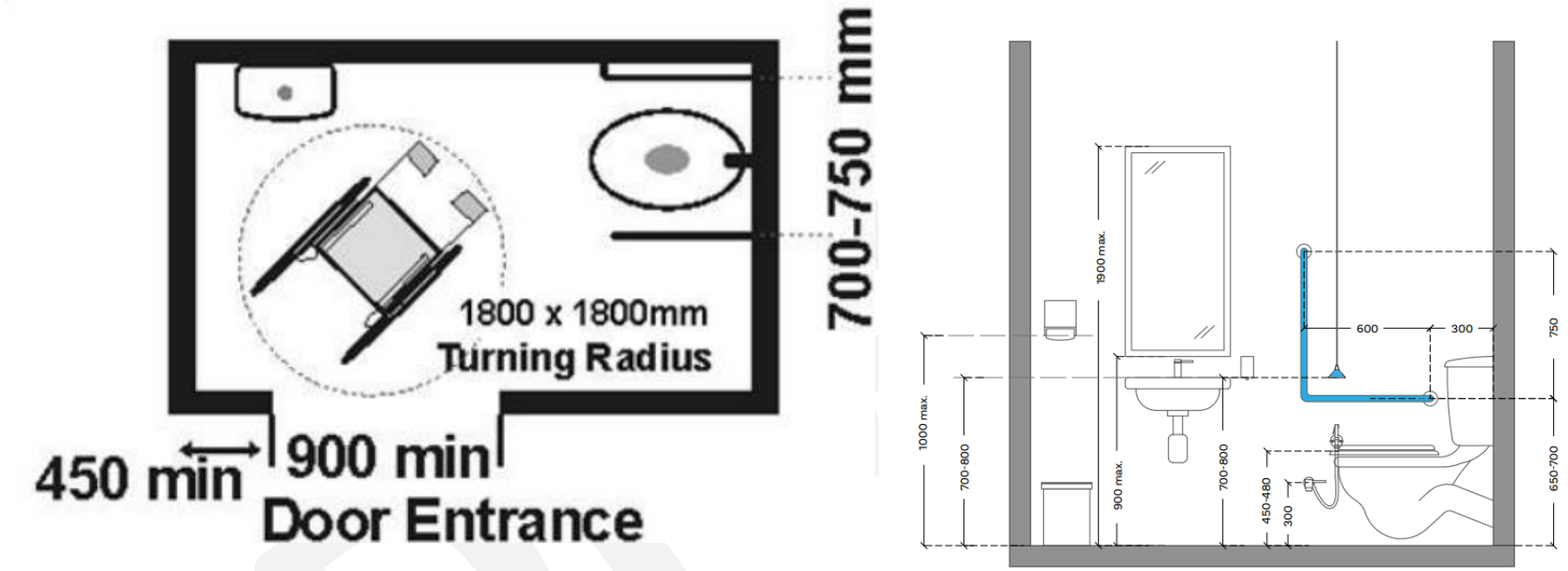
Recipient:
Senthil Andavar Women's Self Help Society, Palani.

Nugal : Sanitation Inspector Division 2 for action.

Nugal: Accountant, Manager, Engineer, Revenue Officer and Seat Clerk Palani Municipality.

Copy :
Urban Welfare Officer, Palani Municipality.

Annexure 7 - Basic Guidelines for Disabled Friendly Features in Public Toilet Cubicles



Source: Harmonised Guidelines & Standards for Universal Accessibility in India, 2021

Annexure 8 – Proposed Weekly Monitoring Checklist for ULB

- **Toilet Location:**
- **Ward Number:**
- **Management:**
- **Category of Toilet:**
- **Daily Average Footfall**
    a. Male: _____
    b. Female: _____
    c. Transgender: _____
    d. PWD: _____

1. Is the toilet/urinal open during the operational hours? Yes/No
2. Is there a caretaker? Yes/No
3. Is the access area damp and litter-free? Yes/No
4. Is the toilet floor kept clean, dry, and free from any litter and stains? Yes/No
5. Are all the toilet/urinal seats clean and free from fecal matter? Yes/No/Not all
6. Does the toilet have bad odour? Yes/No
7. Is water available in all cubicles? Yes/No/Not all
8. Are there any leakages in pipelines, including both water supply and wastewater? Yes/No
9. Do all doors have functional bolting arrangements? Yes/No/Not all
10. Is soap/handwash available in all sections? Yes/No/Only in specific sections (Male, Female, Transgender, PWD or multiple)
11. Do all the wash basins have running water facility? Yes/No/Not all
12. Do the containment system has any leakages or damage? Yes/No/Not Applicable
13. Is the lighting functional both inside and outside the toilet/urinal? Yes, both inside and outside/Yes, only inside/ Yes, only outside/No
14. Is sanitary vending machine functional? Yes/No/Not Available
15. Is sanitary napkin incinerator functional? Yes/No/Not Available
16. Tick the facilities not available at the toilet
    - Board displaying Operational hours of the toilet
    - Board displaying user fee model of the toilet
    - Display of Contact details of supervisor/caretaker
    - Signages differentiating user groups – men/women/children/PWD/Transgender
    - IEC Collaterals – Do's & Don'ts
    - Cleanliness schedule of the toilet
    - Records on desludging
    - Customer feedback mechanism
    - Complaint register mechanism
    - Register maintaining user footfall

17. Are there any signs of vandalism or damage to the toilet infrastructure? Yes/No

Source: Prepared by WASH Institute

Annexure 9 –Toilet Wise Potential Revenue Estimates from Advertisements

S.No.	Toilet Location	No. Of Seats	Potenital Revenue From Advertisement (When Fully Realised)		Potential Revenue From Rental (When Fully Realized)		Any Other Potential Sources Of Revenue	Remarks	Annually Revenue Generated From Advertisement Tax* (In ₹)	Monthly Revenue Generated From Retail (In ₹)	Overall Annual Revenue Generated (In ₹)
			No. Of Walls Available For Advertisement	Available Space For Advertisement (In Lxb Format And In Ft)	Available Space For Renting Out (In Lxb Format And In Ft)	Proposed Type Of Retail Activity					
1	111/2, Rajaji Road, Palani	32	1	12 ft x 6 ft	0	0			10,800		10,800
2	Adivaram Main road Palani, Nearby new bus stop, Palani.	Urinals	3	10 ft x 5 ft	0	0			22,500		22,500
3	Andavan poonga road, nearby paladi adivaram, Palani.	10	2	12 ft x 9 ft	0	0			32,400		32,400
4	Aruljothi Street, Carparking Opp.	10	2	12 ft x 8 ft	0	0			28,800		28,800
5	Aruljothi Street, Carparking Opp.	10	2	12 ft x 8 ft	0	0			28,800		28,800
6	Disabled toilet new busstand, Palani	2	2	10 ft x 5 ft	0	0			15,000		15,000
7	Idumban Kovil Itteri Road.	2	2	12 ft x 3 ft	0	0			10,800		10,800
8	India Udumalai Road	10	3	12 ft x 8 ft	25 ft x 15 ft	Bank ATM			43,200	2000	67,200
9	Indra Nagar, DR Gopal Street.	12	2	12 ft x 8 ft	0	0			28,800		28,800
10	KAMARAJAR NAGAR	16	2	12 ft x 6 ft	0	0			21,600		21,600
11	Kamarajar Nagar, Mathanisha Pallivasal Near.	10	3	10 ft x 8 ft	0	0			36,000		36,000
12	Kuperapattinam, Thandapani Street.	10	1	12 ft x 9 ft	0	0			16,200		16,200
13	Kuravan Parai, Lal Pagathur Sasthri Street .	16	1	12 ft x 3 ft	0	0			5,400		5,400
14	New busstand at Palani	6	2	12 ft x 9 ft	20 ft x 12 ft	Fruit & Vegetable stall			32,400	5000	92,400
15	New Dharapuram Road, Renakaliyamman Kovil Near.	10	2	10 ft x 8 ft	0	0			24,000		24,000
16	Periya nayagi Amman Kovil, North car store.	14	1	12 ft x 8 ft	0	0			14,400		14,400
17	Rajaji Road, Back side of Samy theatre	6	1	10 ft x 8 ft	0	0			12,000		12,000
18	Sathiya Nagar, 6th Road	12	2	12 ft x 8 ft	0	0			28,800		28,800
19	South Anna nagar Street, ward 27, Palani	14	1	8 ft x 5 ft	0	0			6,000		6,000
20	V.O.C Bus stop at Palani.	26	1	12 ft x 8 ft	20 ft x 16 ft	Cycle/bike repair shops			14,400	4000	62,400
21	Vaiyappuri Pond road nearby opposite, Palani Old bus stop opposite, Palani	23	2	8 ft x 6 ft	40 ft x 20 ft	Small grocery (Kirana shop)			14,400	4000	62,400
22	Venmain Nagar street, Nearby adivaram, Palani	9	2	12 ft x 8 ft	20 ft x 15 ft	Small eatery/ tea stall			28,800	1000	40,800
23	Vennmani Nagar, Back side ganpath hotel.	20	1	8 ft x 5 ft	0	0			6,000		6,000
	Total								**4,81,500**	**16,000**	**6,73,500**

Source: Computed by WASH Institute based on primary survey findings.

*Considering advertisement rate of 150/- per sq ft

CT/PT Report Cards

DRAFT

Public Toilets

Public / Community Toilet Report Card							
Location and address: 111/2, Rajaji Road, Palani, Palani							
MoHUA Performance Score Card							
Mandatory Services	Usable but dirty	Essential Services	None	Desirable Services	None	Aspirational services	None
Child Friendly	No	Disable Friendly	No	Gender Friendly	Partial		
Toilet Details							
Type of toilet	Public Toilet			Operated by	CBO		
Age of the toilet	30			Daily footfall	110		
Operational status	Toilet is open with attendant			User fee Model	Yes		
Predominant user type	Residents			Operating hours	17		
Marked as SBM toilet on Google map	Yes			GPS Location	X: 77.51 Y: 10.46		
Infrastructure & Services							
	Male			Female		Common	
Adult Toilet Cubicles	5			27		Not Applicable	
Adult Urinals	0			Not Applicable		Not Applicable	
Child friendly toilet cubicles	0			0		Not Applicable	
Child friendly urinals	0			Not Applicable		Not Applicable	
Disability toilet cubicles	0			0		0	
Wash basin	0			0		0	
Bathrooms / showers	1			1		0	
Usability of toilets and urinals	25-50% seats are clean			Usability of washbasins		Partially clean	
Source of water	Own source (pump motor/ borewell)	Frequency of water supply	0	Capacity of OHT (Liters)	6000	Estimated water use (LPD)	9000
Containment	Septic tank without soakpit	Functional electricity	Yes	Litter and sanitary bins	No	S. pad vending machine / incinerator	No
Ventilation		Soap and dispenser		Provision of Ramp		Repairs required	
Natural Ventilation		No Soap No Dispenser available		No		Yes	
Operations Model							
Number of full-time staff	1			Number of part time staff	0		
Responsible for fulltime staff salary	CBO			Responsible for water bills	0		
Responsible for electricity bills	CBO			Responsible for desludging	CBO		
Frequency of desludging	Every six months or less			Additional revenue sources	No		
Space for advertisement	0			Cleaning frequency	twice a day		
Monthly Expense & Revenue (in INR)							
Salaries	Consumables, Utilities & Others	Total Monthly Expense		Total Monthly Revenue		Profit/ Deficit	
7,000	3,714	10,714		7,000		(3,714.00)	
Monitoring							
Availability of feedback mechanism	Any other			Frequency of monitoring by ULB	Once in 2 weeks		

Public / Community Toilet Report Card							
Location and address: Andavan poonga road, nearby paladi adivaram, Palani., Palani							
MoHUA Performance Score Card							
Mandatory Services	Very Clean	Essential Services	None	Desirable Services	None	Aspirational services	None
Child Friendly	No	Disable Friendly	No	Gender Friendly	Partial		
Toilet Details							
Type of toilet	Public Toilet			Operated by	Private firm		
Age of the toilet	71			Daily footfall	290		
Operational status	Toilet is open with attendant			User fee Model	Yes		
Predominant user type	Floating population/tourists			Operating hours	14		
Marked as SBM toilet on Google map	Yes			GPS Location	X: 77.52 Y: 10.44		
Infrastructure & Services							
	Male			Female		Common	
Adult Toilet Cubicles	5			5		Not Applicable	
Adult Urinals	0			Not Applicable		Not Applicable	
Child friendly toilet cubicles	0			0		Not Applicable	
Child friendly urinals	0			Not Applicable		Not Applicable	
Disability toilet cubicles	0			0		0	
Wash basin	1			1		0	
Bathrooms / showers	2			3		0	
Usability of toilets and urinals	50-75% seats are clean			Usability of washbasins		Partially clean	
Source of water	Own source (pump motor/ borewell)	Frequency of water supply	0	Capacity of OHT (Liters)	2000	Estimated water use (LPD)	3000
Containment	Septic tank without soakpit	Functional electricity	Yes	Litter and sanitary bins	Yes	S. pad vending machine / incinerator	No
Ventilation		Soap and dispenser		Provision of Ramp		Repairs required	
Natural Ventilation		No Soap No Dispenser available		No		Yes	
Operations Model							
Number of full-time staff	2			Number of part time staff	0		
Responsible for fulltime staff salary	Private firm			Responsible for water bills	0		
Responsible for electricity bills	Other Government Department			Responsible for desludging	Private firm		
Frequency of desludging	Once in three months or less			Additional revenue sources	No		
Space for advertisement	0			Cleaning frequency	twice a day		
Monthly Expense & Revenue (in INR)							
Salaries	Consumables, Utilities & Others	Total Monthly Expense		Total Monthly Revenue		Profit/ Deficit	
15,000	26,666	41,666		20,000		(21,666.00)	
Monitoring							
Availability of feedback mechanism	Any other			Frequency of monitoring by ULB	Once in 2 weeks		

Public / Community Toilet Report Card							
Location and address: Aruljothi Street, Carparking Opp., Palani							
MoHUA Performance Score Card							
Mandatory Services	Very Clean	Essential Services	Clean	Desirable Services	None	Aspirational services	None
Child Friendly	No	Disable Friendly		Yes	Gender Friendly		Partial
Toilet Details							
Type of toilet	Public Toilet			Operated by		CBO	
Age of the toilet	12			Daily footfall		45	
Operational status	Toilet is open with attendant			User fee Model		Yes	
Predominant user type	Floating population/tourists			Operating hours		16	
Marked as SBM toilet on Google map	Yes			GPS Location		X: 77.52 Y: 10.44	
Infrastructure & Services							
	Male			Female		Common	
Adult Toilet Cubicles	6			4		Not Applicable	
Adult Urinals	6			Not Applicable		Not Applicable	
Child friendly toilet cubicles	0			0		Not Applicable	
Child friendly urinals	0			Not Applicable		Not Applicable	
Disability toilet cubicles	0			0		0	
Wash basin	1			1		0	
Bathrooms / showers	0			0		0	
Usability of toilets and urinals	50-75% seats are clean			Usability of washbasins		Partially clean	
Source of water	Own source (pump motor/ borewell)	Frequency of water supply	0	Capacity of OHT (Liters)	2000	Estimated water use (LPD)	7000
Containment	Septic tank with soak pit	Functional electricity	Yes	Litter and sanitary bins	Yes	S. pad vending machine / incinerator	No
Ventilation		Soap and dispenser		Provision of Ramp		Repairs required	
Natural Ventilation		No Soap No Dispenser available		Yes		Yes	
Operations Model							
Number of full-time staff	1			Number of part time staff		0	
Responsible for fulltime staff salary	CBO			Responsible for water bills		0	
Responsible for electricity bills	CBO			Responsible for desludging		CBO	
Frequency of desludging	Once in three months or less			Additional revenue sources		No	
Space for advertisement	Yes			Cleaning frequency		thrice a day	
Monthly Expense & Revenue (in INR)							
Salaries	Consumables, Utilities & Others		Total Monthly Expense		Total Monthly Revenue		Profit/ Deficit
6,000	4,966		10,966		8,000		(2,966.00)
Monitoring							
Availability of feedback mechanism	Any other			Frequency of monitoring by ULB		Once in 3 weeks	

Public / Community Toilet Report Card							
Location and address: Aruljothi Street, Carparking Opp., Palani							
MoHUA Performance Score Card							
Mandatory Services	Very Clean	Essential Services	None	Desirable Services	None	Aspirational services	None
Child Friendly	No	Disable Friendly		No	Gender Friendly		Partial
Toilet Details							
Type of toilet	Public Toilet			Operated by		CBO	
Age of the toilet	12			Daily footfall		45	
Operational status	Toilet is open with attendant			User fee Model		Yes	
Predominant user type	Floating population/tourists			Operating hours		16	
Marked as SBM toilet on Google map	Yes			GPS Location		X: 77.52 Y: 10.44	
Infrastructure & Services							
	Male			Female		Common	
Adult Toilet Cubicles	5			5		Not Applicable	
Adult Urinals	0			Not Applicable		Not Applicable	
Child friendly toilet cubicles	0			0		Not Applicable	
Child friendly urinals	0			Not Applicable		Not Applicable	
Disability toilet cubicles	0			0		0	
Wash basin	0			0		0	
Bathrooms / showers	0			0		0	
Usability of toilets and urinals	>75% seats are clean			Usability of washbasins		Partially clean	
Source of water	Own source (pump motor/ borewell)	Frequency of water supply	0	Capacity of OHT (Liters)	4000	Estimated water use (LPD)	6000
Containment	Septic tank without soakpit	Functional electricity	Yes	Litter and sanitary bins	No	S. pad vending machine / incinerator	No
Ventilation		Soap and dispenser		Provision of Ramp		Repairs required	
Natural Ventilation		No Soap No Dispenser available		No		Yes	
Operations Model							
Number of full-time staff	1			Number of part time staff		0	
Responsible for fulltime staff salary	CBO			Responsible for water bills		0	
Responsible for electricity bills	CBO			Responsible for desludging		CBO	
Frequency of desludging	Every six months or less			Additional revenue sources		No	
Space for advertisement	Yes			Cleaning frequency		thrice a day	
Monthly Expense & Revenue (in INR)							
Salaries	Consumables, Utilities & Others		Total Monthly Expense		Total Monthly Revenue		Profit/ Deficit
6,000	4,533		10,533		8,000		(2,533.00)
Monitoring							
Availability of feedback mechanism	Any other			Frequency of monitoring by ULB		Once in 2 weeks	

Public / Community Toilet Report Card							
Location and address: Boys HR Sec, School Back side, Anna Nagar, Palani							
MoHUA Performance Score Card							
Mandatory Services	Unusable	Essential Services	None	Desirable Services	None	Aspirational services	None
Child Friendly	No	Disable Friendly		No	Gender Friendly		Partial
Toilet Details							
Type of toilet	Public Toilet			Operated by	0		
Age of the toilet	0			Daily footfall	0		
Operational status	Toilet premise is closed			User fee Model	0		
Predominant user type	0			Operating hours			
Marked as SBM toilet on Google map	0			GPS Location	X: 77.52 Y: 10.45		
Infrastructure & Services							
	Male			Female		Common	
Adult Toilet Cubicles	0			0		Not Applicable	
Adult Urinals	0			Not Applicable		Not Applicable	
Child friendly toilet cubicles	0			0		Not Applicable	
Child friendly urinals	0			Not Applicable		Not Applicable	
Disability toilet cubicles	0			0		0	
Wash basin	0			0		0	
Bathrooms / showers	0			0		0	
Usability of toilets and urinals	0			Usability of washbasins		0	
Source of water	0	Frequency of water supply	0	Capacity of OHT (Liters)	0	Estimated water use (LPD)	0
Containment	0	Functional electricity	Yes	Litter and sanitary bins	0	S. pad vending machine / incinerator	0
Ventilation		Soap and dispenser		Provision of Ramp		Repairs required	
0		0		0		No	
Operations Model							
Number of full-time staff	0			Number of part time staff		0	
Responsible for fulltime staff salary				Responsible for water bills		0	
Responsible for electricity bills	0			Responsible for desludging		0	
Frequency of desludging	0			Additional revenue sources		0	
Space for advertisement	0			Cleaning frequency		0	
Monthly Expense & Revenue (in INR)							
Salaries	Consumables, Utilities & Others		Total Monthly Expense		Total Monthly Revenue		Profit/ Deficit
0	0		0		0		0
Monitoring							
Availability of feedback mechanism	0			Frequency of monitoring by ULB		0	

Public / Community Toilet Report Card							
Location and address: Disabled toilet new busstand, Palani, Palani							
MoHUA Performance Score Card							
Mandatory Services	Very Clean	Essential Services	Clean	Desirable Services	None	Aspirational services	None
Child Friendly	No	Disable Friendly		Yes	Gender Friendly		Partial
Toilet Details							
Type of toilet	Public Toilet			Operated by	ULB		
Age of the toilet	12			Daily footfall	22		
Operational status	Toilet is open with attendant			User fee Model	No		
Predominant user type	Floating population/tourists			Operating hours	16		
Marked as SBM toilet on Google map	Yes			GPS Location	X: 77.52 Y: 10.45		
Infrastructure & Services							
	Male			Female		Common	
Adult Toilet Cubicles	1			1		Not Applicable	
Adult Urinals	0			Not Applicable		Not Applicable	
Child friendly toilet cubicles	0			0		Not Applicable	
Child friendly urinals	0			Not Applicable		Not Applicable	
Disability toilet cubicles	0			0		0	
Wash basin	1			1		0	
Bathrooms / showers	0			0		0	
Usability of toilets and urinals	>75% seats are clean			Usability of washbasins		100% clean	
Source of water	Own source (pump motor/ borewell)	Frequency of water supply	0	Capacity of OHT (Liters)	2000	Estimated water use (LPD)	3000
Containment	Septic tank without soakpit	Functional electricity	Yes	Litter and sanitary bins	No	S. pad vending machine / incinerator	No
Ventilation		Soap and dispenser		Provision of Ramp		Repairs required	
Natural Ventilation		No Soap No Dispenser available		Yes		Yes	
Operations Model							
Number of full-time staff	1			Number of part time staff		0	
Responsible for fulltime staff salary	ULB			Responsible for water bills		0	
Responsible for electricity bills	ULB			Responsible for desludging		ULB	
Frequency of desludging	Every six months or less			Additional revenue sources		No	
Space for advertisement	Yes			Cleaning frequency		twice a day	
Monthly Expense & Revenue (in INR)							
Salaries	Consumables, Utilities & Others		Total Monthly Expense		Total Monthly Revenue		Profit/ Deficit
0	1,833		1,833		0		(1,833.00)
Monitoring							
Availability of feedback mechanism	No procedure			Frequency of monitoring by ULB		Once a week	

Public / Community Toilet Report Card							
Location and address: India Udumalai Road, Palani							
MoHUA Performance Score Card							
Mandatory Services	Usable but dirty	Essential Services	None	Desirable Services	None	Aspirational services	None
Child Friendly	No	Disable Friendly	No	Gender Friendly	Partial		
Toilet Details							
Type of toilet	Public Toilet			Operated by	ULB		
Age of the toilet	15			Daily footfall	50		
Operational status	Toilet is open with attendant			User fee Model	No		
Predominant user type	Residents			Operating hours	17		
Marked as SBM toilet on Google map	Yes			GPS Location	X: 77.50 Y: 10.46		
Infrastructure & Services							
	Male		Female		Common		
Adult Toilet Cubicles	6		6		Not Applicable		
Adult Urinals	6		Not Applicable		Not Applicable		
Child friendly toilet cubicles	0		0		Not Applicable		
Child friendly urinals	0		Not Applicable		Not Applicable		
Disability toilet cubicles	0		0		0		
Wash basin	0		0		0		
Bathrooms / showers	2		2		0		
Usability of toilets and urinals	50-75% seats are clean		Usability of washbasins		Partially clean		
Source of water	Own source (pump motor/ borewell)	Frequency of water supply	0	Capacity of OHT (Liters)	2000	Estimated water use (LPD)	7000
Containment	Septic tank without soakpit	Functional electricity	Yes	Litter and sanitary bins	No	S. pad vending machine / incinerator	No
Ventilation		Soap and dispenser		Provision of Ramp		Repairs required	
Ventilation not available		No Soap No Dispenser available		No		Yes	
Operations Model							
Number of full-time staff	1			Number of part time staff	0		
Responsible for fulltime staff salary	ULB			Responsible for water bills	0		
Responsible for electricity bills	ULB			Responsible for desludging	ULB		
Frequency of desludging	Once in two years			Additional revenue sources	No		
Space for advertisement	Yes			Cleaning frequency	thrice a day		
Monthly Expense & Revenue (in INR)							
Salaries	Consumables, Utilities & Others		Total Monthly Expense		Total Monthly Revenue		Profit/ Deficit
0	2,333		2,333		0		(2,333.00)
Monitoring							
Availability of feedback mechanism	Any other			Frequency of monitoring by ULB	Once in 3 weeks		

Public / Community Toilet Report Card							
Location and address: New busstand at Palani, Palani							
MoHUA Performance Score Card							
Mandatory Services	Very Clean	Essential Services	None	Desirable Services	None	Aspirational services	None
Child Friendly	No	Disable Friendly	Yes	Gender Friendly	Partial		
Toilet Details							
Type of toilet	Public Toilet			Operated by	ULB		
Age of the toilet	12			Daily footfall	230		
Operational status	Toilet is open with attendant			User fee Model	No		
Predominant user type	Floating population/tourists			Operating hours	24		
Marked as SBM toilet on Google map	Yes			GPS Location	X: 77.51 Y: 10.45		
Infrastructure & Services							
	Male		Female		Common		
Adult Toilet Cubicles	5		5		Not Applicable		
Adult Urinals	5		Not Applicable		Not Applicable		
Child friendly toilet cubicles	0		0		Not Applicable		
Child friendly urinals	0		Not Applicable		Not Applicable		
Disability toilet cubicles	0		0		0		
Wash basin	1		1		0		
Bathrooms / showers	0		0		0		
Usability of toilets and urinals	50-75% seats are clean		Usability of washbasins		Partially clean		
Source of water	Municipal / piped supply	Frequency of water supply	Daily	Capacity of OHT (Liters)	4000	Estimated water use (LPD)	0
Containment	Septic tank without soakpit	Functional electricity	Yes	Litter and sanitary bins	No	S. pad vending machine / incinerator	No
Ventilation		Soap and dispenser		Provision of Ramp		Repairs required	
Exhaust Fan available		No Soap No Dispenser available		Yes		Yes	
Operations Model							
Number of full-time staff	3			Number of part time staff	0		
Responsible for fulltime staff salary	ULB			Responsible for water bills	ULB		
Responsible for electricity bills	ULB			Responsible for desludging	ULB		
Frequency of desludging	Once in three months or less			Additional revenue sources	No		
Space for advertisement	No			Cleaning frequency	whenever dirty		
Monthly Expense & Revenue (in INR)							
Salaries	Consumables, Utilities & Others		Total Monthly Expense		Total Monthly Revenue		Profit/ Deficit
0	2,666		2,666		0		(2,666.00)
Monitoring							
Availability of feedback mechanism	Any other			Frequency of monitoring by ULB	Once a week		

Public / Community Toilet Report Card							
Location and address: V.O.C Bus stop at Palani., Palani							
MoHUA Performance Score Card							
Mandatory Services	Very Clean	Essential Services	None	Desirable Services	Clean	Aspirational services	None
Child Friendly	No	Disable Friendly	Yes	Gender Friendly	Partial		
Toilet Details							
Type of toilet	Public Toilet			Operated by	Private firm		
Age of the toilet	11			Daily footfall	550		
Operational status	Toilet is open with attendant			User fee Model	Yes		
Predominant user type	Floating population/tourists			Operating hours	24		
Marked as SBM toilet on Google map	Yes			GPS Location	X: 77.52 Y: 10.45		
Infrastructure & Services							
	Male			Female		Common	
Adult Toilet Cubicles	13			10		Not Applicable	
Adult Urinals	6			Not Applicable		Not Applicable	
Child friendly toilet cubicles	0			0		Not Applicable	
Child friendly urinals	0			Not Applicable		Not Applicable	
Disability toilet cubicles	0			0		0	
Wash basin	2			2		0	
Bathrooms / showers	0			0		0	
Usability of toilets and urinals	25-50% seats are clean			Usability of washbasins		Partially clean	
Source of water	Own source (pump motor/ borewell)	Frequency of water supply	0	Capacity of OHT (Liters)	2000	Estimated water use (LPD)	7000
Containment	Septic tank without soakpit	Functional electricity	Yes	Litter and sanitary bins	No	S. pad vending machine / incinerator	No
Ventilation		Soap and dispenser		Provision of Ramp		Repairs required	
Exhaust Fan available		No Soap No Dispenser available		Yes		Yes	
Operations Model							
Number of full-time staff	2			Number of part time staff		0	
Responsible for fulltime staff salary	Private firm			Responsible for water bills		0	
Responsible for electricity bills	Private firm			Responsible for desludging		Private firm	
Frequency of desludging	Every month or less			Additional revenue sources		No	
Space for advertisement	Yes			Cleaning frequency		thrice a day	
Monthly Expense & Revenue (in INR)							
Salaries	Consumables, Utilities & Others		Total Monthly Expense		Total Monthly Revenue		Profit/ Deficit
10,000	17,556		27,566		40,000		12,434.00
Monitoring							
Availability of feedback mechanism	Mobile app			Frequency of monitoring by ULB		Once a week	

Public / Community Toilet Report Card							
Location and address: Vaiyappuri Pond road nearby opposite, Palani Old bus stop opposite, Palani, Palani							
MoHUA Performance Score Card							
Mandatory Services	Very Clean	Essential Services	None	Desirable Services	None	Aspirational services	None
Child Friendly	No	Disable Friendly	No	Gender Friendly	Partial		
Toilet Details							
Type of toilet	Public Toilet			Operated by	CBO		
Age of the toilet	12			Daily footfall	150		
Operational status	Toilet is open with attendant			User fee Model	Yes		
Predominant user type	Floating population/tourists			Operating hours	18		
Marked as SBM toilet on Google map	Yes			GPS Location	X: 77.52 Y: 10.45		
Infrastructure & Services							
	Male			Female		Common	
Adult Toilet Cubicles	4			5		Not Applicable	
Adult Urinals	2			Not Applicable		Not Applicable	
Child friendly toilet cubicles	0			0		Not Applicable	
Child friendly urinals	0			Not Applicable		Not Applicable	
Disability toilet cubicles	0			0		0	
Wash basin	3			3		0	
Bathrooms / showers	2			2		0	
Usability of toilets and urinals	>75% seats are clean			Usability of washbasins		Partially clean	
Source of water	Own source (pump motor/ borewell)	Frequency of water supply	0	Capacity of OHT (Liters)	6000	Estimated water use (LPD)	9000
Containment	Septic tank without soakpit	Functional electricity	Yes	Litter and sanitary bins	No	S. pad vending machine / incinerator	No
Ventilation		Soap and dispenser		Provision of Ramp		Repairs required	
Natural Ventilation		No Soap No Dispenser available		No		Yes	
Operations Model							
Number of full-time staff	1			Number of part time staff		0	
Responsible for fulltime staff salary	CBO			Responsible for water bills		0	
Responsible for electricity bills	CBO			Responsible for desludging		CBO	
Frequency of desludging	Once in three months or less			Additional revenue sources		No	
Space for advertisement	Yes			Cleaning frequency		twice a day	
Monthly Expense & Revenue (in INR)							
Salaries	Consumables, Utilities & Others		Total Monthly Expense		Total Monthly Revenue		Profit/ Deficit
6,000	4,550		10,550		9,000		(1,550.00)
Monitoring							
Availability of feedback mechanism	Any other			Frequency of monitoring by ULB		Once a week	

Community Toilets

Public / Community Toilet Report Card

Location and address: Idumban Kovil Itteri Road., Palani

MoHUA Performance Score Card

Mandatory Services	Very Clean	Essential Services	None	Desirable Services	None	Aspirational services	None
Child Friendly	No	Disable Friendly	No	Gender Friendly	Partial		

Toilet Details

Type of toilet	Community Toilet	Operated by	CBO
Age of the toilet	20	Daily footfall	70
Operational status	Toilet is open with attendant	User fee Model	Yes
Predominant user type	Residents	Operating hours	16
Marked as SBM toilet on Google map	Yes	GPS Location	X: 77.52 Y: 10.44

Infrastructure & Services

	Male	Female	Common
Adult Toilet Cubicles	5	5	Not Applicable
Adult Urinals	0	Not Applicable	Not Applicable
Child friendly toilet cubicles	0	0	Not Applicable
Child friendly urinals	0	Not Applicable	Not Applicable
Disability toilet cubicles	0	0	0
Wash basin	1	1	0
Bathrooms / showers	1	1	0
Usability of toilets and urinals	50-75% seats are clean	Usability of washbasins	Partially clean

Source of water	Own source (pump motor/ borewell)	Frequency of water supply	0	Capacity of OHT (Liters)	4000	Estimated water use (LPD)	6000
Containment	Septic tank without soakpit	Functional electricity	Yes	Litter and sanitary bins	No	S. pad vending machine / incinerator	No

Ventilation	Soap and dispenser	Provision of Ramp	Repairs required
Natural Ventilation	No Soap No Dispenser available	No	Yes

Operations Model

Number of full-time staff	1	Number of part time staff	0
Responsible for fulltime staff salary	CBO	Responsible for water bills	0
Responsible for electricity bills	CBO	Responsible for desludging	CBO
Frequency of desludging	Once in three months or less	Additional revenue sources	No
Space for advertisement	Yes	Cleaning frequency	twice a day

Monthly Expense & Revenue (in INR)

Salaries	Consumables, Utilities & Others	Total Monthly Expense	Total Monthly Revenue	Profit/ Deficit
7,000	4,000	11,000	8,000	(3,000.00)

Monitoring

Availability of feedback mechanism	Any other	Frequency of monitoring by ULB	Once a month

Public / Community Toilet Report Card

Location and address: Indra Nagar, DR Gopal Street., Palani

MoHUA Performance Score Card

Mandatory Services	Clean	Essential Services	None	Desirable Services	None	Aspirational services	None
Child Friendly	No	Disable Friendly	No	Gender Friendly	Partial		

Toilet Details

Type of toilet	Community Toilet	Operated by	CBO
Age of the toilet	13	Daily footfall	80
Operational status	Toilet is open with attendant	User fee Model	Yes
Predominant user type	Residents	Operating hours	16
Marked as SBM toilet on Google map	Yes	GPS Location	X: 77.51 Y: 10.46

Infrastructure & Services

	Male	Female	Common
Adult Toilet Cubicles	8	8	Not Applicable
Adult Urinals	0	Not Applicable	Not Applicable
Child friendly toilet cubicles	0	0	Not Applicable
Child friendly urinals	0	Not Applicable	Not Applicable
Disability toilet cubicles	0	0	0
Wash basin	1	1	0
Bathrooms / showers	0	0	0
Usability of toilets and urinals	50-75% seats are clean	Usability of washbasins	Partially clean

Source of water	Own source (pump motor/ borewell)	Frequency of water supply	0	Capacity of OHT (Liters)	2000	Estimated water use (LPD)	3000
Containment	Septic tank without soakpit	Functional electricity	Yes	Litter and sanitary bins	No	S. pad vending machine / incinerator	No

Ventilation	Soap and dispenser	Provision of Ramp	Repairs required
Natural Ventilation	No Soap No Dispenser available	No	Yes

Operations Model

Number of full-time staff	2	Number of part time staff	0
Responsible for fulltime staff salary	CBO	Responsible for water bills	0
Responsible for electricity bills	CBO	Responsible for desludging	CBO
Frequency of desludging	Every six months or less	Additional revenue sources	No
Space for advertisement	No	Cleaning frequency	twice a day

Monthly Expense & Revenue (in INR)

Salaries	Consumables, Utilities & Others	Total Monthly Expense	Total Monthly Revenue	Profit/ Deficit
7,000	4,266	11,266	8,000	(3,266.00)

Monitoring

Availability of feedback mechanism	Any other	Frequency of monitoring by ULB	Once a month

Public / Community Toilet Report Card							
Location and address: KAMARAJAR NAGAR, Palani							
MoHUA Performance Score Card							
Mandatory Services	Clean	Essential Services	None	Desirable Services	None	Aspirational services	None
Child Friendly	No	Disable Friendly	No	Gender Friendly	Partial		
Toilet Details							
Type of toilet	Community Toilet			Operated by	ULB		
Age of the toilet	20			Daily footfall	100		
Operational status	Toilet is open with attendant			User fee Model	No		
Predominant user type	Residents			Operating hours	16		
Marked as SBM toilet on Google map	Yes			GPS Location	X: 77.51 Y: 10.46		
Infrastructure & Services							
	Male		Female		Common		
Adult Toilet Cubicles	5		5		Not Applicable		
Adult Urinals	0		Not Applicable		Not Applicable		
Child friendly toilet cubicles	0		0		Not Applicable		
Child friendly urinals	0		Not Applicable		Not Applicable		
Disability toilet cubicles	0		0		0		
Wash basin	1		1		0		
Bathrooms / showers	1		1		0		
Usability of toilets and urinals	50-75% seats are clean		Usability of washbasins		Partially clean		
Source of water	Own source (pump motor/ borewell)	Frequency of water supply	0	Capacity of OHT (Liters)	4000	Estimated water use (LPD)	14000
Containment	Septic tank without soakpit	Functional electricity	Yes	Litter and sanitary bins	No	S. pad vending machine / incinerator	No
Ventilation		Soap and dispenser		Provision of Ramp		Repairs required	
Natural Ventilation		No Soap No Dispenser available		No		Yes	
Operations Model							
Number of full-time staff	1			Number of part time staff	0		
Responsible for fulltime staff salary	Private firm			Responsible for water bills	0		
Responsible for electricity bills	ULB			Responsible for desludging	ULB		
Frequency of desludging	Once in three months or less			Additional revenue sources	No		
Space for advertisement	No			Cleaning frequency	twice a day		
Monthly Expense & Revenue (in INR)							
Salaries	Consumables, Utilities & Others		Total Monthly Expense		Total Monthly Revenue	Profit/ Deficit	
0	2,666		2,666		0	(2,666.00)	
Monitoring							
Availability of feedback mechanism	Any other		Frequency of monitoring by ULB		Once a week		

Public / Community Toilet Report Card							
Location and address: Kamarajar Nagar, Mathanisha Pallivasal Near., Palani							
MoHUA Performance Score Card							
Mandatory Services	Clean	Essential Services	None	Desirable Services	None	Aspirational services	None
Child Friendly	No	Disable Friendly	No	Gender Friendly	Partial		
Toilet Details							
Type of toilet	Community Toilet			Operated by	0		
Age of the toilet	0			Daily footfall	100		
Operational status	Toilet is open without attendant			User fee Model	0		
Predominant user type	0			Operating hours			
Marked as SBM toilet on Google map	Yes			GPS Location	X: 77.51 Y: 10.45		
Infrastructure & Services							
	Male		Female		Common		
Adult Toilet Cubicles	5		5		Not Applicable		
Adult Urinals	0		Not Applicable		Not Applicable		
Child friendly toilet cubicles	0		0		Not Applicable		
Child friendly urinals	0		Not Applicable		Not Applicable		
Disability toilet cubicles	0		0		0		
Wash basin	1		1		0		
Bathrooms / showers	1		1		0		
Usability of toilets and urinals	50-75% seats are clean		Usability of washbasins		Partially clean		
Source of water	0	Frequency of water supply	0	Capacity of OHT (Liters)	0	Estimated water use (LPD)	0
Containment	0	Functional electricity	Yes	Litter and sanitary bins	No	S. pad vending machine / incinerator	No
Ventilation		Soap and dispenser		Provision of Ramp		Repairs required	
Natural Ventilation		No Soap No Dispenser available		No		Yes	
Operations Model							
Number of full-time staff	0			Number of part time staff	0		
Responsible for fulltime staff salary				Responsible for water bills	0		
Responsible for electricity bills	0			Responsible for desludging	0		
Frequency of desludging	0			Additional revenue sources	0		
Space for advertisement	0			Cleaning frequency	0		
Monthly Expense & Revenue (in INR)							
Salaries	Consumables, Utilities & Others		Total Monthly Expense		Total Monthly Revenue	Profit/ Deficit	
0	1,500		1,500		0	(1,500.00)	
Monitoring							
Availability of feedback mechanism	0		Frequency of monitoring by ULB		0		

Public / Community Toilet Report Card							
Location and address: Kuperapattinam, Thandapani Street., Palani							
MoHUA Performance Score Card							
Mandatory Services	Clean	Essential Services	None	Desirable Services	None	Aspirational services	None
Child Friendly	No	Disable Friendly	No	Gender Friendly	Partial		
Toilet Details							
Type of toilet	Community Toilet			Operated by	CBO		
Age of the toilet	12			Daily footfall	100		
Operational status	Toilet is open with attendant			User fee Model	Yes		
Predominant user type	Residents			Operating hours	13		
Marked as SBM toilet on Google map	Yes			GPS Location	X: 77.52 Y: 10.46		
Infrastructure & Services							
	Male		Female		Common		
Adult Toilet Cubicles	8		8		Not Applicable		
Adult Urinals	0		Not Applicable		Not Applicable		
Child friendly toilet cubicles	0		0		Not Applicable		
Child friendly urinals	0		Not Applicable		Not Applicable		
Disability toilet cubicles	0		0		0		
Wash basin	0		0		0		
Bathrooms / showers	1		1		0		
Usability of toilets and urinals	50-75% seats are clean		Usability of washbasins		Partially clean		
Source of water	Own source (pump motor/ borewell)	Frequency of water supply	0	Capacity of OHT (Liters)	4000	Estimated water use (LPD)	6000
Containment	Septic tank without soakpit	Functional electricity	Yes	Litter and sanitary bins	No	S. pad vending machine / incinerator	No
Ventilation		Soap and dispenser		Provision of Ramp		Repairs required	
Natural Ventilation		No Soap No Dispenser available		No		Yes	
Operations Model							
Number of full-time staff	1			Number of part time staff	0		
Responsible for fulltime staff salary	CBO			Responsible for water bills	0		
Responsible for electricity bills	CBO			Responsible for desludging	CBO		
Frequency of desludging	Every six months or less			Additional revenue sources	No		
Space for advertisement	Yes			Cleaning frequency	thrice a day		
Monthly Expense & Revenue (in INR)							
Salaries	Consumables, Utilities & Others		Total Monthly Expense		Total Monthly Revenue		Profit/ Deficit
8,000	3,733		11,733		9,000		(2,733.00)
Monitoring							
Availability of feedback mechanism	Any other			Frequency of monitoring by ULB	Once in 3 weeks		

Public / Community Toilet Report Card							
Location and address: Kuravan Parai, Lal Pagathur Sasthri Street ., Palani							
MoHUA Performance Score Card							
Mandatory Services	Aspirational	Essential Services	None	Desirable Services	None	Aspirational services	None
Child Friendly	No	Disable Friendly	No	Gender Friendly	Partial		
Toilet Details							
Type of toilet	Community Toilet			Operated by	ULB		
Age of the toilet	12			Daily footfall	20		
Operational status	Toilet is open with attendant			User fee Model	No		
Predominant user type	Residents			Operating hours	16		
Marked as SBM toilet on Google map	Yes			GPS Location	X: 77.52 Y: 10.44		
Infrastructure & Services							
	Male		Female		Common		
Adult Toilet Cubicles	0		6		Not Applicable		
Adult Urinals	0		Not Applicable		Not Applicable		
Child friendly toilet cubicles	0		0		Not Applicable		
Child friendly urinals	0		Not Applicable		Not Applicable		
Disability toilet cubicles	0		0		0		
Wash basin	0		0		0		
Bathrooms / showers	0		0		0		
Usability of toilets and urinals	>75% seats are clean		Usability of washbasins		100% clean		
Source of water	Own source (pump motor/ borewell)	Frequency of water supply	0	Capacity of OHT (Liters)	1000	Estimated water use (LPD)	1500
Containment	Septic tank with soak pit	Functional electricity	Yes	Litter and sanitary bins	No	S. pad vending machine / incinerator	No
Ventilation		Soap and dispenser		Provision of Ramp		Repairs required	
Natural Ventilation		No Soap No Dispenser available		No		Yes	
Operations Model							
Number of full-time staff	1			Number of part time staff	0		
Responsible for fulltime staff salary	ULB			Responsible for water bills	0		
Responsible for electricity bills	ULB			Responsible for desludging	ULB		
Frequency of desludging	Every six months or less			Additional revenue sources	No		
Space for advertisement	No			Cleaning frequency	thrice a day		
Monthly Expense & Revenue (in INR)							
Salaries	Consumables, Utilities & Others		Total Monthly Expense		Total Monthly Revenue		Profit/ Deficit
0	1,833		1,833		0		(1,833.00)
Monitoring							
Availability of feedback mechanism	Any other			Frequency of monitoring by ULB	Once a month		

Public / Community Toilet Report Card							
Location and address: New Dharapuram Road, Renakaliyamman Kovil Near., Palani							
MoHUA Performance Score Card							
Mandatory Services	Very Clean	Essential Services	None	Desirable Services	None	Aspirational services	None
Child Friendly	No	Disable Friendly	No	Gender Friendly	Partial		
Toilet Details							
Type of toilet	Community Toilet			Operated by	CBO		
Age of the toilet	12			Daily footfall	150		
Operational status	Toilet is open with attendant			User fee Model	Yes		
Predominant user type	Floating population/tourists			Operating hours	16		
Marked as SBM toilet on Google map	Yes			GPS Location	X: 77.52 Y: 10.46		
Infrastructure & Services							
	Male		Female		Common		
Adult Toilet Cubicles	7		7		Not Applicable		
Adult Urinals	0		Not Applicable		Not Applicable		
Child friendly toilet cubicles	0		0		Not Applicable		
Child friendly urinals	0		Not Applicable		Not Applicable		
Disability toilet cubicles	0		0		0		
Wash basin	1		1		0		
Bathrooms / showers	1		1		0		
Usability of toilets and urinals	50-75% seats are clean		Usability of washbasins		Partially clean		
Source of water	Own source (pump motor/ borewell)	Frequency of water supply	0	Capacity of OHT (Liters)	4000	Estimated water use (LPD)	14000
Containment	Septic tank without soakpit	Functional electricity	Yes	Litter and sanitary bins	Yes	S. pad vending machine / incinerator	No
Ventilation		Soap and dispenser		Provision of Ramp		Repairs required	
Natural Ventilation		No Soap No Dispenser available		No		Yes	
Operations Model							
Number of full-time staff	3			Number of part time staff	0		
Responsible for fulltime staff salary	CBO			Responsible for water bills	0		
Responsible for electricity bills	CBO			Responsible for desludging	CBO		
Frequency of desludging	Every six months or less			Additional revenue sources	No		
Space for advertisement	No			Cleaning frequency	twice a day		
Monthly Expense & Revenue (in INR)							
Salaries	Consumables, Utilities & Others	Total Monthly Expense		Total Monthly Revenue		Profit/ Deficit	
8,000	4,033	12.033		8,000		(4,033.00)	
Monitoring							
Availability of feedback mechanism	Any other			Frequency of monitoring by ULB	only in case of complaint		

Public / Community Toilet Report Card							
Location and address: Periya nayagi Amman Kovil, North car store., Palani							
MoHUA Performance Score Card							
Mandatory Services	Clean	Essential Services	None	Desirable Services	None	Aspirational services	None
Child Friendly	No	Disable Friendly	No	Gender Friendly	Partial		
Toilet Details							
Type of toilet	Community Toilet			Operated by	ULB		
Age of the toilet	10			Daily footfall	200		
Operational status	Toilet is open with attendant			User fee Model	No		
Predominant user type	Residents			Operating hours	17		
Marked as SBM toilet on Google map	Yes			GPS Location	X: 77.51 Y: 10.46		
Infrastructure & Services							
	Male		Female		Common		
Adult Toilet Cubicles	3		3		Not Applicable		
Adult Urinals	4		Not Applicable		Not Applicable		
Child friendly toilet cubicles	0		0		Not Applicable		
Child friendly urinals	0		Not Applicable		Not Applicable		
Disability toilet cubicles	0		0		0		
Wash basin	2		4		0		
Bathrooms / showers	0		0		0		
Usability of toilets and urinals	50-75% seats are clean		Usability of washbasins		Partially clean		
Source of water	Own source (pump motor/ borewell)	Frequency of water supply	0	Capacity of OHT (Liters)	5000	Estimated water use (LPD)	17500
Containment	Septic tank without soakpit	Functional electricity	Yes	Litter and sanitary bins	No	S. pad vending machine / incinerator	No
Ventilation		Soap and dispenser		Provision of Ramp		Repairs required	
Natural Ventilation		No Soap No Dispenser available		No		Yes	
Operations Model							
Number of full-time staff	1			Number of part time staff	0		
Responsible for fulltime staff salary	ULB			Responsible for water bills	0		
Responsible for electricity bills	ULB			Responsible for desludging	ULB		
Frequency of desludging	Every six months or less			Additional revenue sources	No		
Space for advertisement	Yes			Cleaning frequency	thrice a day		
Monthly Expense & Revenue (in INR)							
Salaries	Consumables, Utilities & Others	Total Monthly Expense		Total Monthly Revenue		Profit/ Deficit	
0	1,833	1,833		0		(1,833.00)	
Monitoring							
Availability of feedback mechanism	Any other			Frequency of monitoring by ULB	Once in 2 weeks		

Public / Community Toilet Report Card							
Location and address: Rajaji Road, Back side of Samy theatre, Palani							
MoHUA Performance Score Card							
Mandatory Services	Clean	Essential Services	None	Desirable Services	None	Aspirational services	None
Child Friendly	No	Disable Friendly	No	Gender Friendly	Partial		
Toilet Details							
Type of toilet	Community Toilet			Operated by	CBO		
Age of the toilet	20			Daily footfall	100		
Operational status	Toilet is open with attendant			User fee Model	Yes		
Predominant user type	Residents			Operating hours	18		
Marked as SBM toilet on Google map	Yes			GPS Location	X: 77.51 Y: 10.46		
Infrastructure & Services							
	Male			Female		Common	
Adult Toilet Cubicles	6			6		Not Applicable	
Adult Urinals	0			Not Applicable		Not Applicable	
Child friendly toilet cubicles	0			0		Not Applicable	
Child friendly urinals	0			Not Applicable		Not Applicable	
Disability toilet cubicles	0			0		0	
Wash basin	0			0		0	
Bathrooms / showers	2			1		0	
Usability of toilets and urinals	50-75% seats are clean			Usability of washbasins		Partially clean	
Source of water	Own source (pump motor/ borewell)	Frequency of water supply	0	Capacity of OHT (Liters)	6000	Estimated water use (LPD)	9000
Containment	Septic tank without soakpit	Functional electricity	Yes	Litter and sanitary bins	Yes	S. pad vending machine / incinerator	No
Ventilation		Soap and dispenser		Provision of Ramp		Repairs required	
Natural Ventilation		No Soap No Dispenser available		No		Yes	
Operations Model							
Number of full-time staff	1			Number of part time staff		0	
Responsible for fulltime staff salary	CBO			Responsible for water bills		0	
Responsible for electricity bills	CBO			Responsible for desludging		CBO	
Frequency of desludging	Every six months or less			Additional revenue sources		No	
Space for advertisement	Yes			Cleaning frequency		thrice a day	
Monthly Expense & Revenue (in INR)							
Salaries	Consumables, Utilities & Others		Total Monthly Expense		Total Monthly Revenue		Profit/ Deficit
7,000	4,900		11,900		9,000		(2,900.00)
Monitorin9							
Availability of feedback mechanism	Any other		Frequency of monitoring by ULB		Once in 2 weeks		

Public / Community Toilet Report Card							
Location and address: Sathiya Nagar, 6th Road, Palani							
MoHUA Performance Score Card							
Mandatory Services	Clean	Essential Services	None	Desirable Services	None	Aspirational services	None
Child Friendly	No	Disable Friendly	No	Gender Friendly	Partial		
Toilet Details							
Type of toilet	Community Toilet			Operated by	CBO		
Age of the toilet	13			Daily footfall	60		
Operational status	Toilet is open with attendant			User fee Model	Yes		
Predominant user type	Residents			Operating hours	16		
Marked as SBM toilet on Google map	Yes			GPS Location	X: 77.52 Y: 10.46		
Infrastructure & Services							
	Male			Female		Common	
Adult Toilet Cubicles	7			7		Not Applicable	
Adult Urinals	0			Not Applicable		Not Applicable	
Child friendly toilet cubicles	0			0		Not Applicable	
Child friendly urinals	0			Not Applicable		Not Applicable	
Disability toilet cubicles	0			0		0	
Wash basin	0			0		0	
Bathrooms / showers	0			0		0	
Usability of toilets and urinals	>75% seats are clean			Usability of washbasins		Partially clean	
Source of water	Own source (pump motor/ borewell)	Frequency of water supply	0	Capacity of OHT (Liters)	2000	Estimated water use (LPD)	3000
Containment	Septic tank without soakpit	Functional electricity	Yes	Litter and sanitary bins	No	S. pad vending machine / incinerator	No
Ventilation		Soap and dispenser		Provision of Ramp		Repairs required	
Natural Ventilation		No Soap No Dispenser available		No		Yes	
Operations Model							
Number of full-time staff	1			Number of part time staff		0	
Responsible for fulltime staff salary	CBO			Responsible for water bills		0	
Responsible for electricity bills	CBO			Responsible for desludging		CBO	
Frequency of desludging	Every six months or less			Additional revenue sources		No	
Space for advertisement	Yes			Cleaning frequency		thrice a day	
Monthly Expense & Revenue (in INR)							
Salaries	Consumables, Utilities & Others		Total Monthly Expense		Total Monthly Revenue		Profit/ Deficit
6,500	4,833		11,333		9,000		(2,333.00)
Monitoring							
Availability of feedback mechanism	Any other		Frequency of monitoring by ULB		Once in 3 weeks		

Public / Community Toilet Report Card							
Location and address: South Anna nagar Street, ward 27, Palani, Palani							
MoHUA Performance Score Card							
Mandatory Services	Clean	Essential Services	None	Desirable Services	None	Aspirational services	None
Child Friendly	No	Disable Friendly	No	Gender Friendly	Partial		
Toilet Details							
Type of toilet	Community Toilet			Operated by	CBO		
Age of the toilet	15			Daily footfall	120		
Operational status	Toilet is open with attendant			User fee Model	Yes		
Predominant user type	Residents			Operating hours	15		
Marked as SBM toilet on Google map	Yes			GPS Location	X: 77.52 Y: 10.45		
Infrastructure & Services							
	Male		Female		Common		
Adult Toilet Cubicles	13		13		Not Applicable		
Adult Urinals	0		Not Applicable		Not Applicable		
Child friendly toilet cubicles	0		0		Not Applicable		
Child friendly urinals	0		Not Applicable		Not Applicable		
Disability toilet cubicles	0		0		0		
Wash basin	1		1		0		
Bathrooms / showers	1		2		0		
Usability of toilets and urinals	25-50% seats are clean		Usability of washbasins		Partially clean		
Source of water	Own source (pump motor/ borewell)	Frequency of water supply	0	Capacity of OHT (Liters)	1000	Estimated water use (LPD)	1500
Containment	Septic tank without soakpit	Functional electricity	Yes	Litter and sanitary bins	No	S. pad vending machine / incinerator	No
Ventilation		Soap and dispenser		Provision of Ramp		Repairs required	
Natural Ventilation		No Soap No Dispenser available		No		Yes	
Operations Model							
Number of full-time staff	1			Number of part time staff	0		
Responsible for fulltime staff salary	CBO			Responsible for water bills	0		
Responsible for electricity bills	CBO			Responsible for desludging	CBO		
Frequency of desludging	Every six months or less			Additional revenue sources	No		
Space for advertisement	No			Cleaning frequency	twice a day		
Monthly Expense & Revenue (in INR)							
Salaries	Consumables, Utilities & Others	Total Monthly Expense		Total Monthly Revenue		Profit/ Deficit	
7,000	4,133	11,133		9,000		(2,133.00)	
Monitoring							
Availability of feedback mechanism	Any other			Frequency of monitoring by ULB	Once in 2 weeks		

Public / Community Toilet Report Card							
Location and address: Venmain Nagar street, Nearby adivaram, Palani, Palani							
MoHUA Performance Score Card							
Mandatory Services	Clean	Essential Services	None	Desirable Services	None	Aspirational services	None
Child Friendly	No	Disable Friendly	No	Gender Friendly	Partial		
Toilet Details							
Type of toilet	Community Toilet			Operated by	CBO		
Age of the toilet	17			Daily footfall	90		
Operational status	Toilet is open with attendant			User fee Model	Yes		
Predominant user type	Local vendors			Operating hours	17		
Marked as SBM toilet on Google map	Yes			GPS Location	X: 77.52 Y: 10.44		
Infrastructure & Services							
	Male		Female		Common		
Adult Toilet Cubicles	10		10		Not Applicable		
Adult Urinals	0		Not Applicable		Not Applicable		
Child friendly toilet cubicles	0		0		Not Applicable		
Child friendly urinals	0		Not Applicable		Not Applicable		
Disability toilet cubicles	0		0		0		
Wash basin	1		1		0		
Bathrooms / showers	0		0		0		
Usability of toilets and urinals	50-75% seats are clean		Usability of washbasins		Partially clean		
Source of water	Own source (pump motor/ borewell)	Frequency of water supply	0	Capacity of OHT (Liters)	1000	Estimated water use (LPD)	3500
Containment	Septic tank without soakpit	Functional electricity	Yes	Litter and sanitary bins	Yes	S. pad vending machine / incinerator	No
Ventilation		Soap and dispenser		Provision of Ramp		Repairs required	
Natural Ventilation		No Soap No Dispenser available		No		Yes	
Operations Model							
Number of full-time staff	1			Number of part time staff	0		
Responsible for fulltime staff salary	CBO			Responsible for water bills	0		
Responsible for electricity bills	CBO			Responsible for desludging	CBO		
Frequency of desludging	Once in three months or less			Additional revenue sources	No		
Space for advertisement	0			Cleaning frequency	twice a day		
Monthly Expense & Revenue (in INR)							
Salaries	Consumables, Utilities & Others	Total Monthly Expense		Total Monthly Revenue		Profit/ Deficit	
6,500	4,666	11,166		8,000		(3,166.00)	
Monitoring							
Availability of feedback mechanism	No procedure			Frequency of monitoring by ULB	Once in 2 weeks		

Public / Community Toilet Report Card							
Location and address: Vennmani Nagar, Back side ganpath hotel., Palani							
MoHUA Performance Score Card							
Mandatory Services	Clean	Essential Services	None	Desirable Services	None	Aspirational services	None
Child Friendly	No	Disable Friendly	No	Gender Friendly	Partial		
Toilet Details							
Type of toilet	Community Toilet			Operated by	CBO		
Age of the toilet	12			Daily footfall	80		
Operational status	Toilet is open with attendant			User fee Model	Yes		
Predominant user type	Residents			Operating hours	16		
Marked as SBM toilet on Google map	Yes			GPS Location	X: 77.52 Y: 10.44		
Infrastructure & Services							
	Male			Female		Common	
Adult Toilet Cubicles	5			5		Not Applicable	
Adult Urinals	0			Not Applicable		Not Applicable	
Child friendly toilet cubicles	0			0		Not Applicable	
Child friendly urinals	0			Not Applicable		Not Applicable	
Disability toilet cubicles	0			0		0	
Wash basin	1			1		0	
Bathrooms / showers	0			0		0	
Usability of toilets and urinals	50-75% seats are clean			Usability of washbasins		Partially clean	
Source of water	Own source (pump motor/ borewell)	Frequency of water supply	0	Capacity of OHT (Liters)	2000	Estimated water use (LPD)	7000
Containment	Septic tank with soak pit	Functional electricity	Yes	Litter and sanitary bins	No	S. pad vending machine / incinerator	No
Ventilation		Soap and dispenser		Provision of Ramp		Repairs required	
Natural Ventilation		No Soap No Dispenser available		No		Yes	
Operations Model							
Number of full-time staff	1			Number of part time staff	0		
Responsible for fulltime staff salary	CBO			Responsible for water bills	0		
Responsible for electricity bills	CBO			Responsible for desludging	CBO		
Frequency of desludging	Every six months or less			Additional revenue sources	No		
Space for advertisement	Yes			Cleaning frequency	twice a day		
Monthly Expense & Revenue (in INR)							
Salaries	Consumables, Utilities & Others	Total Monthly Expense		Total Monthly Revenue		Profit/ Deficit	
8,000	4,833	12,833		8,000		(4,833.00)	
Monitoring							
Availability of feedback mechanism	Any other			Frequency of monitoring by ULB	Once in 2 weeks		

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Urinal

Public / Community Toilet Report Card							
Location and address: Adivaram Main road Palani, Nearby new bus stop, Palani., Palani							
MoHUA Performance Score Card							
Mandatory Services	Unusable	Essential Services	None	Desirable Services	None	Aspirational services	None
Child Friendly	No	Disable Friendly	No	Gender Friendly	Yes		
Toilet Details							
Type of toilet	Urinals			Operated by	0		
Age of the toilet	0			Daily footfall	0		
Operational status	Toilet is open without attendant			User fee Model	0		
Predominant user type	0			Operating hours			
Marked as SBM toilet on Google map	Yes			GPS Location	X: 77.52 Y: 10.45		
Infrastructure & Services							
	Male			Female		Common	
Adult Toilet Cubicles	0			0		Not Applicable	
Adult Urinals	9			Not Applicable		Not Applicable	
Child friendly toilet cubicles	0			0		Not Applicable	
Child friendly urinals	0			Not Applicable		Not Applicable	
Disability toilet cubicles	0			0		0	
Wash basin	1			1		0	
Bathrooms / showers	0			0		0	
Usability of toilets and urinals	50-75% seats are clean			Usability of washbasins	0		
Source of water	0	Frequency of water supply	0	Capacity of OHT (Liters)	0	Estimated water use (LPD)	0
Containment	0	Functional electricity	Yes	Litter and sanitary bins	0	S. pad vending machine / incinerator	0
Ventilation		Soap and dispenser		Provision of Ramp		Repairs required	
Natural Ventilation		No Soap No Dispenser available		No		Yes	
Operations Model							
Number of full-time staff	0			Number of part time staff	0		
Responsible for fulltime staff salary				Responsible for water bills	0		
Responsible for electricity bills	0			Responsible for desludging	0		
Frequency of desludging	0			Additional revenue sources	0		
Space for advertisement	0			Cleaning frequency	0		
Monthly Expense & Revenue (in INR)							
Salaries	Consumables, Utilities & Others		Total Monthly Expense		Total Monthly Revenue		Profit/ Deficit
0	1,000		0		0		(1,000.00)
Monitoring							
Availability of feedback mechanism	0			Frequency of monitoring by ULB	0		