

No.S-11011/3/2020-SBM-DDWS
Government of India
Ministry of Jal Shakti
Department of Drinking Water and Sanitation
Swachh Bharat Mission (Grameen)

4th Floor, Pt. Deendayal Antyodaya Bhawan
CGO Complex, Lodhi Road
New Delhi – 110003
Dated 15th June, 2020

To

The Chief Secretaries
All States/UTs

Subject: Operation and Maintenance (O&M) of Community Sanitary Complexes (CSC) under SBM(G) – reg.

Madam/Sir,

As you are aware, under Swachh Bharat Mission (Grameen) Phase II, this Department has advised States/Union Territories (UTs) to ensure the sustainability of the Open Defecation Free (ODF) status of villages. A key component of SBM(G) Phase II is the construction of Community Sanitary Complexes (CSCs) in villages to cater to the sanitation needs of floating population. Priority is to be given to locations with predominant SC / ST habitations, the poorest of the poor in the village, and the areas/bazaars visited by migrant workers and other sections of the population.

2. You will agree that Operation and Maintenance (O&M) of a CSC is the most important factor towards ensuring its continued usage. As per the recently issued SBM (G) Phase II guidelines, the Operation & Maintenance (O&M) of the CSCs constructed under the programme is to be ensured by the respective GPs. It is recommended that the O&M should include the following provisions (indicative list) to ensure continued usage of the CSC:

- Electricity, running water in toilets/ bathrooms (where applicable) and for hand washing
- Cleaning material viz. brush, toilet cleaning powder/solution, disinfectant, soap, waste bins, etc. for regular cleaning of the CSC
- Engagement of person(s)/ SHG/ agency for day to day maintenance
- Safety of the CSCs: locks, latches, lighting etc.
- Maintenance of structure (minor and major repairs, including the replacement of parts, if needed).
- Regular desludging of drains and tanks connected to the CSC
- CSCs should preferably have twin pit technology. In case septic tank is used for a CSC, adequate arrangements for septage management, should be ensured.

3. Though States/ Districts have the flexibility to decide on the O&M model, one or a suitable mix of the following options may be explored:

- a) Contracting: The Gram Panchayat may contract out the entire O&M or specific O&M activities to an SHG/ agency, except for the electricity & water charges, provision of cleaning material and one-time maintenance/ repair works, which GP may continue to provide.
- b) Leasing: The entire facility may be rented out to a private entity (individual/ SHG/ agency) by the Gram Panchayat (owner). The private entity may take care of all aspects of O&M and charge user fees to cover its operational costs. However, the

- user fee should be reasonably low to cover the sanitation needs of the rural community and should be fixed in consultation with community members.
- c) Community Management: Day to day maintenance by user households on a rotation basis with the support of GP for electricity & water charges, provision of cleaning material and one-time maintenance/ repair works. Either each household can take the responsibility for O&M in turn on a monthly/weekly basis or the O&M cost may be divided among the community members using the facility.
- d) Public Private Partnership (PPP): A CLF (Community level federation)/ local industry/ commercial entity/ external agency may be roped in for regular O&M. Such partnerships may also be formalized at Block/ District level to ensure revenue generation and economies of scale.
4. GPs may also consider revenue generation for O&M of CSCs through the following:
- A small shop (or similar commercial use) selling daily household items can be attached to the CSC, if suitable in local context. The shopkeeper may be made responsible for maintenance of the complex and monthly rentals be paid to the GP.
 - The outer walls of the sanitary toilet complex can be used for advertisement/ wall writing etc. The income generated can prove to be a good resource for the GPs.
5. It is also recommended that while constructing the CSC, appropriate modification in its design may be made to ensure that there is adequate sunlight and ventilation provision in the complex.
6. This may be brought to the notice of all the districts for necessary action and further circulating it the implementing agencies and all the Gram Panchayats.

Yours faithfully,



(Arun Baroka)

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Copy to:

1. Addl. Chief Secretary/Pr. Secretary/Secretary in charge of rural sanitation, All States/UTs
2. Mission Directors/State Coordinators, SBM(G), All States/UTs