

**No. SMG-96/2022-23-RDD-SBM-G
Rural Development Department
Government of Himachal Pradesh**

From

The Mission Director (SBM-G)-cum-Director
Rural Development Department
Shimla, Himachal Pradesh

To

All the Deputy Commissioners
State of Himachal Pradesh

Dated: Shimla

05/11 November 2024.

Subject:

**SOP for Operation and Maintenance (O&M) of Community
Sanitary Complexes.**

Madam/Sir,

As you are aware that several Community Sanitary Complexes (CSC) have been constructed under Swachh Bharat Mission- Grameen (SBM-G) in the State. Paragraph 5.3 of the Operational Guidelines of SBM-G Phase 2, 2020 provide that operation and maintenance (O&M) of CSC is the responsibility of the Gram Panchayats (GPs) and the GPs should operate and maintain the CSC through "Pay and Use" Model, wherever possible. Therefore, a written undertaking is taken before the sanction of the CSC that the local Gram Panchayat shall operate and maintain the CSC. Further, the Gram Panchayats are receiving funds under the 15th Finance Commission (FC) grants, out of which 30% are to be mandatorily spent as "tied funds" on O&M of sanitation assets and the GPs also have power to levy service fee for sanitation/ solid and liquid waste management under Section 100(3) of the Himachal Pradesh Panchayati Raj Act, 1994. Therefore, the Gram Panchayat has the obligation as well as the financial resources to undertake the O&M of CSCs constructed under SBM-G.

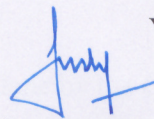
However, it has come to the notice of the Department that at several places the CSCs constructed under SBM-G are not being operated and maintained by the GPs as per desirable standards by the Gram Panchayats leading to inconvenience to the general public in accessing such facilities. Hence, the following directions are issued for the proper O&M of the CSCs:

- (i) The Gram Panchayat is solely responsible for O&M of all CSCs situated within its jurisdiction.
- (ii) The Gram Panchayat shall ensure that regular water supply for cleaning purposes is available in each of CSCs.
- (iii) The Gram Panchayat shall ensure that there is electricity connection and proper lighting arrangements inside/outside each of the CSCs.
- (iv) The Gram Panchayat shall engage the services of an agency/ organization for operating the CSC strictly on 'outsource of service' basis.
 - a) The operation of CSC can be given by the GP to Self Help Group(s), Non-Government Organization (NGO), Community Based Organization (CBO) or private outsource agency. The GP shall impose minimum obligations as specified in **Annexure- I** on the operator. The relevant provisions of the HP Panchayati Raj Act and financial rules prescribed thereunder shall be strictly followed by GPs while engaging any agency/ organization.
 - b) No person shall be recruited/engaged/hired by the Panchayat directly on part-time, whole-time, daily wage, contractual or regular basis directly on its own rolls or as its own official for this purpose.
 - c) The GP shall fix the designated hours for operation of the facility taking into account the location and usage.
 - d) The agency/organization shall be responsible for deploying sanitation personnel and providing them with sufficient material for cleaning of the CSCs and safety equipment.
 - e) The Gram Panchayat shall pay the outsource agency on monthly basis upon rendering of satisfactory services. No advance amounts shall be payable to the agency/organization.
- (v) User charges and other maintenance funds:
 - a) To meet out the expenses for O&M of these CSC, the Gram Panchayats may keep some reasonable service fee for its usage.
 - b) In addition, if the CSC is situated at some prominent/ tourist place, then the Panchayat could also generate maintenance funds by using the specified spaces in such CSCs for advertisements.

- c) Where the CSC would be used by the local residents of the Panchayat, the Gram Panchayat could fix a monthly fee for such households.
- (vi) The maintenance of CSCs should focus on:
- a) Functionality of the Community Sanitary Complex including of the septic tanks and soak pits etc.
 - b) Cleanliness of the toilet chambers, bathing cubicles, drains and surrounding area;
 - c) Status of the roof, doors and overall repair & maintenance of the fixtures, fittings, pipes etc.
 - d) Role and responsibilities of agency/organization engaged.
- (vii) The GP shall ensure that any damage to the fixtures, fittings, facilities or malfunctioning equipment or infrastructure must be repaired/ addressed within a specified time frame.
- (viii) The GP shall manage and maintain water storage tanks, pumps, and electrical systems.
- (ix) The GP should provide a mechanism for users to lodge complaints regarding cleanliness, staff conduct, or maintenance issues. Mobile number for lodging complaints should be prominently displayed at the CSC. All complaints must be addressed within a stipulated time frame.
- (x) User charges should be prominently displayed at the CSC for transparency.
- (xi) The GP shall constitute a committee of the GP for monitoring/ supervising sanitation conditions in the Panchayats including the CSCs. The ward member of the Panchayat where such CSCs exists should monitor its cleanliness on daily basis.
- (xii) The BDOs should randomly inspect and ensure that all CSCs within their Blocks are functional and maintained properly. They should initiate action against the Panchayat representatives/ officials who fail to ensure O&M of the CSCs.

You are requested to bring this to the attention of all BDOs and Panchayat representatives and officials for strict compliance.

Yours Faithfully,



Mission Director (SBM-G)-cum-Director
Rural Development Department, HP

Annexure- I

1. Operation and Maintenance Standards

- The agency must ensure that the toilets are fully operational and clean at all times during designated hours fixed by the GP, with an emphasis on hygiene and safety.
- Daily cleaning schedules should be maintained at the site, with records kept and made available for inspection.
- Adequate staff must be employed to manage cleaning, maintenance, and user assistance.

2. Hygiene and Sanitation Protocols

- The agency must follow standard operating procedures for cleaning and disinfection to prevent the spread of disease.
- Provision of consumables, such as soap, handwashing liquids, cleaning agents, and toilet paper, in sufficient quantities shall be made by the agency.
- Safe waste disposal practices, in line with local health and environmental regulations, must be followed for all the waste generated.

3. Maintenance and Repairs

- The agency shall be responsible for timely reporting of all requirements of maintenance and repairs of all fixtures, fittings, and infrastructure to the GP.
- The GP shall ensure that any damage to the facilities or malfunctioning equipment must be addressed within a specified time frame (e.g., 24 hours).
- Scheduled inspections and maintenance should be undertaken monthly, with a focus on preventing breakdowns.

4. Staff Training and Conduct

- The agency must train staff on hygiene standards, customer service, and operational protocols.
- Staff behaviour should be courteous and professional, with zero tolerance for harassment or discrimination.

5. User Fee Collection (if applicable)

- If authorized to collect fees, the agency must display rates prominently at the CSC and maintain transparent records.
- Regular audits of user fee collection records should be done by the GP.

- The collected fees shall be deposited by the agency with the GP. The monthly payment to the agency should be released only after accounting for the deposit of the monthly user fee.

6. Compliance with Local Regulations

- The agency must comply with all relevant health, safety, and environmental regulations.

7. Reporting and Documentation

- The agency should submit monthly reports on usage, maintenance activities, and any incidents to the GP.
- The agency must maintain detailed records of user fee collection, expenditures, repairs, and staff deployment for audit purposes.

8. Performance Evaluation and Penalties

- Performance of the agency should be periodically evaluated based on cleanliness, maintenance standards, and user satisfaction.
- The contract should provide for penalties or deductions for failing to meet contractual obligations, with potential for contract termination for severe or repeated violations.