

**GOVERNMENT OF KERALA****Abstract**

Local Self Government Department - Standard Operation Procedure for Clean Public Toilet facilities in Kerala - Approved - Orders issued

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**LOCAL SELF GOVERNMENT (WM) DEPARTMENT**

G.O.(Rt)No.1570/2026/LSGD Dated,Thiruvananthapuram, 21-08-2026

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Read 1 Letter No. 2336/A/2025/SM dated 05.03.2026 from the Executive Director, Suchitwa Mission

2 Letter No.KSHO/917/2026-D1 dated 19.05.2026 from the Executive Director, Kudumbashree

**ORDER**

The Government has been consistently taking steps to ensure the proper operation, comprehensive maintenance, and sustained cleanliness of public toilet facilities across the State.

(2) In this regard, the Executive Director of Suchitwa Mission, vide the reference 1st cited, submitted a comprehensive Draft Action Plan and Standard Operating Procedure (SOP) for Public Toilets, seeking issuance of necessary orders.

(3) The Executive Director of Kudumbashree, vide the reference 2nd cited, has reviewed the proposed guidelines and confirmed their feasibility, and recommended formal approval.

(4) The Government have examined the matter in detail and are pleased to approve the Standard Operating Procedure (SOP) for Clean Public Toilet Facilities in Kerala, appended to this Order.

(5) All Local Self Government Institutions (LSGIs) and concerned authorities or agencies shall ensure that the operation and maintenance of public toilet facilities under their jurisdiction are carried out in accordance with the approved SOP. The Principal Director, LSGD shall frequently review the status of implementation of the SOP, from time to time.

(6) The Executive Director, Suchitwa Mission, shall extend necessary

technical guidance and support to all concerned LSGIs to facilitate the effective implementation of this SOP.

(By order of the Governor)  
D DHARMALASHRI I A S  
JOINT SECRETARY

Principal Director, Local Self Government Department.

Executive Director, Suchitwa Mission.

Member Secretary, Kerala State Pollution Control Board.

Managing Director, Kerala Water Authority.

Mission Director, AMRUT.

All District Collectors.

All District Joint Directors, Local Self Government Department.

Secretary, All Municipal Corporations (through the Principal Director LSGD).

Secretary, All Municipalities (through the Principal Director LSGD).

Secretary, All Grama Panchayats (through the Principal Director LSGD).

Principal Accountant General (A&E/Audit) Kerala, Thiruvananthapuram.

Water Resources Department.

Information & Public Relation (Web& New Media) Department.

Executive Director, Information Kerala Mission.

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Forwarded /By order  
Digitally signed by  
Krishnadev R L  
Date: 21-08-2026  
15:57:38  
Section Officer

# **SOP for Clean Public Toilets**

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## 1. SCOPE

This SOP specifies the requirements for the operation, maintenance, and management of sanitation services in public toilets, with the objective of ensuring cleanliness, safety, and protection of public health. It is applicable to LSGIs, sanitation service providers, toilet operators, and users.

## 2. GENERAL REQUIREMENTS

### a. Minimum Infrastructure

#### i. Water Supply

All toilet facilities should be provided with continuous water supply for flushing, hand washing, and general cleaning. Overhead and/or underground storage tanks of adequate capacity should be provided to sustain at least half a day's water demand at peak usage;

#### ii. Electricity and Lighting

1. All toilet blocks should be provided with uninterrupted electricity supply for lighting, ventilation, and pumping water;
2. Adequate artificial lighting should be provided inside all cubicles, wash areas, circulation spaces, approach paths, and entrances;
3. All lighting fixtures should be tamper-proof;
4. Emergency backup lighting, such as solar or battery-powered systems, should be provided in areas with unreliable power supply.

#### iii. Ventilation

1. All toilet cubicles and enclosed spaces should be adequately ventilated, either through natural or mechanical means;
2. Ventilation should be achieved by installing ventilators, exhaust fans, or openable windows, as applicable;
3. Mechanical ventilation systems should be regularly inspected and maintained in working condition.

#### iv. Signage

Appropriate signage should be displayed in accordance with the following:

1. Signage should be displayed in the local language and in Hindi/English, indicating the facility's location, user category, and accessibility features;
2. Directional and entry signage should be provided and visible from a distance, including night-time through the use of reflective or illuminated materials;
3. User category icons (male, female, children, persons with disabilities, etc.) should be used for easy recognition;

4. Operational details such as hours of operation, user charges (if applicable), emergency contact information, and complaint mechanisms should be prominently displayed at the facility entrance;
5. The operational status (open/closed) of the facility should be indicated through physical or digital means.

#### **b. Basic Amenities**

##### **i. Mirrors**

Mirrors should be fixed above wash basin at an appropriate height, including accessible height in facilities designated for persons with disabilities.

##### **ii. Soap and Tissue**

1. Liquid soap dispensers should be provided at all hand washing stations; non-contact types (e.g. foot-operated or automatic) are preferable;
2. Soft tissue paper or toilet rolls should be provided inside each cubicle;
3. Provision should be made for hand drying near the exit of the toilet block. This may include soft tissue paper dispensers, hand drying machines, or both. At least one hand drying option should be provided in each toilet block.

##### **iii. Waste Disposal Bins**

1. Covered waste bins, preferably foot-operated, should be provided inside all toilet cubicles;
2. In all women's and accessible toilets, separate bins for disposal of sanitary/menstrual waste should be provided and marked accordingly;
3. Non-chlorinated yellow coloured collection bags should be ensured inside the bins for collecting sanitary waste
4. Waste bins should be regularly emptied, cleaned, and disinfected.

##### **iv. Hand washing Facilities**

1. Adequate number of wash basins should be provided, fitted with accessible taps and proper drainage;
2. Hand drying facilities such as paper towels or electric hand dryers should be made available and maintained in hygienic condition;
3. Wash basins and accessories should be accessible to children and persons with disabilities, where such facilities are designated.
4. Low-flow faucets which use aerators or pressure-compensating valves to reduce the flow of water while maintaining a consistent pressure are to be prioritized wherever possible.

#### **c. Safety and Accessibility**

##### **i. Lighting for Safety**

All access paths, entrances, and surrounding areas of PTs should be provided with adequate lighting to ensure safe usage during operational hours, including night-time;

ii. **Universal Accessibility**

Toilets should be designed and constructed to be accessible to all users, including persons with disabilities, the following may be provided:

1. At least one barrier-free accessible cubicle in each facility, with ramp access, grab bars, and wide doorways (minimum width 900 mm);
2. Horizontal and vertical grab bars near the toilet seat and wash basin, installed at standard heights;
3. Doors to accessible toilets should open outward;
4. Clear floor space may be provided inside cubicles and at entry/exit points for wheelchair manoeuvring;
5. Braille signage and tactile floor indicators should be installed wherever feasible;

iii. **Non-slip Flooring**

1. All flooring in toilet cubicles, wash areas, and common spaces should be made of non-slip, non-absorbent, and easy-to-clean materials;
2. Floor gradients and drainage should be designed to prevent accumulation of stagnant water.

iv. **Gender and User Segregation**

1. Separate facilities or designated areas should be provided for male, female, and divyang (persons with disabilities) users;
2. Privacy should be ensured by providing full-height partitions, functional door latches, and eliminating sightlines into cubicles.

v. **Other Safety Measures**

1. CCTV cameras may be installed at entrance and circulation areas in compliance with applicable privacy and legal provisions;
2. A caretaker station or control point should be located near the facility entrance with visibility to common areas;
3. Emergency contact numbers, complaint redressal details, and maintenance authority information should be displayed inside the facility;
4. A first aid kit should be maintained at the caretaker's desk or in a designated secure location.

### **3. CLEANING AND MAINTENANCE**

a. **Cleaning Procedures**

Cleaning procedures should be undertaken systematically and in a manner that prevents contamination, ensures safety, and maintains cleanliness. The cleaning should be categorized by frequency, areas, and components as follows:

i. **Daily Cleaning**

1. Sweeping and wet-mopping of floors in all cubicles and common areas;
2. Cleaning of wash basins, taps, mirrors, handrails, and door handles;

3. Cleaning and disinfection of toilet seats, urinals, and floors using appropriate cleaning agents;
4. Emptying of dustbins and sanitary bins, followed by washing and disinfection;
5. Restocking of soap dispensers, tissue rolls, and sanitary napkins.

ii. **Periodic Cleaning**

1. Weekly removal of cobwebs, wall stains, and ceiling dust;
2. Monthly washing of ventilators, window grills, and outer walls;
3. Half-yearly polishing of wooden surfaces and painting of walls, where required;
4. Annual deep cleaning of gutters, downpipes, and roof drains.

iii. **Area-wise Cleaning**

1. **Toilet cubicles:** Seats, flushing components, doors, handles, and floor;
2. **Wash areas:** Wash basins, taps, soap trays, and hand dryers;
3. **Common areas:** Walls, notice boards, signage, electrical fittings, and approach ramps.

Sequence of cleaning the public toilets is attached as **Annexure I**.

Toilet maintenance card format is attached as **Annexure II**.

**b. Cleaning Equipment and Agents**

i. **Equipment**

1. All cleaning equipment should conform to hygienic and ergonomic standards and should include brushes, mops, wipers, gloves, spray bottles, scrubbers, and wet/dry vacuum cleaners where applicable; (Detailed list of cleaning equipment is attached as **Annexure III**)
2. Cleaning tools should be kept in good working condition, sanitized after use, and stored in designated utility/storage rooms.

ii. **Cleaning Agents**

1. Only cleaning agents approved for sanitation use should be employed, including liquid disinfectants, toilet cleaners, phenyl, and soap/detergents;
2. The use of green or environmentally safe agents is encouraged;
3. Reference list of recommended agents is provided below:

| <b>Activity</b>                                   | <b>Agent</b>                                                                          |
|---------------------------------------------------|---------------------------------------------------------------------------------------|
| 1. Wall/Floor (ceramic, granite and marble tiles) | Use neutral based cleaners or disinfectants. Do not use acid based cleaners on marble |
| 2. Glass/Mirror                                   | Use ammonia or neutral based cleaners                                                 |
| 3. Sanitary Wares                                 | Use disinfectant cleaners                                                             |
| 4. Stainless Steel/Chrome                         | Use stainless steel/chrome polish                                                     |
| 5. Plastic/PVC                                    | Use neutral based cleaners                                                            |
| 6. Toilet Bowls                                   | Use disinfectant or mild abrasive liquid cleaners                                     |
| 7. Urinals                                        | Napthalene Balls                                                                      |

### c. Colour Coding of Tools

To prevent cross-contamination between different cleaning zones, cleaning tools (mops, cloths, brushes) should be colour-coded as given below:

|                                                                                 |       |
|---------------------------------------------------------------------------------|-------|
| Areas where the risk of cross-contamination is high<br>e.g. Toilet Cubicle      | RED   |
| Areas where the risk of cross-contamination is medium<br>e.g. Doors and Windows | GREEN |
| Areas where the risk of cross-contamination is low e.g.<br>Wash Area            | BLUE  |

### d. Personal Protective Equipment (PPE)

All cleaning personnel should be provided with and should compulsorily use PPE while performing cleaning operations. Minimum PPE requirements include:

- i. Rubber gloves;
- ii. Face masks
- iii. Protective apron or uniform;
- iv. Closed-toe boots or footwear;
- v. Face shield or goggles; where chemical use is involved.

All PPE should be:

- Cleaned and disinfected after each use;
- Replaced when damaged or worn out;
- Stored in a clean, dry, and secure location.

### e. Cleaning Schedule and Frequency

The timing and frequency of cleaning should be determined by the crowd flow and necessity. Thorough cleaning of toilets should be carried out during off-peak hours when toilet usage is low. Touch up cleaning should be done more often during peak hours. The management of the property should clearly indicate the timing of cleaning (cleaning schedule) of toilet and display the timing at clearly visible spots at the toilets' entrances whereby toilet users may easily view them. A detailed cleaning schedule is given as **Annexure IV**.

### f. Disinfection and Hygiene Protocols

- i. Disinfection should be performed at least twice daily using 1% sodium hypochlorite or phenolic disinfectants;

- ii. Surfaces not compatible with bleach (e.g., metal parts) should be disinfected with 70% alcohol-based solutions;
- iii. Additional disinfectants such as Chloroxylonol or Benzalkonium Chloride may be used as per the manufacturer's instructions and public health advisories;
- iv. High-touch surfaces (e.g., door handles, faucets, switchboards) should be disinfected more frequently;
- v. All cleaning personnel should wash their hands thoroughly before and after cleaning and disinfection tasks.

## 4. OPERATIONAL REQUIREMENTS

### a. Roles and Responsibilities

#### i. Local Body

The Local Body should be responsible for:

- 1. Ensuring uninterrupted provision of essential services such as water supply, electricity, solid waste collection, periodic desludging of septic tanks and major repairs;
- 2. Entering into contracts or service level agreements (SLAs) with operators and monitoring compliance through periodic inspections;
- 3. Providing grievance redressal platforms, including helpline numbers and digital feedback systems;
- 4. Maintaining and updating records related to contracts, inspections, complaints, and operational audits;
- 5. Conducting periodic inspections and user feedback surveys.

#### ii. Operator

The operator should be the contracted agency, SHG, NGO, or enterprise responsible for on-ground facility operations. Responsibilities of the PT operator include:

- 1. Operating and maintaining facilities as per SLA, standard operating procedures (SOPs), and hygiene norms;
- 2. Ensuring availability of consumables (soap, tissue, bins, etc.) and proper functioning of all fixtures during operational hours;
- 3. Appointing and managing caretakers and cleaners, and ensuring adequate staff deployment per shift;
- 4. Maintaining all operational records including cleaning schedules, maintenance logs, inventory, complaints, and feedback reports.

#### iii. Caretaker

The caretaker should be responsible for:

- 1. Supervising daily operations of the toilet facility, including user management, opening/closing, and minor troubleshooting;
- 2. Maintaining records including attendance, cleaning schedule, complaint log, inventory, and usage;

3. Liaising with the operator or LSGI to report faults, request supplies, or raise emergency concerns.

iv. **Cleaner / Housekeeping Staff**

The cleaner should be responsible for:

1. Performing all cleaning and sanitation duties as per defined protocols and schedules;
2. Using appropriate PPE, cleaning agents, and tools;
3. Reporting faults, safety hazards, and cases of vandalism promptly to the caretaker.

b. **Staffing Norms**

i. **Minimum Staffing**

1. Each facility should have at least one caretaker and one cleaner per operational shift;
2. In women's toilet sections, female caretakers and cleaners should be deployed, especially in high-use public areas;
3. At transit nodes or high-footfall areas, staffing may be proportionately increased to maintain service standards.

ii. **Shift Management**

1. Facilities should be operated in shifts that align with the prescribed operational hours—24×7 at transport hubs and 12–18 hours elsewhere;
2. Staffing schedules and shift rotations should comply with Indian Labour Laws and state-specific minimum wage norms.

c. **Training and Capacity Building**

i. **Induction Training**

All operational staff (caretakers, cleaners, and supervisors) should receive structured induction training covering:

1. Standard operating procedures (SOPs) for cleaning,
2. Safe handling and storage of cleaning agents,
3. PPE use,
4. Waste management, and
5. Emergency protocols.

ii. **Refresher Training**

1. Refresher training should be conducted at least once every 6 months;
2. Modules should include updated cleaning standards, customer service, first aid, gender sensitivity, menstrual hygiene management, and disability access.

iii. **Documentation of Training**

1. All training sessions should be documented with participant attendance, date, topic covered, and certification issued;
2. Records should be countersigned by the trainer and the operator/LSGI.

#### **d. Safety of Cleaning Staff**

- i. Cleaning personnel should be provided with and should compulsorily use PPE as specified in this document;
- ii. Periodic medical check-ups should be arranged, particularly for staff involved in direct cleaning or handling of chemicals;
- iii. Manual handling of human waste should be strictly prohibited as per the **Prohibition of Employment as Manual Scavengers and their Rehabilitation Act, 2013**;
- iv. Clear protocols should be followed for handling biological spills, sharps, or other hazardous materials in accordance with national infection control guidelines;
- v. A first-aid kit and emergency contact list should be available at all facilities.

#### **e. Record Keeping and Documentation**

##### **i. Registers and Records**

The following registers and records should be maintained at the toilet facility (digitally or in physical format):

1. **Attendance Register** – Staff-wise daily attendance;
2. **User Log** – Estimated number of users per day or shift;
3. **Cleaning Schedule and Checklist** – Signed by the cleaner and supervisor;
4. **Inventory Register** – Stock of consumables, PPE, and cleaning materials;
5. **Maintenance Log** – Reports of faults, repairs, and service requests;
6. **Feedback and Complaint Register** – Public feedback with response record;
7. **Revenue Register** – Collection of user fees/ income from advertisements (where applicable);
8. **Training Record** – Details of induction and refresher training conducted for staff.

##### **ii. Record Retention**

1. All records should be kept at the toilet complex/site for at least the current and previous month;
2. Older records should be archived at the operator's office for a minimum period of 24 months;
3. Records should be produced for inspection by LSGI or authorised personnel on request.

##### **iii. Digital Record System**

1. Digital logbooks or app-based monitoring systems may be used in high-traffic or centrally managed toilet facilities;
2. LSGIs are encouraged to deploy mobile-based systems for real-time monitoring and performance audits.

## 5. REPAIR AND MAINTENANCE

### a. Minor Repairing

Minor repairs should include works that do not involve structural modifications and can be carried out using routine tools, materials, and minimal expenditure. These may typically be undertaken by the operator, caretaker, or designated personnel without requiring external approvals.

Examples include:

1. Replacement or repair of faucets, taps, shower heads, door latches, bolts, handles, and minor electrical fittings (e.g., bulbs, switches)
2. Unclogging of drains and traps, tightening of fittings, and repair of flush tanks or dispensers;
3. Repair or replacement of broken mirrors, bins, or soap/tissue holders;
4. Sealing of minor water leakages and patch repairs on tiles or wall paint.

### ii. Procedure

1. Minor repairs should be attended to within **24 hours** of detection or complaint;
2. The caretaker/operator should either perform the repair or arrange for it using available inventory;
3. If repair is beyond the scope of minor works, the matter should be escalated to the LSGI or designated authority immediately.

### iii. Record-Keeping

1. All completed minor repairs should be recorded in the **Maintenance Register**, indicating the date, description of repair, actions taken, and personnel responsible;
2. Details of replaced components should also be logged in the **Inventory Register**.

### b. Major Repairing

This type of repairs may include upgradation of the facility, rehabilitation, structural repairs like changing the broken closet or toilet seats, replacing broken tiles, replacement of tanks, soak pits, wastewater disposal etc. which would lead to the closure of the toilet facility to do such repairs. This repairs should be communicated to the management authority and may be contracted out to other departments/agencies. Examples include:

- a) Structural repairs to walls, ceiling, roof, doors, windows, or flooring;
- b) Restoration or replacement of major plumbing, sewer lines, septic tanks, or water storage systems;
- c) Electrical system rewiring or panel board repair;
- d) Extensive painting, tile replacement, or roofing repair.

i. **Procedure**

1. Upon identification, the caretaker/operator should immediately inform the LSGI or designated nodal authority;
2. The LSGI designated officer should inspect the issue within **48 hours**, determine the scope of work, and initiate necessary approvals and contractor deployment;
3. Where work necessitates facility closure, users should be notified through signage, and alternate arrangements should be made where feasible;
4. Upon completion, the work should be logged in the **Asset Register** and **Maintenance Register**, including details of duration, cost, and executing agency.

ii. **Funding and Approval** (as agreed between during contract preparation)

1. The cost of major repairs should be borne by the LSGIs/owner of the facility, as per applicable contracts;
2. In case of urgent repairs due to health or safety risks, emergency works maybe initiated with post-facto approval.

c. **Reporting and Resolution Timeline**

i. **Reporting Mechanism**

All repair needs should be identified and reported through any of the following:

1. Complaint entries in the Feedback Register or mobile grievance portal.
2. Routine facility inspections by caretakers, cleaning staff, or LSGI designated officers;
3. Daily or shift-wise cleaning checklists indicating malfunctioning components.

ii. **Resolution Timelines**

| Type of Repair            | Action Required           | Timeframe                    |
|---------------------------|---------------------------|------------------------------|
| Minor Repair              | Attend and resolve        | Within 24 hours              |
| Major Repair (non-urgent) | Inspection and work order | Within 7 days                |
|                           | Completion of work        | Within 15 days (as assessed) |
| Emergency Major Repair    | Immediate response        | Within 6 hours               |
|                           | Restoration of services   | As soon as possible          |

iii. **Escalation**

1. If repair work is not initiated or completed within the specified timeframe, the matter should be escalated to higher authorities in the LSGI/owner of the facility;
2. Repeated delays or negligence may attract penalties or deductions as per contract provisions.

iv. **Communication to Users**

1. Information regarding delayed services or ongoing repairs should be displayed at the facility entrance;
2. Where digital systems are in place, notifications maybe issued through SMS or mobile applications.

v. **Monitoring and Audit**

1. The LSGI should conduct periodic inspections or third-party audits to ensure compliance with repair timelines;
2. Persistent non-compliance maybe grounds for termination of contract or imposition of penalties.

## **6. MONITORING AND EVALUATION**

Evaluation and Monitoring of the public toilet facilities is essential to improve the services. Regular monitoring and unannounced inspections can be planned by Local Bodies/Authority as per the recommended frequency.

| <b>Monitoring Checks</b>                                                                                                     | <b>Recommended Frequency</b> |
|------------------------------------------------------------------------------------------------------------------------------|------------------------------|
| Toilet block exterior and interior cleanliness, availability of utilities, health and safety hazards, other nuisance factors | Monthly                      |
| Site safety and security.                                                                                                    | Monthly                      |
| Provision of supplies and tools, public health awareness, management, operating schedule.                                    | Monthly                      |
| Effluent discharge arrangements, sludge levels and de-sludging.                                                              | Quarterly                    |
| Repairs, structural integrity, rate of usage and user satisfaction.                                                          | Quarterly                    |

## **7. USER RESPONSIBILITY**

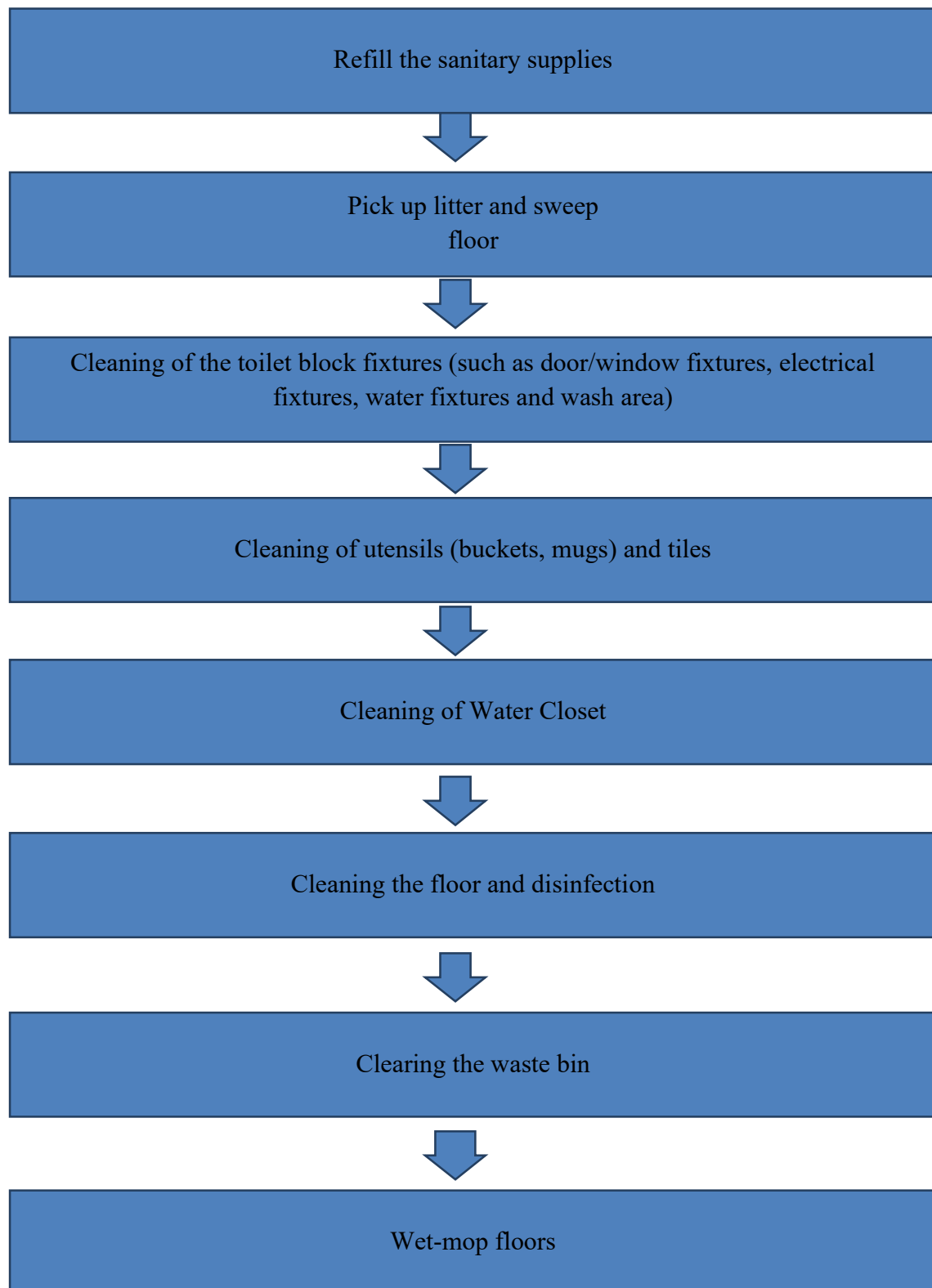
Users to clean the toilet seat, flush properly after the usage. Place the water jets/cups in the proper place. Dispose the used paper tissues inside the dustbin. User education can be successfully implemented using attractive poster, stickers, display panels.

## **8. USER FEEDBACK**

The feedback system may be preferably developed in accordance with the clean toilets. The complaint/feedback register should be kept open at all times during operating hours. This practice should allow owners, operators and cleaning companies to assess the feedbacks for better management. The supervisor may be advised to immediately attend the complaint and complete the same on its receipt on the same day.

## ANNEXURE I

### Sequence of Cleaning



## ANNEXURE II

### Toilet Maintenance Card

Location :

Month:

| Date | Time | Odour | Floor | Wall | Wash<br>Basin | Mirror | WC | Urinal | Exhaust | Soap | Tissue | Dust<br>bin | Status | Checked<br>by |
|------|------|-------|-------|------|---------------|--------|----|--------|---------|------|--------|-------------|--------|---------------|
|      |      |       |       |      |               |        |    |        |         |      |        |             |        |               |
|      |      |       |       |      |               |        |    |        |         |      |        |             |        |               |
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**ANNEXURE III**  
**Cleaning Equipment**

| <b>Sl No</b> | <b>EQUIPMENT AND SUPPLIES LIST FOR CLEANERS</b>         |
|--------------|---------------------------------------------------------|
| <b>a</b>     | <b>Safety Gear for Cleaners</b>                         |
| 1            | Rubber Gloves                                           |
| 2            | Face Shield / Safety Goggles (while handling chemicals) |
| 3            | Boots/foot wear                                         |
| 4            | Uniform/Apron                                           |
| <b>b</b>     | <b>Cleaner Equipment</b>                                |
| 1            | Toilet Seats/Bowls Brush                                |
| 2            | Broom                                                   |
| 3            | Tile Brush                                              |
| 4            | Wet Mop                                                 |
| 5            | Long Handle Broom                                       |
| 6            | Floor Wipers                                            |
| 7            | Scrubbing Sponge                                        |
| 8            | Bucket & Mug                                            |
| 9            | Dustbins                                                |
| 10           | Sponges/Soft Cloth                                      |
| 11           | Dust Collecting Pan                                     |
| 12           | Plunger                                                 |
| <b>c</b>     | <b>Other</b>                                            |
| 1            | Sign Boards /Warning Signs                              |
| 2            | Room Freshener                                          |
| 3            | Ladder                                                  |
| 4            | Disposable Garbage Bags                                 |

\* Disinfect the gloves thoroughly and hang it in a clean dry place. Do not touch any part of the body with the used gloves.

## ANNEXURE IV

### OPERATION AND MAINTENANCE SCHEDULE

|                                                                                  |                                                                                                                                                                                                                                                 |
|----------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Continually</b><br>(Preferably hourly / once in 2 hours)                      | Ensure all toilet seats are clean and dry.                                                                                                                                                                                                      |
|                                                                                  | Replenish toilet paper, soaps, paper towels and other consumables, as necessary. Refill soap dispensers where required and wipe clean. Empty all disposal bins.                                                                                 |
|                                                                                  | Spray air freshener throughout interior of the building sufficient to mask unpleasant odour.                                                                                                                                                    |
| <b>Daily</b><br>(Preferably twice a day, at start and close of operations)       | Check operation of taps and pipework for leaks and repair leaks immediately                                                                                                                                                                     |
|                                                                                  | Clean off all surfaces of sanitary ware using sanitary cleaner / descaler with particular attention to the reduction of any encrustations found. 'Standing areas' of urinals shall be treated with sanitary cleaner / descaler and washed down. |
|                                                                                  | Wash down all walls and partitions using hard surface cleaner. Damp wipe doors using a diluted disinfectant solution.                                                                                                                           |
|                                                                                  | Sweep any entrance ways, subways and/or steps/ramps which service the toilet.                                                                                                                                                                   |
|                                                                                  | Wipe clean any ledges, fittings, pipework and any other surfaces where dust/dirt may accumulate.                                                                                                                                                |
|                                                                                  | Ensure sufficient water supply at each of the toilets for cleaning and washing.                                                                                                                                                                 |
|                                                                                  | Ensure electricity is available during the operations period and all fittings are functional.                                                                                                                                                   |
| <b>Weekly</b><br>(Preferably twice, at suitable times without obstructing usage) | Remove cobwebs and obvious dust collections from ceilings                                                                                                                                                                                       |
|                                                                                  | Clean advertisement boards and ensure all fittings (electrical / mechanical / civil) are functional and apprise responsible agency                                                                                                              |
|                                                                                  | Ensure all plumbing, wastewater connections up to septic tank / sewer connections, are functional.                                                                                                                                              |
|                                                                                  | Wash windows, ventilators and frames both inside and outside.                                                                                                                                                                                   |
| <b>Half yearly</b>                                                               | Shall undertake white washing and painting of the toilets                                                                                                                                                                                       |
|                                                                                  | Clean out rainwater gutters and downpipes and remove debris from flat or low pitched roofs.                                                                                                                                                     |

## **Action Plan to ensure the cleanliness and proper functioning of Public Toilets in Kerala**

### **1. Public Toilets owned by LSGIs**

- The O&M of the Public Toilets (PTs) can be entrusted to Kudumbhashree by the LSGIs.
- If the local body desires, the O&M of PT can be tendered to other competent agencies, including SHGs, NGOs, or private operators, based on local requirements.
- LSGI secretary shall ensure that the PTs have sufficient infrastructures as per the Standard Operating Procedure (**attached as annexure**).
- The LSGI secretary shall be responsible for ensuring uninterrupted provision of essential services such as water supply, electricity, solid waste collection, septic tank desludging and timely repairs of the PTs.
- For carrying out repair activities and other maintenance operations to ensure the smooth functioning of PTs, adequate amount need to be earmarked by all the LSGIs.
- The operation and maintenance of PTs shall be done as per the SOP

#### **a. PTs owned by LSGIs and the O&M entrusted to Kudumbhashree**

- A minimum amount of Rs.15,000 per month per shift for meeting the salary expense and Rs.10,000 per month for meeting the operational expense (like buying floor & toilet cleaning solutions, hand wash etc) for maintaining a toilet block should be ensured to Kudumbhashree by the LSGIs (the amount may be increased depending on the size & user footfall of the toilet block) .
- If the amount collected through user fee is below the above pre-decided minimum amount, the gap funding shall be allocated by LSGI to Kudumbhashree.
- Kudumbhashree district level officers and LSGI health officials/officer deputed by secretary shall be responsible for regular monitoring and ensuring the O&M activities of PTs as per the SOP.
- Periodic revision of financial norms based on user footfall may be considered.

#### **b. PTs owned by LSGIs and O&M awarded to SHGs, NGOs, or private operators**

- LSGI health officials/officer deputed by LSGI Secretary shall be responsible for regular monitoring and ensuring the O&M activities of PTs as per the SOP.

### **2. PTs owned by KSRTC**

- The operation and maintenance of PTs shall be done as per the SOP
- KSRTC station master shall ensure that the PTs have sufficient infrastructures as per the SOP.
- If KSRTC desires, the O&M of PT can be entrusted to Kudumbhashree.
- A minimum amount of Rs.15,000 per month per shift for meeting the salary expense and Rs.10,000 per month for meeting the operational expense (like buying floor & toilet cleaning solutions, hand wash etc) for maintaining a toilet block should be ensured to

Kudumbhashree by the KSRTC (the amount may be increased depending on the size & user footfall of the toilet block) .

- If the amount collected through user fee is below the pre-decided minimum amount, the gap funding shall be allocated by the KSRTC to Kudumbhashree.
- Periodic revision of financial norms based on user footfall may be considered.