



International Environmental
Law Research Centre

Chhattisgarh Urban Sanitation Strategy, 2010

This document is available at ielrc.org/content/e1020.pdf

Note: This document is put online by the International Environmental Law Research Centre (IELRC) for information purposes. This document is not an official version of the text and as such is only provided as a source of information for interested readers. IELRC makes no claim as to the accuracy of the text reproduced which should under no circumstances be deemed to constitute the official version of the document.

1

PREAMBLE

- Sanitation is a State Subject in terms of item 6, List II, Schedule 7 of the Constitution of India.
- Millennium Development Goals (MDGs) of the United Nations Organization (UNO) enjoin upon the signatory nations to extend access to improved sanitation to at least half the urban population by 2015, and 100% access by 2025. This implies extending coverage to households without improved sanitation, and providing proper sanitation facilities in public places to make cities “open-defecation free”.
- India being a signatory nation to MDGs, Government of India has formulated the National Urban Sanitation Policy, 2008, for broad guidance of the States.
- The National Policy defines sanitation as “safe management of human excreta, including its safe confinement, treatment, disposal and associated hygiene-related practices.”
- The National Policy makes it clear that while it pertains to management of human excreta, “it is recognized that integral solutions need to take account of other elements of environmental sanitation, i.e., solid waste management; generation of industrial and other specialized / hazardous wastes; drainage; as also the management of drinking water supply”.
- The National Policy requires that the States should prepare State level Sanitation Strategies within a period of two years. GOI is committed to support the formulation of such State Level Strategies.
- The following is a State Level Sanitation Strategy, prepared in consonance with the National Urban Sanitation Policy, for Chhattisgarh. It may be called the **Chhattisgarh Urban Sanitation Strategy, 2010.**

2

SANITATION IN CHHATTISGARH

Current Status

- Total population of Chhattisgarh according to Census 2001 was 20.2m. Today (2010) it is estimated to be 24.79 m.
- Urban population in Chhattisgarh according to Census 2001 was 3.78 m. Today it is estimated to be 4.68 m, implying a growth of 23.81% in 9 years. In the capital city of Raipur, the expansion in urban population due to spatial extension and increased immigration is as high as 49%.
- Urban population constitutes around 18.87% of the total population in Chhattisgarh.
- There are 162 urban local bodies in CG. The spread of urban population over these bodies is estimated as follows:

ULB Category (Segment)	Number of ULBs	Urban Population ULB Segment- wise <i>[in lacs]</i>	ULB Segment Population as % of total urban population in CG
Municipal Corporations	10	26,88,792	57.37
Municipal Councils	29	9,33,671	19.93
Nagar Panchayats	123	10,63,765	22.70
Total	162	46,86,228	100.00

- Around 50 % of the urban population is poor. Most of these live in slums. Over 95% of the slum-dwellers do not have a dedicated, individual toilet at home. The estimated number of urban dwellers practicing open defecation is estimated to be 2.34 m.
- The number of toilets required on the basis of individual households being equipped with a dedicated toilet is estimated to be around 50 lacs. The total investment for this is estimated to be Rs.500 Cr. To provide Public Sanitation Facilities in public places in a sufficient number, a further investment of Rs.250 Cr will be required.
- The major reasons for slum-dwellers not choosing to have a dedicated toilet in their homes, in the order of gravity, are as follows:
 - Most slum-dwellers have a rustic mind and are traditionally accustomed to defecation in open. Some, in fact complain of claustrophobia if required to use an enclosed toilet.
 - Building a dedicated toilet is considered extravagance. The person considers it financially prudent to build instead a living space and lease it for a stable monthly income.
 - There is no stringent punishment at present for open defecation.
 - Many urban-poor families still consider it 'dirty' to have a toilet attached to their living space.
 - Flush toilets require more water, a common issue in localities of urban poor.
- Sanitation-related major issues in Chhattisgarh include the following:
 - Open defecation
 - Unsafe open defecation (as upon railway tracks, or perched perilously upon the retention wall of a large pit or gutter.
 - Rustic mind-set, reluctant to migrate to in-house toilet use.
 - Reluctance to pay for pay-toilets, even on subsidized terms.
 - Absence of concealed drainage.
 - Use of storm water drains for letting in domestic waste water.
 - Absence of scientific solid waste management system.
 - Urinating and spitting upon walls and in public places.
 - High incidence of vector borne and water-borne diseases.

- Sanitation-related laws in force in Chhattisgarh include the following:
- Sanitation is directly under the management of the ULBs in the State.
- Sanitation-related measures already taken in the State include the following:
 - Abolishing the system of service-based dry latrines.
 - Making inclusion of toilet mandatory in all EWS houses built by para-statal agencies.
 - Sarvajani Prasadhan Yojana, a state-sponsored scheme that provides 100% grant to ULBs to build public toilets.
- Toilets in the State at present are of the following three categories:

Category	Domain	General Condition
Dedicated toilets in homes and public buildings.	Private / public	Fair to good.
Pay toilets – Community facilities	Public	Fair
Public toilets	Public	Poor to Very poor

- There is no enforcement mechanism for stopping defecation in public in the State at present.
- No city/town in the State has concealed sewerage system at present.
- Sewer and storm water drains are common in most cities/towns in the State.
- No city/town in the State has a scientific system for solid waste management at present.
- No city/town in the State has a system for harvesting waste water and treating it for re-use.

3

STATE GOALS FOR URBAN SANITATION

1. The vision for urban sanitation in India as contained in the National Urban Sanitation Policy is as follows:
All Indian cities and towns become totally sanitized, healthy and liveable and ensure and sustain good public health and environmental outcomes for all their citizens with a special focus on hygienic and affordable sanitation facilities for the urban poor and women.
2. The overall policy goal of the National Policy is “to transform Urban India into **community-driven, totally sanitized, healthy and liveable cities and towns.**”
3. The specific goals defined in the National Policy are as follows:
 - (a) Causing awareness generation and behaviour change.
 - (b) Achieving open defecation free cities.
 - (c) Promoting integrated city-wide sanitation through:
 - i. Reorienting sanitation and mainstreaming sanitation.
 - ii. Sanitary and safe disposal: 100% of human excreta and liquid wastes from all sanitation facilities including toilets.
 - iii. Proper operation and maintenance of all sanitary installations.
4. The Millennium Development Goals (MDGs) require that access to improved sanitation be extended –
 - To at least half of the urban population by 2015.
 - To 100% of the urban population by 2025.
5. The State Urban Sanitation Strategy will revolve around achieving within towns and cities in the State the goals contained in the National Policy.

6. Action for achieving the goals will be phased out over time as follows:

Phase	Time Span	Time Spread
Short Term	0-5 years	2010-2015
Medium Term	6-10 years	2013-2020
Long Term	11-15 years	2020-2025

7. Likewise, action for achieving the goals will be phased out over space as follows:

Phase	Coverage	Number of ULBs	% of urban population
Phase I	Municipal Corporations	10	57.37
Phase II	Municipal Councils	29	19.93
Phase III	Nagar Panchayats	123	22.70

8. The time and spatial phases will criss-cross each other. Phase II will not wait for Phase I to be over.
9. The State sanitation goals to be achieved will be as follows:

Parameter	2010	2015	2020	2025
Access to improved sanitation (as % of total urban population)	52.5	65	80	100
Open defecation	47.5	35	20	0
Proper disposal and treatment of sludge from on-site installations (septic tanks, pit latrines etc) (as % of sludge generation)	0	33	75	100
Solid waste management (managed-SW as % of total SW generated)	50	70	90	95+
Liquid waste management (managed-LW as % of total LW generated)	25	50	80	100
Appreciation of hygienic sanitation practices among citizens, especially the urban poor (points on a scale of 100)	20	40	70	90+
User fee regime for Solid & Liquid waste	0	33	75	100

management (as % of urban population covered)				
Network-based sewerage system	10	33	60	90
Municipal waste water treatment and re-cycling for re-use	0	25	50	80
Towns/Cities in Red Category ¹ at present (% of total ULBs)	100	75	50	0
Urban Population in Red Category at present (% of total urban population)	60	40	20	0
Use of safety equipment by the sanitation workers	5	25	50	100
Incidence of sanitation-related diseases (Base: 2010: 100)	100	75	40	10

¹ The National Urban Policy has defined a color code (Red, Black, Blue and Green) for cities, based on a rating system on a scale of 100.

4

CHHATTISGARH URBAN SANITATION STRATEGY

Moot Points of the State Urban Sanitation Strategy

- In consonance with the MDGs and the National Urban Sanitation Policy. Urban sanitation seen as essential component of inclusive growth.
- Sanitation facilities classified into three categories: (1) Individual Sanitation Facility (2) Community Sanitation Facility, and (3) Public Sanitation Facility.
- Clear fixation of institutional responsibilities. Onus on ULBs for ensuring sanitation, creation of facilities and service delivery.
- Implementation phased out, in time and space. Corporation towns to be taken up first, to cover over 50% of urban population in the State.
- City Sanitation Plans to be primary documents for providing road-map to achievement of the State Urban Sanitation Goals in accordance with the State Urban Sanitation Strategy.
- Carrot and stick approach: incentives and support for migration from open defecation to hygienic sanitation practices; and punishment for persisting with open defecation.
- ULBs to legislate for regulation of sanitation in their areas. Imposition of fines for offenders to be outsourced to sanitation workers.
- Focus on urban poor. Sanitation included under basic services to urban poor.
- Provision for separate facilities for women and for the physically challenged.
- Focus on *access* to sanitation facilities, rather than *ownership* of sanitation facilities. Thrust on Community Sanitation facilities in localities of urban poor. Guarantee Scheme for creation of community sanitation facility

within a time-frame, if the community undertakes responsibility for O&M under the user-fee system.

- Quality norms defined. Janata and Premium grade facilities proposed in the public facility domain.
- User/facility ratio defined for community and public sanitation facilities.
- User fee for community sanitation facilities.
- Community and public sanitation facilities to be treated as livelihood opportunities for urban poor. Provision for viability-gap subsidy support.
- Training and capacity-building of facility-managers and sanitation-workers proposed under SJSRY and other schemes. Sanitation-workers to be encouraged to use safety equipment.
- Community and Public Sanitation facilities to be promoted as worthy projects for business groups to take up under Corporate Social Responsibility (CSR).
- Community and Public Sanitation Facilities to host roof-top hoardings, thus generating sources for O&M expenses.
- Well-defined system for monitoring and evaluation.
- Role for elected representatives, CBOs, NGOs and citizens' forum in motivation, monitoring and evaluation.

I. Institutional Responsibility, Resources and Capacities

1. Department of Urban Administration and Development will be the Administrative Department for ensuring effective implementation of the Chhattisgarh Urban Sanitation Strategy, prepared in consonance with the National Urban Sanitation Policy.
2. State Urban Development Agency will be the Nodal Agency for facilitating implementation of this policy.
3. The tasks of the Nodal Agency will be defined by the Department for Urban Administration and Development, and shall include the following:
 - (a) Setting up of a Sanitation Cell to guide the urban local bodies to prepare City Sanitation Plans.

- (b) Organizing seminars and workshops to sensitize the ULB level functionaries in matters relating to sanitation.
 - (c) Building a State level database and doing needful to keep it updated on a regular basis.
 - (d) Commissioning expert studies for city-specific sanitation solutions.
 - (e) Documentation and dissemination of good practices in the field of sanitation, from within the State and outside it.
 - (f) Tapping financial and other resources to augment ULB's budget for implementing sanitation-related programs.
 - (g) Designing schemes and events to promote sanitation on a State-wide basis.
 - (h) Setting standards for sanitation for the guidance of ULBs.
-
- 4. ULBs will be the main engine for formulation of sanitation plans and implementing the same in their areas.
 - 5. Every ULB will be required to prepare a City Sanitation Plan as envisaged in the National Sanitation Policy document.
 - 6. The City Sanitation Plan will be the base document for achieving the goals of the National Sanitation Policy at the city level.
 - 7. The emphasis in the City Sanitation Plan will be on providing access to hygienic sanitation facility, rather than promoting ownership of individual facilities.
 - 8. The general approach toward sanitation will be a mix of carrot and stick involving incentives for adoption of hygienic sanitation practices and punitive action against offenders – individuals and institutions.

II. State Level Standards for Sanitation

- 1. There shall be, as follows, three categories of sanitary facilities:
 - (a) Individual Sanitary Facilities
 - (b) Community Sanitary Facilities
 - (c) Public Sanitary Facilities

Individual Sanitary Facilities

2. Inclusion of an individual sanitary facility based on the water closet (WC) technique shall be mandatory for approval of the house design in all categories of houses including houses for the economically weaker sections (EWS).
3. All offices (private as also government) and commercial establishments like banks, Shopping Malls, restaurants, cinema halls, auditoriums and mangal bhavans, hospitals, industries etc must provide for sanitary facilities as follows:
 - (a) The facilities must be in adequate number, computed @ 1 urinal for 10 persons (staff + visitors) and 1 toilet for 20 persons.
 - (b) The facilities must be separate for men and for women.
 - (c) Adequate facility should be included for the physically challenged.
 - (d) Adequate provision of water must be ensured.
 - (e) The facilities must be well lit and ventilated.
 - (f) In the case of multi-storied buildings, the facilities must be provided in every floor.
 - (g) The facilities must be well maintained, either in-house or through an outsourced agency.
4. The ULBs shall be encouraged to legislate to prescribe and levy fines from persons and establishments that fail to provide sanitary facilities as required in para 3 above.

Community Sanitary Facilities

5. The ULB concerned shall provide community sanitary facilities in all slums, notified and un-notified, as follows:
 - (a) The facilities must be in adequate number, computed @ 1 toilet for 3 households.
 - (b) The facilities may be separate for men and for women.
 - (c) Adequate facility should be included for children and the aged and the physically challenged.

- (d) Adequate provision of water must be ensured.
 - (e) The facilities must be well lit and ventilated.
 - (f) The facilities must be well maintained, either departmentally or through an outsourced agency.
 - (g) A system of notional user fee may be charged on household basis.
6. The ULB concerned shall strive to evolve innovative models of self-help user groups for the O&M functions of the community toilets.
7. The ULB may legislate to prescribe and levy fines, either directly or through the community-based organization(s), from persons and households that cause damage to the community sanitary facilities and/or cause disruption and/or nuisance in the smooth operation and maintenance of the community facilities.

Public Sanitary Facilities

1. A combination of 1 toilet + 5 urinals + 1 wash basin, separate for men and for women, shall constitute a public-place sanitation unit (PpSU).
2. The ULB concerned shall provide in every public place including libraries, public parks, roads, bus stands, market-places PpSUs as follows:
 - (a) The facilities must be in adequate number, computed @ 1 PpSU for an estimated crowd of 50 persons.
 - (b) In respect of roads, the ULB shall provide for minimum 1 PpSU for every 500 meters.
 - (c) The facilities should be separate for men and for women.
 - (d) Adequate facility should be included for the physically challenged.
 - (e) Adequate provision of water must be ensured.
 - (f) The facilities must be well lit and ventilated.
 - (g) The facilities must be well maintained, either departmentally or through an outsourced agency.
 - (h) The facilities could be in two classes: Janta (free) and Premium (on user-fee basis).

- (i) In respect of weekly markets the ULB may consider providing temporary and/or mobile sanitary facilities.
- 3. When granting permission to use urban space for organizing mela, fairs, exhibitions etc, the ULB must include a condition that temporary and/or mobile sanitary facilities shall be organized by the applicant according to the norm specified in 2(a) above, separately for men and for women.
- 4. The ULB may legislate to prescribe and levy fines, either directly or through an outsourced agency for imposition and recovery of fines for offenders of sanitation and hygiene in public places.

Synergy & Miscellaneous

- 5. The environment outcomes at the sanitation facilities in public places must in accordance with the guidelines of CPHEEO and BIS, and it should conform to the parameters set by CG Environment Conservation Board.
- 6. CG Environment Conservation Board shall be responsible for periodic inspection of the public sanitation facilities and for guiding the ULB toward corrective actions as may be required.
- 7. The design of the public sanitation facilities must include safe on-site disposal of septage.
- 8. The ULB may, whenever required, obtain the services of Public Health Engineering Department in general or specific matters relating to sanitation, including solid/liquid waste treatment and disposal, re-use of recycled water etc.
- 9. The Health Department shall measure on an annual basis the health outcomes relating to sanitation according to relevant parameters as may be decided by the Director of Health Services, which shall include the following:
 - (a) Number of cases of water-borne diseases in the urban area during the year, and variance vis-a-vis the previous years.
 - (b) Number of cases of vector-borne diseases in the urban area during the year, and variance vis-a-vis the previous years.

- (c) General comment on impact assessment of the measures taken by the ULB in the field of sanitation, and suggestions for improvement.

10. In the City Sanitation Plan, the ULB shall set for itself the Service Level Benchmarks for various components of sanitation and shall strive to achieve the standards set.
11. All concerned at all levels shall ensure that no derogatory names are associated with the sanitation worker. The worker shall be addressed as “Janitor” in English and as “Swatchta Karmi” in Hindi.
12. All concerned at all levels shall ensure that the task of the janitor should not become a caste-specific occupation. It should be promoted and regarded as an occupation by choice.
13. All concerned at all levels shall ensure that the occupation of the janitor remains clean and safe. Use of equipment such as gloves, boots, and masks shall be promoted by the employer to the janitors.
14. The ULB shall treat the janitors as a focus group for organizing regular health check up, medical and accident insurance under social security schemes.

III Planning & Financing of Sanitation Plan

1. The Nodal Agency shall set up an Urban Sanitation Cell (USC) at the State Level for coordination of sanitation programs and projects.
2. Every ULB shall set up a Local Sanitation Cell (LSC) under Chairmanship of the ULB Commissioner (in the case of Municipal Corporations) and the Chief Municipal Officer (in the case of other ULBs) to coordinate with the USC for planning and implementation of the sanitation programs and projects at the local level.
3. The functions of the LSC shall include the following:
 - (a) Preparation of the City Sanitation Plan in consonance with the National Sanitation Plan and in accordance with the State Sanitation Strategy.
 - (b) To cause baseline survey of sanitation at the local level and to create a database on all points relevant to sanitation.

- (c) To estimate the requirement of funds for implementation of the City Sanitation Plan.
- (d) To plan and coordinate IEC activities to support successful achievement of the goals contained in the National Sanitation Policy.
- (e) To mobilize the community for a cultural change from wrong practices to hygienic sanitation practices.
- (f) To do that may be necessary for successful implementation of the National Sanitation Policy.

Finance for Sanitation Projects

1. The focus of financial support for sanitation activities will be bottom-up.
2. There shall be no subsidy from public funds for sanitation facilities in individual houses for the HIG, MIG and LIG.
3. The focus of sanitation facilities in EWS housing and shelters for the urban poor shall be on Community Sanitation facilities vis-a-vis individual sanitation facilities.
4. The State and the ULBs shall promote Community and Public Sanitation facilities that are based on user-fee mechanisms as bankable projects for the urban poor. For this the following strategy is envisaged:
 - (a) Tie-up with banks for evolving a finance scheme for Community and Public Sanitation projects.
 - (b) Capacity building under SJSRY and / or other Central/State schemes of aspirants keen to take up above projects as a means of livelihood.
 - (c) Assigning to the operators of the facility the right to levy and recover fines from persons found defecating in the open and/or practising socially-offensive sanitation practices.
 - (d) Viability Gap Funding through State Subsidy.
5. The State and the ULB shall promote Community and Public Sanitation facilities as worthy projects under corporate social responsibility. For this the following strategy is envisaged:

- (a) Making land available free of cost to any Corporate body willing to build one or more Community and/or public sanitation facilities. *Provided*, however, that no title over the land will be assigned to the applicant.
 - (b) Permission to use terrace space of the sanitation facility built under (a) above for erection of hoarding(s).
 - (c) The ULB shall provide free water connection. *Provided*, however, that the corporate applicant will have to meet the hardware cost of the sanitary fittings and will be required to pay for the monthly water charges.
 - (d) ULB shall support the Corporate house to find suitable person or agency to take up O&M of the facility.
 - (e) Alternately, the ULB may raise the facility and assign the task of O&M to a corporate body, allowing the benefit under (b) above.
 - (f) The ULB shall make special efforts to motivate manufacturers of sanitary fittings to participate in the Sanitation Facility program.
6. The ULBs shall be encouraged to tap resources available under various Central / State sponsored schemes for subsidizing the total sanitation program.

IV Reaching the Un-served Populations and the Urban Poor

1. The need for State support to achieve the goals of sanitation contained in the National Policy relates largely to the urban poor. The focus of the State strategy shall therefore be always on the un-served populations and the urban poor.
2. Activities undertaken under the City Sanitation Plan forms part of basic services to the urban poor (BSUP). ULBs shall budget for implementation of the City Sanitation Plan as part of the BSUP component.
3. The thrust of the strategy to reach the un-served populations and the urban poor shall revolve around securing access to hygienic sanitation facilities, rather than securing individual ownership over these facilities.

4. The thrust shall be on community sanitation facilities in bastis, slums and localities of urban poor.
5. The community sanitation facility shall be according to the norms and standards detailed in para II (5) of this strategy document.
6. The ULB shall strive to achieve two goals simultaneously: (a) providing community sanitation facilities for the urban poor, and (b) generating livelihoods opportunities for some among them through O&M of user-fee based facilities in their basti as well as elsewhere in the city.
7. Wherever a community or basti give an undertaking to subscribe to the user-fee mechanism, and request for a community sanitation facility for their basti, the ULB shall create such a facility within a period of 9 months.
8. The State Government shall reimburse to the ULB full cost of creating such a facility subject to such ceiling as may be laid down.
9. The ULB shall set benchmarks for providing sanitation facilities separately for the urban poor.

V Service Delivery In Cities

1. The basic responsibility for sanitation-related asset creation and managing systems including service delivery shall remain with the ULB.
2. If any other department / para statal agency is currently performing any of the tasks relating to sanitation, it may continue to do so but as an agency of the ULB. Flow of budgetary grant for the task will hereafter be routed through the ULB concerned.
3. The ULBs may exploit to the full the possibility of private investment in the matter of sanitation-related asset creation and managing of systems.
4. The priority for resource tapping for asset creation will be as follows:
 - (a) User
 - (b) Private Corporate Sponsor
 - (c) Public-Private Partnership
 - (d) ULB
 - (e) Central/State Government

5. The priority for managing systems of community and public sanitation facilities will be as follows:
 - (a) User groups (for Community Sanitation Facilities)
 - (b) Individuals from among the user groups
 - (c) CBO
 - (d) NGO
 - (e) ULB

VI Regulation of Cities and within Cities

1. The ULB shall have the primary authority and responsibility to regulate sanitation in the urban area. It may regulate directly or through an authorized agency.
2. The ULB and/or the agency authorized by it shall have the power to inspect the sanitary facilities within any premise, public or private, and, in the event of a fault in the system, to order the owner/occupant of the premise to take corrective action to be taken within a reasonable timeframe. If the owner/occupant fails to take the corrective action as ordered, the ULB shall cause the corrective action to be taken and recover the amount with such fines/penalties as may be prescribed from the owner/occupant, without prejudice to any other action against the offender.
3. The ULB shall legislate to define offences relating to sanitation and to quantify the fine/penalty and other punishment for offenders. The offenses so defined shall include the following:
 - (a) Causing domestic effluents and waste water to flow onto roads, pathways or open spaces.
 - (b) Causing domestic effluents and waste water to flow into any system other than what has been designed or prescribed for the purpose by the ULB.
 - (c) Open defecation and/or abetting open defecation by children, domestic pets and/or others.
 - (d) Persistence with dry latrines.

- (e) Causing public nuisance and environmental pollution through offensive odour due to whatever reason or activity.
 - (f) Disposal of solid/liquid waste in manners other than as may be designed or prescribed by the ULB.
 - (g) Practising restricted trades/activities/industries in residential/restricted areas.
 - (h) Allowing discharge of industrial emissions/effluents in violation of the limits and terms of consent granted by the appropriate authority.
4. The State Environment Conservation Board shall, proactively support and guide the ULB in all matters relating to regulation, monitoring and administering of environmental conditions in urban areas.
 5. The State Health Department shall proactively support and guide the ULB in all matters relating to regulation, monitoring and administering of public health conditions in urban areas.
 6. The State Public Health Engineering Department shall, whenever required by the ULB, support and guide it in all matters relating to regulation, monitoring and administering of public health and sanitation related infrastructure in urban areas.
 - 7.

VII Monitoring and Evaluation at the State and City Levels

1. Monitoring of the implementation of the National Sanitation Policy in Chhattisgarh in accordance with the State strategy set forth here will be done in four forums at three levels as follows:

Level	Chairman	Periodicity
State	Principal Secretary, Department of Urban Development	Half-yearly
District	Collector of the concerned district	Quarterly
Local	Mayor/Chairman	Quarterly

	Urban Local Body	
	Commissioner/CMO	Monthly

2. The focus of monitoring at the State level will be on the following points:
 - (a) Achievements vis-a-vis the goals contained in the National Sanitation Policy, and course correction, if required.
 - (b) Outcome indicators: Health/Environment.
 - (c) Review of the efficacy and adequacy of State subsidies and grants for Sanitation programs.
 - (d) Systemic corrections, if necessary.
3. The focus of monitoring at the district level will be on the following points:
 - (a) Coordination between ULB(s) and the district-level functionaries in departments of Health and PHE, and CG Environment Conservation Board.
 - (b) Public and User involvement in Sanitation programs and strategies to broaden and deepen their involvement.
 - (c) Trouble-shooting.
4. The focus of monitoring at the local level will be on the following points:
 - (a) Physical achievement vis-a-vis targets set forth in the City Sanitation Plan.
 - (b) Trouble-shooting at the local level.
 - (c) Review of O&M systems and recovery of user fee.
 - (d) Budget and financial progress.
 - (e) Contribution and performance of CBOs/NGO/Citizen's forum.
5. Apart from the above, evaluation and impact assessment exercises will be done from time to time as follows:
 - (a) The ULB may commission evaluation studies either on city-wide basis or on partial basis.
 - (b) The evaluation could be on general basis or on specific issue basis: e.g., health, environment, cost efficiency etc

- (c) The evaluation could be either in-house, or through a third-party independent agency.
- (d) Citizens' evaluation will be encouraged and acted upon.
- (e) The ULB will submit to the Government a statement of the evaluation done during the period of review and an action taken report on the same.

VIII Capacity Building & Training

1. Effective implementation of sanitation programs for achievement of the goals contained in the National Sanitation Policy will require well-planned training and capacity building of stakeholders and workers at various levels.
2. The various training and capacity building programs are envisaged as follows:

Target Group of Trainees	Topics	Trainers
State level functionaries, and elected representatives of ULBs.	<ul style="list-style-type: none"> • MDG, with focus on points relating to sanitation. issues. • National Urban Sanitation Policy. • CG Urban Sanitation Strategy. • Principles of City Sanitation Plan. • Concept of user fee in urban sanitation. 	<ul style="list-style-type: none"> • State Academy of Administration • RCUES • Faculty from institutes specializing in urban affairs
ULB functionaries.	<ul style="list-style-type: none"> • Overview of MDG and National Urban Sanitation Policy. • Preparation of City Sanitation Plan and 	<ul style="list-style-type: none"> • State level functionaries. • RCUES/PMU • CECB resources • PHED resources

	<p>Annual Action Plan.</p> <ul style="list-style-type: none"> • Central/State Schemes relating to urban sanitation • Other sources of funding and PPP Models for sanitation projects. • Base-line surveys, and database building & updating. 	<ul style="list-style-type: none"> • Health Department resources • Bank resources
Sanitation Facility Managers, and natural leaders (men and women) in slums	<ul style="list-style-type: none"> • Management of the facility. • Hygiene & Cleanliness • User fee system and collection of fee and dues. • Basic accounts and human relations. 	<ul style="list-style-type: none"> • SIRD faculty • ULB functionaries • Professional trainers and motivators
Citizens, especially the Urban Poor	<ul style="list-style-type: none"> • Importance of sanitation • New carrot-and-stick laws. • Concept of user fee. 	<ul style="list-style-type: none"> • CBO and CDS resource persons. • Elected representatives of ULBs. • ULB functionaries.