

PUBLIC TOILETS – WARANGAL

About the city:

The City of Warangal, the second largest city in the newly formed state of Telangana, with a population of over 8 lakhs is undergoing transformational change brought about by urbanization. It has over 180 low income settlements housing 30% of the population. Over and above this, the city witnesses considerable floating population. Warangal, as many other emerging cities in India, is experiencing significant service delivery gaps particularly in the area of sanitation. With a view to enhance the access, the city has been making concerted efforts towards building Individual Household Toilets (IHTs) and Public / Community Toilets.

Access to Public Toilets:

Warangal holds a distinction of being the only city in India with more than 44 public toilets (and another 12 public toilets under construction) on Public Private Partnership mode with well-defined Service Level Standards. These projects are taken up under DBFOT (Design, Build, Finance, Operate, Transfer) format. The city followed a transparent bidding process-prepared DPRs, held pre-bid meeting, held consultations with multiple stakeholders to clarify requirements etc. The design standards and service level parameters including tariffs are defined in the Request to Proposal. The duration of the contract is the bid parameter.

Following are the service level standards, demonstrated in each of the public Toilets

- Ramp access and gender segregated entrance
 - Adequate water for general cleanliness, lighting and ventilation
 - Wash basins with mirror and soap near toilets
 - Dustbins with lids are placed in each of the toilet block.
 - Display of communication material related to hygiene awareness
 - Well defined cleaning schedule
 - Waste water disposal - advanced septic tanks (3 chamber septic tank with anaerobic baffled reactor) with soak pit.
 - Waste water from bath and wash basin (grey water) – Appropriate waste water disposal mechanism.
 - Shrubbery and citrus plantations along the toilet block.
 - Feedback machines to capture citizen satisfaction
- Display of service level standards at each public toilet with sanitation helpline number for citizens to report grievance

Monitoring of Public toilets:

Maintaining clean public toilets is a big challenge which all cities grapple with. The city of Warangal has effectively deployed ICT tools for promoting usage and ensuring maintenance of facilities:

- "Toilet Finder" mobile app used by citizens and by GWMC to locate toilets in the radius of 4kms. The app is also used for sharing, adding and rating the toilets.
- Public Toilet Monitoring tool - a mobile based app developed for periodic survey by Sanitary Inspectors (SIs) is integrated into the existing monitoring system of GWMC and is reviewed periodically by the commissioner.
- Citizen feedback machines have been installed in the public toilets to bring incitizen's participationand capture their satisfaction levels. This data is reviewed periodically and introduction of the process has contributed to proper maintenance of public toilets. In addition to this, GWMC interacts with the caretakers and users regularly to understand the usage patterns and user requirements. All these efforts have led to availability of well designed and well maintained public toilet conveniences in the city of Warangal.

IEC and Behaviour Changeinitiatives related to Public Toilets:

With a view to promote usage of public toilets, direction boards have been installed across the city pointing towards the neared public toilet. This had led to enhanced visibility and usage of the public toilets.



Direction Boards

Signage boards have also been installed to enhance visibility and branding.



Signage Boards and Ramp Facility for Differently Abled

With a view to bring awareness about sanitation and health, posters are placed inside and out side the Public Toilets to educate the users about the importance of personal hygiene and sanitation, toilet subsidy for construction of individual household latrines and Sanitation helpline.



Posters displayed inside the toilet block



Posters displayed outside the toilet block



Feedback Machines in Public Toilets