

Objective of this project:

- To create a benchmark rest room complexes for the urban population in Gujarat.
- To establish better urban toilet standards and culture in the State of Gujarat.

Background:

Currently, the public toilets in Gujarat possess basic facilities and minimum level of cleanliness. There is a room for improvement in terms of the design, the facilities and the maintenance of the public toilet in Gujarat. Pay and use scheme is adopted in such public toilets. Government intervention in terms of financial assistance is also provided in setting up of such toilets. Construction and maintenance of such toilets is done through Government funds/ MP/ MLA fund/ other grants in by Corporation. Ahmedabad city has around 300 toilets and cleanliness of these toilets has not been taken seriously.

Project Description

1. Under the project, GCSRA aims to build urban class public toilet complex of international standards in Ahmedabad, Baroda and Surat. Capital cost is estimated to be around Rs. 45-50 lakhs per complex.
2. Municipal Corporation will provide land near railway stations/ bus stations/ hospitals, etc.
3. The design aspects of the complex will be developed by experienced architects.
4. The Companies which will fund the construction and maintenance of these complexes as a part of their CSR expenditure for the current financial year will have their names and their contribution engraved in the complexes.
5. The companies have the right to fund on any of the following options:
 - i. Construction of entire toilet complex;
 - ii. Construction of sub modules of the complex:
 1. Hand Wash Area: Hand wash basin, Taps, Soap Dispenser, Mirror, Jet Tower/Hand Dryer, Paper towel Dispenser, Litter bin;
 2. Water Closet: Adequate number of water closets, Cubicle door/ Partition board, Door Latch, Toilet Bowl, Toilet Seat Cover, Sensor Flush, Sanitiser Dispensing Unit, Taps, Floor Traps, Toilet Paper Dispenser, Sanitary Bins;
 3. Urinals: Adequate no. of urinal bowls, Urinal sensor flush, Urinal sanitizer – dispensing unit, Urinal – children, Urinal Partition;
 4. Bathroom area: shower enclosure, shower heads, valves, lighting, thermostatic valves, wall surrounds, drain fixtures, etc;
 5. Other fixtures: Air deodoriser unit, Mechanical ventilation / Extractor fans / ceiling or wall fans, Window panel / Grills / Louvre / Ventilation Vent;
 6. General Areas: Floor and floor tiles/ mats, Walls and wall tiles, Switches, Sanitary Pipes and Fittings, Ramps for wheel chair access.
 - iii. Maintenance of the toilet complex for a period of five years; and
 - iv. Provide toiletries like towel, soap, paper towels, slippers, etc for a period of five years.
6. These complexes will be offered through Built Operate Transfer (BOT) model in which GCSRA will build world class restroom complex in the land offered by the Municipal Corporations and will operate it for a period of five years and then return it to Municipal Corporation.

Concept Note- Construction of Community Toilets

7. GCSRA shall be responsible for the maintenance of such complexes for five years and will select the cleaning contractor through open tendering process.
8. An app will be developed for mapping such toilets to help users and for handling issues raised by the visitors to such facilities.

Financial Model

Revenue generation, for the sole purpose of maintenance of the complexes, will be in the form of two activities- through users and through advertisements.

1. Users of the restroom complex will be charged a nominal amount.
2. The unexploited spaces of the complex will be used for advertisements. Advertisers will pay GCSRA every month.
3. If further gap of funds exists, companies may incur the expense as CSR expenditure.

Maintenance Standards

1. The stakeholders need to agree on, and implement benchmarks for contracting. GCSRA may use this when embarking on tender exercises.
2. To deal with poor performances, the contracts could include exit clauses, periodic reviews and independent auditing of the contractors performance.

Way Forward

The following points may be discussed and deliberated:

1. Identifying locations for constructing the restroom complexes;
2. Finalising the optimum number of toilet units and shower units to be constructed per complex;
3. Identifying the companies willing to contribute to this project as a part of their CSR project;
4. Finalising a financial structure for this project;
5. Finalising the steering committee for taking this project further and to define the terms of the committee; and
6. Standardising the training module of restroom cleaners by training them at five star hotels before the cleaners start working in the complexes.

ANNEX A

Literature Search:

The main aim of literature search was to identify the best practices of the other countries to improve their public toilets.

Following articles were reviewed:

Inter-Agency Working Committee- A 3 year Blueprint on Singapore's public restroom

Summary:

Restroom Association of Singapore launched Let's Observe Ourselves Campaign on 19th November, 2008 with a vision of establishing a basic standard of cleanliness for 70% of public toilets by 2010. Then they extended this vision into a 3 year blue print. They researched about public toilets, social etiquettes, restroom cleaners' welfare, cleaning contracts and salaries at length. They linked public hygiene and health and explained how unhygienic practices may spread infectious diseases. The research was divided among three committees: a. Owners and Operators b. Cleaners and Contractors c. Users. The shortcomings in these three categories were identified and solutions were proposed. The article also talks about Singapore's OK Toilet and Happy Toilet Programme. It also suggested accreditation scheme for cleaning industry.

A study of Advertisement in Toilets

Summary:

The article discusses about toilet civilisation in Singapore and how advertising in toilets has massive potential both as revenue generation mechanism and to create awareness. The article explains that people normally spent 3 or more minutes in the toilet during each visit thereby increasing the chances that the advertisements in the toilets will be read and will have left an impression on toilet users. The proposed model is detailed below-

Town Council will provide capital and advertising space. Restroom Association of Singapore will advise Town Councils on toilet designs. The result is toilets that match urban standards of developed countries and have good facilities. RAS looks for interested advertisers and takes care of the advertising project. Advertisers pay RAS each month. A portion of this amount will be used for maintenance and upgrading of the toilets. The rest of the amount will be returned to Toilet Council for other uses.

Tourism and Toilets- An Australian Perspective- William Chapman

Summary

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The article describes the importance of tourist toilets in Australia and various aspects of good toilets. The article also mentioned about National Toilet Map which is the brainchild of Australian Government.

The National Toilet Map identifies the location of more than 13000 public toilets facilities in Australian towns and cities, including rural areas and along major travel routes. This map can be accessed online as well as from councils and other outlets such as motor vehicles associations, tourist information center and support services.

The toilet maps have legends to assist in

- Finding toilets in a locality.
- Finding the opening hours of toilets.
- Identifying toilets with disability access separately for male and female.
- Identifying service stations with toilets.
- Identifying shopping centers and fast food outlets with toilets.
- Planning a trip or holiday by identifying suitable locations for a break.
- Planning a trip around town for social or business purpose.
- Improving the independence and quality of life for persons experiencing incontinence

Terms of Reference for Design

- Toilet Design

Minimising hand contact for hygiene reasons is what designers or architects should consider for toilet design. Entrances to male toilets should not open directly to the urinal area or onto a wall surface with mirror reflecting urinals to ensure privacy.

- Layout

There should be enough waiting space in toilets. Space allocation should be a part of toilet design,

- Lighting

Lighting creates atmosphere and influences the appearance of toilets. Natural lighting or warm lighting may be used to create comfortable ambience of toilets

- Flooring

Non slip flooring should be available at all toilets as they enhance safety aspects.

- Squat Pans'hood

GCSRA may consider this feature for all squat pans as it would make the flooring around the squat pan drier and pleasing to the eyes.

- Contact-less toilets

As the emphasis is on hygiene these days, having automatic and sensor touch devices is minimum for quality and good toilets. GCSRA may make the toilets hands free to the visitors by installing flush valves and faucets in the toilets.

- Urinal modesty boards

Having modesty boards will give users more privacy. If implemented, this feature will be well received.

- Ambience enhancement

If the ambience were made right for the toilets, users would have a good experience. Painting/Sculptures may be added to enhance visual experience

- Concealed pipe works

All pipe works should be well concealed for not only as a measure to protect for aesthetic reasons but also for aesthetic reasons.

Concept Note- Construction of Community Toilets

Toilet Maintenance

The routine cleaning should be well monitored and there should be frequent checks. Checking should not be limited only to cleanliness but also usability of equipments in toilets. Trainings should be given to the cleaners and formal standards for toilet cleanliness should be set.

Toilet Facilities

Entrance: Signage

Hand Wash Area: Hand wash basin, Taps, Soap Dispenser, Mirror, Jet Tower/Hand Dryer, Paper towel Dispenser, Litter bin

Water Closet: Adequate number of water closets, Cubicle door/ Partition board, Door Latch, Toilet Bowl, Toilet Seat Cover, Sensor Flush, Sanitiser Dispensing Unit, Taps, Floor Traps, Toilet Paper Dispenser, Sanitary Bins

Urinals: Adequate no. of urinal bowls, Urinal sensor flush, Urinal sanitizer – dispensing unit, Urinal – children, Urinal Partition

Other fixtures: Air deodoriser unit, Mechanical ventilation / Extractor fans / ceiling or wall fans, Window panel / Grills / Louvre / Ventilation Vent

General Areas: Floor and floor tiles/ mats, Walls and wall tiles, Switches, Sanitary Pipes and Fittings, Ramps for wheel chair access