



एक कदम स्वच्छता की ओर



SWACHH SURVEKSHAN



सत्यमेव जयते

Government of India
Ministry of Urban Development
swachhbharaturban.gov.in



“There cannot be a bigger contributor than Mahatama Gandhi towards Swachh Bharat Mission. In the journey of one and a half years since the launch of the Mission, I would like to acknowledge the participation and involvement of citizens of the country - especially children, as also the positive and proactive role played by the media, in the Mission’s journey till date”

Narendra Modi
Prime Minister



M. Venkaiah Naidu,

Minister of Urban Development, Housing & Urban Poverty Alleviation and Parliamentary Affairs

As a mark of respect to the father of the nation, our government has taken an ambitious pledge to make India Open Defecation Free and clean by 2nd October, 2019 through the Swachh Bharat Mission.

We have taken up a multi-pronged strategy for making this mission successful, and turning it into a people's movement. In its second year since launch, it is heartening to note that the Swachh Bharat Mission has caught the imagination of citizens. The increased participation from citizens, be it as part of our thematic drives, or voluntary 'swachhata' activities from inspired individuals and organizations, is slowly but surely pushing the Mission towards becoming a 'Jan Andolan'.

The "Swachh Survekshan" was launched in January 2016 to assess the sanitation and solid waste management status in 73 major cities in India (comprising 40% of India's total urban population) - including 53 cities with a population of above 10 lakhs each, and state capitals. This was the first survey since the launch of Swachh Bharat Mission in October 2014, and I would like to thank the Quality Council of India for carrying out this survey on behalf of my Ministry.

The survey evaluated cities along various parameters, including construction of individual household toilets and community toilet seats, door-to-door collection of garbage, and solid waste management and treatment. The most notable component of this survey was the three-pronged strategy used for data collection: from the Municipal Bodies, from direct observation across 42 locations in each city, and from feedback from citizens on their perception of cleanliness in their city, across these 73 cities. In this respect, the survey was a one-of-its-kind exercise, with several unique features: end-to-end alignment with all components of Swachh Bharat Mission, self-assessment by Urban Local Bodies on the survey questionnaire - two months before commencement of the survey,

and most importantly, more than three crore calls made to citizens, where nearly one lakh citizens provided feedback for the survey.

It is my pleasure to release this survey report today. It is important to note that while we started this survey with only 73 cities, we plan to make this an annual feature, covering more cities, with population of one lakh and above, and subsequently, smaller towns too.

I appeal to all states to institute similar ranking exercises annually for all their cities and towns, and all cities and towns to institute annual ranking exercises for all their wards. It is my pleasure to announce a rolling trophy for this annual ranking exercise from next year onwards. There will be separate trophies awarded to different categories of cities and towns: for million plus population cities, for cities with population between 1 – 10 lakh, and subsequently, for cities with less than one lakh population. These recurring surveys will ensure that while our eyes are set on making India 'Swachh' by 2019, we do not lose focus at any stage of this mission.

I am confident that other cities will rise to the occasion and through a spirit of healthy competition, drive themselves towards the mission goals, so that we collectively win the final race – the race towards a “Swachh Bharat” by 2nd October 2019.

SWACHH SURVEKSHAN: A JOURNEY



Adil Zainulbhai,
Chairman, Quality Council of India

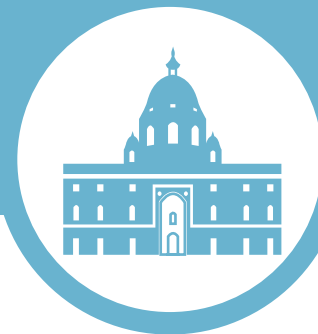
I am thankful to the Ministry of Urban Development (MoUD) for giving us the opportunity to be a part of such a unique exercise, and entrusting us with the responsibility of conducting this survey on their behalf. It is a matter of pride for our entire team to have been a part of this survey, and I hope that we have been able to do justice to the confidence entrusted in us by the MoUD.

The report details out the survey methodology used, and provides a snapshot of the overall results. Since the ranking and reputation of the cities was directly based on ground-level data collection, the quality and objectivity of the survey had to be paramount. As a result, the team of 110 survey assessors were provided rigorous training to ensure precision and objectivity. A 24-hour helpline was installed, as also a control room for tackling challenges and queries on a real-time basis. The power and penetration of technology was used to minimize human subjectivity in the surveys. The assessors were given Tablets to fill the surveys and capture evidence-based pictures of the locations in the cities. The pictures were also geo-tagged to detect precise locations, ensuring accuracy and transparency. Assessors were not given the option to amend, revise or re-do the survey unless approved or requested by the control room, on a real time basis.

I would also like to thank our partners - Quality Austria Central Asia, RepIndia and netCORE, all participating municipalities, and the citizens who actively provided their inputs, for their unwavering support and encouragement in conducting this mammoth exercise, and making it a success.

We look forward to more such opportunities in future to be an active partner in India's journey towards "swachhata".

EXECUTIVE SUMMARY



Hon'ble Prime Minister Shri Narendra Modi launched the 'Swachh Bharat Mission' on 2nd October 2014. The 'Mission' laid a roadmap for improving the level of sanitation and cleanliness in the country with a vision to create a Clean India by 2019, the 150th birth year of Mahatma Gandhi. Objectives of the mission include:

- Elimination of open defecation
- Eradication of manual scavenging
- Modern and Scientific Municipal Solid Waste Management
- To effect behavioral change regarding healthy sanitation practices
- Generate awareness about sanitation and its linkage with public health
- Capacity Augmentation for Urban Local Bodies (ULB)
- To create an enabling environment for private sector participation in Capex (capital expenditure) and Opex (operation and maintenance)

Swachh Bharat Mission is aimed at ensuring door-to-door garbage collection and proper disposal of municipal solid waste in all urban areas by 2019. The mission seeks the active participation of various stakeholders including the private sector and the citizens for Swachh Bharat to become a mass movement. The Union Ministry of Urban Development is responsible for achieving the objectives of Swachh Bharat Mission in urban cities and towns.

As a prelude to encouraging cities to improve the level of cleanliness, sanitation and hygiene, the Ministry of Urban Development (MoUD) commissioned an extensive survey across 73 cities, including 53 cities with population of more than 1 million and state capitals. The survey, the first for Swachh Bharat Mission, was conducted by Quality Council

of India and has been aptly named as ‘Swachh Survekshan’. The methodology, process and outcome indicators of the survey were designed by MoUD.

The survey confirmed work done by 73 municipalities on construction of individual household toilets, community and public toilet seats, door-to-door collection of garbage & waste management and treatment.

Swachh Survekshan was conducted between 5th January 2016 and 20th January 2016. Cities were given two months’ preparatory time from October 2015 to support the data collection activities carried out during the field visits. A team of 110 assessors was deployed on the ground to conduct the survey. The survey involved assessors visiting all the 73 cities and their ULBs to collect data from the ground level.

To train the assessors for a first-of-its-kind Survey, MoUD experts, ULB officials and the project team conducted trainings across 4 cities. Steps were taken to ensure that the surveyors were equipped with adequate IT tools (tabs, apps and web tools) to minimize physical intervention and reduce chances of errors. A central control room was set up to assist the assessors and solve any queries they faced during the survey. The control room also reviewed the data submitted by the assessors in detail on a real-time basis to ensure the objectivity of the survey and to avoid any ambiguity in the process.

Based on the findings of the Survekshan, this report ranks the cities on various parameters in the area of cleanliness, hygiene and sanitation. The Survekshan was divided into three parts: Service level status, Independent Observation and Citizen feedback. The cities have been ranked individually on their performance on above parts as well as their overall performance. The performance of each ULB has also been benchmarked across 6 areas of evaluation:

- Strategy for Open Defecation Free town (ODF) and Integrated Solid Waste Management (SWM)
- Information, Education and Behavior Change Communication (IEBC) activity
- Door to door Collection, Sweeping, Collection & Transportation
- Processing and Disposal of Solid Waste
- Public & Community Toilet Provision
- Individual Toilets

The assessment reveals that the cities are at very different levels in terms of progress made under Swachh Bharat Mission. Some municipalities like Mysuru, Chandigarh and Tiruchirappalli are leaders in the area of sanitation, health and hygiene.

The survey offers a comprehensive assessment of the level of cleanliness, and the respective Municipal Corporation's level of preparedness in urban India and would help the government to mentor and guide cities on the basis of needs and gaps. It will help the ULB in assessing their performance vis-a-vis other ULBs and identify areas of improvement. The findings will also enable the ULBs to learn about best practices being implemented in other cities and to adopt them, tailored to their own requirements. The survey aims to foster a spirit of competition among the cities in urban areas.

In the long run, an effective reform involves a sustained and knowledge based process that requires benchmarking, consultation, sharing of information and most importantly monitoring and evaluation. This report is inspired by the notion that, "What gets measured gets done" and "Competition makes us strive to be better" and therefore, it is intended to trigger a multi-stakeholder, participatory and reform-driven process.

SURVEY METHODOLOGY



Swachh Survekshan aimed to study the progress of the Swachh Bharat Mission so far and rank 73 cities on their levels of cleanliness and sanitation.

The ranking of the cities was based on data-collection from 3 sources, on the basis of which the survey has been segregated into 3 main areas:

1. Service Level Status Data (1,000 marks):

Preliminary data was collected in advance by a process of self-assessment from municipals as per the questionnaire. Assessors visited 73 municipalities to review the documentation and collected the data systematically ensuring that the process is independent and unbiased. Below are the areas that the assessors reviewed with the municipal officials:

AREA OF EVALUATION	WEIGHTAGE
Strategy for Open Defecation Free town (ODF) and Integrated Solid Waste Management (SWM)	5%
Information, Education and Behavior Change Communication (IEBC) activity	5%
Door to door Collection, Sweeping, Collection & Transportation	40%
Processing and Disposal of Solid Waste	20%
Public & Community Toilet Provision	15%
Individual Toilet	15%

In case the total score of two cities is same, cities have been ranked on the basis of their performance in the following areas: “Door to door collection” and “Processing and Disposal of Solid waste.”

2. Independent Observation Data (500 marks):

The collection of data for this part was based on physical observation by assessors. A questionnaire was designed to facilitate data collection. The survey assessors used maps and simple handheld recording formats to record their observations and findings along with photographs. Assessors systematically collected photos as evidence for field observations ensuring that the location, date and time are tagged on all the pictures. As part of direct observation, the whole municipal jurisdiction was divided into 4 zones. Assessors visited the following places in each zone in each city:

- » **Slum areas:** informal settlements and urban villages across the different parts of the city.
- » **Neighbourhoods** (non-slum locations) including:
 - Planned colony under municipal jurisdiction
 - Unplanned colony
- » **Commercial/Main public locations:**
 - Main market area
 - Religious Places
- » **Bulk waste generators:** hotels, banquet halls, weekly vegetable market areas (one of them)
- » **Community Toilets** (2 community toilet complexes in each zone)
- » **Public Toilets** (2 public toilet complexes in each zone)

Additionally, assessors also visited the following places under each municipality:

- Main Bus Station
- Main Railway Station

3. Citizen Feedback Data (500 marks)

Minimum sample size of 1000 surveys or 0.1% of city population (whichever is less) was considered for City ranking in 2016. Feedback from Citizens was obtained using IVR surveys wherein 6 questions related to cleanliness, hygiene and sanitation were asked to the citizens.

SURVEY RESULTS



The assessment reveals that the 73 cities are at very different levels of cleanliness, hygiene and sanitation. Based on the scores obtained by the cities across all the three parts of the survey, the ranking of the cities, in descending order, is shown in the table below:

TABLE 1 2016 ranking for all 73 cities on the basis of total score

RANKING	CITY (ULB)	SERVICE LEVEL STATUS SCORE (1000)	INDEPENDENT OBSERVATION SCORE (500)	CITIZEN FEEDBACK (500)	TOTAL SCORE (2000)	2014 RELATIVE RANK
1	Mysuru	935	467	348	1749	1
2	Chandigarh	898	439	379	1716	10
3	Tiruchirappalli	897	475	343	1715	3
4	Delhi-NDMC	939	464	301	1704	7
5	Visakhapatnam	817	486	341	1643	44
6	Surat	859	410	336	1605	12
7	Rajkot	819	401	354	1574	32
8	Gangtok	782	407	376	1565	16
9	Pimpri Chinchwad	811	399	349	1559	9
10	Greater Mumbai	789	442	303	1534	2
11	Pune	927	304	301	1533	5
12	Navi Mumbai	749	436	344	1530	6
13	Vadodara	753	452	305	1511	31
14	Ahmedabad	739	403	310	1452	25
15	Imphal	784	365	292	1441	28
16	Panaji	760	330	295	1385	NA
17	Thane	650	393	324	1367	36
18	Coimbatore	678	376	307	1361	21
19	Hyderabad	739	340	276	1355	50
20	Nagpur	650	363	336	1348	60
21	Bhopal	571	393	372	1336	22
22	Allahabad	782	340	201	1323	67
23	Vijayawada	602	372	310	1284	46
24	Bhubaneshwar	553	434	293	1279	56
25	Indore	706	317	253	1276	40
26	Madurai	548	388	309	1245	30
27	Shimla	517	379	348	1244	14
28	Lucknow	664	325	248	1237	51

29	Jaipur	715	302	219	1236	41
30	Gwalior	614	346	274	1235	64
31	Nashik	620	319	293	1232	8
32	Warangal	575	367	283	1226	26
33	Agartala	625	312	285	1222	NA
34	Ludhiana	623	347	252	1222	34
35	Vasai - Virar	562	351	301	1215	23
36	Gurgaon	667	272	255	1194	65
37	Chennai	528	361	305	1194	4
38	Bengaluru	637	285	260	1182	11
39	Delhi - SDMC	641	287	252	1180	47
40	Thiruvananthapuram	596	326	245	1167	17
41	Aizawl	424	352	362	1138	20
42	Gandhinagar	472	370	291	1133	29
43	Delhi - North DMC	504	372	257	1132	47
44	Kozhikode	533	322	252	1107	24
45	Kanpur	585	270	235	1090	38
46	Durg	620	211	259	1089	53
47	Agra	558	328	195	1081	27
48	Srinagar	496	313	263	1072	55
49	Amritsar	607	235	220	1062	66
50	Guwahati	440	326	275	1041	19
51	Faridabad	496	308	233	1037	69
52	Delhi - EDMC	389	362	264	1015	47
53	Shillong	352	355	305	1012	18
54	Hubli and Dharwad	495	246	251	992	33
55	Kochi	383	356	251	990	15
56	Aurangabad	454	280	247	981	37
57	Jodhpur	476	269	227	971	45
58	Kota	449	258	247	954	63
59	Cuttack	385	308	232	925	61
60	Kohima	287	321	285	893	NA
61	Dehradun	236	361	279	876	68
62	Ranchi	425	189	260	874	35
63	Jabalpur	390	210	272	872	57
64	Kalyan Dombivli	280	292	286	858	39
65	Varanasi	357	264	218	839	59
66	Jamshedpur	347	222	258	827	13
67	Ghaziabad	300	293	227	820	43
68	Raipur	385	166	266	818	54
69	Meerut	266	270	224	760	62
70	Patna	297	243	205	746	58
71	Itanagar	142	250	248	639	NA
72	Asansol	84	168	245	497	42
73	Dhanbad	173	109	183	464	52

The assessment also reveals the top performing cities in each of the three parts of the survey. We have listed the top 10 cities in each of the three parts below:

TABLE 2 Service Level Status Rankings

RANKING	CITY	ODF/SWM	IEBC	C&T	P&D	PT/CT	IHHL	TOTAL
1	Delhi-NDMC	50	50	348	200	141	150	939
2	Mysuru	44	50	382	200	144	115	935
3	Pune	50	40	375	182	150	130	927
4	Chandigarh	45	46	348	182	127	150	898
5	Tiruchirappalli	47	50	342	182	143	133	897
6	Surat	47	36	356	135	135	150	859
7	Rajkot	44	50	382	75	135	133	819
8	Visakhapatnam	50	50	356	147	98	116	817
9	Pimpri Chinchwad	44	42	319	182	135	89	811
10	Greater Mumbai	47	35	359	150	129	69	789

Table Legend

PLANNING	ODF/SWM	Strategy for Open Defecation Free town and Integrated Solid Waste Management
COMMUNICATION	IEBC	Information, Education and Behavior Change Communication activity
WASTE MANAGEMENT	C&T	Door to door Collection, Sweeping, Collection & Transportation
	P&D	Processing & Disposal of Solid Waste
SANITATION	PT/CT	Public /Community Toilet Provision
	IHHL	Individual Household Latrines

TABLE 3 Independent Observation Rankings

RANKING	CITY (ULB)	INDEPENDENT OBSERVATION SCORE (500)
1	Visakhapatnam	486
2	Tiruchirappalli	475
3	Mysuru	467
4	Delhi-NDMC	464
5	Vadodara	452
6	Greater Mumbai	442
7	Chandigarh	439
8	Navi Mumbai	436
9	Bhubaneshwar	434
10	Surat	410

TABLE 4 Citizen Feedback Rankings

RANKING	CITY (ULB)	CITIZEN FEEDBACK SCORE (500)
1	Chandigarh	379
2	Gangtok	376
3	Bhopal	372
4	Aizawl	362
5	Rajkot	354
6	Pimpri Chinchwad	349
7	Mysuru	348
8	Shimla	348
9	Navi Mumbai	344
10	Tiruchirappalli	343

The assessment also revealed the changes observed in the performance of the cities since the earlier cleanliness survey. The top movers have been identified by comparing 2016 relative rank with 2014 relative rank. They have been shown in the tables below:

TABLE 5

Top 10 Movers - Up (↑)

S. NO	CITY (ULB)	2016 RANK	2014 RELATIVE RANK
1	Allahabad	22	67
2	Nagpur	20	60
3	Visakhapatnam	5	44
4	Gwalior	30	64
5	Bhubaneshwar	24	56
6	Hyderabad	19	50
7	Gurgaon	36	65
8	Rajkot	7	32
9	Vijayawada	23	46
10	Lucknow	28	51

TABLE 6

Top 10 Movers - Down (↓)

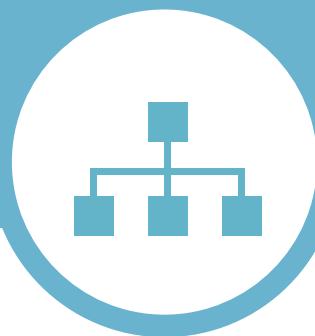
S. NO	CITY (ULB)	2016 RANK	2014 RELATIVE RANK
1	Jamshedpur	66	13
2	Kochi	55	15
3	Shillong	53	18
4	Chennai	37	4
5	Guwahati	50	19
6	Asansol	72	42
7	Bengaluru	38	11
8	Ranchi	62	35
9	Kalyan Dombivli	64	39
10	Nashik	31	8

TABLE 7

Key Strengths of Top 10 Cities (ULBs)

S. NO	CITY (ULB)	KEY STRENGTHS OF TOP 10 CITIES (ULBS)
1	Mysuru	Best Overall Performing City
2	Chandigarh	Best performing city in North Zone and Best in Citizen Feedback Category
3	Tiruchirappalli	Best Performing city in IEBC activities
4	Delhi-NDMC	Best Performing city among smart cities and Best in Service Level Status Category
5	Visakhapatnam	Best Performing city in South Zone and Best in Independent Observation category
6	Surat	Best Performing city in West Zone
7	Rajkot	Best Performing city in Cleanliness through Door to door Collection, Sweeping, Collection & Transportation
8	Gangtok	Best performing city in North East Zone and Best among State Capitals
9	Pimpri Chinchwad	Best Performing city among Satellite Towns
10	Greater Mumbai	Best Performing city among Mega Cities

CITY CATEGORIZATION



For better understanding of the results, we recommend that the cities can be divided into 4 categories as below:

Leaders

Cities which have a score of **1400 and above**. The assessment revealed that there are **15 cities** which belong to this category. These cities have a high level of cleanliness and sanitation facilities.

CITY (ULB)	SCORE
Mysuru	1749
Chandigarh	1716
Tiruchirappalli	1715
Delhi-NDMC	1704
Visakhapatnam	1643
Surat	1605
Rajkot	1574
Gangtok	1565
Pimpri Chinchwad	1559
Greater Mumbai	1534
Pune	1533
Navi Mumbai	1530
Vadodara	1511
Ahmedabad	1452
Imphal	1441

Aspiring Leaders

Cities which have a score between **1200 and 1400**. **20 cities** belong to this category. These cities have a decent cleanliness level and could aim to be in the category of 'Leaders'.

CITY (ULB)	SCORE
Panaji	1385
Thane	1367
Coimbatore	1361
Hyderabad	1355
Nagpur	1348
Bhopal	1336
Allahabad	1323
Vijayawada	1284
Bhubaneswar	1279
Indore	1276
Madurai	1245
Shimla	1244
Lucknow	1237
Jaipur	1236
Gwalior	1235
Nashik	1232
Warangal	1226
Agartala	1222
Ludhiana	1222
Vasai - Virar	1215

Acceleration Required

Cities having a score **between 1000 and 1200** fall in this group. **18 cities** were a part of this category. These cities need focused efforts to improve their sanitation, cleanliness & hygiene.

CITY (ULB)	SCORE
Chennai	1194
Gurgaon	1194
Bengaluru	1182
Delhi - SDMC	1180
Thiruvananthapuram	1167
Aizawl	1138
Gandhinagar	1133
Delhi - North DMC	1132
Kozhikode	1107
Kanpur	1090
Durg	1089
Agra	1081
Srinagar	1072
Amritsar	1062
Guwahati	1041
Faridabad	1037
Delhi - EDMC	1015
Shillong	1012

Slow Movers

Cities having a score of **less than 1000**. **20 cities** were found to be part of this group. These cities require urgent efforts to improve their level of cleanliness and sanitation.

CITY (ULB)	SCORE
Hubli and Dharwad	992
Kochi	990
Aurangabad	981
Jodhpur	971
Kota	954
Cuttack	925
Kohima	893
Dehradun	876
Ranchi	874
Jabalpur	872
Kalyan Dombivli	858
Varanasi	839
Jamshedpur	827
Ghaziabad	820
Raipur	818
Meerut	760
Patna	746
Itanagar	639
Asansol	497
Dhanbad	464

SURVEY HIGHLIGHTS



1 LAKH citizens

participated in the feedback survey



110 assessors

conducted survey across 73 cities in India



3,000+ locations

assessed on various parameters by on ground assessors



1168 Public and Community

toilets visited and assessed



876 residential

areas visited by the survey team



20 member

24*7 Control room team to ensure uniform assessment



स्वच्छता संकल्प Save the Children

हम सभी समुदाय के लोगों को विश्वास है कि समुदाय में बेहतर स्वास्थ्य एक प्राथमिकता है। समुदाय में शुद्ध पीने के पानी, स्वच्छता व टाफ सफाई, व समुदाय में स्वच्छ वातावरण स्वस्थ जीवन उपलब्ध कराना हम सब का दायित्व है। आइये हम सब प्रण करते हैं कि :-

- 1- छात्रों से पहले और शौच के बाद हमेशा हाथ साबुन से धोएँ। अगले आस पास के वातावरण को स्वच्छ रखें।
- 2- पीने के लिए हमेशा ढंकी ढर लोटे का उपयोग करें। पीने के लिए जल बोर्ड के पानी का ही उपयोग करें। सदा घर में पानी को इकट्ठा कर रखें।
- 3- ठोसी प्रकार के कूड़े-कचरे का उचित निपटारा करें।
- 4- समुदाय के लोगों को खुले में शौच से मुक्ति दिलाने क्योंकि इससे कई प्रकार की जंजीर बिमारियाँ जैसे- दस्त, पैंडिस, हैजा/जांचशीय हो सकती है।
- 5- हम अपने घरों में शौचालय बनाने की पहल करेंगे व उनका इस्तेमाल करेंगे।
- 6- सभी समुदाय के लोगों को स्वच्छता व टाफ सफाई के बारे में जागरूक करेंगे और खुद भी ऐसे कार्यक्रमों में भाग लेंगे।
- 7- स्वच्छ भारत अभियान का टाफ सफाई, स्वच्छता व स्वच्छ वातावरण की विधा में उपलब्ध आ रहे प्रयासों में सहयोग करेंगे।





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