

# Case Studies on Aspirational Public and Community Toilets

*Exploring Self-Sustainable Aspirational Toilets*

*An exercise conducted by the Secretariat of*

**Maharashtra Urban WASH & Environmental Sanitation Coalition**

*Regional Centre for Urban and Environmental Studies of All India Institute of Local Self Government, Mumbai, and UNICEF Mumbai Field Office*

Date: 4<sup>th</sup> August 2023

*Photo source: Loo Café*

# Introduction to RCUES of AILSG Mumbai

*The Regional Centre for Urban & Environmental Studies (RCUES) of  
All India Institute of Local Self Government (AILSG), Mumbai*

*established and supported by the Ministry of Housing and Urban Affairs, Government of India (GoI)*



## AILSG

A premier, Government recognized Institute working in close association with States and Central Government, National and International Agencies in the field of - Education, Training Research, Advisory, Advocacy, Consultancy



## RCUES

A Centre dedicated to research, training, advisory and technical support to local governments.  
Serving primarily to – Rajasthan, Gujarat, Maharashtra, Goa, Assam, Tripura, Lakshadweep, Diu, Daman, Dadra- Nagar Haveli

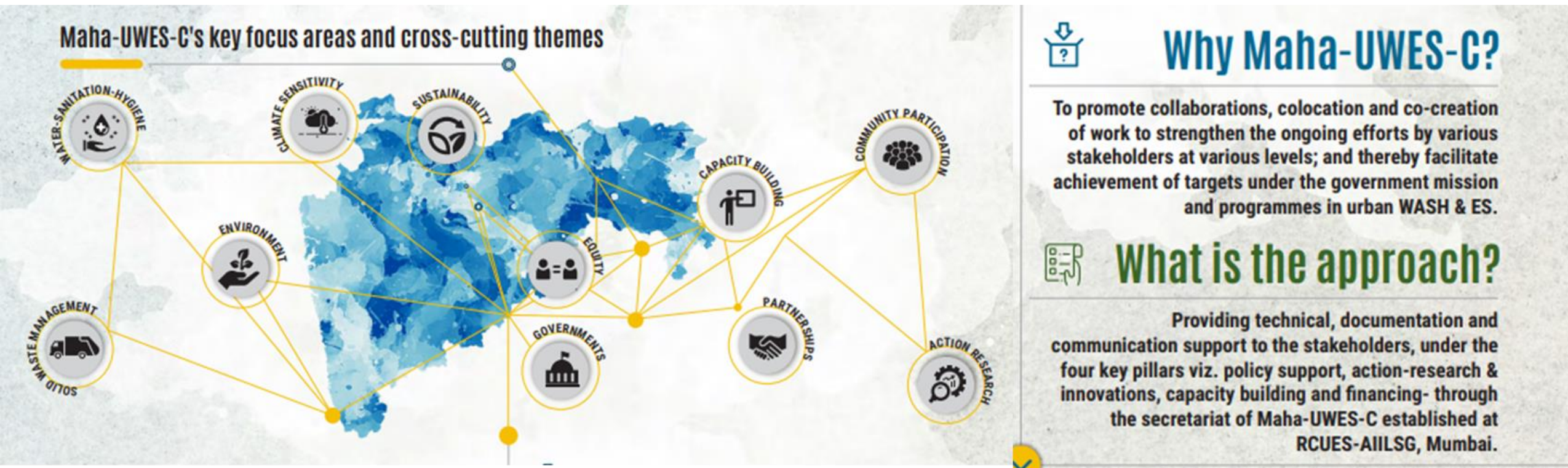
Empanelled as **'Swachhata Knowledge Partner'** under Swachh Bharat Mission 2.0 by Government of India

RCUES of AILSG Mumbai is supporting the Government of Maharashtra through its MoUs with the Directorate of Swachh Maharashtra Mission (Urban), Urban Development Department and the Department of Environment and Climate Change

# Introduction to the Maha-UWES-C

## The Maharashtra Urban WASH and Environmental Sanitation Coalition (Maha-UWES-C)

is a joint initiative of Regional Centre of Urban and Environmental Studies (RCUES) of All India Institute of Local Self Government (AIILSG) Mumbai and UNICEF Maharashtra



It is a platform for government and non-government stakeholders to share a mutual space for **engagement and collaboration towards accelerated interventions in WASH & ES in Maharashtra**, in alignment with the government priorities.

# About the compendium

This compendium is a comprehensive collection of case studies on diverse models for aspirational public and community toilets assembled and authored by the **Regional Centre for Urban and Environmental Studies (RCUES) of the All India Institute of Local Self Government (AIIILSG), Mumbai**. This initiative serves as a valuable resource intended to provide support and insights to the Government of Maharashtra and the ULBs in Maharashtra in their continuous efforts to enhance public sanitation infrastructure under the Swachh Maharashtra Mission (Urban).

This compendium features a range of case studies that showcase **innovative approaches, sustainable designs, and effective management practices** utilized in operation & maintenance of public and community toilet facilities.

Each case study provides comprehensive overview of **ownership model, capital and O&M funding mechanism, salient and unique features, and the scope of replicability** in urban areas.

These models **can be adapted to suit the specific requirements of various urban and semi-urban areas** by the local governments to achieve their goals under the Swachh Maharashtra Mission 2.0

**Disclaimer:** *This document is produced by the RCUES of AIIILSG Mumbai under the Maharashtra Urban WASH and Environmental Sanitation Coalition in alignment to the MoU signed by RCUES of AIIILSG Mumbai and the Directorate of Swachh Maharashtra Mission (Urban), Urban Development Department, Government of Maharashtra. The information contained in this document is based on data available up to February 2023. For the latest updates and developments, please refer to official sources.*

# Need for Good Quality Public and Community Toilets

## Public Toilets are essential for driving Economic Development

- Individuals in the workforce.
- Students.
- Commuters and transit vehicle drivers.
- Travelers and tourists.
- Street vendors, shopkeepers, and all people contributing to the local economy.

Public Toilets should be located at strategic locations such that no one is deprived of access to sanitation – ensuring adequate public health and hygiene

## Community Toilets are essential for ensuring Public Health and Hygiene

- Households that do not have space for IHHL.
- Households that cannot afford to construct IHHL despite space availability.
- Migrant population that stays in a city for a temporary duration and is not interested in investing in IHHL.

Community toilets should be located near the residents of the community such that the facility suffices the community requirements.

# Aspirational Toilets Guidelines as per SBM and SBM 2.0

Chapter 5 and Annex 9 of the Operational Guidelines on SBM 2.0 elaborate on the requirements for Aspirational Toilets in urban areas

## Aspirational Toilets

Additional PTs at all tourist destinations/places with high footfall/ iconic/ religious destinations

The unit cost of the Aspirational Toilet will be calculated at

- ₹2,50,000 per seat
- ₹32,000 per urinal

All features of Public toilets should be present. Additional features as outlined in the SBM 2.0 Operational Guidelines should be present.

As per Chapter 10 of the Operational Guidelines, all PTs and CTs should be mapped and easily identifiable on Google Maps.



Clean Toilet Seat- Zero risk of UTI



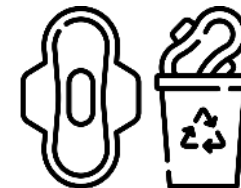
Both Indian and Western toilet seat



Disabled Friendly toilet



All Gender friendly (including transgender)



Availability of sanitary products and disposal facility



Infant and mother-friendly space

Clean and Green surroundings

Aesthetic architectural design

Well-lit and monitored unit

Advertising spaces

Caretaker equipped with PPE

User Feedback System

# Aspirational Public Toilets

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# Different Models of Aspirational Public Toilets

| Accessibility and Functionality  | Multipurpose Community Space   | Special Value Added Services  | O&M by Community   | IoT Enabled/ Smart Toilet  | Architectural/ Aesthetic Design  |
|--|--|---|--|--|--|
| <p>These toilet blocks are designed for providing access to the public on the go.</p> <p>Examples –</p> <ul style="list-style-type: none"> <li>• Sulabh Toilets,</li> <li>• Sunidhi Toilets,</li> <li>• Pre-fabricated toilets,</li> <li>• Bus-stop/Railway station toilets,</li> <li>• Tourist location toilets,</li> <li>• Highway toilets.</li> </ul> | <p>These toilet blocks can double up as multipurpose buildings where the community can gather.</p> <p>Examples –</p> <ul style="list-style-type: none"> <li>• Urban Loo,</li> <li>• Park/Garden Toilet,</li> </ul> | <p>These toilet blocks have added revenue-generating services like retail shops/ ATM/ Kiosks.</p> <p>Examples –</p> <ul style="list-style-type: none"> <li>• Loo Café/ Lootel Café,</li> <li>• One-Hybrid-Stop,</li> <li>• Woloo Powder Room,</li> <li>• Pink Bus Toilet</li> </ul> | <p>These toilet blocks are managed by local SHG/CBOs.</p> <p>Examples –</p> <ul style="list-style-type: none"> <li>• Samagra Toilet,</li> <li>• Trichy SHE Toilets,</li> </ul> | <p>These toilet blocks are fitted with IoT sensors and smart fixtures for day-to-day cleaning and hygiene monitoring.</p> <p>Examples –</p> <ul style="list-style-type: none"> <li>• Eram Toilet,</li> <li>• Altersoft Toilet,</li> <li>• E-Smart Loo,</li> <li>• WAH Toilets</li> </ul> | <p>These toilet blocks are designed as a state-of-art facility in addition to functionality.</p> <p>Examples –</p> <ul style="list-style-type: none"> <li>• Lightbox Toilet,</li> <li>• BMC Toilets</li> </ul> |



# Existing Models of Aspirational Public Toilets

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# Woloo Powder Room – Lounge with toilet

Location of Implementation – Mumbai

Implementation Organization – Woloo

Facilitated by –

Funding Mechanism – Private Funding.

O&M Funding – Annual Woloo Subscription/retail shop sales.

Operation & Maintenance – Woloo.



## Features of the Toilet

- Powder Room is a by-women-for-women lounge offering dignified sanitation and a world-class experience.
- A café and a retail outlet for female hygiene and self-care products are housed within the Woloo Powder Room complex.
- The powder room can be located on the Woloo App which displays the hygiene ratings of the Woloo Powder Room.
- Assurance of hygiene is maintained by Woloo using IoT-enabled sensors and ensuring an hourly cleaning schedule.
- User Feedback are taken on the App.
- Use of Woloo toilets is free of cost. However, users can avail of an annual subscription of ₹365 which includes health insurance for UTI-related diseases.
- Annual subscription also includes coupons that can be redeemed during purchases at Woloo powder rooms.
- Woloo encourages Corporates for gifting female employees with the Annual Subscription.

# Woloo Powder Room – Lounge with toilet



Woloo Café Model 400 Sq. Feet



## Scope for Replication

- IoT-enabled hygiene monitoring helps maintain trust on the public toilet and hence is a good model for ensuring dignified public sanitation.
- The O&M costs are covered by the annual subscription of users and the sales in the powder room. Hence the ULB does not require to provide O&M costs.
- The model can be replicated Pan-India in a PPP mode.

# Woloo Assurance of Hygiene (WAH) Toilets

Location of Implementation – Pan- India

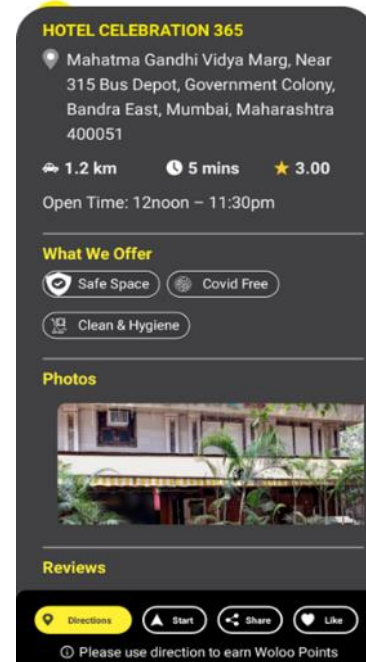
Implementation Organization – Woloo

Facilitated by – Private Organizations and Retail Establishments.

Funding Mechanism – Private funding

O&M Funding – No user fee

Operation & Maintenance – Toilet Owner



## Features of the Toilet

- WAH is a unique first of its kind certification for Woloo Hosts.
- Hosts like restaurants, QSRs, salons, and retail establishments that have washrooms within their premises can list themselves as a toilet service provider.
- Woloo audits and certifies the host's toilets as WAH toilets and displays their location on Woloo App.
- IoT & AI enabled monitoring system in the toilets provides real-time hygiene information on the app.
- Woloo hosts benefit from increased footfall and get reward points and incentives for each good review from users.
- O&M of toilets is done by the Woloo Host.

## Scope for Replication

- Tie-up, certification, and IoT-enabled monitoring with establishments having existing toilets make the model highly replicable.
- ULB is not required to provide O&M costs since O&M is done by the toilet host for maintaining certification.

# Highway Toilets/ Transit Hub Toilets

**Location of Implementation** – Ghatkopar, Mumbai

**Implementation Organization** – MAD(E) IN MUMBAI

**Facilitated by** – Central Govt., State Govt., ULB.

**Funding Mechanism** – Govt. funds, Private funds, PPP, CSR, etc.

**O&M Funding** – Pay & Use charges/ Advertisements/ Parking, etc.

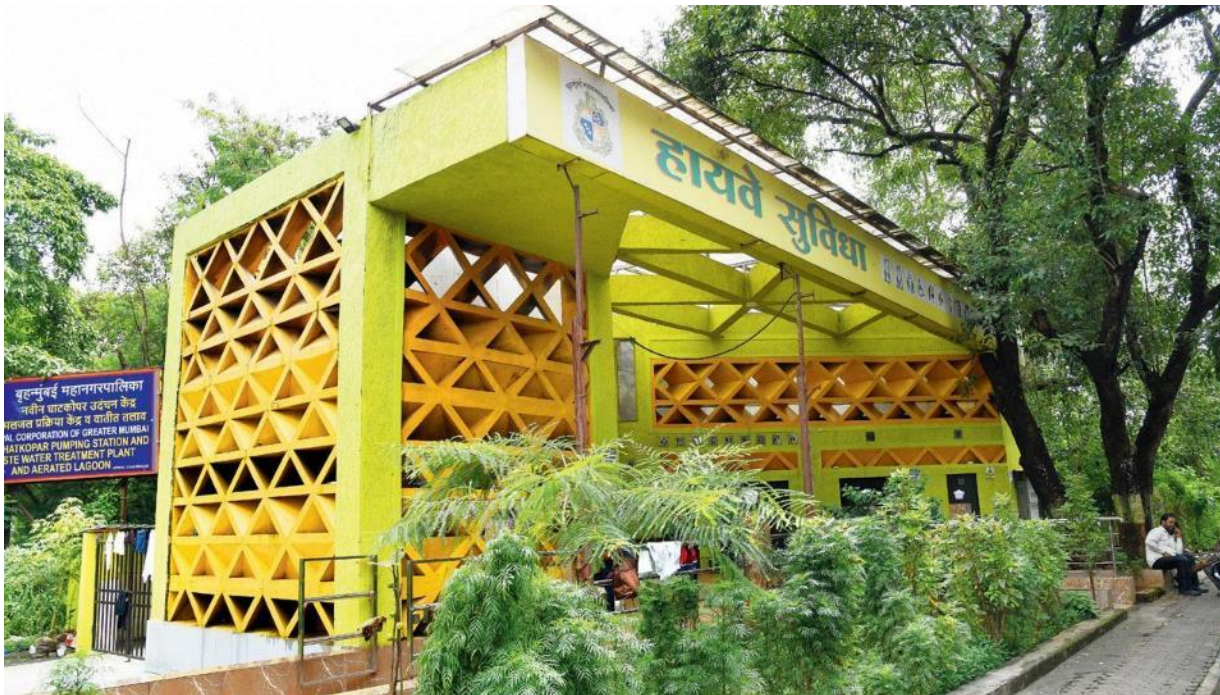
**Operation & Maintenance** – Facility Owner/ Appointed O&M Agency, etc.

## Features of the Toilet

- Separate male, female, transgender, and disabled-friendly sections illuminated by natural light as well as solar-powered systems.
- Female section has a changing room, infant-care space, and sanitary hygiene facilities.
- In-situ transformation of fecal matter and urine into fertilizer.
- Toilet complex has public seating, a drinking water kiosk, and an ATM.
- Additional features like retail shops can be designed.

## Scope for Replication

- User charges can cover the O&M costs.
- Can be easily replicated along main roads as per the space availability.
- Easy-to-recognize design can become a landmark of a transit hub.



# 4 Highway Toilets/ Transit Hub Toilets

**Location of Implementation** – Mumbai

**Implementation Organization** – Fumes International, etc.

**Facilitated by** – Central Govt., State Govt., NHAI, ULB.

**Funding Mechanism** – Private funds, PPP, CSR, etc.

**O&M Funding** – Pay & Use charges/ Advertisements, etc.

**Operation & Maintenance** – Facility Owner/ Appointed O&M Agency, etc.

## Features of the Toilet

- Separate male, female, transgender, and disabled-friendly sections.
- Gardens and shrub plantation around the toilet block to uplift visual aesthetics.
- External walls can be used for advertisements leading to additional revenue.
- Roof can be used for advertisement also.
- Additional features like solar-powered illumination can be implemented.

## Scope for Replication

- User charges and advertisement can cover the O&M costs.
- Can be easily replicated along main roads as per the space availability.
- Easy-to-recognize design can become a landmark of a transit hub.



**Location of Implementation** – Thane

**Design by** – Rohan Chavan Architects

**Facilitated by** – Thane Municipal Corporation.

**Funding Mechanism** – ULB funding

**O&M Funding** – Pay-and-use charges

**Operation & Maintenance** – Thane Municipal Corporation



## Features of the Toilet

- The toilet is designed for natural light and ventilation.
- The toilet complex accommodates sanitary pads, vending machines and incinerators, CCTV cameras, mobile charging points, and a panic alarm system for safety.
- The center of the toilet block is a garden that is used for various activities and events.
- Lightbox restrooms are easy to install as they use locally available materials and require low-skilled labour.
- The restroom is fitted with a biodigester that utilizes 500 litres of bacteria and needs to be recharged only once in 5 years.
- User Fee of 5 per use is levied.

## Scope for Replication

- The Lightbox concept uses a very flexible model and can be adapted to any scale/number of seats, space, etc.
- The design can be replicated provided that the O&M is outsourced to some agency.

**Location of Implementation** – Marine Drive, Mumbai

**Designed by** – JSW- Samatech

**Facilitated by** – Brihanmumbai Municipal Corporation (BMC).

**Funding Mechanism** – ULB funding

**O&M Funding** – Pay-and-use charges

**Operation & Maintenance** – BMC



## Features of the Toilet

- The toilet is designed to reflect the ART-Deco style of Marine Drive where it is located.
- Separate entrance for male and female sections.
- The toilet is fitted with vacuum flushing technology and connected to a septic tank that is emptied every alternate day.
- Solar panels have been installed on the roof to meet the daily electricity needs of the toilet block.
- The toilet exterior is built of corrosion-proof weathering steel that is resilient to the climate of Mumbai.
- Desludging of the septic tank is done by the BMC.

## Scope for Replication

- Similar architectural toilets can be constructed in areas that attract tourists.
- O&M of the toilet is covered by user charges and ULB funds.



# Ti Toilet – Pink “Toilet Integration (Ti)” Bus in Pune

**Location of Implementation** – Pune

**Implementation Organisation** – Ti Toilet, Pune.

**Facilitated by** – Private Organizations.

**Funding Mechanism** – Private funding, CSR, etc.

**O&M Funding** – Pay-&-Use Charges.

**Operation & Maintenance** – Local women entrepreneurs



## Features of the Toilet

- Mobile Toilet for women constructed within a bus.
- The toilet bus consists of water storage, smart toilets, a handwashing basin, an infant-care unit, sanitary hygiene product kiosk, and an incinerator.
- User charge is ₹5 per use.
- The wastewater is emptied daily into city sewer channels.
- Interiors are maintained with good aesthetics.
- Hygiene levels are monitored with temperature and odour sensors.
- A snacks and convenience shop is provided at the front of the bus.

## Scope for Replication

- O&M costs are covered by user charges. No O&M cost is required from ULB.
- Toilet can be retrofitted in various discontinued Buses and hence becomes cost-effective for replication.

# Loo Café/ Lootel Café – Retail supported toilets

**Location of Implementation** – Hyderabad & Indore

**Implementation Organization** – Loo Café ; Lootel Café

**Facilitated by** – Central Govt., State Govt., Local Govt.

**Funding Mechanism** – Govt. funds, CSR, etc.

**O&M Funding** – Pay & Use charges.

**Operation & Maintenance** – Facility Owner/ O&M Agency, etc.

## Features of the Toilet

- Premium public toilet service with a café.
- User can avail free loo use for every purchase at Lootel Café. User charges of ₹10 per use if no purchase made at the café.
- Use of toilet is free at Loo Café while no discounts provided on café purchases.
- O&M of café is done by franchise staff of the cafés.
- The design of the units are compact and can be modified for any space.
- For Lootel Café, toilets are maintained by in-house staff of each café.
- Smart toilet seats require daily cleaning which is done by a dedicated team from the Loo café company.
- Café attracts high footfall due to aesthetics and product variety



## Loo Café/ Lootel Café – Retail supported toilets



### Scope for Replication

- Can be replicated at high-traffic locations – demand for good café should exist to subsidize toilet O&M.
- Reliance on the toilet owner's commitment to maintaining the hygiene of their toilet. Hence ULB does not have to provide funds for operation.
- Sale of eatables is the main source of revenue and hence O&M is sustainable.

**Location of Implementation** – Secunderabad

**Implementation Organization** – Toilets & Toilets Pvt. Ltd.

**Facilitated by** – ULB, State Govt., Private Organizations, Corporates.

**Funding Mechanism** – Govt. funds, Private funds, PPP, CSR, etc.

**O&M Funding** – Pay & Use charges.

**Operation & Maintenance** – Facility Owner/ O&M Agency, etc.



## Features of the Toilet

- It is designed as Urban Landmark with a City Clock.
- Separate male and female sections.
- The Porous Facade of the building leads to natural ventilation and illumination and helps in removing the foul smell.
- Due to Skylights provided in the Toilets, there is no need of artificial lights in the daytime.
- The lobby space can accommodate ATM, Tea Coffee vending machine etc.
- Exterior has a seating area and a small garden.

## Scope for Replication

- Easy to recognize design can become a landmark of a market or urban street.
- The O&M costs are covered from user charges; ULBs do not have to provide funds for maintenance. ULBs to provide land and capital cost.

# 10 SHE Toilets in Tiruchirappalli

**Location of Implementation** – Tiruchirappalli and Chennai

**Implementation Organisation** – Indian Institute for Human Settlements (IIHS), Tamil Nadu Urban Sanitation Support Programme (TNUSSP).

**Facilitated by** – ULB, Private Organizations.

**Funding Mechanism** – ULB funds, CSR, etc.

**O&M Funding** – Pay-and-use charges.

**Operation & Maintenance** – Local Self-Help Groups/ entrepreneurs

## Features of the Toilet

- Existing CT/PT blocks are refurbished with lighting, ventilation, accessibility features for senior citizens and differently-abled citizens, sanitary napkin vending machines, feedback instruments, CCTV cameras, mirrors, soap trays, and towel rods.
- Toilet blocks are operated in 3 different models –
  - Private agency
  - Local SHG or CBO identified by NULM
  - Local Entrepreneur/ family.
- Service providers adhere to the service level agreements (SLAs) which are linked to penalty and incentive structure.

## Scope for Replication

- O&M costs are covered by user charges. No O&M cost is required from ULB.
- Existing toilets can be retrofitted which makes this model very cost-effective for replication.



**Location of Implementation** – Pan-India

**Implementation Organization** – Sulabh International and Its Partners

**Facilitated by** – Central and Local Governments

**Funding Mechanism** – Central Govt. funds, ULB, CSR, etc.

**O&M Funding** – Pay-and-Use model, User Charges

**Operation & Maintenance** – Sulabh International for 30 Years

## Features of the Toilet

- Separate Male & Female sections with separate entrances.
- Children-friendly toilet in women's section.
- Disabled-friendly toilets are provided in most of the complexes.
- 24-hrs water supply ensured with tubewell and OHT.
- 24-hrs electricity is also ensured.
- Facilities for bathing, changing rooms, handwashing, and sanitary hygiene are provided in both sections.
- Additional services like a cloakroom, telephone service, First Aid, night shelter for caretakers, and drinking water are also provided at the complexes.
- Toilets are architecturally designed to match the local aesthetics with easy-to-recognize signage.
- Toilet complexes are connected to Sulabh Flush Compost twin-pit systems where the sewer network is unavailable.





## Scope for Replication

- Since the toilet complex is managed and operated by Sulabh International for 30 yrs, ULBs do not have to provide funds for maintenance. ULBs to provide land and capital cost.
- The model is replicable anywhere by ULBs on the basis of land availability.
- Public Toilets operate on a pay-and-use basis – User Charges are Rs 2 for urinals and Rs 5 for toilets, per usage – user charges cover O&M costs and are hence self-sustainable.

# 12 Eram Toilets

**Location of Implementation** – Thiruvananthapuram

**Implementation Organisation** – Eram Scientific Solutions.

**Facilitated by** – ULB, Private Organizations.

**Funding Mechanism** – ULB funds, CSR, etc.

**O&M Funding** – Pay-and-use charges.

**Operation & Maintenance** – Eram Scientific Solutions



## Features of the Toilet

- Eram e-toilets are automatic water-efficient toilets that self clean after every 10 usages.
- The entry doors are coin-operated and can be programmed for accepting user charges of ₹1/ ₹2/ ₹5.
- Dedicated mobile phone app helps users find the nearest e-Toilet location.
- The cost of e-Toilet infrastructure, with installation and commissioning, ranges from Rs 2–7 lakhs per unit.
- Eram provides a warranty for all installed e-Toilets and offers a comprehensive annual maintenance contract (AMC).
- Due to their automated nature, e-Toilets do not need staff to be present at all times.

## Scope for Replication

- The cost-effective IoT-enabled toilet can be replicated everywhere, in temporary as well as permanent structures.
- Automated user charge collection is the main O&M revenue source. ULB is not required to provide O&M costs.



# 13 Altersoft Toilets

**Location of Implementation** – Kochi

**Implementation Organisation** – Altersoft Innovations India Pvt. Ltd.

**Facilitated by** – ULB, Private Organizations.

**Funding Mechanism** – ULB funds, CSR, etc.

**O&M Funding** – Pay-and-use charges and O&M subscription.

**Operation & Maintenance** – Altersoft



## Features of the Toilet

- The “Intelligent Public Toilet” are fully connected to the IoT, and require minimum human intervention.
- Pre-fabricated stainless steel elegant and vandal-proof design can be customized to include single or multiple units as well as a disabled-friendly unit.
- Types of access can be customized – digital money access technology; coin-based access technology, and free access unit.
- The cost of each unit is Rs 3–4 lakh per unit. O&M fee of ₹2000 is charged as a monthly subscription fee by Altersoft.
- One cleaning staff from Altersoft is appointed for O&M of 20-30 toilet units daily. Automated units don’t require dedicated staff for round-the-clock upkeep.

## Scope for Replication

- The cost-effective IoT-enabled toilet can be replicated everywhere, in temporary as well as permanent structures.
- Automated user charge collection is the main O&M revenue source. ULB needs to provide a monthly O&M subscription.

# 14 Pre-Fabricated Toilets – Ezzy Loo

Location of Implementation – Pan-India

Technology – Optismart Eco Solutions Pvt. Ltd.

Facilitated by – State Govt., ULBs, Private Development Organizations, Corporates, households

Funding Mechanism – various

O&M Funding – Not available

Operation & Maintenance – Owner of the toilet unit.

## Features of the Toilet

- Pre-fabricated toilet units can be installed or retrofitted anywhere for temporary as well as permanent structures.
- Components- toilet seat with flush motor and a power source. Toilet units can be added or reduced as per demand.
- Installation can be achieved rapidly within 2 – 3 hrs.
- Only 2 l water is required per flush.
- Each unit costs ₹45,000.

## Scope for Replication

- O&M is the responsibility of the purchaser of the toilet.
- Applicable for various temporary/ permanent locations.
- Mass production of toilet units and water-efficient feature makes it economical.



# 15 Pre-Fabricated Toilets – Sara Plast Pvt. Ltd.

**Location of Implementation** – Pan-India

**Technology** – Sara Plast Pvt. Ltd.

**Facilitated by** – State Govt., ULBs, Private Development Organizations, Corporates

**Funding Mechanism** – Govt. Funds, Private funding, CSR, etc.

**O&M Funding** – Rent per unit per month

**Operation & Maintenance** – Sara Plast Pvt. Ltd.



## Features of the Toilet

- Pre-fabricated toilet unit with HDPE walls and a containment tank is rented out at Rs 4,000 to Rs 5,000 per month per toilet.
- Rent covers the unit and containment tank cleaning services 3 to 5 times a week.
- Installation can be achieved rapidly within a day.
- Toilet units can be added or reduced as per demand.

## Scope for Replication

- Since toilet O&M is recovered from monthly rental charges, the renter can levy user charges.
- Applicable for large-scale events, construction sites, migrant shelters, etc.
- Mass production of the toilets makes it economical.

# 16 Pre-fabricated Toilets – Sunidhi Toilets

Location of Implementation – Dindigul & Madurai

Implementation Organisation – WASH Institute.

Facilitated by – ULB, State Govt., Private Organizations.

Funding Mechanism – Govt. funds, CSR, etc.

O&M Funding – No Charges.

Operation & Maintenance – ULB.



## Features of the Toilet

- This facility offers both Indian and Western toilet seats, sanitary napkin vending machines, incinerators, wash basins, mirrors, etc.
- Prefabricated cost-effective ferrocement structure. The Capex of a Sunidhi Toilet ranges from INR 1.3 lakhs to INR 1.5 lakhs, as per local availability of resources.
- There is no user fee, and sanitary napkins are charged at a nominal rate of INR 5 per napkin.
- O&M is done by the ULB.

## Scope for Replication

- Low-cost construction techniques and compact design make the toilet easy to replicate.
- The toilet can be installed in association with local entrepreneurs or local community groups.

# Aspirational Community Toilets



Community Toilets are common facilities for a group of households or a settlement where the construction of IHHL is a challenge.

An aspirational community toilet must cater to the WASH needs of the community as well as ensure dignity and adequate health and hygiene standards.

The following features are required for a CT to be aspirational:

- Universal Accessibility,
- MHM facilities for women,
- Day-to-day toilet cleaning and upkeep staff,
- Adequate WASH supplies,
- Easily readable IEC materials on display for Behaviour Change,
- Additional services specific to the community,
- Additional use of space for community development/engagement.

The following types of Community Toilet models are considered to be aspirational:

Anganwadi Toilet

Suvidha Toilet

CBO Operated Toilet

Toilet block with a community hall,

# Existing Models of Aspirational Community Toilets

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# 24 Suvidha Toilets – CSR Toilet managed by NGO

**Location of Implementation** – Mumbai

**Implementation Organisation** – Hindustan Unilever Limited

**Facilitated by** – ULB, Private Organizations, NGOs, Corporates.

**Funding Mechanism** –PPP – HUL & HSBC with BMC.

**O&M Funding** – User charges, passes, laundry charges, etc.

**Operation & Maintenance** – United Way Mumbai & Pratha Samajik Sanstha.



## Features of the Toilet

- Public cum community toilet strategically located in slum areas.
- Separate male and female sections have toilets, urinals, wash basins, shower rooms and changing rooms.
- Dedicated janitor room also provided.
- Community users pay ₹150 monthly charges per family. User charges for general public is ₹3 per use.
- Added facility of laundry services charged at ₹50-60 per load, and R.O. drinking water at ₹1 per litre for community users.
- Assurance of hourly cleaning by dedicated staff – hygiene is ensured.
- Used water from washing machines and handwashing stations are treated and recycled for flushing.



# 24 Suvidha Toilets – CSR Toilet managed by NGO



## Scope for Replication

- This model is replicable for community spaces near dense habitation.
- The O&M costs are covered from user charges; ULBs do not have to provide funds for maintenance. ULBs to provide land and capital cost.

# 25 Samagra Toilets – SHG Operated Toilets

**Location of Implementation** – Pune

**Implementation Organisation** – Samagra.

**Facilitated by** – ULB, Private Organizations.

**Funding Mechanism** – ULB funds, CSR, etc.

**O&M Funding** – Monthly subscription plans, Kiosk services.

**Operation & Maintenance** – Local Self-Help Groups



## Features of the Toilet

- Facility has both male and female sections. The female section accommodates space for infant care and changing rooms for menstrual hygiene.
- Electricity and phone bill payment services are provided at a kiosk.
- Monthly subscription is optional. Visitors can use the toilet for free also.
- Tie up with local retail shops for redeeming reward points on subscriptions.
- Daily cleaning is done by local SHGs who are trained by Samagra.

## Scope for Replication

- O&M costs are covered by subscriptions and kiosk services. No O&M cost is required from ULB.
- The toilet can be built in association with local community groups and self-help groups.

**Location of Implementation** – Mumbai

**Implementation Organisation** – BMC under Slum Sanitation Programme

**Facilitated by** – ULB, NGOs.

**Funding Mechanism** – World Bank and BMC.

**O&M Funding** – Monthly user passes.

**Operation & Maintenance** – CBOs trained by NGOs.



## Features of the Toilet

- Strategically located and demand-based construction of community toilets in consultation with the local community.
- Each toilet block has separate male and female sections with bathing and changing rooms.
- Female sections in most of the toilet blocks are equipped with sanitary pad vending machines.
- IEC materials are displayed on the interior walls.
- Toilet blocks are managed by CBOs formed from the community and certified by the BMC.
- A few CBOs work actively to incorporate smart monitoring system like Gandhvedh® Technology in their toilet blocks for hygiene monitoring.
- Every CBO is required to set user charges in consultation with the community.
- CBOs are responsible for day-to-day cleaning, maintenance, and minor repairs of the CT blocks.



## Scope for Replication

- This model is replicable for community spaces near dense habitation.
- The O&M costs are covered by user charges; ULBs do not have to provide funds for maintenance. ULBs to provide land and capital cost.
- Major repairs and refurbishments are the responsibility of the ULB as the owner of the facility.

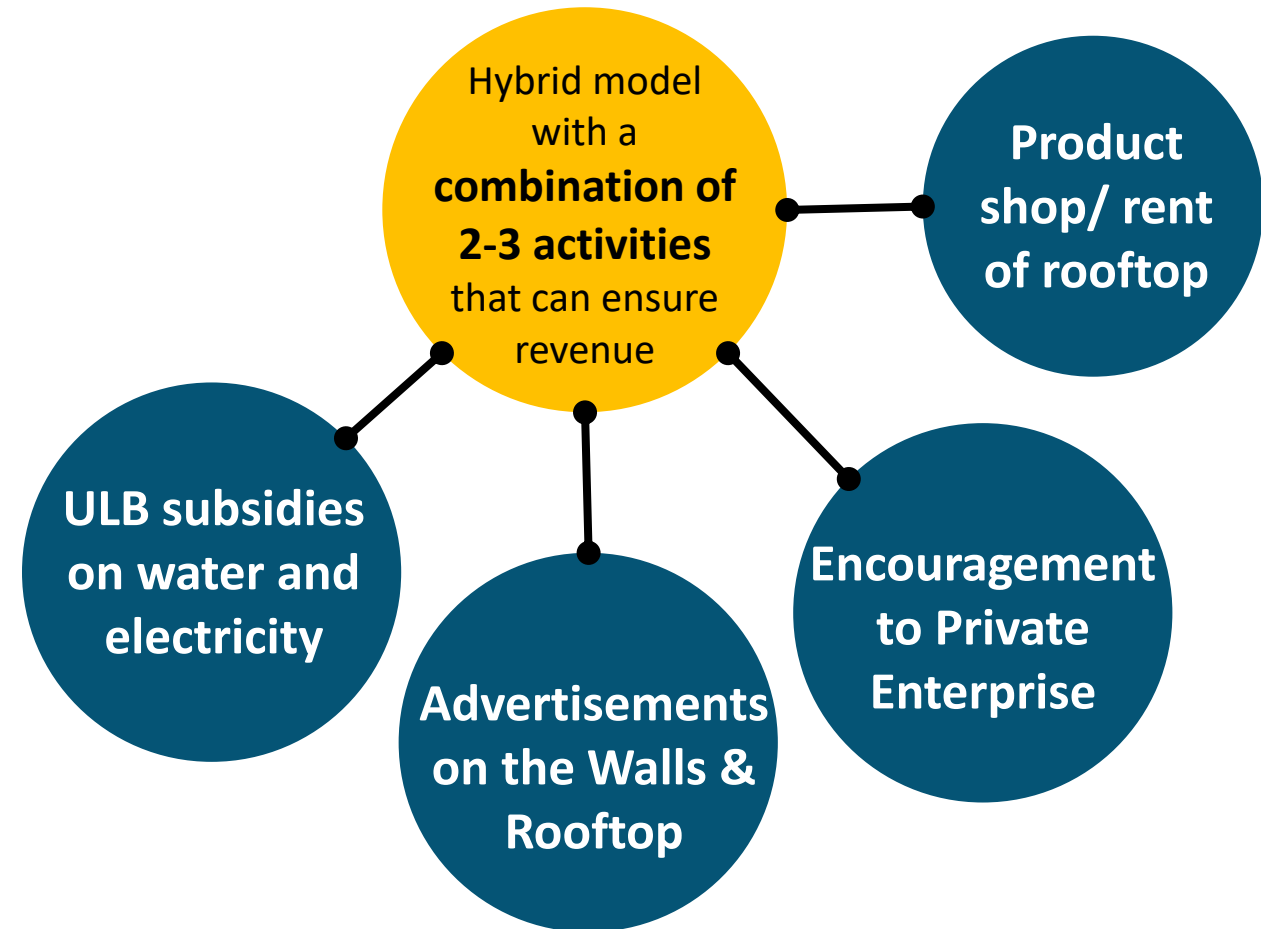
# Challenges of Sustaining Aspirational CT/PT

The source of Revenue for operation and maintenance is a challenge for most of the Aspirational Toilets since the operation costs for such toilets remain high to ensure their Aspirational Qualities.

## The following challenges are faced during O&M:

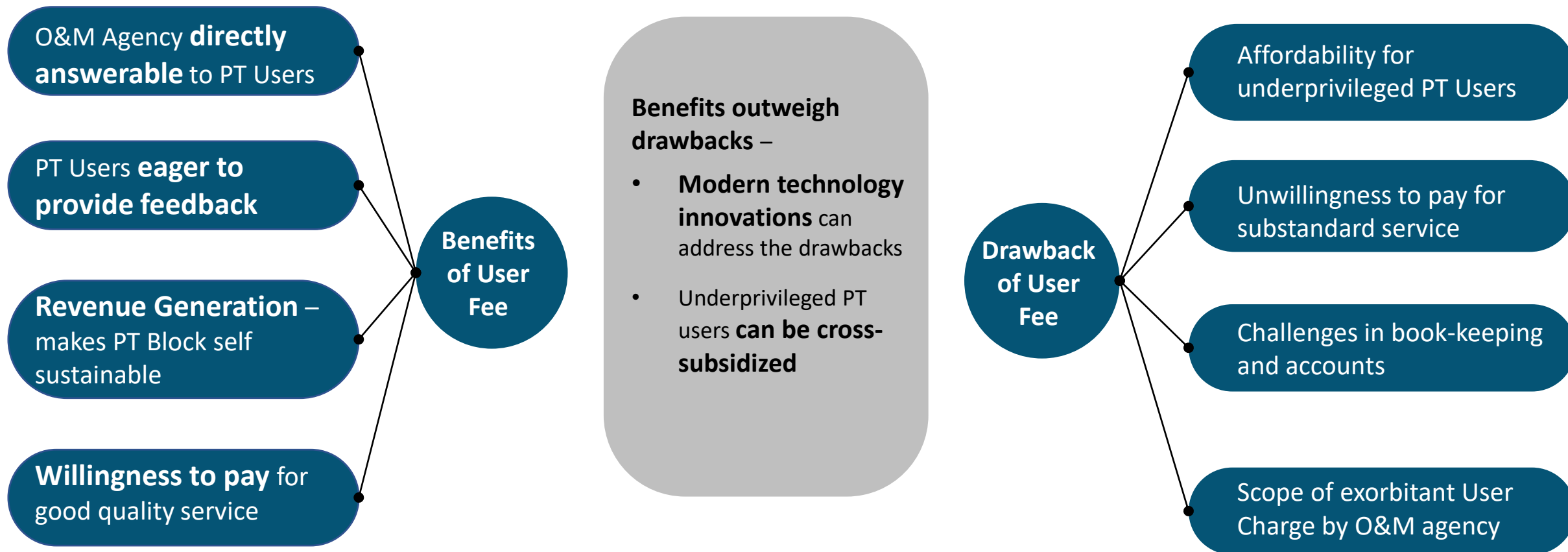
- Multiple alternate revenue streams are required.
- PT Users may not convert to consumers of retail services.
- Added Services might fail if demand reduces.
- Users may not respect the toilet's value without user fees.
- O&M might fail if funds are inadequate.

## Alternate Solution of Hybrid revenue model



# Importance of User Fee in Aspirational Public & Community Toilet

**SBM (U) 2.0 Operational Guidelines** mentions “**User Charges**” as mandatory for availing **Central Assistance** in funding for services (**Point no. 4.1.2**)



# Preliminary Recommendations for Adoption of Aspirational Toilets

## General Recommendations on the above-listed models of Aspirational Toilets:

- All the above-listed Aspirational Toilets are required to be **qualitatively and quantitatively assessed** in terms of **performance, usability, user satisfaction, and self-sustainability**.
- **Nation-wide circulation of the compendium** of assessed models is required for all ULBs to have access to examples.
- Aspirational **Public Toilets** work best on the principles of **aesthetics, accessibility, public space, and value-added services**.
- Aspirational **Community Toilets** work best on the principles of **community participation, community spaces, and local employment generation opportunities**.

## The following recommendations are suggested for the implementation of Aspirational Public and Community Toilets in cities:

1. ULB should prepare a **contextualized city-level plan** for the implementation of Aspirational CTs and PTs based on the **local culture, geography, and community aspirations**.
2. The city-level plans should be **strengthened with pilot implementation** for both Aspirational PTs and Aspirational CTs.
3. **Self-Sustainable models** should be adopted for Aspirational Toilets in order to ensure high performance.
4. **Existing PT and CT blocks** should be assessed, refurbished, and retrofitted to **convert into Aspirational Toilet Blocks**.

# THANK YOU

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Secretariat of

## **Maharashtra Urban WASH & Environmental Sanitation Coalition**

*At the Regional Centre for Urban and Environmental Studies of  
All India Institute of Local Self Government, Mumbai*

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