

**GOVERNMENT OF INDIA  
URBAN DEVELOPMENT  
LOK SABHA**

UNSTARRED QUESTION NO:3653

ANSWERED ON:07.12.2016

Audit of Toilets

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**Will the Minister of URBAN DEVELOPMENT be pleased to state:**

Will the Minister of URBAN DEVELOPMENT be pleased to state:

- (a) whether a number of lapses have been found in the implementation of the Swachh Bharat Mission (SBM) and if so, the details thereof and the reasons therefor along with action taken/being taken in this regard;
- (b) whether the Government has recently requested all the State and city Governments to undertake extensive audit of toilets in urban areas to ensure that they are functional and fully used;
- (c) if so, whether the extensive audit has been conducted by the State and city Governments and if so, whether deficiencies have been noticed by the Government including non-availability of water in the toilets;
- (d) if so, the details thereof and the corrective measures taken/being taken by the Government to remove the deficiencies and proper use of toilets; and
- (e) whether the Government proposes to launch "Google Toilet Locator" for the benefit of the people of National Capital Region and if so, the details thereof and the time by which it is likely to be launched?

**Answer**

THE MINISTER OF STATE IN THE MINISTRY OF URBAN DEVELOPMENT

(RAO INDERJIT SINGH)

(a): No, Madam.

(b) to (d): The auditing of toilets in urban areas is done in various ways. In order to ensure the maintenance and upkeep of the toilets, the liability of maintenance/ upkeep of the toilets has been placed on the agencies, as integral part of the contract awarded for their construction. Further, under the annual survey of cities, 'Swachh Survekshan', the sanitation and solid waste management status of designated cities are assessed and evaluated along various parameters, including construction, maintenance and up-keep of toilets, for which 15% weightage is given. The maintenance of toilets is also audited by the "Swachhata App", a mobile application on Android and iOS launched by the Ministry of Urban Development (MoUD) for addressing complaints related to civic issues. Anyone can download the app and file complaints by clicking and posting the picture of poor maintenance of toilets. The complaint gets automatically forwarded to the concerned municipal authority, who has fixed timeframe for redressing different categories of complaints received through the app. Finally, to enable citizens to locate the nearest available toilet, MoUD will launch a mobile application ("app") called the 'Swachh Bharat Toilet Locator (SBTL) during this month which will provide urban citizens the service of locating toilets in their neighbourhood or vicinity. The app offers two types of functionalities: an Administrator version, which provides access to Urban Local Bodies (ULBs) of the respective cities to add toilets to the app as well as verify them, and a Citizen version, which provides toilet locations to urban users and enabled them to submit feedback after use of these toilets. The app also provides for additional information such as quality rating, facilities available, free or paid usage, and navigation directions, however, the basic purpose of the app is directed towards locating public access toilets.

(e): Further to this, it was envisaged that if the data can be made available on a publically available online maps platform, it will provide ease of access to citizens. To facilitate this, MoUD has partnered with Google to provide location of toilets on Google Maps Platform and also has collated community and public toilet data in 5 cities of NCR (Delhi, Gurgaon, Faridabad, Ghaziabad and Noida) and 2 cities from MP (Indore and Bhopal). It is expected that the processing and verification of the data by the technical team of Google will be complete by mid of December 2016 and the initiative can be made live for the use of citizens after that.

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