Swachh Gram Swachh Zila
Swachh Survekshan Grameen 2019
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Executive Summary
EXECUTIVE SUMMARY

The Swachh Survekshan Grameen, an annual national ranking of all districts and states of India on the basis of quantitative and qualitative sanitation (swachhata) parameters, has been instituted by the Department of Drinking Water and Sanitation, Ministry of Jal Shakti, since 2018. The ranking is based on a comprehensive set of parameters which include self-reporting by districts, data from the Swachh Bharat Mission – Grameen (SBM-G) Integrated Management Information System (IMIS), village-level surveys of public places like schools, anganwadi centres, PHCs, haat/bazaars, panchayat and citizen’s perception of Swachhata and their recommendations for improvement of the programme.

The ranking of districts and states is done basis data gathered from the multifarious sources. The Ministry commissioned the survey to Ipsos Public Affairs and the scope of the survey was widened to cover 17,209 villages in 2019.

The Main Objectives of SBM-G 2019:

a. Encourage large scale citizen participation and create awareness for Swachhata

b. Foster spirit of healthy competition among villages for cleanliness

c. Undertake a ranking of districts and states on key SBM-G parameters

d. Compare performance of the districts and states nationally on key SBM-G parameters

e. Ascertain progress of Swachhata (cleanliness) on ground through a sample survey

f. Engage with selected Gram Panchayats in every districts and solicit their feedback.

g. Assess the effectiveness of IEC/BCC interventions under SBM-G

The Swachh Survekshan Grameen (SSG) survey was a big draw pan-India and witnessed enthusiastic participation by citizens across all activities.

The state and the district administrations accelerated Information, Education and Communication efforts, triggering exercises, capacity building, implementation as well as monitoring activities in each district and for all gram panchayats. The activities augmented the institutional capacities of districts in undertaking intensive behaviour change at the grassroots level. In order to mobilize the citizen participation in the survey, a nation-wide mass media campaign was launched.

During the launch of SSG 2019, stakeholders were explained the survey methodology and process. The stakeholders were taken through the finer nuances of the survey, detailed methodology and the evaluation process. The stakeholders and the citizens were aligned on the overall objective of measuring improvement in sanitation levels in their villages.
Ranking Methodology

A framework of ranking was chalked out – using a mix of qualitative and quantitative parameters. Districts and states were ranked using the following key indicators for measuring sanitation.

35% weightage was assigned to citizen feedback. It had three elements: Online feedback (5%), feedback of key influencers (10%) and feedback from group meetings (20%). Key areas covered were: awareness about SSG, general cleanliness, solid and liquid waste management, media habits and recall of IEC activities on sanitation ODF+ & sustainability & trigger for behavioural change.

30% weightage was assigned to this component which included validating availability of toilets (5%), usage of toilets (5%), status of water logging (10%) and status of plastic litter (10%) at public places.

Service level progress for districts was assessed using the information available in the IMIS of the DDWS and self-reported data verified by survey agency at district level. Data provided by the districts was validated as per the supporting documents uploaded against claim. The 35% assigned to this component included, construction of community toilet in SC/ST habitations (10%), submission of self-assessment report by districts (10%), left out of baseline implementation/if no LoB then status of 2nd ODF verification (15%).
Between 16\textsuperscript{th} and 20\textsuperscript{th} September 2019, 1000+ assessors from Ipsos, were engaged to cover 17,209 villages across India, under the SSG. Data was collected using Computer Aided Personal Interviewing (CAPI) devices, which were linked to a real time dashboard. Since CAPI provides time stamps data was constantly monitored for quality with rigorous checks and back checks.

**Key Findings**

The ranking was done based on the data collected from the village/district under three major components as mentioned in the previous section, and the findings of the Swachh Survekshan Grameen (SSG), 2019 are provided under the three heads:

**Citizen Feedback**

A whooping 97.5\% of citizens claimed to be aware of SSG 2019. 81.3\% ascribe improvement in rural cleanliness to SBM-G. 84.1\% citizens reported efficient solid waste management arrangements which included garbage pits, compost pits and waste collection and disposal pits. 83\% citizens claimed efficient disposal of liquid waste in their villages in terms of drains, soak pits kitchen gardens etc.

- 97.5\% Citizens were aware of Swachh Survekshan Grameen 2019
- 81.3\% Citizens credit Swachh Bharat Mission-Grameen for the substantial improvement in cleanliness level
- 83.0\% Citizens reported sufficient arrangements in their village to manage liquid waste
- 84.1\% Citizens reported sufficient arrangements in their village to manage solid waste
Direct Observation

The observation team visited public places like religious places, haats/ bazaars, health facilities, anganwadi centres, and government schools. The team found that at least 72.5% of public places had access to toilets. 88.7% of the public places observed were free of plastic litter and 92.5% of public places were devoid of stagnant waste water.

Service Level Progress

Service assessment was self administered submission based and was validated by research partner (Ipsos). 72.3% of the districts reported establishment of ODF Sustainability Cell (ODF-S-Cell). 63% districts reported construction of community toilets in SC/ST habitation. 66.9% of districts reported seeing public advertisements on special drive for universal coverage of households with toilets. 76.8 % of districts claimed to have seen field trainers involved in capacity building of panchayats and swachhagrahis. 69.4% of districts reported seeing 4+1 IEC implementation.

Service Level Progress (Self Assessment Report)

- 76.8% of districts reported availability of field trainers for capacity building of Panchayats and Swachhagrahis
- 72.3% of districts reported establishment of ODF Sustainability Cell (ODF-S Cell)
- 63% of districts reported the construction of community toilets in SC/ST habitation
- 66.9% of districts reported public advertisement on special drive for universal coverage of HHs with toilets
- 69.4% of districts reported 4+1 IEC implementation undergoing
Top Performers

Ranking was done by taking into account aggregate score of the three components - citizen feedback, direct observation and service level progress. Districts and states that were at the top of the heap: among large states Tamil Nadu bagged the top spot, Haryana came 2nd and Gujarat was 3rd in the pecking order. Among small states Mizoram came up top, followed by Daman & Diu and Sikkim emerged 3rd. The top districts of India were Peddapalli, Faridabad and Rewari.

Top Three States and UTS

Amongst the Larger* States

Tamil Nadu

Haryana

Gujarat

Daman & Diu

Mizoram

Sikkim

Amongst Smaller* States and UTs

* States and UTs are classified as large if the population is more than or equal to 30 lakh and small if the population is less than 30 lakh

State of Haryana ranked topmost state in North

State of Jharkhand ranked topmost state in East

State of Gujarat ranked topmost state in West

State of Tamil Nadu ranked topmost state in South

Daman & Diu is the top ranked Union Territory

Top States by Zones and UT

Top three districts in the country

Peddapalli

Faridabad

Rewari

Citizen Participation Using Mobile

Uttar Pradesh is the state with maximum Participation via Mobile App & IVR

Gorakhpur is the district with maximum participation via Mobile App & IVR

* States and UTs are classified as large if the population is more than or equal to 30 lakh and small if the population is less than 30 lakh
Coverage and Quality Control

Coverage

The survey was highly extensive and rigorous in its coverage. Participation of citizens was voluntary and captured honest views. Feedback was garnered from over 3 crore citizens via the mobile app and over 12 lakh people sent their feedback via IVR. 1,74,121 face to face interactions were carried out with key informants to capture village level information and about 17,197 group meetings with citizens were held to capture their perceptions on key indicators.
Swachh Survekshan Grameen - Mobile App

To obtain feedback from citizens beyond the sampled villages an Android app was launched. This facilitated in obtaining online feedback from citizens. Feedback from over 3 crore citizens was received exhibiting their high level of enthusiasm.

Quality Control

At least 1000+ investigators participated in data collection with close monitoring and control measures to followed at each state of execution.

• Field teams had to go through a rigorous screening process and chosen on the basis of their qualification experience and requisite skill sets for the project.
• CAPI application was tested before the onset of the field work as per the protocol to avoid any errors during the data collection phase
• Standardized training was carried out by core research team for all investigators and supervisors.
• 100% check on the GPS of the sample village was done, to map the coordinates of the investigators during the data collection.
• 100% check on the interviewer selfie at the village was done to authenticating data collection.
• Interviewer was accompanied by the supervisor in 15% of the interviews. 10% back-checks were done by the supervisors.
• 5% targeted back checks were done by the district coordinators.
Quality Control

- **100%** check on the GPS of the sample village
- A supervisor accompanied the interviewer in **15%** of the interviews
- **10%** back-checks were done by the supervisors
- **100%** check on the interviewer selfie at the village
- **5%** targeted backchecks were done by the district coordinators

Survey Milestones

The Swachh Survekshan Grameen 2019 was kicked off on August 14, 2019, and data collection in field was done between September 16-20, 2019.

Schedule for SSG 2019 (Important dates)

- **14 AUG**
  - National Launch
- **16 AUG**
  - State Level Training
- **17 AUG – 25 SEPT**
  - Survekshan (Field Survey)
- **21 SEPT**
  - Submission of Self Assessment Reports
- **2 OCT**
  - SSG 2019 National Awards
Introduction
1. INTRODUCTION

1.1 Background

Swachh Survekshan Grameen 2019 is an exercise undertaken by Department of Drinking Water and Sanitation, Ministry of Jal Shakti to rank states and districts on sanitation parameters in 683 districts and 33 states and UTs. In order to rank the districts and states the Swachh Survekshan was undertaken in 17209 villages.

The Survekshan generated enthusiasm and participation across the country. It received acceptance and attention of all stakeholders and citizens in particular. Over three crore citizens provided direct feedback on various sanitation parameters in their villages and districts, using the Swachh Survekshan app developed by the ministry. Intense IEC and sanitation improvement activities were carried out by people to enhance the sanitation status of their villages. SSG 2019 also fostered a spirit of healthy competition among villages leading to marked improvement in service delivery to citizens towards creating cleaner villages.

The program is considered India’s biggest drive to improve sanitation, hygiene and cleanliness. The effectiveness of the program is predicated upon generating demand for toilets, leading to their construction, and sustained use by all the household members. It also aims to promote better hygiene behaviour amongst the population and improve cleanliness by initiating Solid and Liquid Waste Management (SLWM) projects in the villages of India.

The emphasis was on behaviour change, including a strong focus on interpersonal communication, at the same time strengthening implementation and delivery mechanisms, down to the GP level and giving states flexibility of design delivery mechanisms, that take into account local cultures, practices, sensibilities and demands. In addition, the program focused on capacity building at state, district and GP level.

The Swachh Survekshan was launched nationally on August 14, 2019—and then in every state. Survey teams visited 683 districts, 17,209 villages in 33 states and union territories.
The Department of Drinking Water and Sanitation, Ministry of Jal Shakti (DDWS) hired a third party research agency, Ipsos - a global market research company, to undertake “Swachh Survekshan Grameen” in year 2019 and also signed up for the year 2020 to provide national ranking of all districts and States of India on the basis of quantitative and qualitative sanitation (swachhata) parameters. The ranking was based on a comprehensive set of parameters which included self-reporting by districts, data from the SBM-G IMIS, village-level surveys of public places like schools, anganwadis, PHCs, haat bazaars, panchayat and citizen’s perception of swachhata and their recommendations for improvement of the program.

1.2 Objectives

Specific objectives of assessment under Swachh Survekshan Grameen were as follows:

- Foster a spirit of healthy competition among villages for creating cleaner villages
- Encourage large scale citizen participation of citizens and create awareness
- Undertake a ranking of districts and states on key SBM-G parameters
- Compare performance of the districts and states nationally, on key SBM-G parameters
- Ascertain the progress of Swachhata (Cleanliness) on ground through a sample survey
- Engage with selected Gram Panchayats in every district and solicit their feedback
- Assess the effectiveness of environmental management (EMM) and IEC/BCC interventions under SBM-G
- Compare performance of the districts and states nationally, on key SBM-G parameters
National Highlights
The Swachh Survekshan Grameen has been found to be a very effective tool to generate healthy competition amongst villages, districts and states on swachhata. It has been hugely successful in mobilizing community collective action on sanitation and has resulted in noticeable improvement in general cleanliness of the village environment.

2.1 Highlights of Citizen Feedback, Service Level Progress and Direct Observation

2.1.1 Citizen Feedback

Citizen feedback was obtained for certain key indicators, and it was observed that 97.5% citizens who participated in the survey were aware of the Swachh Survekshan Grameen 2019. 81.3% citizens think that there is a substantial improvement in the cleanliness level of their village due to Swachh Bharat Mission-Grameen. Upon asked about the arrangement to manage solid and liquid waste in their village, 83% citizens reported adequate arrangements in their village to manage liquid waste and 84.1% citizens reported adequate arrangements in their village to manage solid waste.

2.1.2 Direct Observation

The investigators from Ipsos visited the sample villages to observe and validate the conditions of cleanliness and availability of the toilets. It was observed that 72.5% of the public places had access to toilets, 88.7% of public places were plastic litter free and 92.5% of public places were free from stagnant waste water.
2.1.3 SERVICE LEVEL PROGRESS
(SELF-ASSESSMENT BY DISTRICTS)

The districts were required to submit the self-assessment report on initiatives taken by them to improve the conditions of the village on Swachhata. 78% of the districts reported availability of field trainers for capacity building of Panchayats and Swachhagrahis. 72.3% of districts reported establishment of ODF Sustainability Cell (ODF-S Cell). 63% of districts reported the construction of community toilets in SC/ST habitation and 69.4% of districts reported 4+1 IEC implementation undergoing.

Service Level Progress (Self Assessment Report)

- 76.8% of districts reported availability of field trainers for capacity building of Panchayats and Swachhagrahis
- 72.3% of districts reported establishment of ODF Sustainability Cell (ODF-S Cell)
- 63% of districts reported the construction of community toilets in SC/ST habitation
- 66.9% of districts reported public advertisement on special drive for universal coverage of HHs with toilets
- 69.4% of districts reported 4+1 IEC implementation undergoing

Figure 4: Service Level Progress

2.2 Top Ranked Sates and Districts
(Based on Total Score)

Ranking for states, districts and villages was done based on their aggregate scores in the following three components covered under SSG-19. The weights were assigned to different elements of the SSG 2019 to a total of 100.

- Direct Observation of sanitation public places -30%
- Citizen’s Feedback including feedback from common citizens, key influencers at the village level and from citizens online using a mobile App -35%
- Service Level Progress on sanitation related parameters -35%

Table 1: Top three Larger States (>30 Lakh Population)

<table>
<thead>
<tr>
<th>Rank</th>
<th>Larger States</th>
<th>Scores</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Tamil Nadu</td>
<td>83.54</td>
</tr>
<tr>
<td>2</td>
<td>Haryana</td>
<td>81.86</td>
</tr>
<tr>
<td>3</td>
<td>Gujarat</td>
<td>77.98</td>
</tr>
</tbody>
</table>

Table 1: Top three smaller States /UTs categorization (< 30 Lakh Population)

<table>
<thead>
<tr>
<th>Rank</th>
<th>Smaller States and Union Territories</th>
<th>Scores</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Mizoram</td>
<td>81.02</td>
</tr>
<tr>
<td>2</td>
<td>Daman &amp; Diu</td>
<td>76.32</td>
</tr>
<tr>
<td>3</td>
<td>Sikkim</td>
<td>75.51</td>
</tr>
</tbody>
</table>
### Table 3: Table Top three Districts

<table>
<thead>
<tr>
<th>Rank</th>
<th>Districts</th>
<th>Scores</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Peddapalli</td>
<td>89.0864</td>
</tr>
<tr>
<td>2</td>
<td>Faridabad</td>
<td>89.0861</td>
</tr>
<tr>
<td>3</td>
<td>Rewari</td>
<td>89.0185</td>
</tr>
</tbody>
</table>

### Table 4: Top States: By zones and Union Territories

<table>
<thead>
<tr>
<th>Zones/UTs</th>
<th>Top State</th>
<th>Scores</th>
</tr>
</thead>
<tbody>
<tr>
<td>Southern</td>
<td>Tamil Nadu</td>
<td>83.54</td>
</tr>
<tr>
<td>Northern</td>
<td>Haryana</td>
<td>81.86</td>
</tr>
<tr>
<td>Eastern</td>
<td>Jharkhand</td>
<td>76.69</td>
</tr>
<tr>
<td>Western</td>
<td>Gujarat</td>
<td>77.98</td>
</tr>
<tr>
<td>North-East</td>
<td>Mizoram</td>
<td>81.02</td>
</tr>
<tr>
<td>Union Territories</td>
<td>Daman &amp; Diu</td>
<td>76.32</td>
</tr>
</tbody>
</table>

### 2.3 Ranking Based on App and IVR Response (Absolute Number)

### Table 5: Top State in app & IVR response:

<table>
<thead>
<tr>
<th>No.</th>
<th>State</th>
<th>Total Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Uttar Pradesh</td>
<td>1,54,49,114</td>
</tr>
</tbody>
</table>

### Table 6: Top State in app & IVR response:

<table>
<thead>
<tr>
<th>No.</th>
<th>District</th>
<th>Total Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Gorakhpur</td>
<td>138,000,05</td>
</tr>
</tbody>
</table>

### 2.4 The Zone Wise Results of SGG 2019

### Table 7: Top 3 States (Zone Wise)

<table>
<thead>
<tr>
<th>Zones/UTs</th>
<th>State Rank-1</th>
<th>Scores</th>
<th>State Rank-2</th>
<th>Scores</th>
<th>State Rank-3</th>
<th>Scores</th>
</tr>
</thead>
<tbody>
<tr>
<td>Southern</td>
<td>Tamil Nadu</td>
<td>83.54</td>
<td>Telangana</td>
<td>73.38</td>
<td>Kerala</td>
<td>71.35</td>
</tr>
<tr>
<td>Northern</td>
<td>Haryana</td>
<td>81.86</td>
<td>Uttar Pradesh</td>
<td>75.55</td>
<td>Uttarakhand</td>
<td>72.91</td>
</tr>
<tr>
<td>Eastern</td>
<td>Jharkhand</td>
<td>76.69</td>
<td>Chhattisgarh</td>
<td>67.90</td>
<td>West Bengal</td>
<td>59.52</td>
</tr>
<tr>
<td>Western</td>
<td>Gujarat</td>
<td>77.98</td>
<td>Maharashtra</td>
<td>68.98</td>
<td>Madhya Pradesh</td>
<td>66.74</td>
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<tr>
<td>North-East</td>
<td>Mizoram</td>
<td>81.02</td>
<td>Sikkim</td>
<td>75.51</td>
<td>Arunachal Pradesh</td>
<td>61.76</td>
</tr>
<tr>
<td>Union Territories</td>
<td>Daman &amp; Diu</td>
<td>76.32</td>
<td>D &amp; N Haveli</td>
<td>66.92</td>
<td>Puducherry</td>
<td>62.02</td>
</tr>
</tbody>
</table>

### Table 8: Top 3 Districts (Zone Wise)

<table>
<thead>
<tr>
<th>Zones/UTs</th>
<th>State Rank-1</th>
<th>Scores</th>
<th>State Rank-2</th>
<th>Scores</th>
<th>State Rank-3</th>
<th>Scores</th>
</tr>
</thead>
<tbody>
<tr>
<td>Southern</td>
<td>Peddapalli</td>
<td>89.08</td>
<td>Thoothukudi</td>
<td>88.12</td>
<td>Dindigul</td>
<td>87.71</td>
</tr>
<tr>
<td>Northern</td>
<td>Faridabad</td>
<td>89.08</td>
<td>Rewari</td>
<td>89.01</td>
<td>Mahendragarh</td>
<td>88.56</td>
</tr>
<tr>
<td>Eastern</td>
<td>Khunti</td>
<td>84.05</td>
<td>Dumka</td>
<td>83.91</td>
<td>Simdega</td>
<td>83.65</td>
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<tr>
<td>Western</td>
<td>Patan</td>
<td>88.86</td>
<td>Mahisagar</td>
<td>87.61</td>
<td>Panch Mahals</td>
<td>86.83</td>
</tr>
<tr>
<td>North-East</td>
<td>Kolasib</td>
<td>85.21</td>
<td>Serchip</td>
<td>83.60</td>
<td>Aizwal</td>
<td>83.17</td>
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<td>Union Territories</td>
<td>Damanib</td>
<td>80.91</td>
<td>Diu</td>
<td>71.72</td>
<td>D &amp; N Haveli</td>
<td>66.91</td>
</tr>
</tbody>
</table>
Survey Design
3. SURVEY DESIGN

3.1 Components of Swachh Survekshan Grameen 2019

Keeping the survey objectives in mind, the survey adopted a mixed-method approach and had quantitative as well as qualitative modules for assessment. The survey was based on primary data collection using a structured interview tool for direct observations of public places and face to face interviews with key stakeholders of villages and citizens, also secondary data collection from IMIS of SBM-G. The following components were covered in the study. Figure 5 and Figure 6 provide the summary of the different components.

- Community toilet in SC/ST habitation
- Government school
- Anganwadi center
- Public health facility
- Haat/bazaars
- Religious places, etc.

- Group meeting
- Online app/Toll free
- Key informants/influencers
- PRI Members
- Swatchagrahi
- ASHA/AWW/ANM
- Teachers, etc.

- Service Level Progress
- Data from SBM-G IMIS
- Self reporting data at district level
- Sanitation parameters
- Online format

Figure 5: Components of SSG 2019-2020 for Ranking

- Awareness drive by state/district
  - As per suggested media plan:
    - National Level
    - State Level
    - District Level
    - Block Level
    - GP Level

- Assessment of Environmental management interventions (EMM) in 70 districts
- Assessment of information Education & Communication (IEC/BCC) interventions in 70 districts
- Media Strategy for 2019-2020
- Videography of the success stories

Figure 6: Components of SSG 2019-2020 for Ranking

*Findings of IEC and EMM will be reported separately

3.2 Data Collection Method

Data was collected using following methods:

- Face to face
- In-depth interviews
- KIIs
- Observation
- Telephonic
- FGDs
- Online app

Figure 7: Data Collection Methods
3.3 Sample Design

Selection of Districts

Recent IMIS database 2019 of all the villages with their household population, was collected for each district of India to make a comprehensive sampling frame. All districts with rural population was covered in the study and thus there was no sampling at the district level. However, there were few exclusions for reasons mentioned below.

- Chandigarh district was excluded from state ranking as survey could not be done due to urbanization of all the villages
- 14 districts of Jammu & Kashmir were excluded from ranking as survey could not be completed due to unavoidable circumstances

Selection of Villages

17475 villages were estimated to be covered in the study. Step 1 and 2, below describe the approach that was taken for allocation and selection of villages in the district:

**Step 1**
Districts were divided into three strataums and villages were allocated as per the cap of minimum 20 and maximum 30 villages:

- Districts with less rural population (cap range: 20-22 villages)
- District with moderate rural population (cap range: 23-26 villages)
- Districts with high rural population (cap range: 27-30 villages)

**Step 2**
In each district, the required number of villages were selected using Probability Proportional to Size (PPS) sampling method.

3.4 Sample Coverage

As part of Swachh Survekshan Grameen 17475 villages in 698 districts across India were planned to be covered. 87,375 public places namely schools, anganwadis, Public Health Centres, haat/ bazaars, religious places in these 17,475 villages were planned to be visited for survey. Around 6,00,000 citizen interviews were planned for the feedback on SBM related issues. Also, citizens were mobilized to provide feedback on sanitation related issues, using online mobile app and through call centres using toll-free number. The figure below indicates the original planned coverage.
Figure summarizes the overall coverage post completion of the survey.

Figure 9: Actual Coverage of the Survey

Table 9: State wise distribution of districts and villages surveyed

<table>
<thead>
<tr>
<th>State Name</th>
<th>Number of districts surveyed</th>
<th>No of Villages Surveyed</th>
</tr>
</thead>
<tbody>
<tr>
<td>A &amp; N Islands</td>
<td>3</td>
<td>59</td>
</tr>
<tr>
<td>Andhra Pradesh</td>
<td>13</td>
<td>378</td>
</tr>
<tr>
<td>Arunachal Pradesh</td>
<td>20</td>
<td>440</td>
</tr>
<tr>
<td>Assam</td>
<td>33</td>
<td>807</td>
</tr>
<tr>
<td>Bihar</td>
<td>38</td>
<td>1051</td>
</tr>
<tr>
<td>Chandigarh</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Chhattisgarh</td>
<td>27</td>
<td>662</td>
</tr>
<tr>
<td>D &amp; N Haveli</td>
<td>1</td>
<td>22</td>
</tr>
<tr>
<td>Daman &amp; Diu</td>
<td>2</td>
<td>24</td>
</tr>
<tr>
<td>Goa</td>
<td>2</td>
<td>46</td>
</tr>
<tr>
<td>Gujarat</td>
<td>33</td>
<td>797</td>
</tr>
<tr>
<td>Haryana</td>
<td>22</td>
<td>513</td>
</tr>
<tr>
<td>Himachal Pradesh</td>
<td>12</td>
<td>285</td>
</tr>
<tr>
<td>Jammu &amp; Kashmir</td>
<td>8</td>
<td>182</td>
</tr>
<tr>
<td>Jharkhand</td>
<td>24</td>
<td>584</td>
</tr>
<tr>
<td>Karnataka</td>
<td>30</td>
<td>766</td>
</tr>
<tr>
<td>Kerala</td>
<td>14</td>
<td>377</td>
</tr>
<tr>
<td>Madhya Pradesh</td>
<td>51</td>
<td>1267</td>
</tr>
<tr>
<td>Maharashtra</td>
<td>34</td>
<td>912</td>
</tr>
<tr>
<td>Manipur</td>
<td>16</td>
<td>363</td>
</tr>
<tr>
<td>Meghalaya</td>
<td>11</td>
<td>247</td>
</tr>
<tr>
<td>Mizoram</td>
<td>8</td>
<td>176</td>
</tr>
<tr>
<td>Nagaland</td>
<td>11</td>
<td>244</td>
</tr>
<tr>
<td>Odisha</td>
<td>30</td>
<td>787</td>
</tr>
<tr>
<td>Puducherry</td>
<td>2</td>
<td>45</td>
</tr>
<tr>
<td>Punjab</td>
<td>22</td>
<td>521</td>
</tr>
<tr>
<td>Rajasthan</td>
<td>33</td>
<td>879</td>
</tr>
<tr>
<td>Sikkim</td>
<td>4</td>
<td>88</td>
</tr>
<tr>
<td>Tamil Nadu</td>
<td>31</td>
<td>824</td>
</tr>
<tr>
<td>Telangana</td>
<td>30</td>
<td>716</td>
</tr>
<tr>
<td>Tripura</td>
<td>8</td>
<td>184</td>
</tr>
<tr>
<td>Uttar Pradesh</td>
<td>75</td>
<td>2035</td>
</tr>
<tr>
<td>Uttarakhand</td>
<td>13</td>
<td>306</td>
</tr>
<tr>
<td>West Bengal</td>
<td>22</td>
<td>622</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>683</strong></td>
<td><strong>17209</strong></td>
</tr>
</tbody>
</table>
Assessment and Ranking Methodology
4. ASSESSMENT AND RANKING METHODOLOGY

4.1 Methodology for Ranking of Districts

A detailed protocol was developed to guide in the ranking of districts basis their performance on key qualitative and quantitative parameters. The ranking was done using information on service level progress obtained from the Integrated Management Information System (IMIS) of Department of Drinking Water and Sanitation, survey of public places, undertaken by the teams of survey agency (Ipsos) using standard observation parameters and citizen feedback from the villages and also online using an app developed for the purpose.

65% weightage was assigned to the findings and outcome from the Survekshan and 35% to the service level parameters which was obtained from the IMIS of the DDWS. The weights to different elements of the SSG was as follows:

- **Direct Observation** of sanitation in public places (30%)
- Citizen Feedback including feedback from common citizens, key influencers at the village level and from citizens online using the app (35%)
- Service Level Progress on sanitation related parameters (35%)

### 4.1.1 Direct Observation- 30 Marks

**Direct Observation (On-field independent observation and Collection of data):** The collection of data from Direct Observation was based on physical observation of the survey agency. A questionnaire was used as the tool for observation and data collection. Ipsos facilitated its investigators with maps and simple handheld device/recording formats to record their observations and findings along with photographs/videos, wherever necessary. Ipsos investigators systematically collected photos as evidence for field observations. These were properly documented with date/time/geo location parameters and were uploaded to the server on real time basis, and dashboard access was provided to all key stakeholders in the survey.
As a part of direct observation, Ipsos investigators visited the following places in each of the selected village:

- School in the village
- Community toilet in SC/ST habitation
- Anganwadi centre in the village
- Public Health centre in the village
- Haats/ bazaar in the village
- Religious places e.g. temple/ church/ mosque etc.
- Any other agreed in the protocol

![Public Places Visited](image)

Ipsos investigators observed the following as part of survey of the above-mentioned public places:

- Availability of sanitation services
- Usage of sanitation services
- Status of littering in the public place
- Status of stagnant water in the public places/areas

**Weighting**

**Table 10: Availability of sanitation services:** (5 Marks)

<table>
<thead>
<tr>
<th>Scheme of Ranking</th>
<th>Weight</th>
</tr>
</thead>
<tbody>
<tr>
<td>All five public places have toilets</td>
<td>5</td>
</tr>
<tr>
<td>Four public places have toilets</td>
<td>4</td>
</tr>
<tr>
<td>Three public places have toilets</td>
<td>3</td>
</tr>
<tr>
<td>Two public places have toilets</td>
<td>2</td>
</tr>
<tr>
<td>One public place has toilets</td>
<td>1</td>
</tr>
<tr>
<td>None of the public places have toilets</td>
<td>0</td>
</tr>
</tbody>
</table>

**Table 11: Usage of sanitation services:** (5 Marks)

<table>
<thead>
<tr>
<th>Scheme of Ranking</th>
<th>Weight</th>
</tr>
</thead>
<tbody>
<tr>
<td>Toilet(s) in all five public places are in use</td>
<td>5</td>
</tr>
<tr>
<td>Toilet(s) in all four public places are in use</td>
<td>4</td>
</tr>
<tr>
<td>Toilet(s) in all three public places are in use</td>
<td>3</td>
</tr>
<tr>
<td>Toilet(s) in all two public places are in use</td>
<td>2</td>
</tr>
<tr>
<td>Toilet(s) in all one public place are in use</td>
<td>1</td>
</tr>
<tr>
<td>Toilet(s) in none of the public places are in use</td>
<td>0</td>
</tr>
</tbody>
</table>
Weighting

Table 12: Status of littering in the public place: (5 Marks)

<table>
<thead>
<tr>
<th>Scheme of Ranking</th>
<th>Weight</th>
</tr>
</thead>
<tbody>
<tr>
<td>Minimal general littering and absence of heap of plastics in all five public places</td>
<td>10</td>
</tr>
<tr>
<td>Minimal littering and absence of heap of plastics in four public places</td>
<td>8</td>
</tr>
<tr>
<td>Minimal littering and absence of heap of plastics in three public places</td>
<td>6</td>
</tr>
<tr>
<td>Minimal littering and absence of heap of plastics in two public places</td>
<td>4</td>
</tr>
<tr>
<td>Minimal littering and absence of heap of plastics in one public place</td>
<td>2</td>
</tr>
<tr>
<td>No public place with minimal littering and absence of heap of plastics</td>
<td>0</td>
</tr>
</tbody>
</table>

Table 13: Status of stagnant Water in the public place: (5 Marks)

<table>
<thead>
<tr>
<th>Scheme of Ranking</th>
<th>Weight</th>
</tr>
</thead>
<tbody>
<tr>
<td>Minimal water logging in all five public places</td>
<td>10</td>
</tr>
<tr>
<td>Minimal water logging in all four public places</td>
<td>8</td>
</tr>
<tr>
<td>Minimal water logging in all three public places</td>
<td>6</td>
</tr>
<tr>
<td>Minimal water logging in all two public places</td>
<td>4</td>
</tr>
<tr>
<td>Minimal water logging in all one public place</td>
<td>2</td>
</tr>
<tr>
<td>No public place with minimal water logging</td>
<td>0</td>
</tr>
</tbody>
</table>

Table 14: Direct observation score calculation

<table>
<thead>
<tr>
<th>Scheme of Ranking</th>
<th>Weight</th>
</tr>
</thead>
<tbody>
<tr>
<td>Availability of sanitation services</td>
<td>A</td>
</tr>
<tr>
<td>Usage of sanitation services</td>
<td>B</td>
</tr>
<tr>
<td>Status of Littering</td>
<td>C</td>
</tr>
<tr>
<td>Status of stagnant Water</td>
<td>D</td>
</tr>
<tr>
<td>Overall Score at village level</td>
<td>A + B + C + D</td>
</tr>
<tr>
<td>Overall Score at district level</td>
<td>Sum of score of each village surveyed in a district / Total number of villages surveyed in a district</td>
</tr>
<tr>
<td>Overall Score at state level</td>
<td>Sum of score of each village surveyed in a state / Total number of villages surveyed in a state</td>
</tr>
</tbody>
</table>
4.1.2 Citizen’s Feedback – 35 Marks

Three distinct approaches were used to collect citizen’s feedbacks under the assessment namely Online Feedback, Feedback from key influencers and feedback through group meeting. The data was collected on awareness about SSG, perception on general cleanliness, perception on arrangements for solid and liquid waste, media habits, reach and recall to any IEC activities related to sanitation, opportunity for ODF+ and its sustainability and what triggered to change their behaviour.

![Figure 13: Citizen Feedback Marks](image)

**Calculation of scores**

The maximum for group meeting score was 20 marks and it was calculated as follows:

The survey agency with support from GP functionaries organised a community meeting in each village. This meeting with citizens was used for informing them on the elements of SSG-2019, purpose of data collection and direct observation and obtaining consent and time for FGDs and Personal Interviews. A general discussion on implementation of SBM-G in the village was facilitated in the village by the survey agency. The items that were discussed in the village meeting included:

- General cleanliness in the village
- Measures being taken to safely dispose solid waste
- Measures being taken to safely dispose liquid waste
- Innovation in solid and liquid waste management
- Effectiveness of IEC interventions
- Recall of IEC interventions
- Impact of IEC interventions
- Environmental management arrangements in the village
- Status of Water Quality
- Decrease in incidence of diarrhoea and other disease
- Any faults in toilet design
- Resilience of toilets

**Approach-1 Group Meeting – 20 Marks**

Group meetings were conducted to gather the feedback from a group of participants. 25 or more participants from each village were recruited to collect the feedback on various aspects. One FGD was conducted in each village. The survey agency deployed high calibre personnel to facilitate FGDs and captured the key elements of the FGD in the handheld device (tablet). Qualitative information were quantified using QIS techniques.
Weighting

Allocation of weights against various parameters were mentioned below in the table.

Table 15: Allocation of weights for Group Meeting

<table>
<thead>
<tr>
<th>Parameters</th>
<th>Scheme of Ranking</th>
<th>Weight</th>
</tr>
</thead>
<tbody>
<tr>
<td>Awareness about Swachh Survekshan Grameen</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Yes</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>No</td>
<td>0</td>
</tr>
<tr>
<td>Has the general cleanliness of your village improved with implementation of SBM?</td>
<td>Yes- Substantial improvement-no complaints</td>
<td>6</td>
</tr>
<tr>
<td></td>
<td>Yes- Cleaner than last year</td>
<td>4</td>
</tr>
<tr>
<td></td>
<td>Yes- Slightly better than last year</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>No change</td>
<td>1</td>
</tr>
<tr>
<td>Has the village made arrangements for safe disposal of solid waste?</td>
<td>Yes- Sufficient to manage all the waste of the village</td>
<td>6</td>
</tr>
<tr>
<td></td>
<td>Yes- But not sufficient to manage all the waste of the village</td>
<td>4</td>
</tr>
<tr>
<td></td>
<td>Yes- Only for some household level arrangement exists</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>No arrangement</td>
<td>0</td>
</tr>
<tr>
<td>Has the village made arrangements for liquid waste?</td>
<td>Yes- Sufficient to manage stagnation in public places of the village</td>
<td>6</td>
</tr>
<tr>
<td></td>
<td>Yes- But not sufficient to manage stagnation in all the public places of the village</td>
<td>4</td>
</tr>
<tr>
<td></td>
<td>Yes- Some arrangement at household level exists</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>No arrangement</td>
<td>0</td>
</tr>
</tbody>
</table>

Calculation of scores

The maximum score for group meeting was 20 marks and it was calculated as follows:

<table>
<thead>
<tr>
<th>Number of Citizen</th>
<th>Selected Option</th>
<th>Option Weight</th>
<th>Scoring Method for group meeting – 20 Marks</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>1</td>
<td>α</td>
<td>$A \times \alpha = A\alpha$</td>
</tr>
<tr>
<td>B</td>
<td>2</td>
<td>β</td>
<td>$B \times \beta = B\beta$</td>
</tr>
<tr>
<td>C</td>
<td>3</td>
<td>γ</td>
<td>$C \times \gamma = C\gamma$</td>
</tr>
</tbody>
</table>

Overall Score at village level

$$\frac{(A\alpha + B\beta + C\gamma)}{\text{Total number of Citizens participated}}$$

Overall Score at district level

$$\frac{\text{Sum of score of each village surveyed in a district}}{\text{Total number of villages surveyed in a district}}$$

Overall Score at state level

$$\frac{\text{Sum of score of each village surveyed in a state}}{\text{Total number of villages surveyed in a state}}$$
Approach-2 Feedback from Key Informants – 10 Marks

Different set of stakeholders were interviewed (face to face interview) to understand their awareness on SSG-2019, IEC activities undertaken and management of solid and liquid waste in their village. Also, feedback was collected on IEC/BCC and EMM activities conducted in the village and the initiatives undertaken.

The list of all available key informants in the village was prepared, out of which 8 to 10 key informants from each village were interviewed. The key informants interviewed for the survey in priority order included gram pradhan, sarpanch, panchayat secretary, swachhagrahi, anganwadi worker, ASHA, ANM, school teacher, sanitation committee members, village health sanitation and nutrition committee members (VHSNC), Self-help group members, community leaders, religious leaders, community based organization (CBO), youth volunteer committee, farmer association, local doctors, mahila mandal, members of nigrani samiti etc.

Weighting

Table 17: Weights assigned to Key Informant Feedback

<table>
<thead>
<tr>
<th>Parameters</th>
<th>Scheme of Ranking</th>
<th>Weight</th>
</tr>
</thead>
<tbody>
<tr>
<td>Awareness on Swachh Survekshan Grameen</td>
<td>Yes</td>
<td>1</td>
</tr>
<tr>
<td>IEC activities conducted in the village</td>
<td>No</td>
<td>0</td>
</tr>
<tr>
<td>MULTIPLE ANSWERS</td>
<td>Community Triggering</td>
<td>1</td>
</tr>
<tr>
<td>Wall painting/writing in village/ school</td>
<td>Samiti formation</td>
<td>1</td>
</tr>
<tr>
<td>MULTIPLE ANSWERS</td>
<td>Availability of drains</td>
<td>1</td>
</tr>
<tr>
<td>Availability of liquid waste management arrangements in the village</td>
<td>Availability of soak pits</td>
<td>1</td>
</tr>
<tr>
<td>MULTIPLE ANSWERS</td>
<td>Availability of kitchen garden or ponds</td>
<td>1</td>
</tr>
<tr>
<td>Availability of solid waste management arrangement in the village</td>
<td>Availability of garbage pit</td>
<td>1</td>
</tr>
<tr>
<td>MULTIPLE ANSWERS</td>
<td>Availability of Compost Pit</td>
<td>1</td>
</tr>
<tr>
<td>MULTIPLE ANSWERS</td>
<td>Availability of waste collection &amp; disposal arrangement</td>
<td>1</td>
</tr>
</tbody>
</table>

Calculation of scores

The maximum score for key influence feedback was 10 marks and it was calculated as follows:

Table 18: Calculation of scores for key informant feedback

<table>
<thead>
<tr>
<th>Number of influencers</th>
<th>Selected Option</th>
<th>Option Weight</th>
<th>Scoring Method for key informant – 10 Marks</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>1</td>
<td>α</td>
<td>$A \times \alpha = A\alpha$</td>
</tr>
<tr>
<td>B</td>
<td>2</td>
<td>β</td>
<td>$B \times \beta = B\beta$</td>
</tr>
<tr>
<td>C</td>
<td>3</td>
<td>γ</td>
<td>$C \times \gamma = C\gamma$</td>
</tr>
</tbody>
</table>

Overall Score at village level

$\left(\frac{A\alpha + B\beta + C\gamma}{\text{Total number of Key influencers interviewed}}\right)$

Overall Score at district level

$\frac{\text{Sum of score of each village surveyed in a district}}{\text{Total number of villages surveyed in a district}}$

Overall Score at state level

$\frac{\text{Sum of score of each village surveyed in a state}}{\text{Total number of villages surveyed in a state}}$
Approach - 3 Online Feedback Using App and Toll - Free Number - 5 Marks

To obtain feedback from citizens beyond the sampled villages, Swachh Survekshan Grameen facilitated citizens to provide online feedback using android App and toll-free number. The scores for online response for a district was calculated using the following parameters and weights:

**Weighting**

Table 19: Scheme of Ranking for Online Feedback and Toll Free Number

<table>
<thead>
<tr>
<th>Scheme of Ranking</th>
<th>Weight</th>
</tr>
</thead>
<tbody>
<tr>
<td>More than 5% of individuals respond in the district</td>
<td>5</td>
</tr>
<tr>
<td>3-5% of individuals respond in the district</td>
<td>3</td>
</tr>
<tr>
<td>1-3% of individuals respond in the district</td>
<td>1</td>
</tr>
<tr>
<td>Less than 1% of individuals respond in the district</td>
<td>0</td>
</tr>
</tbody>
</table>

**Calculation of scores**

The individual feedback received using online app / toll free number was maximum 5 marks and was calculated twice as follows:

Table 20: Score calculation using 'citizen's feedback weight' as defined under group meeting

<table>
<thead>
<tr>
<th>Number of Citizen</th>
<th>Selected Option</th>
<th>Option Weight</th>
<th>Scoring Method for individual feedback – 20 Marks</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>1</td>
<td>α</td>
<td>A x α = Aα</td>
</tr>
<tr>
<td>B</td>
<td>2</td>
<td>β</td>
<td>B x β = Bβ</td>
</tr>
<tr>
<td>C</td>
<td>3</td>
<td>γ</td>
<td>C x γ = Cγ</td>
</tr>
</tbody>
</table>

Overall Score at district level: \((Aα + Bβ + Cγ)\)

Overall Score at state level: \(\frac{\text{Sum of score of each district surveyed in a state}}{\text{Total number of districts surveyed in a state}}\)

Table 21: Score calculation using ‘citizen’s feedback weight’ as defined under group meeting

<table>
<thead>
<tr>
<th>Score Calculation at district level</th>
<th>Score – 5 Marks</th>
</tr>
</thead>
<tbody>
<tr>
<td>More than 5% of individuals respond in the district</td>
<td>5</td>
</tr>
<tr>
<td>3-5% of individuals respond in the district</td>
<td>3</td>
</tr>
<tr>
<td>1-3% of individuals respond in the district</td>
<td>1</td>
</tr>
<tr>
<td>Less than 1% of individuals respond in the district</td>
<td>0</td>
</tr>
</tbody>
</table>

Score Calculation at district level: Average of district level score within the state

......
4.1.3 Service Level Progress- 35 Marks

Service level progress at the district level was assessed using information available in the IMIS of the DDWS and self-reported data verified by survey agency at district level. An online self-reporting format was developed and hosted at SSG 2019 website wherein District level office was asked to update their progress on key sanitation parameters. Data provided by the districts was validated as per the evidence uploaded against claim.

Figure 14: Service Level Progress Marks

Table 22: Weights scheme for determining service level progress

<table>
<thead>
<tr>
<th>Parameters</th>
<th>Scheme of Ranking</th>
<th>Weight</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>LoB Implementation/ If no LoB, then status of 2nd ODF Verification?</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(Source: IMIS Data)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1-20 percent</td>
<td>4</td>
<td></td>
</tr>
<tr>
<td>20-40 percent</td>
<td>6</td>
<td></td>
</tr>
<tr>
<td>40-60 percent</td>
<td>10</td>
<td></td>
</tr>
<tr>
<td>60-80 percent</td>
<td>12</td>
<td></td>
</tr>
<tr>
<td>80-100 percent</td>
<td>15</td>
<td></td>
</tr>
<tr>
<td><strong>Construction of community toilets in SC/ST Habitations</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(Source: IMIS Data)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1-25 percent</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>25-50 percent</td>
<td>6</td>
<td></td>
</tr>
<tr>
<td>50-75 percent</td>
<td>8</td>
<td></td>
</tr>
<tr>
<td>75-100 percent</td>
<td>10</td>
<td></td>
</tr>
<tr>
<td><strong>Submission of Self-Assessment Reports on SSG Online Portal using the prescribed template</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(Source: Online Self-reporting data by districts)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Notification of ODF-S Cell</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Orders for construction of community toilets in SC/ST Habitation issued</td>
<td>3</td>
<td></td>
</tr>
<tr>
<td>Public advertisement on special drive for universal coverage of HHs with toilets</td>
<td>3</td>
<td></td>
</tr>
<tr>
<td>Availability of Field Trainers for Capacity Building of Panchayats and Swachhagrahis</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>Implementation of 4+1 IEC</td>
<td>1</td>
<td></td>
</tr>
</tbody>
</table>

Calculation of scores

The service level progress was of maximum 35 marks and district score was calculated by adding the weights of all three parameters defined under the weighing section above. State score were calculated by taking average district score of service level progress.
Survey Results
5. SURVEY RESULTS

5.1 Results of Citizen Feedback Captured Through Online App and IVR

The national score for awareness among the citizens regarding their district’s participation in SSG-19 was found to be 97.5 %. The awareness percentage was highest in Haryana (98.60 percent), followed by Uttar Pradesh (98.55 percent).

Citizen Feedback

- Citizens credit Swachh Bharat Mission-Grameen for the substantial improvement in cleanliness level
- Citizens were aware of Swachh Survekshan Grameen- 2019

Figure 15: Results of Citizen Feedback

Awareness of SSG 2019 across the states

Figure 16: Awareness in State about SSG-19
Waste Disposal Arrangements in the Villages

84.1% of the citizens reported that their village had sufficient arrangements for solid waste management and only 8% of the citizens reported insufficient arrangements. As compared to the data of SSG-18 a substantial change was observed in 2019. In 2018 only 66% of the citizens had reported sufficient arrangements in managing solid waste.

Arrangement of Solid Waste management in the village

- Sufficient to manage solid waste
- Not sufficient to manage solid waste
- Some household arrangement to manage solid waste
- No arrangement to manage solid waste

83% Citizens reported sufficient arrangements in their village to manage liquid waste.

Arrangement of Liquid Waste management in the village

- Sufficient to manage liquid waste
- Not sufficient to manage liquid waste
- Some household arrangement to manage liquid waste
- No arrangement to manage liquid waste
5.2 Survey Results from Direct Observations

Under the SSG-19, the districts had been advised to build toilets and it was observed that the overall compliance level was high with 72.5% public places having access to toilets. The graph below shows the % of toilets in types of public places visited.

Nineteen states have scored more than the national average for this parameter. The first five larger states that had above average scores for access to toilets under direct observation parameter are Kerala (97.52 percent), Haryana (95.23 percent), Tamil Nadu (94.30 percent) Chhattisgarh (87.80 percent), and Gujarat (84.55 percent). The first three states for this parameter amongst the smaller state and union territories are Sikkim (97.24 percent), Daman and Diu (96.72 percent) and Dadra & Nagar Haveli (85.35 percent). These few states scored exceptionally high scores as compared to others.

<table>
<thead>
<tr>
<th>Percentage of public places with access to toilets</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total (N=75881)</td>
</tr>
<tr>
<td>SCST Community Toilet (N=1943)</td>
</tr>
<tr>
<td>Panchayat Bhawan (13479)</td>
</tr>
<tr>
<td>School (N=16680)</td>
</tr>
<tr>
<td>Religious Place (N=14236)</td>
</tr>
<tr>
<td>Health Facility (N=7792)</td>
</tr>
<tr>
<td>Haat or Bazaar (N=5182)</td>
</tr>
<tr>
<td>Anganwadi Center (N=16569)</td>
</tr>
</tbody>
</table>

Figure 19: Percentage of public places with access to toilets

Under the SSG-19, the districts were advised to manage plastic waste, and the national average for public places free from plastic litter was 88.7%. The graph below shows the % of public places that were found free from litter.

Eighteen states have scored more than the national average for this parameter. The first five larger states that had above average scores for being plastic litter free in public places are Jammu and Kashmir (97.13 percent), Gujarat (96.51 percent), Tamil Nadu (96.06 percent) Punjab (95.94 percent), and Telangana (95.31 percent). The first three states for this parameter amongst the smaller state and union territories are Dadra & Nagar Haveli (100 percent), Daman and Diu (98.80 percent) and Sikkim (95.84 percent). These few states scored exceptionally high scores as compared to others.
Under the SSG-19, the districts were advised to work towards reduced the water logging in their area, and the national average for public places that did not have stagnant water was 92.5%. The graph below shows the % of public places that had no water logging.

Seventeen states have scored more than the national average for this parameter. The first five larger states that had above average scores for access to toilets under direct observation parameter are Tamil Nadu (98.17 percent), Gujarat (98.10 percent), Jammu & Kashmir (97.82 percent), Himachal Pradesh (97.70 percent), and Haryana (97.23 percent). The first three states for this parameter amongst the smaller state and union territories are Dadra & Nagar Haveli (100 percent), Daman and Diu (98.80 percent) and Sikkim (95.84 percent). These few states scored exceptionally high scores as compared to others.
Ranks and Results of Top States and Districts
6. RANKS AND RESULTS OF TOP STATES AND DISTRICTS

6.1 Top Ranked States and Districts on Basis of the Total Score

Top three States: By Larger States (>30 lakh population)

<table>
<thead>
<tr>
<th>Rank</th>
<th>Larger States</th>
<th>Scores</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Tamil Nadu</td>
<td>83.54</td>
</tr>
<tr>
<td>2</td>
<td>Haryana</td>
<td>81.86</td>
</tr>
<tr>
<td>3</td>
<td>Gujarat</td>
<td>77.98</td>
</tr>
</tbody>
</table>

Top three States: Smaller/UTs categorization (<30 lakh population)

<table>
<thead>
<tr>
<th>Rank</th>
<th>Smaller States and Union Territories</th>
<th>Scores</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Mizoram</td>
<td>81.02</td>
</tr>
<tr>
<td>2</td>
<td>Daman &amp; Diu</td>
<td>76.32</td>
</tr>
<tr>
<td>3</td>
<td>Sikkim</td>
<td>75.51</td>
</tr>
</tbody>
</table>

Top three Districts

<table>
<thead>
<tr>
<th>Rank</th>
<th>Districts</th>
<th>Scores</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Peddapalli</td>
<td>89.0864</td>
</tr>
<tr>
<td>2</td>
<td>Faridabad</td>
<td>89.0861</td>
</tr>
<tr>
<td>3</td>
<td>Rewari</td>
<td>89.0185</td>
</tr>
</tbody>
</table>

Top states: By zones and Union Territories

<table>
<thead>
<tr>
<th>Zones/UTs</th>
<th>Top State</th>
<th>Scores</th>
</tr>
</thead>
<tbody>
<tr>
<td>Southern</td>
<td>Tamil Nadu</td>
<td>83.54</td>
</tr>
<tr>
<td>Northern</td>
<td>Haryana</td>
<td>81.86</td>
</tr>
<tr>
<td>Eastern</td>
<td>Jharkhand</td>
<td>76.69</td>
</tr>
<tr>
<td>Western</td>
<td>Gujarat</td>
<td>77.98</td>
</tr>
<tr>
<td>North-East</td>
<td>Mizoram</td>
<td>81.02</td>
</tr>
<tr>
<td>Union Territories</td>
<td>Daman &amp; Diu</td>
<td>76.32</td>
</tr>
</tbody>
</table>

6.2 Rank of States based on App and IVR Response for Citizen Feedback (Absolute Number)

Top State in APP & IVR response

<table>
<thead>
<tr>
<th>No.</th>
<th>State</th>
<th>Total Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Uttar Pradesh</td>
<td>1,54,49,114</td>
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</table>

Top District in APP & IVR response

<table>
<thead>
<tr>
<th>No.</th>
<th>District</th>
<th>Total Responses</th>
</tr>
</thead>
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<tr>
<td>1</td>
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</tbody>
</table>
### 6.3 Top Ranked States in the Zones

#### Top 3 States zone wise

<table>
<thead>
<tr>
<th>Zones/UTs</th>
<th>State Rank-1</th>
<th>Scores</th>
<th>State Rank-2</th>
<th>Scores</th>
<th>State Rank-3</th>
<th>Scores</th>
</tr>
</thead>
<tbody>
<tr>
<td>Southern</td>
<td>Tamil Nadu</td>
<td>83.54</td>
<td>Telangana</td>
<td>73.38</td>
<td>Kerala</td>
<td>71.35</td>
</tr>
<tr>
<td>Northern</td>
<td>Haryana</td>
<td>81.86</td>
<td>Uttar Pradesh</td>
<td>75.55</td>
<td>Uttarakhand</td>
<td>72.91</td>
</tr>
<tr>
<td>Eastern</td>
<td>Jharkhand</td>
<td>76.69</td>
<td>Chhattisgarh</td>
<td>67.90</td>
<td>West Bengal</td>
<td>59.52</td>
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<tr>
<td>Western</td>
<td>Gujarat</td>
<td>77.98</td>
<td>Maharashtra</td>
<td>68.98</td>
<td>Madhya Pradesh</td>
<td>66.74</td>
</tr>
<tr>
<td>North-East</td>
<td>Mizoram</td>
<td>81.02</td>
<td>Sikkim</td>
<td>75.51</td>
<td>Arunachal Pradesh</td>
<td>61.76</td>
</tr>
<tr>
<td>Union Territories</td>
<td>Daman &amp; Diu</td>
<td>76.32</td>
<td>D&amp;N Haveli</td>
<td>66.92</td>
<td>Puducherry</td>
<td>62.02</td>
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</tbody>
</table>

#### Top 3 Districts zone wise

<table>
<thead>
<tr>
<th>Zones/UTs</th>
<th>District Rank-1</th>
<th>Scores</th>
<th>District Rank-2</th>
<th>Scores</th>
<th>District Rank-3</th>
<th>Scores</th>
</tr>
</thead>
<tbody>
<tr>
<td>Southern</td>
<td>Peddapalli</td>
<td>89.08</td>
<td>Thoothukudi</td>
<td>88.12</td>
<td>Dindigul</td>
<td>87.71</td>
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<tr>
<td>Northern</td>
<td>Faridabad</td>
<td>89.08</td>
<td>Rewari</td>
<td>89.01</td>
<td>Mahendragarh</td>
<td>88.56</td>
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<tr>
<td>Eastern</td>
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<td>Dumka</td>
<td>83.91</td>
<td>Simdega</td>
<td>83.65</td>
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<td>Western</td>
<td>Patan</td>
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<td>Mahisagar</td>
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<td>Panch Mahals</td>
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<td>Aizwal</td>
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<td>Diu</td>
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</table>
## 6.4 Ranking of all States and UTS on Total Score

<table>
<thead>
<tr>
<th>Rank</th>
<th>SSG 2019</th>
<th>State Name</th>
<th>Total Score (100)</th>
<th>Direct Observation (30)</th>
<th>Citizen Feedback (35)</th>
<th>Service level Progress (35)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Larger States</td>
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<td></td>
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<td>83.54</td>
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<tr>
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<tr>
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<td>26.13</td>
<td>28.92</td>
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<td>13.89</td>
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<td>22.08</td>
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<td>20.33</td>
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<td>18.07</td>
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<td>20</td>
<td>Jammu &amp; Kashmir</td>
<td>43.49</td>
<td>9.06</td>
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<td></td>
<td>Smaller States and Union Territories</td>
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<tr>
<td>1</td>
<td>Mizoram</td>
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<td>30.27</td>
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<td>24.75</td>
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<td>Daman &amp; Diu</td>
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<td>22.00</td>
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<td>10.00</td>
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<td>20.24</td>
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<td>19.52</td>
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<tr>
<td>12</td>
<td>Nagaland</td>
<td>44.77</td>
<td>24.89</td>
<td>18.96</td>
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<td>0.91</td>
</tr>
</tbody>
</table>
### 6.5 Top 100 Districts on the Basis of Total Score

<table>
<thead>
<tr>
<th>Rank</th>
<th>District Name</th>
<th>State Name</th>
<th>Total Score (100)</th>
<th>Direct Observation (30)</th>
<th>Citizen Feedback (35)</th>
<th>Service level Progress (35)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Peddapalli</td>
<td>Telangana</td>
<td>89.0864</td>
<td>29.96</td>
<td>34.12</td>
<td>25</td>
</tr>
<tr>
<td>2</td>
<td>Faridabad</td>
<td>Haryana</td>
<td>89.0861</td>
<td>29.50</td>
<td>34.59</td>
<td>25</td>
</tr>
<tr>
<td>3</td>
<td>Rewari</td>
<td>Haryana</td>
<td>89.0185</td>
<td>29.65</td>
<td>34.37</td>
<td>25</td>
</tr>
<tr>
<td>4</td>
<td>Patan</td>
<td>Gujarat</td>
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<td>29.96</td>
<td>33.91</td>
<td>25</td>
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<td>Haryana</td>
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<tr>
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<td>Tamil Nadu</td>
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<td>29.88</td>
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<td>Haryana</td>
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<td>28.54</td>
<td>34.39</td>
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</tr>
<tr>
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# 6.5 Top 100 Districts on the Basis of Total Score

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### 6.5 Top 100 Districts on the Basis of Total Score

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6.6 Ranking of States Based on Citizen Feedback

6.6.1 Ranking of States Based on Citizen Feedback (>30 Lakh Population)

Citizen Feedback (Maximum Score 35)

6.6.2 Ranking of States & UT based on Citizen Feedback (<30 Lakh Population)

Citizen Feedback (Maximum Score 35)
6.7 Service Level Progress Maximum Score

6.7.1 Service Level Progress Maximum Score
(Larger State >30 Lakh Population)

6.7.2 Service Level Progress Maximum Score
(Larger State <30 Lakh Population)
6.8. Direct Observation of Public Places

6.8.1 Direct Observation of Public Places
(Larger State >30 Lakh Population)

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<tbody>
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<td>Gujarat</td>
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<td>Rajasthan</td>
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<td>West Bengal</td>
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<td>Bihar</td>
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<td>Assam</td>
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<td>Jammu &amp; Kashmir</td>
<td>23.17</td>
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<td>Odisha</td>
<td>20.32</td>
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6.8.2 Direct Observation of Public Places
(Larger State <30 Lakh Population)

<table>
<thead>
<tr>
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<tbody>
<tr>
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<tr>
<td>Daman &amp; Diu</td>
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<td>Sikkim</td>
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<td>D &amp; N Haveli</td>
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<td>Arunachal Pradesh</td>
<td>21.45</td>
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<tr>
<td>A &amp; N Islands</td>
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<td>Tripura</td>
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<td>Meghalaya</td>
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<td>Goa</td>
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<td>Manipur</td>
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</tr>
<tr>
<td>Nagaland</td>
<td>24.89</td>
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</table>
6.9 Scores of Top 20 Districts

6.9.1 Top 20 District Based on Direct Observation

Scores of Top 20 Districts for Direct Observation

6.9.2 Top 20 District Based on Citizen Feedback

Scores of Top 20 Districts for Citizen Feedback

6.9.3 Top 20 District Based on Service Level Progress

Scores of Top 20 Districts based on Service Level Progress
Survey Implementation Process
7. SURVEY IMPLEMENTATION PROCESS

The survey covered 33 states and union territories which included 683 districts and 17,209 villages. Considering the scale of the survey – an implementation plan was prepared. This implementation plan had ensured smooth execution of the survey to get good quality data. In this chapter the plan and key activates carried undertook as part of SSG-19 have been detailed out. Data quality assurance mechanism, ethical guidelines and key mitigation plan followed is also described in this chapter.

7.1 Launch Process of Swachh Survekshan Grameen:

Consultation with state Governments:
Ministry hosted a national consultation with all state governments on August 14, 2019 at New Delhi wherein the methodology and protocol were finalized and launched. Hon'ble Union Minister for Jal Shakti announced the initiation of Swachh Survekshan Grameen 2019. All additional chief secretaries/principal secretaries/secretaries along with mission directors in-charge of SBM-G were invited for the consultation and national launch of the SSG 19.

VC with states and districts:
Ministry organized VCs with all state principal secretaries and district magistrates from 15th August onwards to inform and engage them on the Survekshan. Districts had a central role in managing the Survekshan at the district level.

State launch of Swachh Survekshan Grameen:
State launches of Swachh Survekshan Grameen was held after the National launch in the state headquarters, involving key stakeholders to popularize the SSG 2019.

Public Announcement of Swachh Survekshan Grameen:
Ministry issued details of SSG 2019 on its website and other social media, on initiation of Swachh Survekshan Grameen 2019. The social media outreach intended to mobilise villages to initiate action on improving the sanitation situation in their villages.

7.2 Research Tools and Development of Manuals

Survey questionnaires were developed for the following components of the Survekshan and they were programmed into different modules of CAPI application. The following questionnaires were designed and used.

- Toolkit and detailed templates for self-reporting on sanitation status by districts and states using online formats and interventions implemented.
- Public Observation Tools - This questionnaire included a checklist of items that the investigator had to observe and report. Observations were done for public places like anganwadi centres, health facilities, schools, religious places, haats/bazaars, etc
- Citizen feedback Tools for different categories-general population, panchayat, SHG, FLWs etc. Direct Observation Checklist: Citizen Feedback: Citizen feedback questionnaire was prepared to capture feedback from citizens using F2F meeting with citizens, group meeting with citizens and through mobile app/IVR. Another structured tool was created to capture the information from the key informants.

The questionnaires were submitted to the DDWS for approval and upon approval they were translated into regional languages for the survey.

Tool kit and manual: To help the interviewers with the understanding about the survey protocols and manuals were prepared and shared with all members of the survey team. The following two manuals were primary for the survey a) CAPI Instruction manual b)Interviewers manual. Investigators and supervisors were explained about the entire process during the training.
Data collection was done on advanced CAPI devices that had all the requisite features like, GPS tracking, geo tagging, long battery life and scope to upload photographs.

Ipsos in-house team was used for CAPI programming. iField was the software platform used by Ipsos which is a licensed property and was used for data collection.

Data was collected by more than 1000 investigators and supervisors in the field, and to authenticate the data collected by them was checked using rigorous quality control measures adopted at every stage of the execution.

- Field teams were selected after rigorous screening, that included experience, qualification and requisite skills required for such survey.
- CAPI application was tested as per protocol, to avoid any errors, during the data collection phase
- Standardized training was imparted by core research team, to all investigators and supervisors.
- 100% check on the GPS of the sample village was done, to map the coordinates of the investigator during the data collection.
- 100% check on the interviewer selfie, at the village, to authenticate the data collection.
- A supervisor accompanied the interviewer in 15% of the interviews.
- 10% back-checks were done by the supervisors.
- 5% targeted backchecks were done by the district coordinators.

7.3 Data Collection

As part of the survey the investigators carried out following survey activities:

**A DAY BEFORE SURVEY**

- The investigator accessed the SSG2019FS Mobile Application
- With the help of a Log-in Id and Password and village ID – login was confirmed.
- The investigator then contacted the village head (Sarpanch / Pradhan) over phone and informed the following:
  - Date and time of survey, SSG components, purpose of data collection
  - Survey activities to be conducted in the village and support required
  - Arrangement for the group meeting (Venue, number of people required, type of people required etc.)
  - Availability of key influencers and their participation
  - Availability of 5 public places for observation

**ON THE DAY OF SURVEY**

- The investigator made the visit to the village site and first took an Assessor Selfie
- Synced the Selfie if internet available or start the survey
- Met village head Sarpanch/Pradhan and informed him/her about the survey activities to be undertaken
- Collected information of public places & details of key influencers
- Did observation and key informant interview one by one and clicked pictures
- Asked key informants to popularize the app and toll-free number among the residents of their village and neighbour village for participation in the survey.
- Conducted group meeting as per the protocol
- Thanked village head and members for the support provided.
The overall flow of the work was as follows:

1. Identifying the Public Places for Direct Observation
2. Identifying key informant for interview
3. Identifying respondents for F2F interaction and Holding group meeting for data collection
4. Team visit and addressing consent and assent
5. Capture of Data on CAPI
6. Upload of Data on server and publish on Dashboard

The screen shot of the dashboard
Data collection: Direct Observation and Citizen Feedback

For data capture for direct observation key indicators- the investigating team met the gram Pradhan/gram panchayat members and sought the details of the village. With the help of the gram Pradhan/gram panchayat members they listed out the public places to be visited.

Feedback from Mobile App

An android based mobile App SSG2019 was used in the survey. It received tremendous response from the citizen. More than 3 crore feedback was received through the app.

Dashboard

A real time dashboard was maintained for close monitoring of the data collection process. Live data from the field was uploaded on the server. During the entire course of the field work, field teams transferred raw data daily by using an internet connection. In case of remote areas of field work where Internet connection was not available the transfer of data was done as soon as the investigator reached a place where the connection was available. Transfer of data required GSM or WiFi access, and this feature was available on each of the netbook that was being used for data collection. The raw data was available on the dashboard and could be downloaded as and when required.

Screen shot of key indicators on the dashboard.
## ANNEXURES 1 : SCORES OF TOP RANKED STATES AND DISTRICTS

### SWACHH SURVEKSHAN GRAMEEN - 2019

<table>
<thead>
<tr>
<th>Tamil Nadu</th>
<th>Tamil Nadu</th>
<th>Total</th>
<th>Citizen Feedback</th>
<th>Direct Observation</th>
<th>Service Level Progress</th>
</tr>
</thead>
<tbody>
<tr>
<td>No of Districts</td>
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<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>No of Villages covered</td>
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</tbody>
</table>

### TOTAL SCORE

#### COMPONENT WISE SCORE

1) Direct Observations of sanitation public places (30) 28.791

i. Accessibility of sanitation services (5) 4.744

ii. Usage of assets (5) 4.435

iv. Status of Littering in the public place (10) 9.778

v. Status of stagnant Water in the public place (10) 9.834

2) Feedback from Citizens 32.24

2a) Feedback from ordinary Citizens (F2F+IVR+GFB) (20) 18.465

i. Awareness about SSG 2018 (2) 1.931

ii. Improvement in cleanliness since the implementation of SBM (6) 5.414

iii. Arrangements for safe disposal of solid waste (6) 5.602

iv. Arrangements for safe disposal of liquid waste (6) 5.516

2b) Feedback from Key Informants: (10) 8.904

i. Awareness about SSG 2018 (1) 0.947

ii. IEC activities conducted in village (3) 2.601

iii. Availability of liquid waste management in village (3) 2.581

iv. Availability of solid waste management in village (3) 2.773

2C) Online feedback received: (5) 4.870

3) Service Level Progress on sanitation related parameters (35)

3a) Submission of self-assessment report by district (10) 8.760

3b) LoB Implementation/ If no LoB, then status of 2nd ODF verification (15) 13.80 6

3c) Construction of community toilets in SC/ST habitation (10)* 0

*Data was not available in IMIS- hence excluded
# ANNEXURES 1: SCORES OF TOP RANKED STATES AND DISTRICTS

## SWACHH SURVEKSHAN GRAMEEN - 2019

<table>
<thead>
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<th>Component</th>
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<tr>
<td>Direct Observation</td>
<td>35</td>
</tr>
<tr>
<td>Service Level Progress</td>
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</tbody>
</table>

### COMPONENT WISE SCORE

1) **Direct Observations of sanitation public places (30)**

   i. Accessibility of sanitation services (5) | 4.798 |
   ii. Usage of assets (5) | 4.371 |
   iv. Status of Littering in the public place (10) | 9.805 |
   v. Status of stagnant Water in the public place (10) | 9.920 |

2) **Feedback from Citizens**

   2a) Feedback from ordinary Citizens (F2F+IVR+GFB) (20)

      i. Awareness about SSG 2018 (2) | 1.972 |
      ii. Improvement in cleanliness since the implementation of SBM (6) | 5.664 |
      iii. Arrangements for safe disposal of solid waste (6) | 5.656 |
      iv. Arrangements for safe disposal of liquid waste (6) | 5.640 |

   2b) Feedback from Key Informants: (10)

      i. Awareness about SSG 2018 (1) | 0.955 |
      ii. IEC activities conducted in village (3) | 2.723 |
      iii. Availability of liquid waste management in village (3) | 2.619 |
      iv. Availability of solid waste management in village (3) | 2.514 |

2c) Online feedback received: (5) | 4.227 |

3) **Service Level Progress on sanitation related parameters (35)**

   3a) Submission of self-assessment report by district (10) | 6.5 |

   3b) LoB Implementation/ If no LoB, then status of 2nd ODF verification (15) | 14.454 |

   3c) Construction of community toilets in SC/ST habitation (10)* | 0 |

*Data was not available in IMIS- hence excluded
## ANNEXURES 1 : SCORES OF TOP RANKED STATES AND DISTRICTS

### SWACHH SURVEKSHAN GRAMEEN - 2019

<table>
<thead>
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<table>
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<th></th>
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<th>Citizen Feedback</th>
<th>Direct Observation</th>
<th>Service Level Progress</th>
</tr>
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<tbody>
<tr>
<td>No of Districts</td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>No of Villages covered</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>National Rank</td>
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<td></td>
</tr>
<tr>
<td>Category</td>
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### TOTAL SCORE

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<tr>
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<td>1) Direct Observations of sanitation public places (30)</td>
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<td>ii. Usage of assets (5)</td>
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<td>iv. Status of Littering in the public place (10)</td>
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<td>iv. Availability of solid waste management in village (3)</td>
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<td>2C) Online feedback received: (5)</td>
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<td>3a) Submission of self-assessment report by district (10)</td>
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<td>3c) Construction of community toilets in SC/ST habitation (10)*</td>
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*Data was not available in IMIS- hence excluded
## ANNEXURES 1 : SCORES OF TOP RANKED STATES AND DISTRICTS

### SWACHH SURVEKSHAN GRAMEEN - 2019

<table>
<thead>
<tr>
<th>State Name</th>
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<table>
<thead>
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<th>Citizen Feedback</th>
<th>Direct Observation</th>
<th>Service Level Progress</th>
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<td>No of Districts</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>No of Villages covered</td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>National Rank</td>
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<td></td>
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</tr>
<tr>
<td>Category</td>
<td></td>
<td></td>
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<td></td>
</tr>
</tbody>
</table>

### TOTAL SCORE

#### COMPONENT WISE SCORE

1) Direct Observations of sanitation public places (30) | 25.996

i. Accessibility of sanitation services (5) | 4.062

ii. Usage of assets (5) | 3.222

iv. Status of Littering in the public place (10) | 9.375

v. Status of stagnant Water in the public place (10) | 9.339

2) Citizen’s Feedback (35) | 30.271

2a) Feedback from ordinary Citizens (F2F+IVR+GFB) (20) | 19.479

i. Awareness about SSG 2018 (2) | 1.948

ii. Improvement in cleanliness since the implementation of SBM (6) | 5.859

iii. Arrangements for safe disposal of solid waste (6) | 5.847

iv. Arrangements for safe disposal of liquid waste (6) | 5.823

2b) Feedback from Key Informants: (10) | 5.792

i. Awareness about SSG 2018 (1) | 0.729

ii. IEC activities conducted in village (3) | 1.858

iii. Availability of liquid waste management in village (3) | 1.437

iv. Availability of solid waste management in village (3) | 1.767

2C) Online feedback received: (5) | 5

3) Service Level Progress on sanitation related parameters (35) | 24.75

3a) Submission of self-assessment report by district (10) | 9.75

3b) LoB Implementation/ If no LoB, then status of 2nd ODF verification (15) | 15.00

3c) Construction of community toilets in SC/ST habitation (10)* | 0

*Data was not available in IMIS- hence excluded
### ANNEXURES 1 : SCORES OF TOP RANKED STATES AND DISTRICTS

#### SWACHH SURVEKSHAN GRAMEEN - 2019

<table>
<thead>
<tr>
<th>State Name</th>
<th>Gujarat</th>
<th>No of Districts</th>
<th>Total</th>
<th>Citizen Feedback</th>
<th>Direct Observation</th>
<th>Service Level Progress</th>
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<td><strong>30</strong></td>
<td><strong>35</strong></td>
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<td><strong>28.46</strong></td>
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<td><strong>Score</strong></td>
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<td></td>
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</tbody>
</table>

#### TOTAL SCORE

### COMPONENT WISE SCORE

1) **Direct Observations of sanitation public places (30)**
   - Accessibility of sanitation services (5)
     - 4.833
   - Usage of assets (5)
     - 3.629
   - Status of Littering in the public place (10)
     - 10.000
   - Status of stagnant Water in the public place (10)
     - 10.000

2) **Citizen’s Feedback (35)**
   - Feedback from ordinary Citizens (F2F+IVR+GFB) (20)
     - 16.878
   - Arrangements for safe disposal of solid waste (6)
     - 5.210
   - Arrangements for safe disposal of liquid waste (6)
     - 5.182

2b) Feedback from Key Informants: (10)
   - Awareness about SSG 2018 (1)
     - 0.94
   - IEC activities conducted in village (3)
     - 2.76
   - Availability of liquid waste management in village (3)
     - 2.04
   - Availability of solid waste management in village (3)
     - 2.23

2c) Online feedback received: (5)
   - 5

3) **Service Level Progress on sanitation related parameters (35)**
   - Submission of self-assessment report by district (10)
     - 3
   - LoB Implementation/ If no LoB, then status of 2nd ODF verification (15)
     - 15
   - Construction of community toilets in SC/ST habitation (10)*
     - 0

*Data was not available in IMIS - hence excluded
## ANNEXURES 1 : SCORES OF TOP RANKED STATES AND DISTRICTS

### SWACHH SURVEKSHAN GRAMEEN - 2019

<table>
<thead>
<tr>
<th>Sikkim</th>
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</thead>
<tbody>
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</tr>
<tr>
<td><strong>No of Villages covered</strong></td>
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<tr>
<td><strong>Category</strong></td>
</tr>
<tr>
<td><strong>State Score</strong></td>
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</tbody>
</table>

### COMPONENT WISE SCORE

1) **Direct Observations of sanitation public places (30)**
   - Accessibility of sanitation services (5) | 4.852 |
   - Usage of assets (5) | 4.523 |
   - Status of Littering in the public place (10) | 9.932 |
   - Status of stagnant Water in the public place (10) | 9.977 |

2) **Citizen’s Feedback (35)**
   - Feedback from ordinary Citizens (F2F+IVR+GFB) (20) | 16.089 |
     - Awareness about SSG 2018 (2) | 1.640 |
     - Improvement in cleanliness since the implementation of SBM (6) | 4.994 |
     - Arrangements for safe disposal of solid waste (6) | 4.793 |
     - Arrangements for safe disposal of liquid waste (6) | 4.661 |
   - Feedback from Key Informants: (10) | 7.884 |
     - Awareness about SSG 2018 (1) | 0.847 |
     - IEC activities conducted in village (3) | 2.633 |
     - Availability of liquid waste management in village (3) | 2.058 |
     - Availability of solid waste management in village (3) | 2.352 |
   - Online feedback received: (5) | 0.25 |

3) **Service Level Progress on sanitation related parameters (35)**
   - Submission of self-assessment report by district (10) | 7 |
   - LoB Implementation/ If no LoB, then status of 2nd ODF verification (15) | 15 |
   - Construction of community toilets in SC/ST habitation (10)* | 0 |

**Total Score**

| **Direct Observation** | 30 |
| **Citizen Feedback** | 24.22 |
| **Service Level Progress** | 29.28 |

*Data was not available in IMIS- hence excluded*
### SWACHH SURVEKSHAN GRAMEEN - 2019

<table>
<thead>
<tr>
<th>District Name</th>
<th>Peddapalli</th>
<th>State Name</th>
<th>Telangana</th>
<th>Total</th>
<th>Citizen Feedback</th>
<th>Direct Observation</th>
<th>Service Level Progress</th>
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### TOTAL SCORE

#### COMPONENT WISE SCORE

1) **Direct Observations of sanitation public places (30)**

   - i. Accessibility of sanitation services (5) 5.000
   - ii. Usage of assets (5) 4.964
   - iv. Status of Littering in the public place (10) 10.000
   - v. Status of stagnant Water in the public place (10) 10.000

2) **Citizen’s Feedback (35)**

   - 2a) Feedback from ordinary Citizens (F2F+IVR+GFB) (20) 19.168
     - i. Awareness about SSG 2018 (2) 1.973
     - ii. Improvement in cleanliness since the implementation of SBM (6) 5.718
     - iii. Arrangements for safe disposal of solid waste (6) 5.756
     - iv. Arrangements for safe disposal of liquid waste (6) 5.719
   - 2b) Feedback from Key Informants: (10) 9.954
     - i. Awareness about SSG 2018 (1) 0.997
     - ii. IEC activities conducted in village (3) 3.000
     - iii. Availability of liquid waste management in village (3) 2.960
     - iv. Availability of solid waste management in village (3) 2.995
   - 2c) Online feedback received: (5) 5

3) **Service Level Progress on sanitation related parameters (35)**

   - 3a) Submission of self-assessment report by district (10) 10
   - 3b) LoB Implementation/ If no LoB, then status of 2nd ODF verification (15) 15
   - 3c) Construction of community toilets in SC/ST habitation (10)* 0

*Data was not available in IMIS- hence excluded*
ANNEXURES 1 : SCORES OF TOP RANKED STATES AND DISTRICTS

SWACHH SURVEKSHAN GRAMEEN - 2019

Faridabad

<table>
<thead>
<tr>
<th>District Name</th>
<th>State Name</th>
<th>No of Villages covered</th>
<th>Maximum score</th>
<th>Total</th>
<th>Citizen Feedback</th>
<th>Direct Observation</th>
<th>Service Level Progress</th>
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TOTAL SCORE

COMPONENT WISE SCORE

1) Direct Observations of sanitation public places (30)

i. Accessibility of sanitation services (5) 4.902
ii. Usage of assets (5) 4.898
iv. Status of Littering in the public place (10) 9.85
v. Status of stagnant Water in the public place (10) 10.000

2) Citizen's Feedback (35)

2a) Feedback from ordinary Citizens (F2F+IVR+GFB) (20)

i. Awareness about SSG 2018 (2) 1.999
ii. Improvement in cleanliness since the implementation of SBM (6) 5.818
iii. Arrangements for safe disposal of solid waste (6) 5.896
iv. Arrangements for safe disposal of liquid waste (6) 5.918

2b) Feedback from Key Informants: (10)

i. Awareness about SSG 2018 (1) 0.985
ii. IEC activities conducted in village (3) 2.978
iii. Availability of liquid waste management in village (3) 2.966
iv. Availability of solid waste management in village (3) 2.818

2C) Online feedback received: (5) 5

3) Service Level Progress on sanitation related parameters (35)

3a) Submission of self-assessment report by district (10) 10

3b) LoB Implementation/ If no LoB, then status of 2nd ODF verification (15) 15

3c) Construction of community toilets in SC/ST habitation (10)* 0

*Data was not available in IMIS- hence excluded
# ANNEXURES 1: SCORES OF TOP RANKED STATES AND DISTRICTS

## SWACHH SURVEKSHAN GRAMEEN - 2019

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<td>v. Status of stagnant Water in the public place (10)</td>
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*Data was not available in IMIS- hence excluded
### ANNEXURES 2: SCORES OF DISTRICTS COVERED IN THE SURVEY

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