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Ministry of Urban Development  
Government of India



एक कदम स्वच्छता की ओर

# ***“Cleanliness in Tier 3/4 Cities”***

**Collective inputs from over 235,000+ Citizens in circle**

**“Swachh Bharat”**

***(Current State, Issues, Root Causes and Proposed Solutions)***

***January 2, 2015***



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## Cleanliness in Tier 3/4 Cities

### **Executive Summary**

The Swachh Bharat Mission has now moved beyond the tier I and II cities of India. Tier III and IV cities too have shown motivation in joining in the mission and taking the cleanliness in their cities to the next level. However, there are several bottlenecks that need to be addressed including participation in Swachh Bharat from civic agencies in these cities.

The 235,000+ strong “Swachh Bharat” online community has come together to collectively identify the key issues, root causes and solutions for Cleanliness in Tier 3/4 Cities in India and the community expects that the Government will work towards implementing the identified solutions and rope in the State Government leadership and civic agencies in the process.

### **Issues Identified:**

1. People spit on the road
2. Dustbins are literally non-existent on the roads
3. Every corner is made into a dumping ground
4. Street vendors throw their garbage on the streets
5. People urinate in public
6. Civic bodies are only there for name sake
7. Pilgrims spoil the area
8. Plastic bags are freely available and used
9. Drains are constantly overflowing
10. Lack of a comprehensive system of garbage collection

### **Root Causes Identified:**

1. Lack of civic sense among the common public
2. People do not respect the job cleaners do
3. Lack of ownership and pride
4. Lack of laws on cleanliness
5. Street vendors do not have bins and definitely not big enough for the filth they generate
6. Dustbins are broken/stolen from the streets
7. Public toilets are either not available or extremely filthy



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8. Civic bodies are not held accountable for their work and do not have defined Key Responsibility Areas (KRAs)
9. Civic agencies don't have enough equipment, training and processes to carry out their work well
10. Lots of corruption is involved in the civic agencies
11. The general perception in India is that you can do anything on God's name
12. There is lack of awareness about cleanliness and what it means
13. Plastic bags can be easily bought from the markets even after being banned
14. No one wants to take an initiative/responsibility to organize the system of garbage collection
15. Stray animals add to the dirtiness

### **Solutions Identified:**

1. Participation of states, cities and their local civic agencies and working with citizens on Swachh Bharat Mission needs to be mandated
2. Number of dustbins on the roads and across the cities should be substantially increased
3. The design of the waste bin should be such that cows and dogs cannot access the waste material inside the bins
4. Clean and free public toilets should be made in markets and residential areas
5. Open urination should be banned with penalties imposed
6. Social campaigns should be designed to tell people to make throwing garbage in bins a habit
7. Street vendors should be fined for littering and should be made responsible for its cleanliness
8. There should be heavy penalties on spitting on the road
9. Throwing garbage on the roads should also attract fines
10. A close eye should be kept on the municipal workers to make sure that they perform their duties well
11. Civic agencies should be given the latest equipment and training
12. Make every cleaning authority collectively and cleaning staff individually, right from the supervisory level to the labour/working people, accountable for their work
13. Sewage treatment needs to be developed /improved
14. Plastic bags should be completely banned
15. Authorities should fixed up day in a week to collect trash and recycle; this should be done by rotation to cover entire city



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16. Funds should be made available for sewerage systems and Sewage Treatment Plants in such towns
17. Cleanliness encouragement programs should be organized for public
18. Dustbins could be used for advertising and the revenue generated could be used for more activities
19. Cleanliness and sanitation should be included in the school curriculum

### **Cleanliness in Tier 3/4 cities –A few Citizen quotes:**

1. First the elected members in all the wards to be made responsible to educate and encourage the ward people to keep the area clean, This is one of the developmental activity – **Subramanyam Gounder**
2. Availability of dustbin and collection of garbage from dustbin should be done twice a day at least – **Sanjay Bansal**
3. Corporate and corporation must provide road dustbins for all tax payers and there must be one sweeper for every 10 dustbins for 1/2 kms of the area plus one supervisor for every 10 sweeper marching towards better swachh bharat – **Kiran Bhatt**
4. Municipalities employed staff for scavenging and cleaning streets. These staffs got politicized, and started blackmailing muni authorities into increasing their emoluments and perk and slowly and surely stopped working themselves and even subcontracted their duties. Still results were unsatisfactory. Then even though there was staff, municipalities engaged cleaning contractors. Soon these became wasted interest. Favoured contractors getting work. Supervisory staff got defanged. A good beginning has been made by Municipal Commissioner of Mumbai by attempting to remove the role of cororators in selection and appointment of cleaning contractors. Let us hope and pray he succeeds. Examples like this need to be highlighted. Public must support such efforts and develop intolerance to mismanagement and corruption in core services – **Niranjan Nanavaty**
5. We can place sign boards stating cleanliness and penalties and regular monitoring is required. Placing dustbins is ok but that has to be cleaned in a routine basis. a crew can be formed particularly to monitor this - **Shalini Kanaharaj**
6. Adopting "Chalta Hai Policy" in all Government as well as Municipal Corporations is the basic cause. Rules are framed and are only on paper. Nobody wants to follow it. Corruption at all levels, favouritism by the officers and Political Leaders are also contributing to the problems – **Vilas Kotbagi**
7. Plastic bags should be banned completely. The major bag users are street hawkers, vegetable & fruit vendors and kirana stores. If plastic bags will be banned, the people



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- will be bound to bring their own bags. In-stead-of charging for bags, Super stores should have provision of giving discount to buyers who bring their own bags. This will motivate people to minimize usage of plastic bags – **Deepak Khare**
8. First of all remove thela wala, hawkers etc. from the entire street and place them at a centralized place like Park, or near vacant vegetable market. Secondly all Shopkeepers place their goods for display on the road not in there shop, they display their boards on the Road, not one the shop they park their vehicles on the road, control them and imposed 1000 per day per square feet penalty and next month 1500 per square feet the then 2000 per square feet. then we can clean Swachh Bharat – **Prabhat Chhaperia**
  9. First of all individual awareness is must and necessary steps to be taken. Further as every Indian can pay any fine without fear, so with fine provision of imprisonment is also must to make a fear in public, if they do not feel that India is their property. Dharna must not be allowed and every khomcha vendor must be held responsible for nuisance made by him by selling food at street. Polythene must be banned in these cities and open drainage system must be converted to close type to avoid chocking of drainages. The roads should be made with at least 1-2 years warranty by the contractor and local police must be responsible for any damage to Government property like road, electricity poles etc. in their areas – **Mukul Jain**
  10. The dustbins should be permanent structures built on the pavement and can be decorative too – **Ajanta Ghosh**
  11. We find people bring dogs for shitting on roads there should be fined for that there should be specified places for dogs also – **Satyanarayana Rao**
  12. All Local Corporation clearing of dustbins should be done between 5am & 7am so that their vehicles do not add to the traffic problem. Garbage from all societies, homes should be collected at night, so that garbage does not pile up throughout the day. So the dustbins & garbage bins have waste only between night & early morning. Also, by the time the citizens start moving around in the city, their day starts with clean roads & no sights of overflowing garbage bins or garbage truck. This creates the right mental frame to not dirty the place which otherwise seems like the natural thing to do with all the dirt around – **Kamini Bobde**
  13. All municipal Corporations authorities should be made responsible for cleanliness in their jurisdictions. Surprise checks once a week of the high profile officer so that people assigned for the job should take care of their area – **Ram Milan Pandey**
  14. Increasing availability of dustbins is a sure good thing. But what happens to the collected garbage matters more. In most of the places the garbage is not disposed properly. In our area, we have a vehicle that collects garbage. Everyone dumps the vehicle with the wastes from their home and the same been dumped into a huge



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ground (which is very near to Government school). It would be great if in every house they categorize their garbage in two dustbins as recyclable and non-recyclable. The dustbins should be poured in two separate divisions in the vehicle –  
***Sukanya K***