



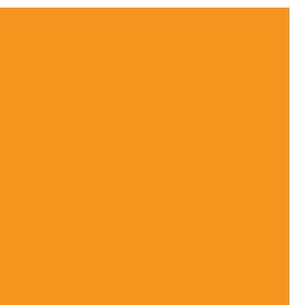
Ministry of Housing  
and Urban Affairs  
Government of India



# Protocol for STAR RATING OF GARBAGE FREE CITIES



Making Cities Garbage Free







## **HARDEEP S PURI**

Hon'ble Minister of State  
(Independent Charge)  
Ministry of Housing  
& Urban Affairs

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# FOREWORD

The Swachh Bharat Mission, which aims to make India a clean nation by October 2019, is now well on its way to achieve its intended objective.

At the beginning of the Mission, it was decided that inculcating a spirit of competition among states and cities would help hasten their progress on SBM components. To this end, the Government of India has brought out a protocol for ODF status of cities and its verification through a third party. Further, the Swachh Survekshan, a survey for ranking cities on the basis of their cleanliness status through independent third party evaluation, has created a sense of healthy competition among cities in their race towards 'swachh' status.

In order to institutionalize a mechanism for cities to achieve Garbage Free status, and to motivate them to achieve higher degrees of cleanliness, I am happy to launch the Star-rating Protocol for Garbage Free cities, which builds on aspirations of cities to progress towards higher standards of "Swachhata" and its sustainability.

I hope that this protocol document becomes a handy tool for cities, not only to get themselves rated, but also as a developmental tool to help cities improve their overall cleanliness.





# FOREWORD

## **DURGA SHANKER MISHRA**

Secretary  
Ministry of Housing  
& Urban Affairs

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With Swachh Bharat Mission (Urban) having completed a journey of 3 years, it becomes imperative for us to expedite efforts towards making our urban areas clean, healthy and liveable. Under the Mission, substantial progress has been made, especially when it comes to making our cities open defecation free. Nonetheless, public perception continues to be slightly sceptical, given that our urban public places continue to suffer from littering and dumping.

In view of this, the Ministry of Housing and Urban Affairs is launching the Protocol for Star Rating of Garbage Free cities that has been developed for our cities. The star rating conditions have been designed in a way as to enable cities to gradually evolve into a model (7-star) city, with progressive improvements in their overall cleanliness. The protocol, with increasing levels of stringency with increasing star rating, will also be aspirational in nature, feeding cities' ambitions and dreams of becoming an ideal city for its residents, and a role model for other cities to follow.

When we launched the ODF certification protocol for cities, it was heartening to see the enthusiasm with which cities responded to certify themselves as ODF. I look forward to cities responding with even greater enthusiasm and zeal to get themselves star-rated in garbage-free status in our collective journey towards 'swachhata'.





**VINOD KUMAR JINDAL**

Joint Secretary & National Mission Director, Swachh Bharat Mission (Urban), Ministry of Housing and Urban Affairs

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# FOREWORD

India is undergoing rapid urbanisation with the country's population expected to increase to 600 million by 2031. This trend, along with changing lifestyles and increase in consumerism has resulted in high levels of solid waste being generated in our cities. The current practice of littering and crude dumping of garbage within and on the outskirts of our cities not only poses public health & environmental concerns but also impacts the aesthetic value of these areas.

In order to address this issue in a mission mode along with citizen participation, the Ministry of Housing and Urban Affairs is launching the Protocol for Star Rating of Garbage Free cities. The star rating conditions are based on 11 key parameters across the solid waste management spectrum and has been designed to both help cities assess their progress while encouraging them to move towards a better rating thereby improving their cities' overall cleanliness and aesthetics.

The Star Rating is supported by a robust verification mechanism to ensure transparency and standardisation. Cities are required to carry out self-assessment and self-verification for achieving a certain star rating. This self-declaration will be further verified through an independent third party agency appointed by MoHUA for 3-star, 5-star and 7-star garbage free ratings. To ensure that the star rating is aligned with our vision of making SBM a Jan Andolan, citizen groups have to be involved through the system of self-declaration.

The highlight of the rating protocol is that it is an outcome-based tool rather than process based. Hence, it will help MoHUA and other stakeholders to evaluate cities on the basis of this single rating, which encapsulates multiple factors which contribute to a city's cleanliness and garbage free status.

I hope that the Garbage-Free Star Rating will encourage ULBs to strengthen the solid waste management system in their cities thereby improving the liveability and public health of citizens.



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# 1. Definitions and Salient Features

## VISION

“All cities achieve “Garbage Free” status wherein at any point of time in the day, no garbage or litter is found in any public\*, commercial or residential locations (including storm drains and water bodies) in the city (except in litter bins or transfer stations), 100 per cent of waste generated is scientifically managed, all legacy waste has been remediated and city is scientifically managing its municipal solid waste, plastic waste and construction & demolition waste. Additionally, there must be a steady reduction in the waste generated by the city and visible beautification of the city to achieve a clean & aesthetically pleasing city.”

## 1.1 DEFINITION OF GARBAGE FREE CITY / WARD

A city can be declared as “Garbage Free” if it complies with the conditions as prescribed under this protocol.

## 1.2 SALIENT FEATURES OF THE STAR RATING FRAMEWORK

To achieve garbage-free and clean cities, it is imperative that requisite processes and systems are in place across the Municipal Solid Waste Management (MSWM) chain. In this context, a seven-star rating framework has been devised by the Ministry of Housing and Urban Affairs (MoHUA) to rate cities/towns on key components of MSWM, in accordance with Solid Waste Management Rules 2016, as given below:

- Door-to-Door Collection
- Segregation at source
- Sweeping of public, commercial and residential areas (no visible eyesores on streets)
- Waste Storage Bins, Litter Bins and Material Recovery Facility
- Bulk Waste Generators compliance
- Scientific Waste Processing, Scientific Landfilling and C&D Waste Management
- User Fees, Penalties, Spot Fines for littering and enforcement of ban on plastic
- Citizen grievance redressal and feedback system
- Eradication of crude dumping of garbage and dump remediation
- Cleaning of storm water drains and surface of water bodies
- Visible beautification in the city





2. Cities fulfilling the necessary conditions for Garbage Free Star Rating (any rating of 1 to 7 stars) will have to carry out self-assessment and self-verification as per the methodology of the protocol. Upon satisfactory verification, the Municipal Commissioner/ Chief Officer/ Chairperson of the city may self-declare Garbage-Free Star Rating (any rating of 1 to 7 stars) of the city and notify it by a public notification and communicate the same to MoHUA through the State Government.

3. To ensure robustness of Garbage Free Star Rating, MoHUA will take up independent verification and validation through a third party agency. MoHUA's third party verification and certification will be carried out only for 3-star, 5-star and 7-star garbage free ratings. The state Governments at their discretion may take up similar third party verification for the remaining 1-star, 2-star and 4-star ratings. It may be noted that there is no 6-star rating.

**A city has to be certified as Open Defecation Free in order to apply for 3 Star and above Garbage Free Star Rating.**

4. The third party certification will be valid for one (1) year. The process will have to be re-assessed and re-certified every 12 months.

5. For achieving any star rating, citizen groups have to be involved through the system of self-declarations. This will be instrumental in enhancing the robustness of rating framework while also involving citizens in making their cities garbage-free.

### 1.3 ENVISAGED ADVANTAGES OF STAR RATING FRAMEWORK

The garbage-free star rating framework has been established with the aim of institutionalizing a mechanism for cities to achieve Garbage Free status, and to motivate them to achieve higher degrees of cleanliness. This will also serve to complement and build on the spirit of healthy competition and aspiration among cities already existing due to Swachh Survekshan. The underlying purpose of rating framework is reinforce the mission's focus on sustainable cleanliness. Since the rating is conducted at a city level, it makes the process easier to implement and helps the cities incrementally improve their overall cleanliness. The rating framework introduces increasing levels of stringency with every additional star in order to enable cities to achieve their aspirations of becoming clean, healthy and liveable cities, and help realise a New India.

## 2. Necessary conditions for achieving Garbage-Free Star Rating



### 2.1 NECESSARY CONDITIONS TO BE ACHIEVED BEFORE DECLARING A CITY AS GARBAGE FREE 1-STAR RATING

- **Door-to-Door Collection:** At least 60 per cent of all households/ premises in the city are covered by door-to-door collection and transportation of solid waste (through ULB/ULB-authorized garbage collectors);
- **Segregation at source<sup>1</sup>:** At least 25 per cent of all households/premises have segregation at source (wet, dry & domestic hazardous)<sup>2</sup> maintained till processing;
- **Sweeping of public and commercial areas:** 100 per cent of the public and commercial areas have daily sweeping;
- **Litter Bins, Waste Storage and Material Recovery Facility<sup>3</sup>:**
  - **Litter Bins:** Twin-Bin/ Segregated (Blue & Green) Litter bins are available in, in at least 25 per cent of public & commercial areas at every 50-100 meters, as per requirement (Waste is only deposited in such bins - No Littering or Spill over of waste)
- **Waste Storage (secondary storage):** Waste storage bins are placed at strategic locations. City is exempt from this condition if the city is bin-less, i.e. it does not have waste storage bins (no secondary storage). Waste is directly transferred from generators premises to transport chain vehicles with or without transfer station, to processing center (verification will be done)
- **Availability of Material Recovery Facility:** Plan drawn up and space identified for MRF (for garbage collection, sorting, storage, recycle, processing and sale) in adequate numbers, within maximum 5 km radius
- **User Fees, Penalties, Spot Fines for littering and enforcement of ban on thin plastic**
  - **User Charges:** Byelaws have been framed including user charges for waste collection and transportation
  - **Penalties and Spot Fines:** Deterrent penalty/ spot fines notified for non-segregation, anti-littering including in water bodies and non-compliance of SWM Rules 2016

<sup>1</sup> Waste collector must check that waste is segregated properly by household/ premises before collection

<sup>2</sup> Domestic hazardous waste to be disposed in a separate bag

<sup>3</sup> **Litter Bin:** Litter bins ranging in capacity 60-100 litre twin bins placed along roadside to cater to the needs of the public for throwing garbage along roadside including commercial, public, non-commercial and residential areas.

**Waste Storage:** Waste storage bins ranging in capacity 1.1 – 4.5 cubic metres or so placed at strategic locations along roads/in public/commercial/residential areas to receive waste collected from houses/commercial



- **Plastic Ban:** Implementation of ban on the use, sale and storage of non-biodegradable plastic bags less than 50 microns (Carry bags not less than fifty microns in thickness only shall be permitted), in compliance with Plastic Waste Management Rules 2016
- **Scientific Waste Processing, Scientific Landfilling and C&D Waste Management:**
  - **Scientific Waste Processing:** At least 25 per cent of waste generated is processed
  - **Scientific Landfilling:** Land for dumping identified either in own city or other city; may not be scientific landfill
  - **C&D Waste management:**
    - ~ Notification of charges for collection, transportation, processing and disposal of C&D waste, primarily for bulk waste generators.
- **Citizen Grievance Redressal and Feedback System:** Swachhata App/ equivalent grievance redressal platform are in place and at least 5 per cent of households should have downloaded the App/ equivalent grievance redressal platform
- **Drains and Water Bodies:** No visible solid waste in 100 per cent of water bodies (including but not limited to ponds, lakes, tanks, rivers, etc.) under ULB jurisdiction

## 2.2 NECESSARY CONDITIONS TO BE ACHIEVED BEFORE DECLARING A CITY/ WARD AS GARBAGE FREE 2-STAR RATING

- **Door-to-Door Collection:** At least 80 per cent of all households/ premises in the city are covered by door-to-door collection and transportation of solid waste (through ULB/ULB-authorized garbage collectors);
- **Segregation at source:** At least 50 per cent of all households/ premises have segregation at source (wet, dry & domestic hazardous) maintained till processing;
- **Sweeping of public and commercial areas:** 100 per cent of the public and commercial areas have daily sweeping;
- **Litter Bins, Waste Storage and Material Recovery Facility:**
  - **Litter Bins:** Twin-Bin/ Segregated (Blue & Green) Litter bins are available in, in at least 50 per cent of public & commercial areas at every 50-100 meters, as per requirement (Waste is only deposited in such bins - No Littering or Spill over of waste)



- **Waste Storage (secondary storage):** Waste storage bins are placed at strategic locations. City is exempt from this condition if the city is bin-less, i.e. it does not have waste storage bins (no secondary storage). Waste is directly transferred from generators premises to transport chain vehicles with or without transfer station, to processing center (verification will be done)
- **Availability of Material Recovery Facility:** Plan drawn up and space identified for MRF (for garbage collection, sorting, storage, recycle, processing and sale) in adequate numbers, within maximum 5 km radius
- **Bulk Waste Generators Compliance:** All Bulk Waste Generators (BWGs) as defined by SWM Rules 2016, including RWAs, identified and issued official notice for compliance with SWM Rules 2016;
- **User Fees, Penalties, Spot Fines for littering and enforcement of ban on thin plastic**
- **User Charges:** Affordable and differential User charges for waste collection & transportation being collected at least from commercial, institutional and industrial establishments
- **Penalties and Spot Fines:** Deterrent penalty/ spot fines notified for non-segregation, anti-littering including in water bodies and non-compliance of SWM Rules 2016;
- **Plastic Ban:** Implementation of ban on the use, sale and storage of non-biodegradable plastic bags less than 50 microns (Carry bags not less than fifty microns in thickness only shall be permitted), in compliance with Plastic Waste Management Rules 2016
- **Scientific Waste Processing, Scientific Landfilling and C&D Waste Management:**
- **Scientific Waste Processing:** At least 50 per cent of waste generated is processed
- **Scientific Landfilling:** Land for dumping identified either in own city or other city; may not be scientific landfill
- **C&D Waste management:**
  - ~ Designated Facility Operators exist – 50 per cent of C&D waste generated, primarily by bulk waste generators, is used/ processed within municipal limits or in a designated C&D recycling plant
- **Citizen Grievance Redressal and Feedback System:** 50 per cent of citizen complaints related to Solid Waste Management received on Swachhata App/ equivalent grievance redressal platform are resolved within SLA, and at least 5 per cent of households should have downloaded the App/ equivalent grievance redressal platform
- **Dumpsite Remediation:** Plan for remediation of all identified dumpsites in the city has been approved including financial closure



- **Drains and Water Bodies:** No visible solid waste in 100 per cent of water bodies (including but not limited to ponds, lakes, tanks, rivers, etc.) under ULB jurisdiction

### 2.3 NECESSARY CONDITIONS TO BE ACHIEVED BEFORE DECLARING A CITY/ WARD AS GARBAGE FREE STAR RATING 3

- **Door-to-Door Collection:** All households/ premises in the city are covered by door-to-door collection and transportation of solid waste (through ULB/ULB-authorized garbage collectors);
- **Segregation at source:** At least 80 per cent of all households/ premises have segregation at source (wet, dry & domestic hazardous) maintained till processing;
- **Sweeping of public, commercial and residential areas:** 100 per cent of the public, commercial and residential areas have daily sweeping (no visible eyesores or garbage spots);
- **Litter Bins, Waste Storage and Material Recovery Facility:**
  - **Litter Bins:** Twin-Bin/ Segregated (Blue & Green) Litter bins are available in at least 80 per cent of public & commercial areas at every 50-100 meters, as per requirement (Waste is only deposited in such bins - No Littering or Spill over of waste)
  - **Waste Storage (secondary storage):** Waste storage bins are placed at strategic locations. City is exempt from this condition if the city is bin-less, i.e. it does not have waste storage bins (no secondary storage). Waste is directly transferred from generators premises to transport chain vehicles with or without transfer station, to processing center (verification will be done)
  - **Availability of Material Recovery Facility:** Fully functional MRF (for garbage collection, sorting, storage, recycle, processing and sale) in adequate numbers, within maximum 5 km radius. Households/ premises may deposit waste at MRF on payment basis
- **Bulk Waste Generators Compliance:** All commercial Bulk Waste Generators, as defined by SWM Rules 2016, are:- (i) doing onsite processing of wet waste generated, including kitchen and garden waste OR Organic waste from BWGs is collected by mobile composting vehicles/sent to ULB's compost processing plants. In such cases the Bulk Garbage Generators will have to pay processing fee at commercial rates. (ii) Handing over segregated dry wastes to authorized waste pickers or waste collectors;
- **User Charges, Penalties and Spot Fines:**
  - **User Charges:** Affordable and differential User charges for waste collection & transportation being

- collected at least from commercial, institutional and industrial establishments
- **Penalties and Spot Fines:** Deterrent penalty/ spot fines for non- segregation, anti-littering including littering in storm water drains & water bodies and non-compliance of SWM Rules 2016 in 100 per cent premises;
  - **Plastic Ban:** Notification and enforcement of ban on the use, sale and storage of non-biodegradable plastic bags less than 50 microns, (Carry bags not less than fifty microns in thickness only shall be permitted), in compliance with Plastic Waste Management Rules 2016 as well as enforcement of user fee by ULB on use, sale and storage of plastic bags more than 50 microns
  - **Scientific Waste Processing, Scientific Landfilling and C&D Waste Management:**
    - **Scientific Waste Processing:** Atleast 75 per cent of waste generated is processed
    - **Scientific Landfilling:** Remaining unprocessed waste is transported to Scientific Landfill either within the city or to another city
    - **Construction & Demolition Waste management:**
      - ~ Designated Facility Operators exist – 75 per cent of C&D waste generated (primarily by bulk waste generators) is used/ processed within municipal limits or in a designated C&D recycling plant
      - ~ Facilitation of collection of C&D waste from premises of retail (non-bulk) occasional generators or designation of collection points within reasonable distance (max. 5 kilometres) – 75 per cent of municipal limits covered
      - ~ Provisions made for use of material made out of C&D waste in 5 per cent of municipal construction activities – including in non-structural concrete, paving blocks, lower layers of road pavements, inner colony roads, etc.
  - **Citizen Grievance Redressal and Feedback System:** 75 per cent of citizen complaints related to Solid Waste Management received on Swachhata App/ equivalent grievance redressal platform are resolved within SLA and at least 10 per cent of households should have downloaded the App/ equivalent grievance redressal platform.
  - **Dumpsite Remediation:** Plan for remediation of all identified dumpsites in the city has been approved and work commenced
  - **Drains and Water Bodies:**
    - No visible solid waste in 100 per cent storm water drains and water bodies under ULB jurisdiction

#### 2.4 NECESSARY CONDITIONS TO BE ACHIEVED BEFORE DECLARING A CITY/ WARD AS GARBAGE FREE 4-STAR RATING

- **Door-to-Door Collection:** All households/ premises in the city are covered by door-to-door collection and transportation of solid waste (through ULB/ULB-authorized garbage collectors)
- **Segregation at source:** All households/ premises have segregation at source (wet, dry & domestic hazardous) maintained till processing
- **Sweeping of public, commercial and residential areas:** 100 per cent of the public, commercial and residential areas have daily sweeping
- **Litter Bins, Waste Storage and Material Recovery Facility:**

- **Litter Bins:** Twin-Bin/ Segregated (Blue & Green) Litter bins are available in, in 100 per cent public & commercial areas at every 50-100 meters, as per requirement (Waste is only deposited in such bins - No Littering or Spill over of waste)
- **Waste Storage (secondary storage):** Waste storage bins are placed at strategic locations. City is exempt from this condition if the city is bin-less, i.e. it does not have waste storage bins (no secondary storage). Waste is directly transferred from generators premises to transport chain vehicles with or without transfer station, to processing center (verification will be done)
- **Availability of Material Recovery Facility:** Fully functional MRF (for garbage collection, sorting, storage, recycle, processing and sale) in adequate numbers, within maximum 5 km radius. Households/ premises may deposit waste at MRF on payment basis
- **Bulk Waste Generators Compliance:** All commercial Bulk Waste Generators, as defined by SWM Rules 2016, in their premises are: - (i) doing onsite processing of wet waste generated, including kitchen and garden waste OR Organic waste from BWGs is collected by mobile composting vehicles/sent to ULB's decentralized composting processing plants. In such cases the Bulk Garbage Generators will have to pay the processing fee at a prevalent commercial rates. (ii) Handing over segregated dry wastes to authorised waste pickers or waste collectors;
- **User Charges, Penalties/ Spot Fines:**
  - **User Charges:** Affordable and differential User charges for waste collection & transportation being collected at least from commercial, institutional and industrial establishments
  - **Penalties and Spot Fines:** Deterrent penalty/ spot fines for non- segregation, anti-littering including littering in storm water drains & water bodies and non-compliance of SWM Rules 2016 in 100% premises;
  - **Plastic Ban:** Notification and enforcement of ban on the use, sale and storage of non-biodegradable plastic bags less than 50 microns, (Carry bags not less than fifty microns in thickness only shall be permitted), in compliance



with Plastic Waste Management Rules 2016 as well as enforcement of user fee by ULB on use, sale and storage of plastic bags more than 50 microns

- **Scientific Waste Processing, Scientific Landfilling and C&D Waste Management:**

- **Scientific Waste Processing:** 100 per cent waste generated is processed
- **Scientific Landfilling:** Only process rejects are transported to Scientific Landfill either within the city or to another city
- **Construction & Demolition Waste management:**
  - ~ 100 per cent of C&D waste generated is used/ processed within municipal limits or in a designated C&D recycling plant
  - ~ Facilitation of collection of C&D waste from premises of retail (non-bulk) occasional generators or designation of collection points within reasonable distance (max. 5 kilometres) – 100 per cent of municipal limits covered
  - ~ Provisions made for use of material made out of C&D waste in 5 per cent of municipal construction activities – including in non-structural concrete,

paving blocks, lower layers of road pavements, inner colony roads, etc.

- **Citizen Grievance Redressal and Feedback System:** 75 per cent of citizen complaints related to Solid Waste Management received on Swachhata App/ equivalent grievance redressal platform are resolved within SLA and at least 25 per cent of households should have downloaded the App/ equivalent grievance redressal platform
- **Dumpsite Remediation:** 50 per cent work as per remediation project plan has been completed, in all identified dumps
- **Drains and Water Bodies:**
  - No visible solid waste in 100 per cent storm water drains and water bodies under ULB jurisdiction

## 2.5 NECESSARY CONDITIONS TO BE ACHIEVED BEFORE DECLARING A CITY/ WARD AS GARBAGE FREE 5-STAR RATING

- **Door-to-Door Collection:** All households/ premises in the city are covered by door-to-door collection and transportation of solid waste



(through ULB/ULB-authorized garbage collectors)

- **Segregation at source:** All households/ premises have segregation at source (wet, dry & domestic hazardous) maintained till processing
- **Sweeping of public, commercial and residential areas:** All public and commercial areas have twice daily sweeping, including night sweeping and residential areas have daily sweeping
- **Litter Bins, Waste Storage and Material Recovery Facility:**
  - **Litter Bins:** Twin-Bin/ Segregated (Blue & Green) Litter bins are available in 100 per cent in public & commercial areas at every 50-100 meters (Waste is only deposited in such bins - No Littering or Spill over of waste)
  - **Waste Storage (secondary storage):** Waste storage bins are placed at strategic locations. City is exempt from this condition if the city is bin-less, i.e. it does not have waste storage bins (no secondary storage). Waste is directly transferred from generators premises to transport chain vehicles with or without transfer station, to processing center (verification will be done)
  - **Availability of Material Recovery Facility:** Fully functional MRF (for garbage collection, sorting, storage, recycle, processing and sale) in adequate numbers, within maximum 5 km radius. Households/ premises may deposit waste at MRF on payment basis
- **Bulk Waste Generators Compliance:** All Bulk Waste Generators, as defined by SWM Rules 2016, including RWAs, in all premises are: - (i) doing onsite processing of wet waste generated, including kitchen and garden waste OR Organic waste from BWGs is collected by mobile composting vehicles/sent

to ULB's decentralized composting processing plants. In such cases the Bulk Garbage Generators will have to pay the processing fee at a prevalent commercial rates. (ii) Handing over segregated dry wastes to authorized waste pickers or waste collectors

- **User Charges, Penalties/ Spot Fines:**

- **User Charges:** Viable and sustainable User charges for waste collection and transportation being collected from all households/ premises including residential, commercial, institutional and industrial establishments
- **Penalties and Spot Fines:** Deterrent penalty/ spot fines for non-segregation, anti-littering including littering in storm water drains and water bodies and non-compliance of SWM Rules 2016 in 100% premises;
- **Plastic Ban:** Complete ban on all plastic bags
- **Scientific Waste Processing, Scientific Landfilling and C&D Waste Management:**
  - **Scientific Waste Processing:** 100 per cent waste generated is processed
  - **Scientific Landfilling:** Only process rejects are transported to Scientific Landfill either within the city or to another city
  - **Construction & Demolition Waste management:**
    - ~ 100 per cent of C&D waste generated is used/ processed within municipal limits or in a designated C&D recycling plant
    - ~ Facilitation of collection of C&D waste from premises of retail (non-bulk) occasional generators or designation of collection points within reasonable distance (max. 5 kilometres) – 100 per cent of municipal limits covered
    - ~ Provisions made for use of material

made out of C&D waste in 10 per cent of municipal construction activities – including in non-structural concrete, paving blocks, lower layers of road pavements, inner colony roads, etc.

- **Citizen Grievance Redressal and Feedback System:** 90 per cent of citizen complaints related to Solid Waste Management received on Swachhata App/ equivalent grievance redressal platform are resolved within SLA and at least 25 per cent of households should have downloaded the App/ equivalent grievance redressal platform
- **Dumpsite Remediation:** 75 per cent work as per remediation project plan has been completed, in all identified dumps
- **Drains and Water Bodies:**
  - No visible solid waste in storm water drains and water bodies under ULB jurisdiction

## 2.6 NECESSARY CONDITIONS TO BE ACHIEVED BEFORE DECLARING A CITY/ WARD AS GARBAGE FREE 7-STAR RATING

- **Door-to-Door Collection:** All

households/ premises in the city are covered by door-to-door collection and transportation of solid waste (through ULB/ULB-authorized garbage collectors)

- **Segregation at source:** All households/ premises have segregation at source (wet, dry & domestic hazardous) maintained till processing
- **Sweeping of public, commercial and residential areas:** All public and commercial areas have twice daily sweeping, including night sweeping and residential areas have daily sweeping.
- **Litter Bins, Waste Storage and Material Recovery Facility:**
  - **Litter Bins:** Twin-Bin/ Segregated (Blue & Green) Litter bins are available in, in 100 per cent public & commercial areas at every 50-100 meters, as per requirement (Waste is only deposited in such bins - No Littering or Spill over of waste)
  - **Waste Storage (secondary storage):** Waste storage bins are placed at strategic locations. City is exempt from this condition if the city is bin-less, i.e. it does not have waste storage bins (no secondary storage). Waste is directly





transferred from generators premises to transport chain vehicles with or without transfer station, to processing center (verification will be done)

- **Availability of Material Recovery**

**Facility:** Fully functional MRF (for garbage collection, sorting, storage, recycle, processing and sale) in adequate numbers, within maximum 5 km radius. Households/ premises may deposit waste at MRF on payment basis

• **Bulk Waste Generators Compliance:**

All Bulk Waste Generators, as defined by SWM Rules 2016, including RWAs AND non-domestic establishments generating more than 50 kilograms of waste per day, in all premises are: - (i) doing onsite processing of wet waste generated, including kitchen and garden waste OR Organic waste from BWGs is collected by mobile composting vehicles/sent to ULB's decentralized composting processing plants. In such cases the Bulk Garbage Generators will have to pay the processing fee at a prevalent commercial rates. (ii) Handing over segregated dry wastes to authorised waste pickers or waste collectors

• **Scientific Waste Processing, Scientific Landfilling and C&D Waste Management:**

- **Scientific Waste Processing:** 100 per cent waste generated is processed
- **Scientific Landfilling:** Only process rejects are transported to Scientific

Landfill either within the city or to another city

- **Construction & Demolition Waste management:**

- ~ 100 per cent of C&D waste generated is used/ processed within municipal limits or in a designated C&D recycling plant
- ~ Facilitation of collection of C&D waste from premises of retail (non-bulk) occasional generators or designation of collection points within reasonable distance (max. 5 kilometres) – 100 per cent of municipal limits covered
- ~ Provisions made for use of material made out of C&D waste in more than 10 per cent of municipal construction activities – including in non-structural concrete, paving blocks, lower layers of road pavements, inner colony roads, etc.

• **User Charges, Penalties/ Spot Fines:**

- **User Charges:** Viable and sustainable User charges for waste collection and transportation being collected from all households/ premises including residential, commercial, institutional and industrial establishments
- **Penalties & Spot Fines:** Deterrent penalty/ spot fines for non- segregation, anti-littering including littering in storm water drains and water bodies and non-compliance of SWM Rules 2016 in 100 per cent premises;
- **Plastic Ban:** Complete ban on all plastic bags



- **Citizen Grievance Redressal and Feedback System:** 100 per cent of citizen complaints related to Solid Waste Management received on Swachhata App/ equivalent grievance redressal platform are resolved within SLA and at least 50 per cent of households should have downloaded the App/ equivalent grievance redressal platform.
- **Dumpsite Remediation:** Remediation of all identified dumpsites has been completed
- **Drains and Water Bodies:**
  - No visible solid waste in storm water drains and water bodies under ULB jurisdiction

**Additional conditions (all additional conditions to be fulfilled for 7-star rating)**

- **Waste Reduction – Application of 3R Principles in MSWM:** Quantifiable reduction in waste generated by the city on a per capita basis, in the past



year (previous year from date of self-declaration)

- **City Beautification:** Visible beautification of city, including repairs and maintenance of infrastructure under ULB jurisdiction to achieve a clean and aesthetically pleasing city. The following can be used as an indicative but not restrictive list:
  - High quality and adequate street furniture
  - Wall paintings
  - Landscaping/creation of parks beneath flyovers
  - Creation of green spaces around the city
  - Incorporation of local art, cultural and heritage elements, wherever possible



# 3. Protocol for self-declaration by city for Garbage Free Star Rating

The protocols for each star are elaborated below. The declaration formats are provided in Annexure – I.

## 3.1 PROTOCOL FOR DECLARING CITY AS 'GARBAGE FREE - STAR RATING '1' TO '7'

Self-Declaration and Third Party

Certification of Garbage Free Star Rating

- All the 'necessary conditions' for the relevant Star Rating have been met by all the wards of the city. Additionally, for Star Rating '7', all the additional conditions have been met by all wards of the city. Further, the city should be certified ODF through third party verification for it to be eligible to apply for 3 Star and above Garbage Free Rating.
- Following the fulfilment of (a) above, declarations have to be obtained from all ward members of the city/ town, without exception, self-declaring respective wards as garbage free, as per the relevant star rating and submit to city municipal administration as per due process (interpretation- the lowest rating obtained by any ward will become that of the city)
- The following sub-declarations are to be obtained within ward/s in order to facilitate the above self-declaration:
  - Self-declaration from 5 citizen categories<sup>4</sup> (5 representatives in each category) that the city fulfils all conditions for the specific star rating
  - All bulk generators in the ward should provide self-declaration that they are managing their bulk waste in compliance with SWM Rules 2016 and Municipal Byelaws (only applicable for Star Rating '4' and above)
  - Once the above declarations have been obtained from all wards by the respective City administration, the City Council may pass a preliminary resolution declaring the city to be Garbage Free as per relevant star rating. It is important to note that the lowest star rating obtained by a ward will becoming the rating for the city.
  - A suitable public announcement may be made for the same.
  - Following such resolution and announcement, public objections/ feedback may be invited, with a fifteen day timeline. If no objections are received at the end of this time, a final resolution is adopted by the City Council and the same is communicated to respective State Governments.
  - On receipt of the said communication, the State Government may write formally to MoHUA communicating the self-declared star rating of the city for further necessary certification for 3-Star, 5-Star and 7-Star Ratings. For remaining ratings (1-Star, 2-Star and 4-Star), State Government may itself, through a third party, carry out certification and communicate the same to MoHUA.



<sup>4</sup> Citizen categories – Resident Welfare Associations, School Children & Staff, Self-Help Groups, Non-Governmental Organisations, Private Sector Organisations, Senior Central Government/ State Bank Officials, Hospital authorities, Transport Authorities, Market Association, Hotel Association, Prominent Persons, Community Champions

## 4. Third Party Verification for Garbage Free Star Rating

(Applicable for Garbage Free Star Rating '3', '5' and '7')

Once a city has communicated, through State Government, to MoHUA the final resolution declaring the city as Garbage Free Star Rating '3', '5' or '7', a third party verification and validation process is to be carried out, for the final certification of the star rating. Subsequently, recertification of Garbage Free Star Rating will happen at fixed intervals (every one year), to ensure that there is no slippage of the garbage free status, thereby facilitating cities to sustain the cleanliness. MoHUA will only recognise the certified/ re-certified cities. It is to be noted that city needs to be certified as ODF through third party verification in order to apply for 3 Star and above Garbage Free Star Rating. This prerequisite will be verified by the Ministry of Housing and Urban Affairs.

### 4.1 PROTOCOL TO BE FOLLOWED FOR THIRD PARTY CERTIFICATION OF CITIES FOR GARBAGE FREE STAR RATING

The following protocol will need to be followed for receiving the Garbage Free Star Rating certification:

- a. City self-declares itself as "Garbage Free '3', '5' or '7' (as applicable) Star" for the first time and communicates the same to MoHUA through the State SBM Mission Directorate.
- b. Upon request by State or MoHUA, a third party (appointed by MoHUA) will mobilize assessors to conduct the verification within a period of 30 days.
- c. For the initial verification, the third party agency will assess both Service Level Delivery Status, as per parameters defined, as well as conduct Independent Observation
- d. Based upon the assessment, the third party agency will make recommendations to MoHUA for cities to be rated as per self-declared Garbage Free Star Rating, as per the protocol
- e. MoHUA will subsequently issue the relevant Star Rating to the city for the same based upon the recommendation of the Third Party
- f. The Garbage Free Star Rating certificate will need to be recertified annually (every 12 months)
- g. For recertification, upon receiving request, the third party will repeat step (c) for the city within a period of 30 days.





#### 4.2 METHODOLOGY FOR THIRD PARTY CERTIFICATION OF CITIES FOR GARBAGE FREE STAR RATING

The verification process will be conducted in two parts:

- Service Level Delivery Status
- Independent Observations
- **Service Level Status :**
  - Preliminary data will be collected in advance by a process of self-assessment from cities as per the defined protocol
  - Third party assessors will visit cities to review the documentation and collect the data systematically ensuring that the process is independent and unbiased (refer Annexure II – Means of Verification)
- **Independent Observations :**
  - The collection of data will be based on physical observation of the households/ premises – public & commercial areas (including market areas, railway stations, bus stations, other transport hubs, schools, colleges, hospitals, offices, religious areas, industrial areas, institutional areas, ULB managed parking areas, ULB managed parks & gardens), residential areas, water bodies, storm drainage system, roads and streets, and other relevant areas – by the third party assessors.
  - The third party will also interact with citizen groups in schools, colleges, RWAs, hospitals, transport areas, hotels, market areas (including agriculture and meat markets), religious areas, institutional areas, industrial areas, prominent persons, government & private offices, hotel associations, BWGs and general public, to collect their feedback on the city's garbage-free status, in the form of structured questionnaires, and photographic evidences as necessary.<sup>5</sup>
  - The questionnaire to facilitate data collection will be created by the third party in consultation with Ministry of Housing and Urban Affairs.
  - The survey assessors will use IT enabled devices to record their observations and findings along with photographs.
  - The third party will systematically collect photos as evidence for field observations ensuring that the location, date and time are tagged on all the photographs.

<sup>5</sup> For cities with less than 10 Lakh population, questionnaire should be obtained from minimum 0.05% of population. For cities with greater than 10 lakh population, questionnaires from minimum 500 citizens should be obtained. The questionnaires maybe in online or offline form.



- For the assessment, cities will be classified based on population as below. Based upon the size of the city, it will be divided into zones.
- For cities with greater than 10 lakh population, the city will be divided atleast into 6 zones
- For cities with population between 5 – 10 lakh, the city will be divided atleast into 4 zones
- For cities with population less than 5 lakh, the city will be divided atleast into 2 zones
- All locations will be independently decided by the third party after preliminary discussion with the city.

Location Type	No. of locations per zone	No. of location per city (10 lakh +)	No. of location per city (5-10 lakh)	No. of location per city (less than 5 lakh)
Slum	3	18	12	6
School	3	18	12	6
Roads and Streets	Roads and Streets to be checked across the city			
Market Areas (including agriculture mandis and meat markets, if applicable)	5	30	20	10
Parks & Gardens	3	18	12	6
Residential Areas	5	30	20	10
Bulk Waste Generators	BWGs should be checked across the city			
Railway Stations, Bus Stations and other Transport Hubs	Railway Stations, Bus Stations and other Transport Hubs should be checked across the city			
Industrial Areas	Industrial and Institutional areas should be checked across the city (if applicable)			
Water Bodies & Storm Water Drains	All water bodies and Storm Water Drains should be checked across the city			
MSW Processing Plants	All functional plants			
Scientific Landfill	Existing SLF in the city			
Dumpsite	All identified dumpsites in the city			
Tourist areas (high footfall market areas, religious areas, historic sites, etc.)	All tourist areas (with high footfall) in the city (if applicable)			
Total	19+	114+	76+	38+

# Annexure – I: Star Rating Declaration Formats

• **Format for declaration to be submitted by City / town**



I, ..... Mayor / Municipal Commissioner / Chief Officer/ Chairperson of  
..... (name of ULB/ Municipal corporation / municipality / town panchayat)  
do hereby declare that:

- All Councillors/ Ward Members in the city / town have submitted their self-declarations regarding garbage free status (as per relevant star rating)
- Preliminary resolution has been passed declaring the city / town as Garbage Free ....1/2/3/4/5/6/7 (strike off as applicable)... Star;
- Above resolution has been publicly announced (in print media), inviting public feedback / objection within 15 days of announcement.
- Since no objections have been received within the stipulated time period / since objections and feedback received from the public have been rectified, a final resolution has been adopted by this ULB to declare the city as Garbage Free ....1/2/3/4/5/6/7 (strike off as applicable)... Star
- This final resolution is being communicated to the Government of ....(State/Union Territory).... for further communication to MoHUA for record and further third-party verification (applicable for Star Rating ‘3’, ‘5’ and ‘7’) (Resolution Number .....

Accordingly, ..... (name of city/ town) is hereby self-declared Garbage Free  
....1/2/3/4/5/6/7 (strike off as applicable)...Star

.....  
(Signature, and Name of Mayor / Chairperson/ Chief Officer/ Municipal Commissioner)

Date:

Seal



• **Format for declaration to be submitted by Ward Councillor**

I, Ward councillor of ..... (ward details), under  
..... (name of ULB/ Municipal corporation / municipality /  
town panchayat) do hereby declare that the ward is in compliance with all necessary  
conditions of Garbage Free Star Rating ...1/2/3/4/5/7 (strike off as applicable)....

.....

(Signature, and Name of Ward Councillor)

Address:

Phone Number:

Date:

Seal:



• **Format for self-declaration to be submitted by Bulk Waste Generators (wherever applicable)**

I, .....(name), authorized representative on behalf of .....  
(name and address of bulk waste generator) in ..... (name of ULB/ Municipal  
corporation / municipality / town panchayat) do hereby declare that we are managing all  
our generated waste in compliance with SWM Rules 2016

.....

(Signature and Name of authorized representative of bulk waste generator)

Address:

Phone Number:

Date:

• **Format for self-declaration to be submitted by citizen representatives (wherever applicable)**

I, .....(name), authorized representative on behalf of .....  
(name of citizen category) in ..... (name of ULB/ Municipal corporation / municipality / town panchayat) do hereby declare that the city is in compliance with all necessary conditions of Garbage Free Star Rating ....1/2/3/4/5/7 (strike off as applicable)...

.....  
(Signature and Name of authorized representative of citizen category)  
Address:  
Phone Number:  
  
Date:



## Annexure – II: Means of Verification for Third Party Certification

This section lays down the means of verification that will be followed for assessing service level delivery as part of the Third Party Certification process.

### **NECESSARY CONDITIONS** (Applicable to all Star Ratings)

#### **DOOR-TO-DOOR COLLECTION** Condition

Atleast 'X' percentage of households/ premises in the city are covered by door-to-door collection and transportation of solid waste (through ULB/ULB-authorized garbage collectors)

#### **Means of Verification**

- Ward wise staff deployment plan/  
Copy of Log Book or any other ward-

wise record for waste collection from commercial areas and residential areas from the previous two quarters prior to date of self-declaration of star rating.

- Copy of contract and payment/ activity report if this service has been outsourced. Contract should be signed atleast six months prior to date of self-declaration of star rating.

#### **SEGREGATION AT SOURCE**

##### **Condition**

Atleast 'X' percentage of all households/ premises have segregation at source (wet, dry & domestic hazardous) maintained till processing

##### **Means of Verification**

- Number of vehicles with partition/ separate containers for carrying dry and wet waste OR number of vehicles deployed separately for dry and wet waste collection OR separate days are fixed for collection of dry and wet waste (1-2 days in a week is earmarked for dry waste collection; wet waste is collected everyday)
- Waste carrying capacity of these vehicles and number of trips
- Total quantity of wet/dry waste generated daily as per population



criteria or real actual available with the ULB

- Log books of transfer stations/ processing plant (centralised or decentralised) indicating daily tonnage of dry and wet wastes received and processed separately

## SWEEPING OF RESIDENTIAL, PUBLIC AND COMMERCIAL AREAS

### Condition

'X' percentage of commercial, public and residential areas have sweeping (one time or twice, including night sweeping)

### Means of Verification

- Ward wise list of commercial areas, public areas and residential areas
- Evidence of sweeping commercial, public and residential areas as per frequency stated in the specific rating condition, in the form of activity log/ roster report/ attendance of sanitation staff
- If work is outsourced to an external agency, the contract document which has a clause for sweeping commercial areas, public areas and residential areas and its stated frequency should be provided
- Survey indicating total garbage heaps/ dumps which have not been attended in the daily collection schedule. Before and after photographs of such points.
- Evidence of mechanism in place for continuous identification and monitoring of visible eyesores/garbage spots

## WASTE STORAGE, LITTER BINS AND MATERIAL RECOVERY FACILITY

### Condition

**A. Litter Bins:** Twin-Bin/ Segregated (Blue & Green) Litter bins are available



in 'X' per cent of commercial & public areas at every 50-100 meters, as per requirement, (Waste is only deposited in such bins - No Littering or Spill over of waste)

**B. Waste Storage:** Waste storage bins are placed in 100 percent of premises (City is exempt from this condition if the city is bin-less, i.e. it does not have waste storage/transfer stations as waste is directly transported to processing center)

**C. Material Recovery Facility:** Availability of Material Recovery Facility (for garbage collection, sorting, storage, recycle, processing and sale) in adequate numbers (within maximum 5 km radius)

- **Star Rating 1-2:** Plan drawn up and space identified for facility
- **Star Rating 3-7:** Facility fully functional

### Means of Verification

- Number of litter bins and waste storage required for the quantity of waste generated from the location
- Copy of installation log of litter bins/ waste storage or Copy of the document/ map showing litter bin/ waste storage locations/ numbers
- Copy of the list of public, commercial and non-commercial areas that are covered by door to door collection and directly transfer the collected waste to the processing/ disposal

- Mapping of waste storage and litter bins
- Image of waste storage and litter bins clearly displaying the labels/ stickers
- Copy of plan and site selection for establishing Material Recovery Facility
- Details of quantity of garbage received, stored, recycled, processed, sold and waste deposit fees received at MRF (applicable for star rating 3 & above)
- Copy of mapping/location list along with photographic evidence of MRF sites (applicable for star rating 3 & above)

### USER CHARGES, PENALTIES AND SPOT FINES

#### Condition

##### Star Rating 1

**A. User Charges:** Byelaws have been framed including user charges for waste collection and transportation

**B. Penalties & Spot Fines:** Deterrent penalty/ spot fines for non-segregation, anti-littering including in water bodies and non-compliance of SWM Rules 2016 in 100% premises;

**C. Plastic Ban:** Implementation of ban on the use, sale and storage of non-biodegradable plastic bags less than 50 microns (Carry bag made of virgin or recycled plastic, shall not be less than fifty microns in thickness), in compliance with Plastic Waste Management Rules 2016

##### Star Rating 2

**A. User Charges:** Affordable and differential User charges for waste collection & transportation being collected at least from commercial, institutional and industrial establishments

**B. Penalties & Spot Fines:** Deterrent penalty/ spot fines for non-segregation, anti-littering including in



water bodies and non-compliance of SWM Rules 2016 in 100% premises;

**C. Plastic Ban:** Implementation of ban on the use, sale and storage of non-biodegradable plastic bags less than 50 microns (Carry bag made of virgin or recycled plastic, shall not be less than fifty microns in thickness), in compliance with Plastic Waste Management Rules 2016

##### Star Rating 3 & 4

**A. User Charges:** Affordable and differential User charges for waste collection & transportation being collected at least from commercial, institutional and industrial establishments

**B. Penalties & Spot Fines:** Deterrent penalty/ spot fines for non-segregation, anti-littering including in storm water drains & water bodies and non-compliance of SWM Rules 2016 in 100% premises;

**C. Plastic Ban:** Notification and enforcement of ban on the use, sale and storage of non-biodegradable plastic bags less than 50 microns, (Carry bag made of virgin or recycled plastic, shall not be less than fifty microns in thickness), in compliance with Plastic Waste Management Rules 2016 as well as enforcement of user fee by ULB on use, sale and storage of



plastic bags more than 50 microns

### Star Rating 5 & 7

#### A. User Charges: Viable and sustainable

User charges for waste collection and transportation being collected from all households/ premises including residential, commercial, institutional and industrial establishments

#### B: Penalties & Spot Fines: Deterrent

penalty/ spot fines for non-segregation, anti-littering including in drains and water bodies and non-compliance of SWM Rules 2016 in 100 per cent premises;

#### C. Plastic Ban: Complete ban on all plastic bags

### Means of Verification

#### Star Rating 1

- Copy of draft byelaws including user charges for waste collection and transportation
- Copy of notification of spot fine/penalty for littering
- Copy of fines collected post release of spot fine/ penalty notification for non-segregation, anti-littering and plastic ban
- Copy of chalaan/ receipt books for collecting spot fines/ penalties for non-segregation, anti-littering and plastic ban
- Minimum number of spot fine

collections in the city must be no less than the sum of litter spots

#### Star Rating 2

- Total number of households and commercial establishments and the user charges per each household/ establishment for solid waste management
- Evidence of user charges being collected in the form of log book, online record, etc.
- List of litter spots – this will be cross-checked through independent observation
- Copy of notification of spot fine/penalty for littering
- Copy of fines collected post release of spot fine/ penalty notification for non-segregation, anti-littering and plastic ban
- Copy of chalaan/ receipt books for collecting spot fines/ penalties for non-segregation, anti-littering and plastic ban
- Minimum number of spot fine collections in the city must be no less than the sum of litter spots

#### Star Rating 3 & 4

- Total number of households and commercial establishments and the user charges per each household/ establishment for solid waste management
- Evidence of user charges being collected in the form of log book, online record, etc.
- List of litter spots – this will be cross-checked through independent observation
- Copy of notification of spot fine/penalty for littering
- Copy of notification of ban on the use,



- sale and storage of non-biodegradable plastic bags less than 50 microns, in the city
- Copy of fines collected post release of spot fine/ penalty notification for non-segregation, anti-littering and plastic ban
- Copy of chalaan/ receipt books for collecting spot fines/ penalties for non-segregation, anti-littering and plastic ban
- Minimum number of spot fine collections in the city must be no less than the sum of litter spots
- Evidence of user fees being collected by ULB on use, sale and storage of plastic bags more than 50 microns
- Copy of notification of spot fine/penalty for littering
- Copy of notification on complete ban on the use, sale and storage of non-biodegradable plastic bags less than 50 microns, in the city
- Copy of fines collected post release of spot fine/ penalty notification for non-segregation, anti-littering and plastic ban
- Copy of chalaan/ receipt books for collecting spot fines/ penalties for non-segregation, anti-littering and plastic ban
- Minimum number of spot fine collections in the city must be no less than the sum of litter spots

### Star Rating 5 & 7

- Total number of households and commercial establishments and the user charges per each household/ establishment for solid waste management
- Evidence of user charges being collected in the form of log book, online record, etc.
- Evidence of user charges covering operating costs of SWM
- List of litter spots – this will be cross-checked through independent observation

### BULK WASTE GENERATORS COMPLIANCE

#### Condition

**Star Rating 2:** All Bulk Waste Generators (BWGs) as defined by SWM Rules 2016, including RWAs, identified and issued official notice for compliance with SWM Rules 2016;

**Star Rating 3 & 4:** All Bulk Waste Generators, as defined by SWM Rules

2016, in all premises are: - (i) doing onsite processing of wet waste generated, including kitchen and garden waste OR Organic waste from BWGs is collected by mobile composting vehicles/sent to ULB's decentralized composting processing plants. In such cases the Bulk Garbage Generators will have to pay the processing fee at a prevalent commercial rates. (ii) Handing over segregated dry wastes to authorised waste pickers or waste collectors;

**Star Rating 5:** All Bulk Waste Generators, as defined by SWM Rules 2016, including RWAs, in all premises are: - (i) doing onsite processing of wet waste generated, including kitchen and garden waste OR Organic waste from BWGs is collected by mobile composting vehicles/sent to ULB's decentralized composting processing plants. In such cases the Bulk Garbage Generators will have to pay the processing fee at a prevalent commercial rates. (ii) Handing over segregated dry wastes to authorised waste pickers or waste collectors

### Star Rating 7:

All Bulk Waste Generators, as defined by SWM Rules 2016, including RWAs AND non-domestic establishments generating more than 50 kilograms of waste per day, in all premises are: - (i) doing onsite processing of wet waste generated, including kitchen and garden waste OR Organic waste from BWGs is collected by mobile composting vehicles/sent to ULB's decentralized composting processing plants. In such cases the Bulk Garbage Generators will have to pay the processing fee at a prevalent commercial rates. (ii) Handing over segregated dry wastes to authorised waste pickers or waste collectors

### Means of Verification

#### Applicable to all Star Ratings:

- List of all Bulk Waste Generators (BWGs), as defined by SWM Rules 2016, including RWAs, identified in the city
- Copy of official notice issued to all BWGs regarding compliance with SWM Rules 2016





**Additional verification parameters for Star Rating 3, 4 & 5:**

- Total quantity of wet/dry waste generated daily by each BWG
- Evidence (in the form of log books, photographs, contract documents, etc.) of non-domestic BWGs complying with conditions stated in the rating framework

**Additional verification parameters for Star Rating 7:**

- List of all non-domestic establishments generating more than 50 kilograms of waste per day, in all premises
- Copy of official notice issued to all non-domestic establishments generating more than 50 kilograms of waste per day regarding decentralised waste management
- Total quantity of wet/dry waste generated daily by all non-domestic establishments generating more than 50 kilograms of waste per day
- Evidence (in the form of log books, photographs, contract documents, etc.) of non-domestic establishments generating more than 50 kilograms of waste per day complying with

conditions stated in the rating framework

**SCIENTIFIC WASTE PROCESSING, SCIENTIFIC LANDFILLING AND C&D WASTE MANAGEMENT**

**Condition**

**Star Rating 1:**

- A. Waste Processing:** Atleast 'X' per cent of waste generated is processed;
- B. Scientific Landfill:** Land for dumping identified either in own city or other city; may not be scientific landfill
- C. C&D Waste Management:**
  - Notification of charges for collection, transportation, processing and disposal of C&D Waste

**Star Rating 2:**

- A. Waste Processing:** Atleast 'X' per cent of waste generated is processed;
- B. Scientific Landfill:** Land for dumping identified either in own city or other city; may not be scientific landfill
- C. C&D Waste Management:**
  - Designated Facility operators exist- 'X' percent of C&D waste generated is used/ processed within municipal limits or in a designated C&D recycling plant

**Star Rating 3:**

**A. Waste Processing:** Atleast 'X' per cent of waste generated is processed;

**B. Scientific Landfill:** Remaining unprocessed waste is transported to Scientific Landfill either within the city or to another city

**C. C&D Waste Management:**

- Designated Facility operators exist – 'X' percent of C&D waste generated is used/ processed within municipal limits or in a designated C&D recycling plant
- Facilitation of collection of C&D waste from premises of retail (non-bulk) occasional generators or designation of collection points with reasonable distance (Max 5 KM) – 'X' per cent of municipal limits covered
- Provisions made for use of material made out of C&D Waste in 'X' percent of municipal construction activity- including in non-structural concrete, paving blocks, lower layers of road pavements, inner colony roads etc.

**Star Rating 4, 5 & 7:**

**A. Waste Processing:** Atleast 'X' per cent of waste generated is processed;

**B. Scientific Landfill:** Only process rejects are transported to Scientific Landfill either within the city or to another city

**C. C&D Waste Management:**

- Designated Facility operators exist – 'X' percent of C&D waste generated is used/ processed within municipal limits or in a designated C&D recycling plant
- Facilitation of collection of C&D waste from premises of retail (non-bulk) occasional generators or designation of collection points with reasonable distance (Max 5 KM) – 'X' per cent of municipal limits covered
- Provisions made for use of material

made out of C&D Waste in 'X' percent of municipal construction activity- including in non-structural concrete, paving blocks, lower layers of road pavements, inner colony roads etc.

**Means of Verification****Applicable to all Star Rating 1 to 7**

- Total wet and dry waste generated daily using per capita criteria
- SWM DPR or action plan indicating quantity of segregated collection of waste
- Survey report indicating total ragpickers included in MSW and dry waste collection centres in the city
- Total number of functional decentralised waste processing units in the city – waste processing capacity and waste processed per day (including RWAs and Bulk Waste Generators), over the past year
- Evidence of functional centralised waste processing facility in the city – waste processing capacity and waste processed per day, over the past year
- Evidence of contract with external vendors that process dry waste
- Evidence of identification of land for dumping, in city or other city (for star rating 1 & 2)
- Quantity of C&D waste generated in the city per month
- Copy of C&D waste management plan
- Copy of notification of charges for collection, transportation, processing and disposal of C&D Waste
- Evidence of quantity of C&D waste used/processed within municipal limit AND/OR Copy of contract of C&D recycling plant & evidence of quantity of C&D waste processed at designated recycling plant (whichever applicable)

### Additional verification parameters for Star Rating 3 to 7

- Evidence of quantity of C&D waste being collected from premises of retail (non-bulk) occasional generators OR list/mapping along with photographic evidence of collection points within reasonable distance (Max 5 KM) (whichever applicable)
- Evidence of use of material made out of C&D Waste in municipal construction activity, as per rating condition

### CITIZEN GRIEVANCE REDRESSAL AND FEEDBACK SYSTEM

#### Condition

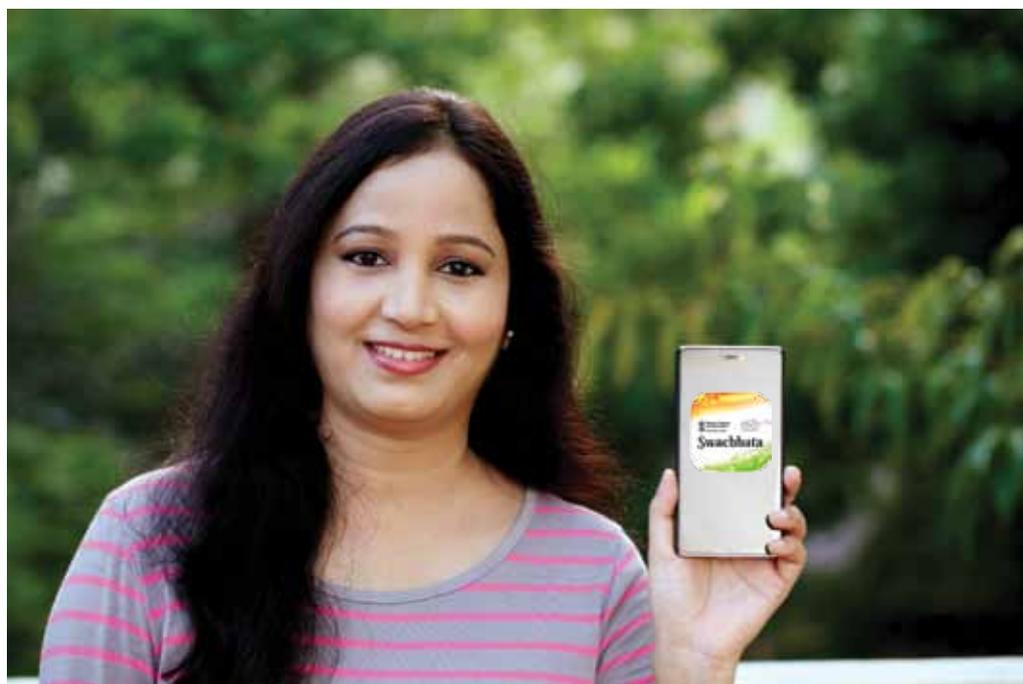
Swachhata App/ equivalent grievance redressal platform are in place and atleast 'X' per cent of households should have downloaded the App/ equivalent grievance redressal platform

And

'Y' percentage of complaints related to Solid Waste Management received on Swachhata App/ equivalent grievance redressal platform are resolved within SLA

#### Means of Verification

- Evidence of number of downloads of App/ equivalent grievance redressal platform equivalent to atleast 'X' per cent of households
- Log of complaints received on Swachhata App/ equivalent grievance redressal platform in the past six months
- Evidence of redressal of complaints related to SWM within SLA
- Independent verification through visit to sample number of households in each ward of the city



## DUMPSITE REMEDIATION

### Condition

Star Rating 3: Plan for remediation of all identified dumpsites in the city has been approved including financial closure

Star Rating 3: Plan for remediation of all identified dumpsites in the city has been approved and work commenced

Star Rating 4, 5 & 7: 'X' per cent work as per remediation project plan has been completed, for all identified dumpsites

### Means of Verification

#### All Star Ratings

- List of dumps identified in the city
- Copy of approved plan for remediation of all identified dumpsites in the city has been approved

#### Additional verification for Star Rating 3

- Evidence of work commenced (copy of contract, detailed project report, etc.)

#### Additional verification for

#### Star Rating 4, 5 & 7

- Evidence of 'X' per cent work completion (copy of completion/ closure report, etc.)

## DRAINS AND WATER BODIES

### Condition

#### Star Rating 1 & 2:

- No visible solid waste in 100 per cent of water bodies (including but not limited to ponds, lakes, tanks, rivers, etc.) under ULB jurisdiction

#### Star Rating 3 & above:

- No visible solid waste in storm water drains and water bodies under ULB jurisdiction

### Means of Verification

- List/ Map of all water bodies and storm water drains
- This parameter will be verified only through independent observation and citizen feedback

## ADDITIONAL CONDITIONS

(Applicable to Star Rating 7)

## WASTE REDUCTION – APPLICATION OF 3R PRINCIPLES IN MSWM

### Condition

Waste Reduction – Application of 3R Principles in MSWM: Quantifiable reduction in waste generated by the city on a per capita basis, in the past year (previous year from date of self-declaration)

### Means of Verification

- Log of waste generated on per capita basis for the previous year, prior to date of self-declaration
- Evidence of application of 3R principles in SWM interventions in the city

## CITY BEAUTIFICATION

### Condition

Visible beautification of city, including repairs and maintenance of infrastructure under ULB jurisdiction to achieve a clean and aesthetically pleasing city

### Means of Verification

This parameter will be verified only through independent observation and citizen feedback











**Ministry of Housing  
and Urban Affairs**  
Government of India



[www.mohua.gov.in](http://www.mohua.gov.in)  
[www.swachhbharaturban.gov.in](http://www.swachhbharaturban.gov.in)  
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